



المركز الفلسطيني للإرشاد

Palestinian Counseling Center

EMERGENCY RESPONSE REPORT

07th May 2025 - 07th June 2025



20TH EMERGENCY REPORT – DEDICATED TO BATOUL AL-AJRAMI

We dedicate this month's report to **Batoul Al Ajrami**, the four-year-old daughter of our colleague and counsellor Ihab Al Ajrami, who was killed in an Israeli airstrike on May 15th while she slept peacefully at her grandfather's home in Gaza. Her death is not only a heartbreaking loss to her family, but a wound that Ihab will carry for the rest of his life, as will his colleagues in Gaza and the West Bank, and the entire PCC team. Batoul's story is one among over 53,000 lives lost in Gaza, a toll that has shattered families and communities. Children like Batoul have been killed in the most unimaginable ways: starved, burned alive, crushed under rubble, or mutilated. Her death, like thousands of others, is a searing reminder of what our counselors are enduring: trying to support others while they themselves are grieving, starving, displaced, and living under constant threat. This is the unbearable weight carried by Gaza's people.

This month, horrifying images and videos emerged from Rafah showing Palestinians forced to line up in humiliation - crammed behind fences and barbed wire in an extremely inhumane manner - just to receive food from the so-called 'Gaza Humanitarian Fund,' established by the United States and Israel to bypass humanitarian aid channels and control the environment. The scenes were disturbingly reminiscent of ghettos in concentration camps. From the outset it ignored basic humanitarian principles - there were no clear instructions or safe pathways for people to receive assistance. Confusion spread within minutes, crowds surged, and Israeli soldiers stationed there opened fire instead of restoring control and allowing people to access aid - killing 56 hungry Palestinians on the spot. Between 26th and 31st May, more than 200 hungry Palestinians were killed trying to receive aid in order to survive. UNRWA, UN and MSF strongly opposed the GHF, calling it a "death trap" and a "deeply humiliating aid assistance channel for Palestinians". By the end of May, approximately 81% of the Gaza Strip fell within Israeli-militarized zones and the vast majority of the population have received displacement orders. Meanwhile, in the West Bank, the Israeli military tightened its control of Jenin and Tulkarem, restricting the access of people and goods and keeping the inhabitants inside to fend for themselves. Some 40,000 Palestinians remain forcibly displaced in the northern West Bank, mainly from the Jenin and Tulkarem refugee camps.

IN GAZA: Palestinians are entering their 20th consecutive month of systematic bombardment by Israeli forces from air, land, and sea. According to OCHA, between 15 and 18 May 2025, 128 Palestinians were killed and 82 injured in Gaza City, Khan Younis and Beit Layha. On 19 May, the UN Human Rights Office reported a sharp escalation in strikes in North Gaza, Khan Younis, and Deir al Balah, resulting in at least 96 Palestinian deaths - including 36 killed in their own tents in Al Mawasi. The Ministry of Health in Gaza, via OCHA, reports that the overall death toll has surpassed 53,655, with over 122,000 wounded - figures considered conservative due to the increasing difficulty of accurate reporting, as journalists and humanitarian workers remain among the primary targets. Starvation continues to claim the lives of both adults and children in Gaza, especially those near areas annexed by Israel. This man-made catastrophe, driven by the Israeli military's deliberate obstruction of aid, has turned hunger into a weapon of war. Despite thousands of aid trucks waiting at the border, Israel continues to block access. According to a WFP report on May 12th, 116,000 pallets of food—enough to fill 9,000 trucks—are ready for immediate delivery if allowed entry. As Israel expands its occupation, the internal movement of humanitarian aid is increasingly restricted, leaving Palestinians to die while waiting for food. Before the war, Gaza received around 500 trucks of aid daily; now, that number has plummeted to less than 20% - a crisis unfolding in real time, before the eyes of the world.

