Healing the Wounds

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Acronyms

<table>
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<th>Acronym</th>
<th>Description</th>
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<tr>
<td>CDC</td>
<td>Centre de Crise – Ministère des Affaires Etrangères - France</td>
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<td>DFID</td>
<td>Department for International Development - UK</td>
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<td>HI</td>
<td>Handicap International</td>
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<td>IDPs</td>
<td>Internally Displaced Persons</td>
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<td>NFI</td>
<td>Non-Food item</td>
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<td>PwDs</td>
<td>Persons with Disabilities</td>
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<td>PwIs</td>
<td>Persons with injuries</td>
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<td>RRA</td>
<td>Region Rhône-Alpes - France</td>
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<td>UKIETR</td>
<td>UK International Emergency Trauma Register</td>
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<td>UNRWA</td>
<td>United Nations Relief and Works Agency for Palestine Refugees in the Near East</td>
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<td>UXO</td>
<td>Unexploded Ordnance</td>
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<td>WASH</td>
<td>Water, Sanitation and Hygiene</td>
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At least 1,473 Palestinian civilians were killed, including 501 children and 257 women. Many fatalities involved multiple family members, with at least 142 Palestinian families having three or more members killed in the same incident, for a total of 739 fatalities. According to the Palestinian Ministry of Health, over 11,100 Palestinians, including 3,374 children and 2,088 women, were injured. This crisis has also resulted in displacing more than 500,000 persons who were forced to leave their homes searching for a secured place to protect themselves and their families from bombardment.

UNRWA has opened shelters at their schools to accommodate these internal displaced persons (IDPs). On the 26th of August an open-ended ceasefire was announced. IDPs started to return back homes if still not destructed; many those whose houses were totally destructed are still being hosted in shelters of UNRWA.

At the height of the conflict an estimated 500,000 people – twenty-eight percent of the population – were internally displaced in UNRWA schools designated as emergency shelters, government schools and informal shelters, and with host families.

Persons with disabilities (PwDs) are one of the most vulnerable groups in time of crisis, mostly marginalized and neglected to access emergency services. Handicap International supported by DFID, CDC, and RRA has launched an emergency response action in partnership with 4 disability service providers to meet the urgent needs of the most vulnerable groups affected by the crisis across Gaza Strip. Partners are: Baitona Society for community development in North Gaza, Palestine Avenir for Childhood Foundation in Gaza City; The National Society for Rehabilitation in Middle Area and in Khan Younis;
and Society for Physically Handicapped People in Rafah.

The project duration was from August 2014 till end of February 2015; a total of 6,475 vulnerable persons affected by the war in Gaza benefitted from HI and partners’ emergency response action. HI donated 648 mobility assistive devices, NFI and therapeutic materials to the hospitals during the war time to be distributed to PwIs according to their needs. Immediately after the ceasefire announcement HI supported the partners in the five governorates to provide multidisciplinary rehabilitation services including: physiotherapy, occupational therapy, psychosocial support, nursing and dressing, referrals to other services, in addition to assistive devices and non-food items distribution. A total of 27,696 multidisciplinary rehabilitation sessions were provided, 2,578 mobility assistive devices and 3,975 NFI were distributed to the most vulnerable persons affected by the crisis. Technical support and trainings were delivered to partners’ outreach teams by UKIETR team to ensure quality rehabilitation services in support to persons with disabilities and persons with injuries. 97.22% of the respondents reported their overall satisfaction with the services.

This report will shed the light on the emergency response action services delivered to the different beneficiaries.

3 A humanitarian aid organization working alongside people with disabilities and vulnerable population, taking action and bearing witness in order to respond to their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights.
Response Beneficiaries in Gaza

Identification Phase

This graph indicates the number of beneficiaries identified per month during the emergency response project duration (August 2014 – Feb 2015).

In total, 6,475 most vulnerable persons were identified, assessed and supported.

HI and partners did put a particular focus on early identification of potential beneficiaries in the early stages of the response, which explains the decreasing figures per month following this essential initial phase of identification.

Identification Place and Modalities

Partners’ rehabilitation outreach teams conducted field screening at the beginning of the intervention to identify vulnerable persons affected by the crisis; Handicap International and its partners coordinated with stakeholders to facilitate teams’ intervention inside shelter locations.

