


Emergency Plan of Action (EPoA) Syria: Internal Displacement in Al Hasakeh

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation n°	MDRSY007	Glide n°:	OT-2022-000166-SYR
Date of issue:	14 February 2022	Expected timeframe:	6 months
		Expected end date:	31 August 2022
Category allocated to the of the disaster or crisis: Orange			
DREF allocated: CHF 745,926			
Total number of people affected:	250,000	Number of people to be assisted:	50,250
Provinces affected:	Al-Hasakeh City & Governorate	Provinces/Regions targeted:	Al-Hasakeh City & Governorate
Operating National Society presence (n° of volunteers, staff, branches): The Syrian Arab Red Crescent (SARC) 8,031 active volunteers, 5,749 staff, 14 branches and 73 active sub-branches across all the governorates of Syria and two in Al-Hasakeh Governorate; branch in Al-Hasakeh city and sub-branch in Quamishli			
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC) & Norwegian Red Cross			
Other partner organizations actively involved in the operation: UN Agencies, International non-governmental organizations (INGOs), Local non-governmental organizations (LNGOs)			

This DREF has been triggered by the response carried by the Syrian Arab Red Crescent (SARC) to the forced displacement from Al-Hasakeh, north-eastern Syria, in the last week of January and the first week of February, following an attack by Islamic State groups (ISg) on the Sina'a prison in Al-Hasakeh city on 20 January that resulted in hostilities that continued for several days in different areas.

On 26 January the Syrian High Relief Committee Meeting officially requested SARC and other humanitarian organisations to scale up their response to the displacement.

SARC has been responding to the displacement and is seeking IFRC support through DREF to replenish distributed relief items. SARC is also coordinating with other partners to ensure a well-coordinated response. SARC estimates that the number of people affected by the hostilities following the 20th of January attack in Al-Hasakeh city is 250,000. This includes families displaced, host families as well as families impacted by the movement restrictions and lockdown in Al-Hasakeh governorate.

The DREF operation complements SARC's humanitarian assistance operations and programmes that were ongoing prior to the hostilities in Al-Hasakeh city that triggered the internal displacement. The DREF responds to new needs caused by the displacement that are currently not covered by SARC or other actors through regular humanitarian assistance operations.

A. Situation analysis

Description of the crisis

On 20 January 2022, an attack by ISg's on Sina'a prison in Al-Hasakeh city resulted in rapidly escalating hostilities with gunfire and explosions reported from the area. Civilian casualties were reported, and up to 75,000 people (15,000 families) were forced to move out from the neighbourhoods or between houses where the main hostilities and fighting took place¹. Most of the displaced people have sought safety with family and friends in Al Hasakeh city and its surrounding neighbourhoods, while others have been hosted at seven temporary shelters. The pre-crisis conditions in the affected neighbourhoods and host communities were already critical, with low resilience among the population to withstand any additional shocks. The harsh winter conditions exacerbated by the lack of electricity, fuel and transportation, combined with economic crises that have sent food and basic items prices skyrocketing, impact from COVID-19 had already depleted the coping capacities among the host communities. Families depending on daily labour for their livelihoods lost their income due to the lockdown and curfews not only in Al-Hasakeh city but also in the governorate at large. While the lockdown has been lifted, there is still a partial curfew in effect and movements are strictly controlled.

Exacerbated by the cold winter conditions across Syria, affected people are urgently in need of basic supplies, including food and household items. SARC, the UN and other humanitarian organizations have been scaling up to assess and respond to the needs of those who have fled their homes.

On 24 January, Al-Hasakeh city, all areas surrounding the city as well as areas in Ar-Raqqa and Deir-ez-Zor were placed under a complete lockdown and movement between cities and towns in the governorate was banned by the de facto authorities. A partial curfew was imposed in other areas of the governorate from 18:00hrs to 06:00hrs. On the same day, local authorities ordered residents in the southern neighbourhoods of Housh Al Baer and Al Sakan al Shababi areas to relocate to safer areas. In addition, there was a complete ban on movement in Al-Hasakeh city, including a one-week suspension on humanitarian assistance in Al-Hasakeh city until 31 January. The movement restrictions had a direct impact on access to basic services including basic commodities, health care, education, and livelihoods, increasing the suffering of the communities that were already dependent on some form of humanitarian assistance before the security incident.

The lockdown affected humanitarian response throughout Al-Hasakeh governorate, including areas in Ar-Raqqa and Deir-ez-Zor as well as IDP camps, such as Al Hol camp, which housed over 57,000 people. Additionally, Areesha, Al Roj, Mahmoudli, Newroz, Al Tal'aa and Tweineh camps are also affected by the new measures. All humanitarian activities inside the camps were suspended, and only critical supplies such as bread, potable water and fuel were allowed inside the camp. Trucks carrying assistance were stopped at the entrance and were driven into the camp by camp administration officials.

As of 25 January, intense hostilities continued to be reported in the vicinity of Al-Sina'a Prison, including airstrikes and heavy gunfire. An estimated 1,000 families (5,000 people) living in the worst-affected neighbourhoods of Ghweiran and Al Zouhour were facing rapidly diminishing food and water supplies without access to basic services. These families subsequently appealed to humanitarian partners and authorities to help evacuate them to safer areas. The lockdown in Al-Hasakeh also affected commercial and public transport, with shortages in essential food and household items reported in local markets. Several additional displacements have occurred in January, as a result of attacks by ISg affiliated groups in other parts of the governorate, as well as hostilities at the border in northern Al-Hasakeh governorate and Ein Essa in Ar-Raqqa governorate.

UN OCHA estimates that among the displaced in Al-Hasakeh city and neighbouring areas about 3,000 families taking refuge in the Government of Syria (GoS)-controlled area in Al-Hasakeh city centre and about 6,000 families displaced to other neighbourhoods. Humanitarian partners confirmed at least seven temporary collective shelters are hosting 523 families (2,615 people); four are in the GoS-controlled neighbourhoods of Al Mal'ab Al Baladi (Al Bal restaurant), Aradi Habbo (Walid Nawfal School), Wasta/Al Suq (Bab Al Harah centre and Al Himah Center) and three in neighbourhoods controlled by local authorities of Tal Hajar (Musab Ibn Umair mosque), Salhiyeh (Al-

¹ SARC estimates 75,000 people were displaced for various lengths of time since the 20th of January hostilities. UN OCHA's estimate is 45,000 people.

