Syrian Arab Republic Crisis Response
Plan 2024

A father stands proudly with his children in front of their new home, a symbol of hope, in Al Hoda camp, Idlib. ©IOM 2023

January - December 2024
Published January 19, 2024

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IOM VISION

Building on IOM’s expertise in providing life-saving assistance to the most vulnerable, and recognizing the dynamic context within Syria, IOM will address humanitarian and recovery needs and support efforts towards addressing protracted and sudden-onset displacement. In providing assistance to those most in need, IOM incorporates a humanitarian-development-peace nexus (HDPN) approach across its interventions and is committed to tailoring programming in line with the context using a participatory approach and continues to build partnerships with key local stakeholders to ensure that humanitarian interventions are sustainable and work towards conflict prevention and peacebuilding. IOM’s HDPN approach includes a focus on enhancing accountability to affected populations (AAP).

CONTACT INFORMATION
dl_egy_rocairoepc@iom.int

FUNDING REQUIRED: $89,750,600

NOT PUBLISHED

PRIMARY TARGET GROUPS
1. Internally displaced person
2. Local population / community

2,091,000 PEOPLE TARGETED
186 ENTITIES TARGETED

IOM PROPOSED RESPONSE

Saving lives and protecting people on the move

$69,070,600 FUNDING REQUIRED
not published FUNDING CONFIRMED
2,007,000 PEOPLE TARGETED

Driving solutions to displacement

$20,680,000 FUNDING REQUIRED
not published FUNDING CONFIRMED
84,000 PEOPLE TARGETED
### OBJECTIVES AND ACTIVITY AREAS

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<tr>
<td>Shelter and settlements</td>
<td>$31,737,700</td>
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<tr>
<td>Provision of water, sanitation and hygiene in emergencies</td>
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<tr>
<td>Protection</td>
<td>$3,000,000</td>
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<tr>
<td>Basic needs, including food and multi-purpose cash assistance</td>
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<tr>
<td>Direct health support</td>
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<td>Camp coordination and camp management</td>
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<td>Support services for response actors</td>
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<td>Emergency preparedness</td>
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<td><strong>Driving solutions to displacement</strong></td>
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<td>Livelihoods and economic recovery</td>
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<td>Provision of water, sanitation and hygiene in transitional and post-crisis situations</td>
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<tr>
<td>Health system strengthening</td>
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**TOTAL FUNDING REQUIRED**

|                 | $89,750,600 |

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SYRIAN ARAB REPUBLIC CRISIS RESPONSE PLAN 2024
The Syrian Arab Republic has endured a protracted and devastating crisis for over a decade, making it one of the most complex humanitarian emergencies globally. A comprehensive context analysis is essential for the development of an effective Crisis Response Plan, given the multifaceted challenges and evolving dynamics in the region.

Conflict and Displacement: The Syrian conflict, now in its thirteenth year, has resulted in widespread violence, displacement, and loss of life. Over 6.7 million Syrians are internally displaced, with 2.8 million in the northwest region alone, living in dire conditions. Access to essentials like safe water, food, medicine, healthcare, and livelihoods is limited, particularly in northwest Syria. The humanitarian situation is expected to deteriorate further in 2024, with threats to access and a stalled political resolution.

Climate Change and Disasters: According to INFORM 2023, Syria is the ninth most at-risk country when it comes to the impact of natural hazards. The country is prone to a range of hazard types, including floods and drought. The conflict has led to significant environmental degradation and contamination of water sources. On 6 February 2023, a magnitude 7.8 earthquake struck southern and central Turkey and northern and western Syria. At least 8,476 people died and over 14,500 were injured in Syria. An estimated 5.37 million people across Syria may have been made homeless, while 10.9 million people, nearly half of Syria’s population, were affected. More than 123 residential areas, villages, towns and cities were badly damaged. Many power plants, water facilities, hospitals and public infrastructure also sustained damage. At least 453 schools were damaged. A total of 10,600 buildings had partially or fully collapsed, while thousands of others were damaged in the country.

Refugee Crisis: The crisis has also spilled over borders, with millions of Syrian refugees in neighbouring countries. Türkiye hosts the largest number, with 3.65 million refugees, followed by Lebanon, Jordan, Iraq, and Egypt. Approximately 95 per cent of refugees live within host communities, straining resources, and services. Political and socioeconomic conditions in these host nations are precarious, and competition for limited resources raises tensions.

