

HCI'S EMERGENCY RESPONSE IN GAZA

FREQUENTLY ASKED QUESTIONS



Human Concern International (HCI) has been operating in Gaza since 2000. We have operations across different sectors, including monthly food aid, emergency response, WASH, health, and education.

We work with reputable partners that have the capacity and ability to provide timely aid. We understand that there are questions around delivering aid in these extreme challenging times. The blockades and lack of humanitarian access are crippling the ability of many NGOs to deliver aid. HCI is able to maneuver around these challenges, for the time being, by working with partners that have access to funds and supplies inside Gaza. The following FAQ should help answer some concerns that you may have.

1**WHAT PROGRAMS DOES HCI OPERATE ON THE GROUND IN GAZA?**

- HCI operates four kitchens in Gaza providing 7,000 daily cooked iftar meals. The kitchens are located in North Gaza, Deir El Balah, and Rafah. Since the start of Ramadan, HCI has distributed over 120,000 meals.
- HCI runs a medical clinic in Rafah, offering primary care and specialized services in partnership with MedGlobal, treating 700 - 800 patients daily. The services include pediatrics, maternal health, wound care, and acute trauma stabilization services during the afternoon shift at the PHC.
- To date, HCI successfully transported food packages and essential medical supplies through six trucks via the Egypt border, distributing essential items to hospitals. These supplies include sterile gloves, bandages, wound dressings, syringes, local anesthesia and other medical consumables

2**HOW IS HCI MANAGING TO DELIVER HOT MEALS TO GAZA GIVEN CURRENT CHALLENGES?**

- HCI through its years of humanitarian work in Gaza has built several strong partnerships and connections with vendors, local NGOs, community members, and volunteers. With these contacts and connections, we can find sources and procure goods and services locally.
- Despite the blockade on aid, commercial trucks are allowed to enter Gaza, supplying goods for NGOs and locals. HCI sources most products locally for its hot meals program using donations raised, with a portion from HCI trucks passing through the Rafah border crossing.
- Additionally, HCI is exploring collaborations with Jordanians to utilize secured shipping routes for food supply delivery to Gaza.

3**HOW IS HCI PROCURING GOODS UNDER A BLOCKADE?**

- In the past few weeks, fewer trucks have managed to reach Gaza. Last December, three of HCI's trucks successfully shipped and crossed into Gaza, and three more were cleared and entered Gaza on March 21st.
- This highlights the arduous and painstaking procedure that trucks must undergo to obtain authorization for entry into Gaza. That's why we are working tirelessly to explore all alternative routes to deliver as much aid as possible to Gaza.

4**HOW IS HCI GETTING MONEY INTO GAZA?**

- Most of the suppliers, primarily based in the West Bank or other countries like Turkey, allow our local partners to make payments directly to their bank accounts as requested.
- In situations of emergencies, it's common practice to purchase urgently needed items on a credit basis. Suppliers are understanding and willing to accept payments as the situation stabilizes.
- In cases where suppliers only have bank accounts in Gaza, we maintain clear books and records with our partners, ensuring outstanding sums are tracked and settled once the war ends.

5**HOW CAN HCI EXTEND SUPPORT BEYOND GAZA?**

- In Turkey and Egypt, we're sponsoring children evacuated from Gaza for medical treatment. Currently, they're provided one hotel room and three meals by the government during initial treatment, with no follow-up care or cash allowances. HCI is fundraising to cover follow-up medical treatment (prosthetics, therapies, surgeries), sustainable housing, and cash allowances for these children.
- We're part of a coalition supporting Palestinians evacuated from Gaza and relocating to Canada. We provide comprehensive support, including shelter, necessities like home and food supplies, as well as medical assistance, including mental health and trauma recovery services.



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