Mustaf mosque) and Al Tala'e' (Al Dakhil mosque).² The number of displaced people fluctuates daily with new families being displaced to the centres and others moving to host communities, meaning that the total number of people sheltering in the displacement centres is likely to be higher. Humanitarian organisations have reported a high proportion of women and children at the collective centres as well as vulnerable groups, including unaccompanied children, people with disabilities and the elderly who require urgent and specialized assistance.

On 31 January³, humanitarian partners and the Directorate of Social Affairs and Labor (DoSAL) reported that over 6,500 households (about 32,500 people) have returned to their homes in the southern neighbourhoods of Ghweiran and Al Zouhour in Al-Hasakeh city following improved security in the city. This includes 1,500 households (7,500 people) from the GoS-controlled areas and 5,000 households (25,000 people) from areas controlled by local authorities. An estimated 296 households (1,480 people) are still hosted in four collective centres: Al Bal restaurant and Osman Ibn Afnan mosque in GoS-controlled areas and Al- Mustafa mosque and Musab Ibn Umair mosque in areas controlled by local authorities. Walid Nawfal School, Bab Al Harah café, Al Himah centre and Al Dakhil mosque are no longer collective centres. On 31 January, the curfew in Al-Hasakeh city and rural areas controlled by local authorities was reduced to 6 p.m. to 6 a.m.

While the security situation has improved, security operations by local authorities, restrictions on movement and lack of public services reportedly continue to deter returns. UN partners have been reporting late approvals or delays at checkpoints between areas controlled by GoS and local authorities. As of 31 January, some partners were unable to access the two collective centres in areas controlled by local authorities despite having the necessary authorization documents.

UN protection Sector partners reported the presence of many female-headed households and other vulnerable groups at collective centres who are experiencing multiple protection risks. The humanitarian situation remains challenging, with high needs for food, water and electricity. Medical services, including reproductive health and primary care, are being offered through mobile and static teams. However, overcrowding, cold temperatures, poor sanitary conditions and bad ventilation have resulted in increased health issues, including respiratory and other infections.

Destruction of public infrastructure and services are reported in Ghweiran and Al Zouhour neighbourhoods, although the scale is not yet known. There are also reports of shortages of food and essential items in local markets due to disruptions to supply chains. Despite over 13,000 school-aged children being displaced, the situation has not affected the school year, as the mid-term break was extended by the Ministry of Education to 30 January due to adverse weather conditions (further extended to 31 January due to the curfew).

Areasha and Al Hol camps were most affected by the crisis and resulting curfew, as the main road to Areasha is through Ghweiran neighbourhood and extra security measures were implemented at Al Hol. On 31 January, some organizations resumed regular programming at Al Hol and delivery of humanitarian supplies is returning to normal. On 1 February, the Areasha camp management planned to access the camp using alternative routes.

Summary of the current response

In the first week of the crisis when hostilities escalated, humanitarian partners prioritized ramping up emergency assistance through local partners. At the height of the crisis, seven collective centres were hosting over 2,600 people with partners scaling up food assistance, household items, water, sanitation and hygiene (WASH) and protection activities and health services. As the security situation has started to normalize, several humanitarian partners plan to conduct sectoral assessments.

Overview of Operating National Society Response Action

Headquartered in Damascus, SARC has a network of 14 branches across all the governorates of Syria and 73 active sub-branches manned by 8,031 active volunteers and 5,749 staff working across its headquarters, branches, and sub-branches. Al-Hasakeh branch and Qamishli sub-branch have a total of 580 dedicated staff members and active volunteers.

² [Syria: Qamishli Flash Update 2: Displacement from Al-Hasakeh \(as of 27 January\)](#)

³ [Syria: Displacement in Al-Hasakeh Governorate, Situation Report No. 1](#)

SARC is well recognised by the authorities and is one of the key members of the Humanitarian and Disaster Response Committees both at national as well as governorate levels. Through its network of staff and volunteers, and presence across most of the country, it remains the largest national provider of humanitarian services in Syria. SARC works closely with local communities providing humanitarian assistance to more than five million internally displaced people, affected host communities and returnees per year.

SARC was the only organization that had access to the affected area and was able to assist the people affected in the immediate days following the start of the security incident. SARC mobilised its staff and volunteers in Al-Hasakeh governorate including from its Quamishli sub-branch soon after the start of the events. The first response following 20 January focused on the safe evacuation of families from the borders of Ghweiran neighbourhood to Al-Hasakeh city centre and the neighbourhoods of Al-Salihiya, AlAziziyah, and Tal Hajar. SARC provided first aid and ambulance services and distributed food parcels, bottled water and household items such as mattresses, blankets, solar lamps at five collective shelters, and supported the establishment of four collective shelters at Al Othman mosque, Al Mal'ab Al Baladi (Al Bal restaurant), Tal Hajar (Musab Ibn Umair mosque), and Salhiyeh (Al-Mustaf mosque). The food and household items were provided by the ICRC and WFP and SARC also used its prepositioned stocks. SARC installed 20 water tanks with a capacity of 2,000 litres each in displacement centres. The tanks were filled up daily and SARC also improved the sanitation facilities in the centres. Volunteers provided psychosocial support activities for children including the distribution of colouring books and crayons and undertook health awareness sessions in the displacement centres. Additionally, SARC has deployed two mobile health units that are daily providing medical services at the displacement centres and two dedicated locations that are accessible to the people displaced with host families. On 27 January, SARC was the first organization to gain access to the host communities and started the distribution of food parcels with support from WFP.

As of 5 February, SARC has reached more than 35,000 people directly affected by the security incident in Al-Hasakeh city on 20 January with different food- and household items and services noting that some of the people have received multiple items and services.