IN WEST BANK AND JERUSLEM: The Israeli government's major campaign since March 18th, has been to rapidly obstruct Palestinians movement in between their cities. According to OCHA, 849 movement obstacles have been recorded since the start of 2025 (both permanent and temporary) that restrict the freedom of movement for 3.3 million Palestinians across the West Bank, including East Jerusalem and the H2 area of Hebron. In Kisan village (Bethlehem governorate), Israeli settlers deliberately damaged 450 meters of a water network installed by an international NGO, cutting off access to clean water for around 20 families. On 8 May, Israeli forces raided three UNRWA schools in Shu'fat refugee camp, ordered their closure, and temporarily detained a UNRWA staff member. Over 550 children had to be urgently evacuated from their classrooms. Meanwhile, starting 14 May, Israeli forces enforced a near-total closure on the towns of Burqin and Kafr ad Dik in the Salfit governorate, cornering more than 11,000 Palestinians, while settler attacks escalated in the area. On 21 May, the IOF showed how much they could care less about any international opinion or presence by firing in the direction of diplomats from, the UK, France, Canada, and China during a diplomatic tour of the humanitarian situation in Jenin. All that, and not a single bit of accountability.

PCC'S INTERVENTION: In the West Bank, our counsellors and volunteers are facing growing restrictions, especially in accessing high-need areas like the refugee camps in Jenin and Tubas, places where psychosocial support is most urgently needed. Despite these challenges, the PCC maintained a steady level of intervention in the West Bank this month, reaching a similar number of beneficiaries as the previous month. In Gaza, our mobile team continues to operate under life-threatening conditions. This month, a number of our staff members were displaced from northern Gaza and forced to relocate to central Gaza.

IN GAZA

Despite the significant displacement from North Gaza to West Central Gaza, the PCC's 20 MHPSS workers and 60 psychosocial support volunteers continued to work to address the acute psychological distress and trauma experienced by communities facing relentless devastation. They continued providing critical mental health and psychosocial support, including psychological first aid, individual counselling, and group support to 7,889 beneficiaries including 4,151 children in addition to distributing family and medical kits and food parcels to 35 families.



The PCC's team in Gaza:

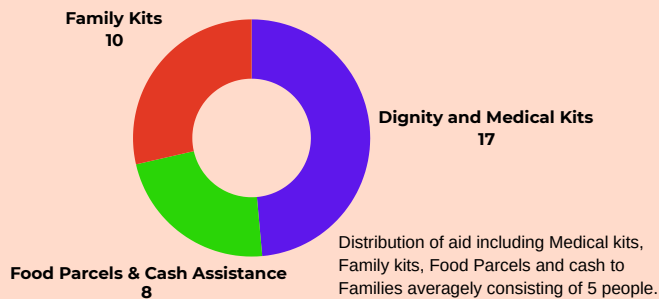
- 10 in Gaza City & West Gaza
- 3 in Khan Younis
- 3 in Mawasi Khan Younis
- 1 in Deir el Balah
- 1 in Nuseirat
- 2 in Zawayda

MHPSS Youth Volunteers:

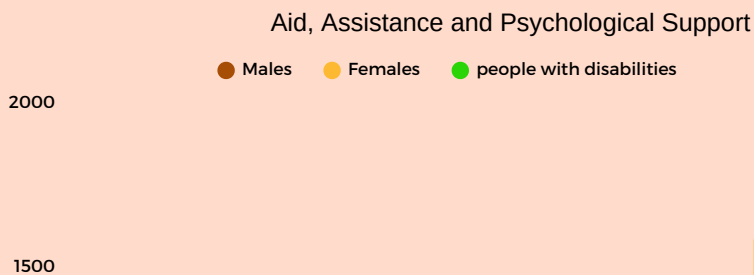
- 27 in Gaza City and West Gaza
- 18 Khan Younis
- 15 Deir el Balah