Vulnerable Populations: Vulnerable groups, especially women and children, persons with disabilities, youth and the elderly constitute a significant portion of those in need. They face heightened protection risks, including gender-based violence, child labour, and early or forced marriages. Climate change exacerbates these challenges, increasing the vulnerability of affected populations.

Humanitarian Access: Humanitarian access remains a critical concern. Aid delivery is hampered by security risks, bureaucratic obstacles, and limitations on cross-border assistance. The precarious nature of humanitarian access threatens the delivery of life-saving aid to those most in need.

Economic Collapse: The Syrian economy has crumbled, with a sharp devaluation of the currency, hyperinflation, and widespread unemployment. Livelihoods have been severely disrupted, with limited income opportunities. Access to basic services such as healthcare and education has also declined.

Crisis Coping Mechanisms: With livelihoods disrupted, households resort to high-risk coping strategies, including child marriages, labour exploitation, and hazardous work. These practices further expose individuals, especially women and children, to violence and abuse.

COORDINATION

IOM’s cross-border humanitarian initiatives align with the Syria Humanitarian Response Plan (HRP) and IOM maintains close coordination with inter-
agency clusters, technical working groups, and inter-agency coordination platforms, at both the national and global levels. Specifically, IOM assumes a significant role within the cross-border Shelter/Non-Food Items (NFI); Water, Sanitation and Hygiene (WASH); Camp Coordination and Camp Management (CCCM), Protection, Early Recovery (ERL), and Health Clusters. The organization plays a pivotal role in the Humanitarian Liaison Group and Inter-Cluster Coordination Group. On a regional scale, IOM actively participates in the Whole of Syria Strategic Steering Group. Furthermore, IOM engages actively in the regional and country-level Durable Solutions Working Group led by the United Nations High Commissioner for Refugees (UNHCR). IOM operates through partnerships with Syrian non-governmental organizations (NGO) collaborators and international NGOs to execute programs in the northwest region of Syria (NWVS). Robust systems are in place to ensure the quality, monitoring, and accountability of project activities. In conjunction with these partnerships, IOM conducts regular capacity-building initiatives aimed at enhancing the abilities of its partners, thereby reinforcing capacities, and promoting a sustainable and efficient response.

IOM’s extensive activities through its implementing partners in Syria span over seven years, demonstrating a wealth of experience and expertise at the local, regional, and global levels. The response benefits from the support of regional and global thematic specialists based at IOM’s Headquarters in Geneva and its Regional Office for the Middle East and North Africa in Cairo. Additionally, IOM maintains a dedicated presence and deploys technical experts to lead the response. Robust oversight and risk management systems have been established to effectively mitigate risks, facilitate ongoing monitoring, foster a culture of learning, and gauge programme effectiveness. Although remote management remains a challenge, IOM has implemented a rigorous and effective monitoring framework that centres on three key components: Tracking Assistance: This involves using IOM’s proprietary Commodity Tracking System to monitor aid distribution. Third-Party Monitoring: Independent mechanisms are employed to conduct third-party monitoring, ensuring transparency and accountability in aid delivery. Accountability to Affected Populations (AAP): IOM is committed to maintaining accountability to those affected by the crisis, soliciting their feedback, and addressing their concerns. This multifaceted approach not only helps mitigate risks but also guarantees that assistance is channelled to those who are most vulnerable and in need. Additionally, technical expertise and high-level oversight ensure that IOM’s programmes are sensitive to the complexities of the conflict, the challenges posed by climate change, and gender-related issues. The Organization remains firmly rooted in humanitarian principles, prioritizing protection, and adhering to the principle of “do no harm.” IOM incorporates the following four protection mainstreaming principles, which are fundamental to crisis and post-crisis response:

- **Ensure participation and empowerment.**
- **Secure meaningful access.**
- **Prioritize safety and dignity and avoid causing harm.**
- **Enable accountability.**

Consistent with its efforts to mainstream protection, IOM is also committed to strengthening the protection of persons with disabilities, working towards mitigating gender-based violence (GBV) risks in crises, supporting survivors by facilitating access to survivor-centred and multi-sectoral services, and addressing GBV root causes by working closely with communities to transform the conditions that perpetuate GBV progressively. Preventing sexual exploitation, abuse, and harassment (PSEAH) remains a key priority at the highest level and IOM is strongly committed to addressing PSEAH both internally and collectively through the Inter-Agency Standing Committee (IASC) and the UN system. Lastly, IOM is actively committed as a humanitarian actor to use power responsibly by taking account of, giving account to, and being held to account by the people it assists in ensuring accountability to the affected population.