Table 1: Food and household items distributed as of 5 February 2022

Description	Item	# of units
Food items	Food parcels	2,780
	Bottled water	2,400
Household items	Mattresses	1,000
	Blankets	1,650
	Solar lamp	250
	Jerry cans	650

Table 2: Services provided as of 5 February 2022

Service	Girls	Boys	Women	Men	Total
Mobile Health Unit consultations	556	552	971	550	2,629
Nutrition (distribution of plumpy nut)					1,113
First Aid Services					654
Psychosocial support ⁽¹⁾	210	189	46	16	461
Health awareness sessions					470
Risk reduction and awareness (protection)					90
Total					5,417

Needs assessments are ongoing in host communities among hosting families and the displaced, which will support the planning for the next phase of the emergency response operation.



Figure 1: On the first day following the events, SARC responded rapidly to the humanitarian needs of the affected people including first aid and ambulance services and medical care to the most vulnerable. **Credit: SARC**

In addition to the response to the security incident in Al-Hasakeh city on 20 January, since November 2021, SARC has provided humanitarian assistance to more than 60,000 families (300,000 people) affected by hostilities at the border and several attacks by IS-affiliated groups in Al-Hasakeh governorate at large over the last three months. Through ongoing regular relief operations in Al-Hasakeh governorate, with the support of ICRC and UN agencies, SARC provides humanitarian assistance to 95,000 families (475,000 people). In total, in the last three months, SARC has provided humanitarian assistance to approximately 162,000 families (810,000 people) in Al-Hasakeh governorate. The DREF will support newly affected 250,000 people and their needs triggered by the hostilities and

resulting displacement followed the 20th January incident in Al-Hasakeh city. The DREF is therefore complementary to SARC's regular humanitarian assistance ongoing prior to 20th January.

SARC's humanitarian response in Al-Hasakeh governorate	# of families reached	# of people reached
Displacement in Al-Hasakeh city following the events of 20 January <i>Emergency response start: 20th January – ongoing</i>	7,000	35,000
Displacement in Al-Hasakeh governorate and partly in Ar-Raqqa hostilities caused by ongoing attacks by IS-affiliated groups and hostilities at the border <i>Emergency response start: November 2021- continuing</i>	60,000	300,000
Regular monthly humanitarian assistance operations outside Al Hol and other camps <i>Emergency response start: part of SARC nation-wide humanitarian assistance operation planned and implemented on annual basis – ongoing</i>	95,000	475,000
Total	162,000	810,000

This emergency plan of action has been developed based on analysis of primary and secondary data sources and SARC's in-depth knowledge about the conditions in the targeted areas through its network of staff and volunteers.

The following activities have been undertaken and support the design of the response strategy:

- Emergency response launched with mobilised staff and volunteers immediately the day after the incident on 20 January focussing on first aid services and health care, safe evacuation and registration for displaced people at temporary shelter centres provision of food and household items to the people residing at the centres.
- Distribution of food and household items especially in displacement centres and in host communities to host families and the displaced.
- Close and continuous coordination with the local administration, authorities, humanitarian agencies and other actors both at the governorate and national levels through the high relief committee.
- Continuous monitoring and reporting on the situation and the changing needs of the affected population.

Overview of Red Cross Red Crescent Movement Actions in-country

The IFRC has been present in Syria supporting SARC in the implementation of its humanitarian work across the country since the mid-1990s and established a permanent representation office in 2007. Over the course of the last two decades, the IFRC has provided technical support to SARC in implementing its programmes and supported SARC with its Disaster Relief Emergency Fund (DREF) mechanism to effectively provide emergency response throughout the crisis.

The ICRC supports technically and financially SARC's programmes and operations across Syria including in health, water and habitat, economic security, International Humanitarian Law and restoring family links. Specific to this event, ICRC has been supporting SARC with food and household items for the people affected by the displacement from the start of the response. ICRC also continues to support ongoing operations and programmes in Al-Hasakeh including Al Hol camp.

SARC's Movement partners are monitoring the situation and have offered support to SARC to replenish relief items distributed by SARC from pre-positioned stocks. The DREF will replenish part of the mobilised hygiene kits (9,750 out of 14,000 for this response). Because of limited resources and constraints by partners and donors, the support is very limited, and replenishment of relief materials and operational costs are urgently required.

Due to logistical and other challenges, the transportation of relief item contributions from Movement partners to Al-Hasakeh has been overall slow. These bottlenecks are now being resolved and food, household items and emergency medical supplies are now being mobilised. Therefore, ensuring a minimum set of quantities of pre-

positioned relief items in strategically located warehouses of SARC is imperative to ensure a rapid response to sudden humanitarian needs. This also requires timely replenishment in warehouses.

IFRC launched its Crisis Country Plan for 2022 in coordination with Movement components and with SARC at the helm. The main goal is to ensure the sustainability of interventions and to reach all segments of the population, including vulnerable populations, as well as to strengthen services delivered to communities affected by the conflict, COVID-19 and the ongoing economic crisis. In addition, the Syria Crisis Country Plan focuses on supporting national society development initiatives, humanitarian advocacy and diplomacy, membership coordination and services as well as providing technical support. This DREF will support lifesaving emergency response to the humanitarian needs following the population displacement in Al Hasakeh Governorate, which has been exacerbated by the ongoing cold wave in the area. These are additional needs that are not included in the 2022 Syria Crisis Country Plan.