➔ Displaced PCC Counselors to Central Gaza

👤 Site coordinators in the North and South

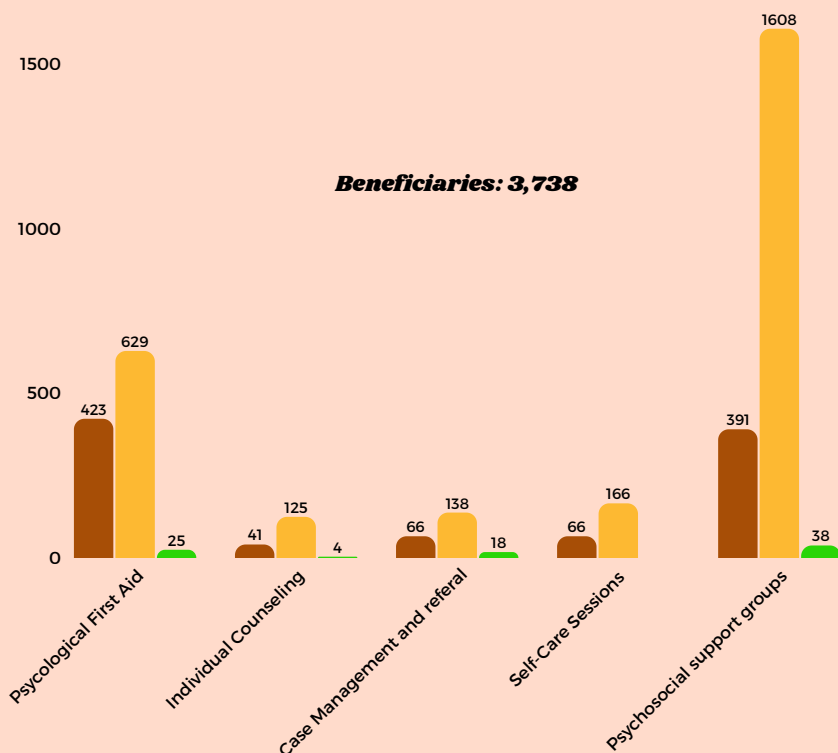
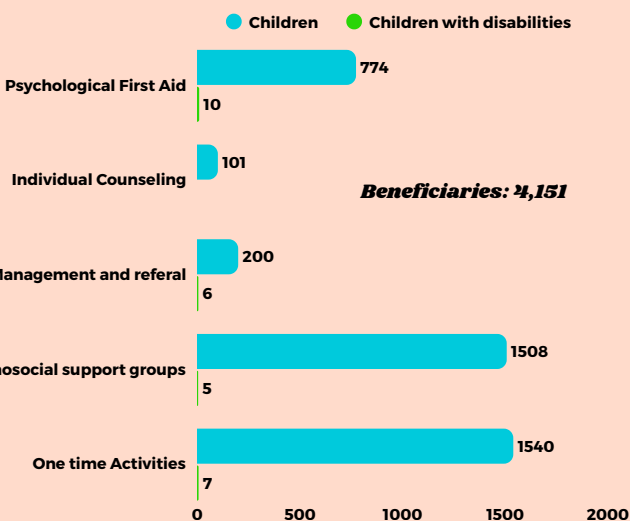


Beneficiaries: 175



Aid, Assistance and Psychological Support

● Males ● Females ● people with disabilities



PCC AND PARTNER CBOS IN WEST BANK INCLUDING JERUSALEM



NORTH & JORDAN VALLEY:

- 289 PFA interventions; 1,144 beneficiaries including 463 children
- 220 phone & face-to-face consultations; 220 beneficiaries including 62 children

CENTER:

- 31 PFA interventions; 119 beneficiaries including 29 children
- 54 phone & face-to-face consultations 54 beneficiaries including 24 children

SOUTH:

- 300 PFA interventions; 1,180 beneficiaries including 680 children
- 65 phone & face-to-face consultations 65 beneficiaries including 29 children

Beneficiaries: 2,782

OUR PARTNER CBOS

North & Jordan Valley (JV):

1. Bardala Association (JV)
2. Zubeidat Youth Center (JV)
3. Rural Woman's Development Association
4. Qaryut Sports Club
5. Khatwa Development Association Arabeh
6. Mothers' School Association