Those who have been identified at the community level were either at their own homes or hosted by other family members after being displaced.

- 77% of project beneficiaries were identified by outreach teams through their field work.
- 14% of beneficiaries registered their details and needs in partners’ location for support and follow up by outreach teams.
- 9% of beneficiaries were referred to partners’ teams follow up by other organizations for support and follow up.

Vulnerability of Beneficiaries

Services were provided to two main vulnerable groups identified as the most in need groups for the proposed services; persons with injuries and to displaced persons with disabilities in the five governorates of Gaza Strip.

- 2,090 persons with injuries benefitted from response services (679 female and 1,411 male).
- 4,385 persons with disabilities were supported (1,986 female and 2,399 male).
While the ratio between female and male for displaced PwDs seems coherent with overall Gaza population statistics, an important majority of supported persons with injuries were male.

**Geographical Coverage**

- **North Gaza:** 1,726 beneficiaries (517 PwIs – 1,209 PwDs), 740 female and 986 male.
- **Gaza City:** 940 beneficiaries (345 PwIs – 595 PwDs), 322 female and 618 male.
- **Middle Area:** 1,239 beneficiaries (524 PwIs – 715 PwDs), 500 female and 739 male.
- **Khan Younis:** 1,267 beneficiaries (320 PwIs – 947 PwDs), 524 female and 743 male.
- **Rafah:** 1,304 beneficiaries (384 PwIs and 920 PwDs), 580 female and 724 male.
Like other groups affected by the crisis, people with disabilities and people with injuries lacked equal access to emergency specialized and basic services.

Needed specialized services included multidisciplinary rehabilitation services, assistive devices, non-food items, and health care services. The mostly demanded basic needs included access to clean drinking water, food, shelter, protection, and education.

The needs and demands of persons with disabilities are usually not properly included in the services’ providers agenda of intervention.

In Gaza and recently few INGO and Palestinian NGOs started to allocate some support to people with disabilities through coordinating directly with disability service providers to ensure disability integration as a cross cutting issue in their intervention.

HI tried to promote the inclusion of people with disabilities into other stakeholders’ emergency response actions on equal foot with other target groups. However lack of physical, informational and geographical accessibility of services providers are constraining people with disabilities equal access to services.

78% of displaced persons with disabilities reported their lack of access to basic needs during emergency and post emergency period, while 48% of them reported lack of access to specialized services they needed.
Beneficiaries Functional difficulties

- Difficulty to understand: 13%
- Difficulty to learn: 14%
- Difficulty to speak: 14%
- Difficulty to hear: 8%
- Difficulty to move: 43%
- Difficulty to see: 8%

Beneficiaries’ personal factors

<table>
<thead>
<tr>
<th>Factors related to personal factors of functional limitations or risk of functional limitation</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person with injury</td>
<td>1,411</td>
<td>679</td>
<td>2,090</td>
</tr>
<tr>
<td>Person with disability</td>
<td>2,399</td>
<td>1,986</td>
<td>4,385</td>
</tr>
<tr>
<td>Older person with functional limitations (&gt; 55 years old)</td>
<td>216</td>
<td>330</td>
<td>546</td>
</tr>
<tr>
<td>Person with chronic disease with functional limitation</td>
<td>144</td>
<td>176</td>
<td>320</td>
</tr>
<tr>
<td>Person with serious medical conditions</td>
<td>92</td>
<td>85</td>
<td>177</td>
</tr>
<tr>
<td>Pregnant woman (&gt; 7 months)</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

48.89% of beneficiaries have multiple functional difficulties and 51.11% have one type of functional difficulty.

100% of persons with injuries who benefitted from project services were injured during summer 2014 crisis.

It is expected that 148 out of 2,090 injured persons will suffer from permanent disabilities due to physical impairments (spinal cord injuries, amputation, brain injuries, multiple fracture, and peripheral nerve injuries).

137 out of 2,090 injured persons are expected to suffer from permanent disabilities due to sensorial impairments (difficulties to hear, to see, and to speak).

Type of injuries

Out of 2,090 injured persons, some had one type of injury and others had more than one type of injury.