Overview of other actors' actions in-country

UN and humanitarian partners have provided assistance through its local partners in seven collective centres in Al-Hasakeh city, which are hosting approximately 523 families (2,615 people) as of 31 January. As of 26 January, partners had distributed essential household items, including winter supplies to 369 households (about 2,000 people) such as mattresses, blankets, winter clothes, jerry cans and solar lamps. Collective centres have been sterilized and rehabilitated, with electricity networks repaired, water tanks, doors and windows installed, and solid waste management solutions implemented. Food and potable water were also distributed at the centres. Two mobile health and nutrition teams have provided outpatient consultations and nutrition services for children under five years old and primary health care consultations for children under 15 years old in four collective shelters. Health partners have supported Al-Hikmah Hospital to prioritize civilians injured in hostilities. Three mobile clinics have been mobilized by local partners to provide health services to IDPs in different locations of Al-Hasakeh city. Additionally, over 13 tons of medical supplies, including life-saving medications and trauma kits, have been pre-positioned to be delivered to Al-Hasakeh, pending necessary official approvals. Mobile teams have also provided reproductive health and psycho-social services as well as transportation to safe areas including collective shelters. Some 1,796 women and girls in collective centres received lifesaving reproductive health/gender-based violence (GBV) assistance, child protection services such as awareness on family separation, GBV awareness, psycho-social sessions, and monitoring for unaccompanied children. Over 1,000 women and girls also received winterized dignity kits and sanitary supplies. Two static health facilities in Al-Hasakeh city are providing health care, paediatric care and internal medicine to IDPs and host communities. Food security partners are mobilizing current food ration stocks from their warehouses towards meeting the needs of the 9,000 IDP families. Seven national NGOs in Al-Hasakeh city are also providing hot meals, drinking water, hygiene kits and household items to IDPs.

Humanitarian actors are continuing to discuss with local authorities to access the needs of displaced and affected families.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

The harsh winter conditions exacerbated by the lack of electricity, fuel and transport combined with economic crises that have sent prices of food and basic items sky-rocketing, impact from COVID-19 and the impacts from the severe drought and water shortages in Syria with Al-Hasakeh one of the most affected governorates had already eroded the coping capacities among the host communities. Families depending on daily labour for their livelihoods lost their income due to the lockdown and curfews not only in Al-Hasakeh city but also in the governorate at large. Some of these families were already dependent on humanitarian assistance to meet their basic needs and some have had to leave their regular source of livelihoods, farming and animal husbandry, due to the worst drought conditions in 70-years currently experienced in Syria. For families already living in poverty, even a short disruption to their daily income has a significant detrimental impact on the possibility of these

families to meet their basic needs, and it further erodes their coping capacities. While the lockdown has been lifted, a partial curfew is still in effect and movements continue to be strictly controlled.



Figure 2: Upon the security incidents that took place in southern areas of [#AlHasakeh](#), 45,000 people were forced to leave their homes seeking refuge in safer areas. SARC supported the establishment of several temporary shelters with food and household items. **Credit: SARC**

Shelter and household items: While families have started to return from host communities and temporary displacement locations the need for household items continue to be high among those still displaced. The highest needs are for winterisation items including heating, clothing and blankets and also solar-powered lamps, mattresses. The shelter cluster has reported low to no availability of shelter items in the local market emphasising the importance of pre-positioning stocks.

Health: Overcrowding, inadequate sanitary facilities and cold temperatures in the temporary displacement centres are resulting in respiratory and other infections amongst residents and complications caused by stress on pregnant women. There is a need to restore normalcy through psychosocial support for children and adults alike traumatized by insecurity and displacement. Prior to the events, host communities and displaced families were already facing various anxieties such as increasingly concerned over not having sufficient income to feed their family members in the near future, fearing conflict and hostilities, risk of new displacement, injury or death of family members, factors that all have a significant impact on the mental well-being of all family members while at the same time access to socio-psychological assistance is severely limited. The displacement has also disrupted access to medical care in particular for the elderly and those living with chronic diseases.

Water, sanitation and hygiene: Access to safe water and adequate sanitation facilities continue to be a gap both at the temporary displacement centres that are still open and also in the host communities. In the centres there is a need for more WASH facilities or maintenance of existing ones. There is a shortage of hygiene items among the displaced families and the hosting families. These needs come on top of the pre-existing severe shortage of drinking water in Al-Hasakeh caused by record low levels of water in Alouk water station combined with shortage and damaged electricity networks.

Protection: Most of the displaced are women and children and a significant number have special needs (the elderly and people with disabilities) requiring specific in-kind assistance such as wheelchairs. Different modalities are also required for these groups to access basic assistance, such as food, water and WASH facilities. IDPs reported some protection concerns at the centres, including the lack of privacy, lack of gender-segregated bathrooms, poor conditions of WASH facilities, lack of electricity, lighting and overcrowding.

As of 5 February, according to SARC data 337 families (1,510 people) were still in temporary displacement centres. Approximately 15,000 families (75,000 people) are estimated to continue to be displaced among relatives and more than 7,000 host families (35,000 people) in Al-Hasakeh city's neighbourhoods alone. According to data collected by SARC's staff and volunteers at Al-Hasakeh branch immediately after the incident and information apparent through the emergency response and interaction with people affected SARC estimates the most critical needs include:

- Access to first aid and health care services including psychosocial support,
- Access to adequate and safe water and sanitation including hygiene kits,
- Provision of food parcels to the displaced people and their host families including regular food parcels and canned food parcels,
- Relief items including blankets, mattresses, solar lamps, jerry cans, plastic sheeting, kitchen sets, winterisation for children,
- Risk awareness and risk reduction to mitigate protection concerns.

As SARC further expands its response in host communities more data will become available on remaining needs and gaps taking into account ongoing response by SARC and coordination among humanitarian actors. While analysing the immediate needs of the people affected by this crisis it is imperative to take into account the pre-existing humanitarian needs of the people affected directly through displacement or hosting displaced families and indirectly movement restrictions and spill-over effects of security incidents elsewhere in the governorate. SARC's staff and volunteers in Al-Hasakeh are themselves directly affected by the security incidents many of them hosting large numbers of displaced people in their houses. Prior to this crisis, SARC was already providing regular monthly humanitarian assistance to approximately 95,000 families (475,000 people) in Al-Hasakeh governorate outside Al Hol and other camps. This is due to multiple factors including 10 years of crises, economic crises that have resulted in the removal of several subsidies for the lowest income families, steep price inflation with the basic food basket recording the record price in December 2021, worst drought conditions in 70 years, lack of basic commodities including bread, fuel and electricity as well as COVID-19 pandemic. This event is further eroding the coping capacities of those affected and while immediate life-saving humanitarian assistance is the priority, more immediate and longer-term solutions are required in order to allow the rebuilding of lives with human dignity.