### ACCOUNTABILITY AND EMPOWERMENT

The accountability and empowerment of affected populations is a paramount principle and practice that underpins humanitarian efforts. This approach recognizes the vital role of affected populations in shaping the response, fostering a sense of ownership, and ensuring that their needs, rights, and preferences are central to decision-making processes. Accountability: The plan prioritizes transparency and responsiveness in aid delivery. It involves clear mechanisms for receiving feedback, complaints, and suggestions from the affected communities. This feedback collection and analysis ensures that humanitarian actions remain aligned with the real needs and expectations of those affected by the crisis, supporting beneficiaries but active agents capable of contributing to their own recovery. By fostering their participation and respecting their voices, the Syrian Crisis Response Plan strives to ensure that the humanitarian response is effective, inclusive, and truly responsive to the needs and aspirations of those it seeks to assist. IOM will actively seek the participation of affected communities throughout the programme cycle to address the evolving needs and carry out appropriate responses using multi-sectoral approaches.
CROSS CUTTING PRIORITIES
- Data and evidence
- Protection mainstreaming
- Gender equality
- Prevention of sexual exploitation and abuse
- Disaster risk and climate change

KEY OPERATING MODALITIES
- Participation and empowerment
- Conflict sensitivity
- Integrated programming
- Collaboration and partnership
- Localization
- Cash-based interventions

SAVING LIVES AND PROTECTING PEOPLE ON THE MOVE

<table>
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<tr>
<th>Funding Required</th>
<th>People Targeted</th>
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<td>$69,070,600</td>
<td>2,007,000</td>
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People Targeted Description

Internally displaced persons (IDPs) and affected communities in NWS will be selected based on assessed vulnerabilities. Vulnerability criteria will ensure that assistance reaches individuals and households with the greatest needs, including newly displaced, women and girls, elderly and child-headed households, unaccompanied and separated children, and persons living with disabilities. Planning, prioritization and targeting will be based on the Humanitarian Needs Overview, and the sectoral severity ranking. Humanitarian actors participating in the inter-agency PSEA Networks in all hubs for joint implementation of international PSEA commitments, as well as those contributing to the protection of civilians, the reduction of suffering, and to building the resilience of affected populations throughout the Syria response will benefit from the provision of technical and operational information management support.

SHELTER AND SETTLEMENTS

To meet the shelter needs of affected populations in NWS, IOM through its partners will:
- Repair and rehabilitate housing units and upgrade collective centres;
- Procure, preposition, and distribute emergency non-food items to newly displaced persons and the most vulnerable households;
- Conduct basic IDP site upgrade works;
- Procure and distribute family tents for newly displaced and the most vulnerable households;
- Pilot more durable and dignified transitional shelters with a holistic approach (including site upgrades to protect against weather elements);
- Deliver winterization assistance through cash-based modalities;
- Provide interagency services for common pipeline, preposition, and stock delivery.

Funding Required
$31,737,700

PROVISION OF WATER, SANITATION AND HYGIENE IN EMERGENCIES

To address the WASH needs of affected populations in Syria, IOM will:
- Provide immediate lifesaving WASH activities in IDP sites (including the provision and maintenance of sex-segregated latrines, provision of safe water supply, solid waste management, hygiene kit distribution, and hygiene promotion);
- Hygiene promotion and cholera response-related activities;
- Menstrual hygiene management and kit distribution;
- Water quality monitoring and surveillance.

Funding Required
$7,340,000
- Construct decentralized sewer network systems and wastewater treatment systems in IDP sites and ensure proper operation and maintenance;
- Conduct hydrogeological surveys and improve water networks in IDP sites;
- Support the operation and maintenance of existing WASH infrastructure in informal IDP sites, particularly in sites where IOM is also providing shelter support;
- Improve WASH facilities and provide basic WASH services in health facilities.