<table>
<thead>
<tr>
<th>Beneficiaries type of injuries</th>
<th>Fracture</th>
<th>Paralysis</th>
<th>Spinal Cord Injury</th>
<th>Peripheral nerve injury</th>
<th>Stroke/ brain injury</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fracture</td>
<td>743</td>
<td>30</td>
<td>25</td>
<td>149</td>
<td>21</td>
</tr>
<tr>
<td>Wound/s</td>
<td>1420</td>
<td>9</td>
<td>102</td>
<td>25</td>
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Project Services

**Multidisciplinary Rehabilitation Services**

Handicap International supported **4 partners in 5 governorates** of Gaza Strip to mobilize **outreach teams** to provide multidisciplinary rehabilitation services including:
- **physical therapy** sessions
- **occupational therapy** sessions
- **psychosocial support**
- **nursing** and dressing sessions
- **referrals** to access other needed specialized and basic services.

27,696 multidisciplinary sessions were provided to 4,880 beneficiaries.

**Improving access of vulnerable groups to other services through Referral Networks**

*HI has been supporting the referral mechanisms amongst services providers since 2009 in Gaza Strip to ensure persons with disabilities have an improved access to specialized and basic services in Gaza.*

4,747 affected persons had access to other services through partners’ referrals and coordination mechanisms.

Emergency response partners were supported to strengthen their coordination and networking with additional services providers after the crisis in Gaza; particularly joining more basic services providers besides specialized disability services providers in order to meet the increased needs of affected population in the five governorates.

**A monthly referral network meeting is being conducted in each governorate** where members are exchanging information on available services of each; enabling referrals opportunities for persons with disabilities and other vulnerable groups to improve their access to available services, and as well coordinating their efforts together to avoid duplication in services provision.

**HI partners are the coordinators of the referral network in each governorate.** The Referral network member are representing the multi-stakeholders working in the disability field like disability service provider, basic service provider, disabled people organization, international aid organization and others. North Gaza network is joining 14
members representing the different stakeholders, 32 members in Gaza City network, and in Middle Gaza 27 members, in Khan Younis 14 members and in Rafah 29 members.

HI updated the mapping of available specialized and basic services and service providers in October 2015, and disseminated information to people with disabilities and their families through radio messages and through printed leaflets.

6,378 persons were referred to access other needed services after assessment by HI and partners’ teams.

Referrals follow up reports indicated that 74.42% of referrals conducted were successful as beneficiaries reported receipt of the services they were referred to including:

- Medical assessment and hospitalized services
- NFI
- Hygiene kits
- Food packages
- School Uniforms
- Education
- Shelter
- WASH
- Psychological support
- Assistive devices
- Awareness raising
- Rehabilitation follow up after discharge.

Needs based distribution of mobility assistive devices and non-food items

Partners’ occupational therapists were assessing each individual needs of assistive devices, distribution of all devices was based on actual assessment, followed by training to beneficiaries on how to use the device/s and follow up to facilitate and ensure progress and improved autonomy in practicing the activities of daily life.

2,578 assistive devices were distributed to 2,476 beneficiaries according to their identified needs including wheel chairs, pairs of elbow crutches, pairs of auxiliary crutches, walkers, canes & sticks, toilet wheel chairs, anti-bed sores mattresses, catheters.
Non-food items distribution

First and by priority beneficiaries were referred to existing large-scale NFI distribution services. However, when there was no possibility to refer to other services specialized in large-scale NFI services, HI directly provided NFIs.

Based on beneficiaries' needs, non-food items were purchased and distributed to beneficiaries of the project through the partners’ teams. Items included diapers and wound dressing kits.

3,078 beneficiaries received 3,975 NFIs.

Psychosocial support services

Psychosocial support individual and group sessions were conducted to project beneficiaries to prevent post traumatic symptoms disorder and to reduce their acute stress and fears after the crisis.

10 psychologists were recruited within partners’ teams to provide these services with the technical support and supervision of HI.

948 beneficiaries participated to 1,595 group therapy sessions, and 2,149 beneficiaries received 7,226 individual support sessions.

Some recreational activities were conducted to children and their families.