Urgency for replenishment of household items: During the immediate response to the displacement SARC mobilised food and household items from its own prepositioned stocks and later from partners. It is imperative that the stocks are replenished to ensure SARC maintains its minimum stocks of prepositioned relief items in order to be able to rapidly respond to humanitarian needs arising from future crises. SARC through its network of branches, sub-branches and volunteers is often the first organisation to reach populations affected by crises and disasters and this places an additional responsibility on SARC to ensure sufficient prepositioned stocks in strategically located warehouses across the country. The importance of prepositioning relief items is exacerbated by the economic crises that have constrained suppliers and resulted in a lack of availability of even basic items in the local markets. For example, the shelter cluster reported low to no availability of shelter items in the local market. The sanctions imposed on Syria continue to cause delays on the transfer of funds for some partners to Syria due to over-compliance by banks. These are all factors that cause lengthy procurement processes that in turn prevent a rapid response without prepositioned relief items demonstrating in the context of Syria the vital need for ensuring adequate prepositioning of relief items for SARC.

Targeting

In general, the main target groups for the response include displaced people, host communities and families returning to their homes. The geographical area covers mainly Al-Hasakeh city neighbourhoods where the majority of the displacement has occurred but may also include displacement caused by insecurity and fighting in other parts of Al-Hasakeh governorate as a spillover from the original security incident on 20 January. The pre-crisis conditions in the affected neighbourhoods and the host communities were already critical with low resilience among the population to withstand any additional shock. At the same time, the host communities' initiatives have been vital to the response from hosting displaced people, initiating distributions and supporting people at the shelters, especially when humanitarian access was curtailed due to access limitations and curfew. Immediate emergency response targeted people in temporary displacement centres and host families housing a large number of displaced persons. Given the continuing movement of displaced families, either back to their homes or new host locations, SARC is undertaking follow-up assessments and beneficiary registrations for the next phase of the response.

The final selection criteria for the next round of distributions will be refined during the rapid assessments currently underway, targeting and registration targeting predominately hosting families and the people displaced with them.

Sex and age disaggregated household data will be collected during the beneficiary registration and presented in the final report.

Scenario planning

Scenario	Humanitarian consequence	Potential Response
Likely scenario:	The majority of the currently displaced households will be able to return to their homes. The host communities and the returning families will require some form of basic assistance. The curfew and the movement restrictions will gradually be lifted in Al-Hasakeh city and governorate allowing daily workers to return to their work.	SARC will continue to respond to the needs of the affected families including the host communities with support from partners depending on the needs also after the displaced families have returned to their homes. SARC will conduct needs assessments in new areas of displacement and respond based on the needs and available resources in close coordination with its Movement and non-Movement partners.
Most likely scenario:	Displacement of populations will continue in various parts of Al-Hasakeh governorate with spill-over effects to Ar-Raqqa and Deir-ez-Zor due to sporadic security incidents. The population displaced in Al-Hasakeh will be able to return but will continue to face some curfews. Some of the families living in the vicinity of the security incidents will return to properties that have been partly destroyed. The situation is further deteriorated. Families affected by the displacement including host communities have depleted resources and will need additional support to avoid further negative coping mechanisms (such as taking loans and using savings).	SARC/IFRC launching DREF to replenish mobilised hygiene kits and support operational costs for the response in coordination with other movement and non-Movement partners. Clear selection criteria for households targeted clear community engagement and communication /information sharing plan to address rationale and basis for beneficiary selection criteria "who is selected/how" among communities and stakeholders. Strong coordination mechanism led by SARC to engage with other Humanitarian actors for complementarity of relief and addressing unmet needs including in remote areas. SARC will conduct needs assessments in new areas of displacement and respond based on the

		needs and available resources. Depending on funding available in addition to immediate emergency response, early recovery/recovery needs will also be taken into account.
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Operation Risk Assessment

RISK AREA	CONTROLS MANAGEMENT
Staff and volunteer health: lack of COVID-19 personal protective equipment (PPE) for staff and volunteers increases the risk of contracting COVID-19 during the response, resulting in a reduced operational capacity of SARC at branch and sub-branch levels.	All SARC frontline staff and volunteers involved in the operation have been fully vaccinated against COVID-19. The operation is designed to adhere to the measures as per SARC's epidemic control measures. PPEs procured with other funding will be provided to the staff and volunteers engaged in the response.
Limited or disrupted access to areas and beneficiaries targeted by the operation prevents the delivery of impartial and neutral humanitarian assistance to the most affected and vulnerable populations.	Continued coordination and collaboration with local actors to maintain access and acceptance. Thorough community engagement and accountability activities throughout the operation with the beneficiaries and communities targeted through the operation.
Delays in the procurement of hygiene kits due to lack of availability of certain items or long delivery times by suppliers have an impact on the timely replenishment of the kits.	A rapid check on the availability of items among suppliers and market price will be undertaken at the start of the procurement process. The length of the operation is six months factoring in possible delays in the procurement process.
Shortage of electricity, fuel and transport/trucking preventing humanitarian assistance and volunteers/staff from reaching the people in need with the required assistance. Unavailability of electricity hampers communication between SARC HQ and the branch teams including sharing information and providing operational updates.	Available fuel will be prioritised for the delivery of humanitarian assistance items. SARC has a framework agreement for trucking service that is used when its own capacity is exceeded. Volunteers engaged in the response are from the localities/governorate. Procurement of fuel for generators to facilitate communication and charging IT equipment is included in the operational budget.
Security constraints prevent beneficiaries from being reached with the assistance.	Continuous monitoring of security situation through SARC staff and volunteers in branches and sub-branches in the target areas. Frequent coordination between SARC and ICRC security focal points. SARC security protocols are followed. Refresher security training is provided to staff and volunteers as needed.

B. Operational strategy

Overall Operational objective:

The overall objective of this DREF operation is to provide replenishment of 9,750 (out of 14,000) hygiene kits, that SARC has mobilised in its response to the population displacement in Al Hasakeh governorate. SARC's overall humanitarian assistance in response to security incidents (20 January in Al-Hasakeh city and since November 2021) has reached 67,000 families (335,000 people) affected. The operation also supports the provision of psychosocial support to affected people and operational costs for SARC's emergency response. This DREF operation addresses replenishment of relief items to new humanitarian needs caused by population displacement and does not duplicate or overlap the response provided under the 2022 Syria Crisis Country Plan.