**PROTECTION**

To address the significant protection needs of affected populations in Syria, IOM will:

- Raise awareness on protection risks related to child protection, GBV, trafficking in persons, civil status documentation, housing, land, and property (HLP) and risk education, based on up-to-date situational assessments;
- Establish and strengthen existing internal and external referral pathways to different service providers (protection and non-protection actors) in the targeted areas, including income-generating activities and cash assistance, shelter and NFI to complement protection outcomes;
- Provide GBV, child protection (CP) prevention activities such as life skills and psychosocial support (PSS) sessions to improve the protective environment for children, caregivers and GBV survivors. This will be supported by legal advisory services to mitigate protection risks;
- Provide GBV and CP response activities including case management supported by cash assistance and legal advisory, if needed; to respond to protection risks and violations including various forms of exploitation such as trafficking in persons (TIP);
- Provide cash and in-kind individual and household (HH) protection assistance (IPA) in coordination with specialized service providers;
- Strengthen community networks for addressing protection risks and developing mechanisms to raise awareness, mitigate risks, and address existing impacts including the provision of cash to community-led initiatives for the mitigation of protection risks;
- Ensure the provision of integrated, specialized protection services in all the IOM-supported camps in NWS;
- Expand protection service coverage of informal IDP sites and hard-to-reach and heightened-risk areas with mobile teams, including in the most under-served areas close to frontlines with low protection service coverage. Services will include prevention and response activities such as raising awareness, CP and GBV case management, IPA, structured PSS, mental health and psychosocial support (MHPSS) including psychosocial first aid (PFA), anti-TIP activities where relevant, and protection monitoring and legal counselling in hard-to-reach areas. IOM and partners will work on rehabilitating and equipping rooms within schools in the targeted communities and also rely on partners’ facilities to be used as static locations for conducting specialized activities to ensure access and maximum confidentiality;
- Enhance access to legal advisory services, including individual legal counselling, with a focus on reaching informal/self-settled IDP sites, with a focus on the most vulnerable. A sub-component specifically targets women and girls with their legal concerns through women’s orientation sessions on inheritance, divorce, and marriage, as well as access to civil documentation. Another sub-component specifically focuses on the rights of adolescents, again through awareness raising sessions;
- Conduct an IOM-designed HLP rights due diligence process to verify land tenure and reduce the risk of land/property disputes, and support trainings, and operational guidance;
- Provide dignity kits to newly displaced women and girls to support the wider mitigation GBV efforts;
- Ensure the inclusion of persons with disabilities in all protection interventions, based on information from needs assessments;
- Enhance protection capacity and response in frontline communities and high-risk areas through a community-based response for the provision of capacity-building and protection mainstreaming support to IOM and partner staff, including on GBV risk mitigation and safe referral in case of GBV disclosure;
- Support the inclusion of persons with disabilities in all protection interventions, based on the Washington Group methodology;
- Engage in ongoing community mobilization and outreach;

**Funding Required**

$3,000,000
• Conduct regular protection monitoring and protection risk analysis to inform ongoing programming.

All protection activities will be conducted in consultation and collaboration with communities to ensure meaningful participation of vulnerable groups, especially women and girls, children, persons with disabilities, or any other group in vulnerable situations. Protection principles are mainstreamed across interventions to ensure safety and dignity, avoid causing harm and guarantee meaningful access to assistance for all persons in need, without discrimination. This includes GBV risk mitigation and inclusion of persons with disabilities throughout the programme cycle. Particular attention will be given to effective participation and empowerment of the community, ensuring that complaint and feedback mechanisms (CFM) and other reporting mechanisms related to prevention against sexual exploitation and abuse (PSEA) and IOM’s Child Safeguarding Policy are in place to prevent misconduct and guarantee accountability to the affected population, in line with the IOM AAP Framework.

### BASIC NEEDS, INCLUDING FOOD AND MULTI-PURPOSE CASH ASSISTANCE

To address the immediate food needs of affected populations in NWS, IOM will:

- Provide monthly assistance through cash-for-food interventions for food-insecure persons;
- Provide one-off short-term food assistance through cash as an emergency response for crisis-affected vulnerable people.