100% of the beneficiaries of psychological support services reported a decreased stress level through the pre and post stress reduction measurement tool applied with them.
### Project challenges

One of the main challenges faced by Handicap International and its partners was the lack of assistive devices availability in the Gaza local market; HI had to purchase the needed assistive devices from West Bank. This challenge caused a delay in distribution of assistive devices to identified beneficiaries during the initial period of the project.

Considering the short time of the project intervention and the huge long term needs for rehabilitation services of beneficiaries; HI and partners teams included the training to families and/or caregivers on basic daily functional exercises to PwDs before being discharged from services. The goal was to ensure a minimum acquired capacity to provide daily follow up and support to beneficiaries upon discharge.

However, many of the supported beneficiaries are still in dire need of direct services and HI is currently searching for funding opportunity to ensure the acute remaining needs are being met.

### Beneficiaries’ evaluation of project services

A rapid satisfaction survey was included in the general assessment form applied with beneficiaries to measure their satisfaction and the impact of services on improving their own situation.

- 97.22% of the respondents reported their overall satisfaction with the services received.¹
- 96.41% of respondents confirmed services were received in a timely manner.²
- 96.90% of respondents thought the services received where matching their needs.³

This survey, based on self-reporting by beneficiaries, was conducted at the time of discharge of the beneficiaries, and, as such, does not evaluate long-term impact of the intervention but rather the short-term one.

Beneficiaries answered the 3 questions (overall satisfaction, timeliness and relevance of the intervention) on a scale from 0 to 10 (10 being fully satisfied). Unsatisfied beneficiaries scored from 0 to 2, partially unsatisfied from 3 to 4, partially satisfied from 5 to 7, and satisfied from 8 to 10.

¹ More precisely, 1.74% reported being unsatisfied, 1.03% being partially unsatisfied, 31.31% partially satisfied, and 65.91% satisfied.
² More precisely, 2.09% reported being unsatisfied, 1.50% being partially unsatisfied, 35.93% partially satisfied, and 60.48% satisfied.
³ More precisely, 1.97% reported being unsatisfied, 1.13% being partially unsatisfied, 37.81% partially satisfied, and 59.10% satisfied.
HI and partners believe that the beneficiaries satisfaction level reported is quite **higher than expected** for the following reasons:

- Beneficiaries of the project were **highly satisfied for receiving multi-disciplinary rehabilitation services**.
- The project intervention was developed with a **rights-based approach**.
- The **quality of the services** provided established strong ties and confidence between beneficiaries and field teams.
- **The referral system in place** and its role in ensuring their improved access to other needed services.
- **The positive communication by outreach teams** with beneficiaries.
- **Involving the families in the rehabilitation process**, and training them on basic follow up exercises maximized their interests in teams’ services and ensured some kind of **sustainability to the intervention**, despite limitations in that regard.
- The **user-centered approach** applied by teams during their intervention; particularly considering beneficiaries and their families’ priorities and objectives in their intervention and therapeutic plans enabled improved participation and commitment from all sides towards the planned objectives realization.

**Monitoring and evaluation tools applied through the project also concluded the following impacts on beneficiaries:**

- **80% of multidisciplinary functional rehabilitation services’ beneficiaries improved participation in practicing their daily activities of life.**
- **100% of psychological support services’ beneficiaries reported a reduced stress level due to their participation to the sessions.**
- **An increased access to other needed services through coordination, mainstreaming and referrals; 76.80% of persons referred (4,677) received the services they were referred for.**
HI is committed to the beneficiaries and will work tirelessly to ensure services support continuity to project beneficiaries according to their needs.

HI will continue supporting the inclusion of persons with disabilities and enhance their effective participation.

HI will update its emergency response plan and be better prepared.

HI is proud of its partners and their teams’ support and project achievements during and after the last crisis, which alleviated suffering of those most in need.

HI is grateful to its donors for their support, reactivity, and flexibility.

UKIETR teams indicated that over the course of the project, major improvements have been noted in clinical assessment and in the treatment of complex trauma cases. Post-tests following workshops have consistently revealed significant changes in team confidence in managing complex trauma.

Donors

This project was funded by the Rapid Response Facility from the UK Government (DFID), the Centre de Crise (French Ministry of Foreign Affairs), and Region Rhône-Alpes.

Views reflected in this report are Handicap International’s ones.