The first phase of the DREF operation focuses on supporting SARC with the mobilisation of staff and volunteers and logistical support for the delivery of humanitarian assistance to the affected population. The second phase of

the DREF operation is dedicated to the replenishment of relief items according to IFRC international procurement procedures.

The response strategy takes into account and complements the humanitarian assistance provided by other agencies and actors. The DREF complements SARC's overall response undertaken with the support from ICRC, other RCRC members and UN agencies. SARC's health response including the operational costs of SARC's mobile health units dispatched to the areas affected are covered by SARC's other partners including medical equipment to health facilities. Food and shelter/household items required for the response are mainly supported by WFP and ICRC. In WASH and rehabilitation, the mobilisation of 14,000 hygiene kits (of which 9,750 will be replenished through the DREF) has left a critical gap in SARC's preparedness for effective response to future crises/disasters.

Human resources

SARC has a network of 13,780 staff and trained and active volunteers across Syria. In Al-Hasakeh 180 staff and volunteers are involved in delivering a large range of multi-sectoral services to those most in need. Based on needs, additional staff and volunteers can be deployed for the implementation of the operation from other branches and sub-branches. The Disaster Management Department at SARC's HQ has the overall responsibility for the timely and quality implementation of the operation in coordination with other sectoral departments including livelihoods, health and water and rehabilitation. The Partnerships and Performance Support Department (PPSD) will support the disaster management coordination team based on request. The IFRC Syria country delegation will support SARC in the monitoring and reporting of the operation with the IFRC MENA regional delegation based in Beirut providing technical inputs and support. IFRC Syria country delegation is currently recruiting a Disaster Risk Management delegate.

Logistics and supply chain

SARC's Logistics department will undertake the procurement for replenishment of hygiene kits. Logistics and procurement support to the intervention will be provided following IFRC procedures to ensure the efficient and timely replenishment of relief items. IFRC's in-country Procurement Delegate and IFRC's MENA regional office will support SARC with the procurement process.

Communications

From the onset of the emergency operation, SARC continues to provide updates on its activities over its social media platforms. Public communication content will be produced and published on IFRC MENA social media platforms and [IFRC.org](https://www.ifrc.org). Information on the operation will be disseminated in coordination with the IFRC and Movement partners in order to highlight the response to the humanitarian needs and the evolving and emerging humanitarian concerns. IFRC in the country and MENA region will provide support to SARC to produce updates for different media channels on the implementation of the operation. Information will also be shared via the IFRC Go Platform.

Community Engagement and Accountability (CEA)

CEA is integrated throughout the intervention to ensure maximum and meaningful participation of affected communities. SARC has been strengthening its capacity in CEA through community-based programmes in 2021. The response strategy is designed based on continuous observations by staff and volunteers involved in the response and their feedback from the people affected. SARC was the first organisation to gain access to the host communities following the events indicating the high level of access and acceptance of all parties. Some of SARC's volunteers and staff are among the affected population and have first-hand information about the situation and the needs. They are also a valuable source to ensure that the response is effective and efficient in meeting the most urgent needs of those affected.

Many of SARC's volunteers in Al-Hasakeh are themselves hosting displaced families and are well connected with the community. Al-Hasakeh branch staff and volunteers are well known by all parties and through them, both people affected and those not affected can communicate their needs and concerns. Engaging communities to contribute to a relevant design and planning of the response has started through the ongoing needs assessment with host communities and the displaced people. At the implementation phase, and to promote transparency and accountability, well trained SARC volunteers will be providing information to the people at the distribution sites

on SARC, the purpose of the aid, the selection criteria, and how to communicate their feedback. Following distributions, disaggregated community feedback (by age and sex) will be collected through the Post Distribution Monitoring activity following all distributions which will be responded to in a timely manner, analysed, and used for the sake of programmatic and operational course corrections. Moreover, the key community stakeholders and leaders will be engaged in all community-level distributions. Learnings from previous operations including the response to 2020 wildfires will also be applied in the CEA mechanisms for this operation.

Safety and Security

To undertake the planned activities, SARC will coordinate with Movement partners and evaluate the evolving security situation. Access challenges may occur due to the presence of the Islamic State group in the area which may lead to sporadic episodes of conflict. The IFRC Country Delegation and Regional Security Coordinator will provide support as needed, in supplement to that which is provided by Movement Partners. Personal protection equipment (PPEs) for volunteers' safety will be provided for COVID-19 infection prevention and control.

Planning, Monitoring, Evaluation, and Reporting (PMER)/ Information Management (IM)

SARC HQ is monitoring and supporting the implementation of the operation undertaken by its branches and sub-branches. Data collection and information communication procedures will be put in place to measure progress against the set indicator targets for the intervention. The monitoring process will be as a following:

- Regular situational updates on the response operation with agreed-upon reporting indicators and data disaggregation.
- Procurement plan for the replenishment of relief items.
- Field visits and monitoring from SARC HQ.
- Regular budget vs expenditure follow-up and budget modifications if required.
- An end-of-operation lessons learned workshop will be organized by IFRC and SARC to reflect on the DREF implementation and to take stock of that for future responses and to inform response preparedness planning efforts.

Technical PMER capacity and technical support will be provided through the IFRC MENA Regional Delegation PMER team. Reporting on the operation will be done per the IFRC minimum reporting standards. An end-of-operation lessons learned exercise will take place to capture the relevance, efficiency, and effectiveness of the operation. It will also be used to measure qualitative outcome indicators and to ensure that the best practices are captured to inform the planning and designing of future operations. The IFRC MENA regional IM will be supporting the Syria Country Delegation as well as SARC in reporting through the [IFRC GO platform](#) to share updated field reports, information bulletins, documents, and updates to the emergency page on GO.