**Funding Required**

$10,000,000

### DIRECT HEALTH SUPPORT

To support the health needs of affected populations in NWS and reduce the spread of communicable diseases in supported displacement sites, IOM will:

- Help address the critical gaps in healthcare services in NWS by supporting primary healthcare facilities, covering the facilities’ running medical supplies, costs, salaries of essential staff, and urgent rehabilitation, and conducting health promotion through community health workers (CHW);
- Operate mobile health teams to provide health-care services in camps that are in remote locations and currently lacking access to services, and provide referrals to health facilities when necessary;
- Respond to disease outbreaks such as cholera by establishing, supporting, and operating cholera treatment units (CTUs) and, in coordination with the WASH team, through improved access to WASH facilities.

**Funding Required**

$1,800,000

### MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT IN HUMANITARIAN RESPONSE

MHPSS activities will be offered in all IOM-supported camps and other locations in community centres in Jarablus and Afrin districts, and through multidisciplinary psychosocial mobile teams (PMTs) in hard-to-reach areas, such as Ariha district. In 2024, IOM will:

- Provide MHPSS services at all four tiers of the IASC pyramid of intervention in emergency settings, including psychosocial considerations in the provision of basic services and security, and family and community support. IOM’s activities will aim to strengthen collective and interpersonal support systems essential to psychosocial well-being. IOM will also provide focused psychosocial support, and specialized services, including psychotherapy provided by clinical psychologists;
- Support communities in organizing socio-relational, cultural, rituals and celebrations, sports and play, and creative and art-based activities. These activities can allow children and adults to safely vent feelings, express tensions, problems, and emotions through metaphors, and foster social connections while helping people develop positive coping skills;
- Distribute PSS recreational kits to children aged 6-12 years old and organize structured activities to reduce levels of distress among children and adults, including peer support groups and guided discussions;

**Funding Required**

$70,000
Provide psychoeducation in the form of sessions on how to cope with distress, sensitization on and de-stigmatization of mental disorders, and indirectly through parenting skills training;
Provide non-specialized and life-saving specialized MHPSS services, including psychotherapy provided by clinical psychologists;
Provide individual psychological consultations along with referrals to specialized mental health care services for people with severe mental health conditions.

CAMP COORDINATION AND CAMP MANAGEMENT

In displacement sites, IOM and partners will:

- Implement site management activities, including reception, registration, data collection, vulnerability mapping, maintenance of gender-balanced and inclusive camp governance, regular information-sharing, awareness-raising on AAP mechanisms and hazards and service information in IDP sites/camps;
- Coordinate multi-sectoral assistance through other sectors’ partners (food, health services, protection, non-food items) through inter-agency/community coordination meetings, mapping services and routine assessments;
- Enhance community participation in IDP sites/camps through providing continuous support to site/camp management committees and the delivery of training to the committees including but not limited to participation and representation, and search and rescue and first aid training;
- Improve the living conditions in the camps/IDP sites through the implementation of regular care and maintenance activities;
- Mitigate the risk of fires in the targeted IDP sites by providing fire points equipped with fire extinguishers and first aid kits.

SUPPORT SERVICES FOR RESPONSE ACTORS

IOM will continue to host the Whole of Syria PSEAH programme and support the inter-agency humanitarian response in joint implementation of PSEAH commitments. Through an established, robust inter-agency PSEAH Network, IOM will continue to support the inter-agency partnership to decrease the risk of crisis-affected communities experiencing incidents of SEA by humanitarian workers and provide technical and operational support to humanitarian actors to prevent, investigate and assist SEA cases. IOM will also continue to support the inter-agency response with information management services.

- Undertake humanitarian information management, reporting and SEA trend analysis on behalf of the inter-agency response;
- Coordinate between the inter-agency PSEAH Networks in all hubs, as well as between PSEAH Networks and the GBV and Child Protection Area of Responsibility (AoR) to ensure a survivor-centred approach and systematic referrals to available services;
- Build the capacity of humanitarian workers and other stakeholders on PSEAH, including investigatory capacity-building;
- Raise awareness of and consult with affected populations;
- Support the implementation of risk and mitigation measures;
- Integrate and mainstream PSEAH into the broader humanitarian infrastructure;
- Maintain the inter-agency community-based complaints mechanisms (CBCMs), including the Humanitarian Hotline.