Administration and Finance

SARC will be responsible for managing the funds in accordance with standards procedures for IFRC working advance transfers. The IFRC through the Syria Delegation and finance department in MENA Regional Office will provide necessary operational support for review, validation of budgets, bank transfers, and technical assistance to the SARC on procedures for justification of expenditures, including the review and validation of invoices and receipts.

C. Detailed Operational Plan



Health

People targeted: 1,500

Male: 670

Female: 830

Requirements (CHF): 12,993

Needs analysis:

The displacement and lockdown disrupted the access to medical care in particular for the elderly and those living with chronic diseases. The inadequate conditions in the displacement centres, overcrowding in the centres as well as among the host families combined with harsh winter conditions risk the already fragile health conditions of the most vulnerable including children, people with disabilities, pregnant women, the elderly and those living with chronic diseases.

There is a need to restore normalcy through psychosocial support for children and adults alike traumatized by the security event and displacement. Prior to the events, host communities and displaced families were already facing various concerns such as increasingly concerned over not having sufficient income to feed their family members in the near future, fearing conflict and hostilities, risk of new displacement, injury or death of family members, factors that all have a significant impact on the mental well-being of all family members while at the same time access to socio-psychological assistance is severely limited.

The DREF operation will focus on mobilising SARC's trained staff and volunteers and community health promoters for the provision of psychosocial support. SARC will continue to operate the first aid services and mobile health units with funding from other sources.

Population to be assisted: A total of 1,500 people will be targeted by health interventions.

Programme standards/benchmarks: SARC will coordinate and harmonize the health interventions with humanitarian actors. For each activity, the minimum standards indicated in the Sphere handbook, the IFRC Health Guides will be used.

P&B Output Code	Health Outcome 6: The psychosocial impacts of the emergency are lessened						# of people reached through psychosocial support activities (Target: 1,500)
	Health Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff						
	Activities planned Month	1	2	3	4	5	6
AP023	Conduct an assessment of PSS needs and resources available in the displacement centres and among host communities						

AP023	Mobilise SARC trained volunteers for the provision of psychosocial support services						
AP023	Provide psychosocial support to people affected by the crisis/disaster in displacement centres and host communities						



Water, sanitation and hygiene

People targeted: 48,750

Male: 23,880

Female: 24,870

Requirements (CHF): 685,647

Needs analysis: Families displaced from their homes have inadequate access to sanitation and hygiene articles required to maintain personal hygiene and preserve their dignity. The host families have been providing the displaced families with hygiene and sanitation but cannot continue to do so without exhausting their own resources. SARC has mobilised 14,000 hygiene kits from its prepositioned stocks and is dispatching these to Al-Hasakeh from its central warehouse in Tartous. The DREF will replenish 9,750 hygiene kits.

Risk analysis: It is critical to complete the replenishment as soon as possible. SARC needs to abide by its minimum contingency stock in warehouses to respond to natural/man-made disasters. Sanctions might hinder the pace of replenishment by causing possible delays in financial disbursements and procurements.

Population to be assisted: Partial replenishment of distributed hygiene kits to a total of 9,750 families will be carried out under this DREF. Recipients of the hygiene kits will be sensitised to the use and the contents of the kits⁴ at the distribution points.

Programme standards/benchmarks: SARC bases its WASH activities on the Sphere minimum standard.

P&B Output Code	WASH Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population	# of people reached through hygiene kits. (Target: 48,750) # of Hygiene Kits procured (Target: 9,750)					
		Activities planned Month	1	2	3	4	5
AP030	Distribute 9,750 hygiene kits, sufficient for one month to 48,750 people						

⁴ A hygiene kit includes washing powder 3 bags each bag 1 KG, Toilet paper (4 rolls), Soap 10 pcs each 100 g, Tooth Paste 3 tubes 100 g each, Toothbrush 5 (Medium size), Shampoo 2 bottles (250 ml each), shaving razor 5 pcs, sanitary pads 4 bags of 10 pcs each, Shaving gel 1 pcs 100 ml, nail scissor 1 pcs, Towels 2 pcs (70cm*30cm), Dishwashing liquid 2 pcs 500 ml each, washing sponge 4 pcs and paper towels 1 box 300 g.

AP030	Carry out an analysis of the local market to identify availability/access to hygiene kits						
AP030	Perform the procurement for replenishment of distributed hygiene kits						
AP030	Coordinate with government and other partners on needs and appropriate response						

Strategies for Implementation

Requirements (CHF): 47,286

P&B Output Code	S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform	# of NS governorates branches that are well functioning in the operation. (Target: 1)					
	Output S1.1.4: National Societies have effective and motivated volunteers who are protected	# of volunteers and staff that are debriefed and protected. (Target: 180)					
	Activities planned Month	1	2	3	4	5	6
AP040	Provide personal protective equipment to staff and volunteers (will be provided through other sources)						
AP040	Ensure volunteers are properly trained in safety and security						
P&B Output Code	Outcome S2.1: Effective and coordinated international disaster response is ensured	Effective and coordinated international disaster response ensured. (Target: Yes)					
P&B Output Code	Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved	# of community feedback reports produced (Target: 2)					
	Activities planned Month	1	2	3	4	5	6
AP084	Collect and respond to community feedback on regular basis						
P&B Output Code	Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.	# of accountability tools adopted by the NS. (Target:2)					

	Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues	<i># of communication products (Target: TBD)</i>					
	Activities planned Month	1	2	3	4	5	6
AP053	Communication products distributed through social media and other means						
AP053	Develop and implement a monitoring and evaluation (M&E) plan for the DREF operation						
P&B Output Code	Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.	<i># of Lessons learned workshop. (Target: 1)</i>					
	Output S3.2.1: Resource generation and related accountability models are developed and improved						
	Activities planned Month	1	2	3	4	5	6
AP058	Produce regular internal operations updates						
AP058	Conduct an end-of-operation lessons learned workshop						

Funding Requirements

DREF OPERATION

MDRSY007 - SYRIA - Internal Displacement in Al
Hasakah

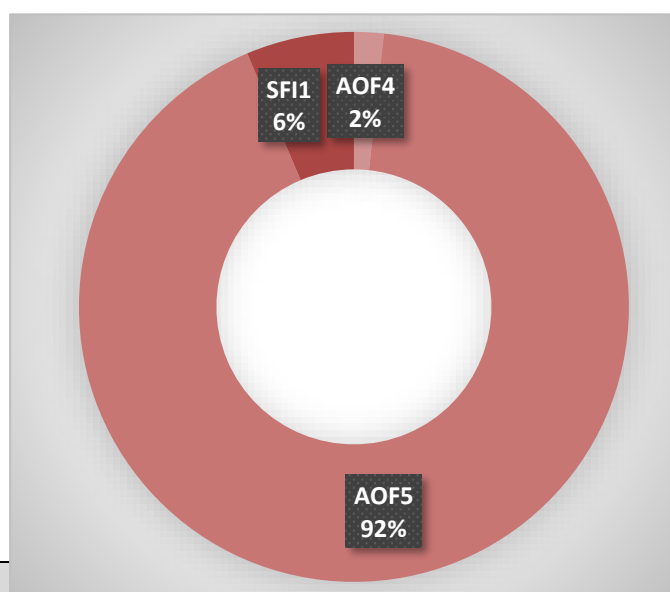
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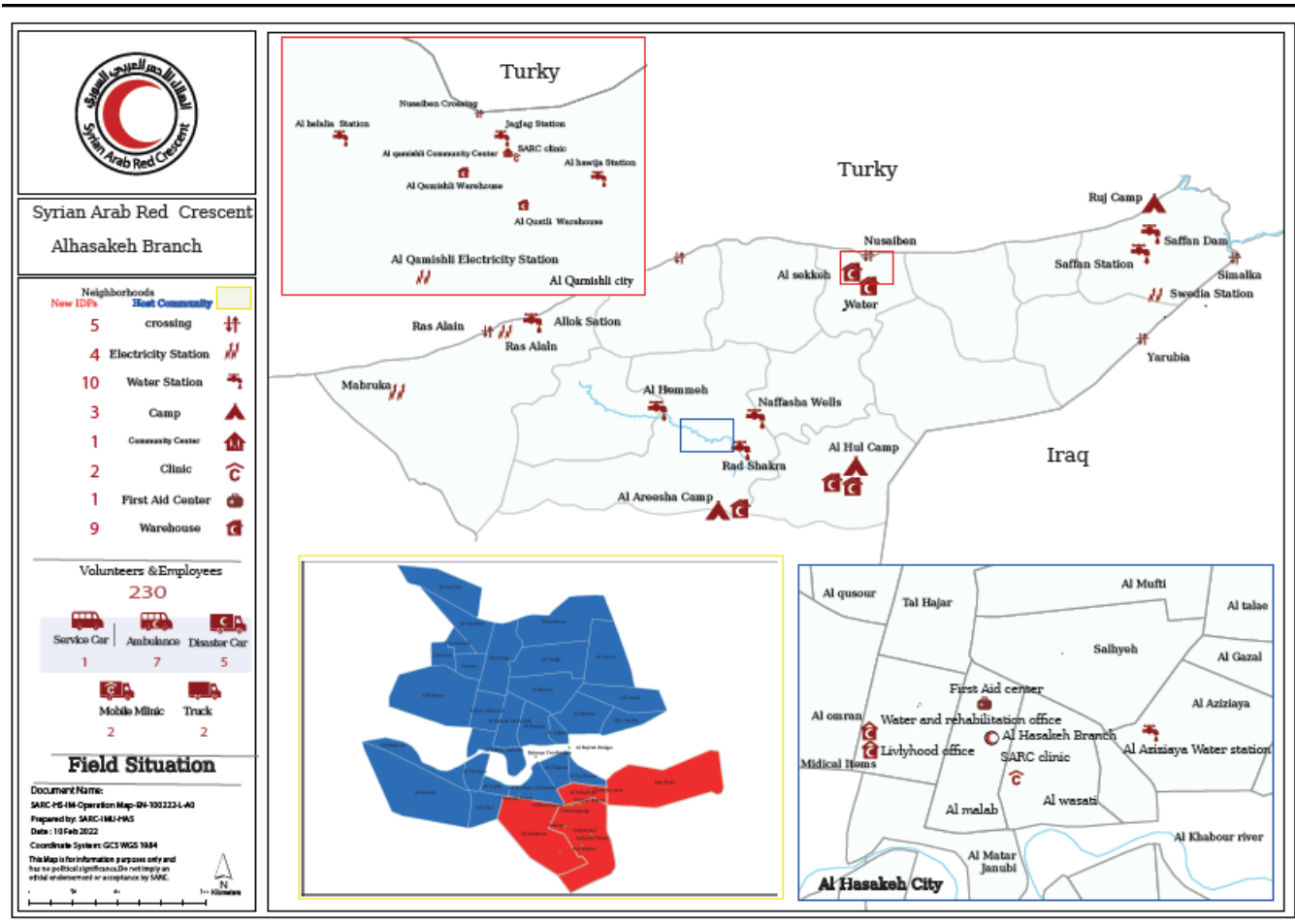
Budget by Resource

Budget Group	Budget
Water, Sanitation & Hygiene	624,000
Relief items, Construction, Supplies	624,000
Storage	4,000
Transport & Vehicles Costs	32,000
Logistics, Transport & Storage	36,000
Volunteers	23,800
Personnel	23,800
Workshops & Training	12,000
Workshops & Training	12,000
Travel	3,000
Office Costs	1,000
Communications	500
Financial Charges	100
General Expenditure	4,600
DIRECT COSTS	700,400
INDIRECT COSTS	45,526
TOTAL BUDGET	745,926

Budget by Area of Intervention

AOF1	Disaster Risk Reduction	
AOF2	Shelter	
AOF3	Livelihoods and Basic Needs	
AOF4	Health	12,993
AOF5	Water, Sanitation and Hygiene	685,647
AOF6	Protection, Gender and Inclusion	
AOF7	Migration	
SFI1	Strengthen National Societies	47,286
	Effective International Disaster	
SFI2	Management	
	Influence others as leading	
SFI3	strategic partners	
SFI4	Ensure a strong IFRC	
TOTAL		745,926





Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

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

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.