Building the capacity of local and international NGO partners (IPs) remains critical, both to enhance the quality of implementation but also to contribute to the sustainability of the humanitarian response. To build NGO capacity, IOM will facilitate trainings, coaching sessions, workshops, and learning exchanges, and develop guidance documents in key areas such as:

- Procurement, transhipment, logistics, and strategic planning;
- WASH infrastructure implementation and management;
- Humanitarian access negotiation;
- NFI, operations and cash-based interventions;

Funding Required

- $2,000,000
- $850,000
Food security, early recovery and livelihood;
Community engagement, accountability, and governance;
Improving institutional processes and procedures in resource mobilization and management.

EMERGENCY PREPAREDNESS

Related to Shelter and NFI activities, IOM plans to:

- Preposition 15,000 emergency non-food items and 7,500 tents to prepare for new displacements and to respond to disasters such as floods.
- Support and capacitate partners to develop people-centred, simple, and low-cost multi-hazard early warning systems through a participatory process; and adapt it to the needs of users (including social and cultural requirements) with the consideration of appropriate channels for hazard-related disaster early warning information.

Funding Required
$12,272,900

DRIVING SOLUTIONS TO DISPLACEMENT

Funding Required
$20,680,000

People Targeted
84,000

People Targeted Description

IDPs and affected communities in NWS will be selected based on assessed vulnerabilities. Vulnerability criteria will ensure that assistance reaches individuals and households with vulnerabilities, including newly displaced; female-, elderly- and child-headed households; and persons with disabilities. Planning, prioritization, and targeting will be based on the Humanitarian Needs Overview and the sectoral and inter-sectoral severity ranking.

LIVELIHOODS AND ECONOMIC RECOVERY

Given the significant levels of displacement in Syria, IOM continues to promote durable solutions, where possible, for affected populations residing in IDP sites and planned camps, and will:

- Conduct financial or in-kind support for entrepreneurial activities, particularly for micro, small, home-based enterprises, and community groups;
- Conduct labour market-informed vocational and skills training including financial or in-kind support business grants.

Funding Required
$6,500,000
Rehabilitate key socioeconomic services and infrastructures e.g., markets, shops, storehouses, irrigation facilities, and processing facilities;
Enhance inclusive community participation and social cohesion through community engagement and improved equitable access to basic services;
Provide income-generating activities such as food processing, small business grants with technical support and cash for work (CfW), aiming to support the graduation efforts of beneficiaries from humanitarian aid reliance to self-reliance.

PROVISION OF WATER, SANITATION AND HYGIENE IN TRANSITIONAL AND POST-CRISIS SITUATIONS

To support the provision of WASH to the most vulnerable, and ensure sustainable access to quality WASH services, IOM will:

- Ensure more durable water supply sources and systems are in place;
- Conduct a hydrogeological survey and assessment for NWS;
- Conduct water quality monitoring and surveillance;
- Establish a durable wastewater management system for NWS;
- Conduct comprehensive solid waste management including composting and plastic recycling;
- Ensure gender-friendly and accessible sanitation infrastructure is available in camps and communities;
- Undertake water network and sewage network repair, rehabilitation, and expansion;
- Solarize the water supply network;
- Undertake wastewater quality monitoring and reporting;
- Provide technical and capacity-building support to WASH Cluster partners;
- Provide WASH services in healthcare facilities;
- Provide flood mitigation and drainage activities for NWS camps;
- Put faecal sludge management system in place;
- Provide technical and capacity-building support to WASH cluster partners.

Funding Required
$14,000,000

HEALTH SYSTEM STRENGTHENING

To strengthen healthcare facilities preparedness and respond towards cholera outbreaks, IOM will:

- Ensure availability of necessary medical supplies by procuring and replenishing the stocks providing 5 cholera kits each kit serves 100 patients total of 500;
- Translate and contextualize the training materials and guidelines to the context and local language, one training material will be translated to Arabic;
- Conduct trainings on cholera management and IPC measures for healthcare workers targeting 100 health workers;
- Establish cholera treatment units (CTUs) or ORP and isolation units based on the developed response plans, needs, geographic areas and priority groups supporting one center for three months.

Funding Required
$180,000

CONTRIBUTES TO SUSTAINABLE DEVELOPMENT GOALS