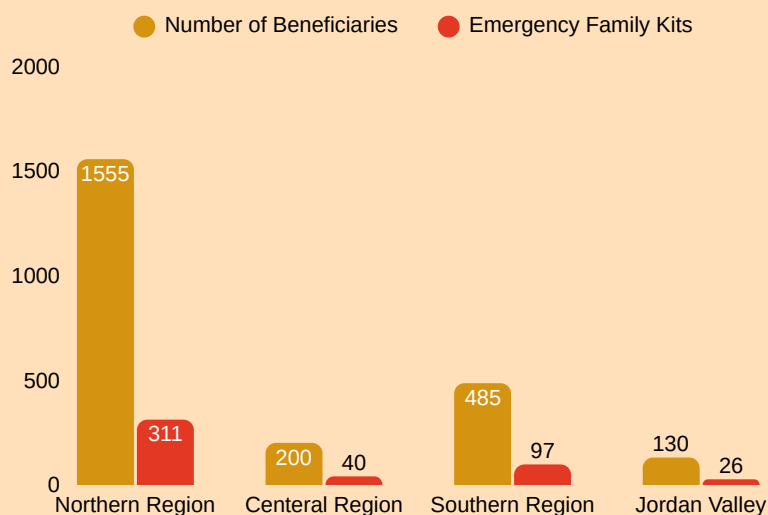
Center – Jerusalem:

1. Teachers Village Association – Al Tur
2. Jabal Mukaber Club
3. Abad Al Shams Association
4. Mada Creative Center - Silwan

South – Bethlehem & Hebron:

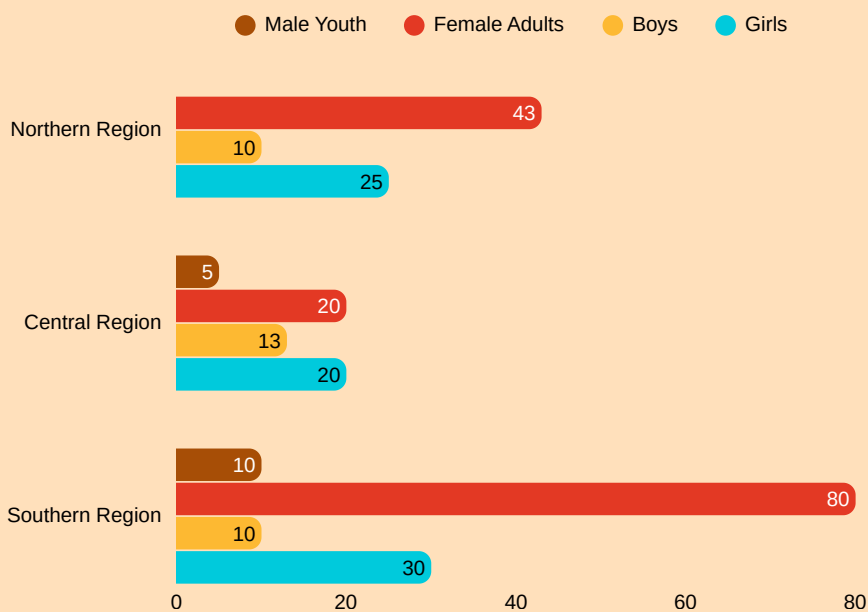
1. Human Rights Defenders Association
2. Beit Iskaria Women's Association
3. Popular Committee for Services of Al-Fawar Camp
4. Masafer Yatta Youth Center
5. Al-Arroub Women's Center

474 emergency Family Kits disturbed including Medical First Aid Kit, Food Parcels, and Stationery



474 families, i.e 2,370 individuals benefited from distribution of aid

Community MHPSS support activities in West Bank including Jerusalem



- Recreational Activities
- Stress relief Activities
- Awareness raising sessions
- Open Days for Children
- PFA Group sessions

Beneficiaries: 266 including 5 people with disabilities

Number of beneficiaries reached on the National Level

13,480

NORTH & JORDAN VALLEY

- 1,144 BENEFICIARIES FROM PFA INTERVENTIONS
- 220 BENEFICIARIES FROM PHONE & FACE-TO-FACE CONSULTATIONS
- 78 PARTICIPANTS IN RECREATIONAL ACTIVITIES AND PSS SUPPORT
- 1,685 BENEFICIARIES FROM EMERGENCY AND FOOD KITS

TOTAL BENEFICIARIES: 3,127

CENTER

- 119 BENEFICIARIES FROM PFA INTERVENTIONS
- 54 BENEFICIARIES FROM PHONE & FACE-TO-FACE CONSULTATIONS
- 58 PARTICIPANTS IN RECREATIONAL ACTIVITIES AND PSS SUPPORT
- 200 BENEFICIARIES FROM EMERGENCY AND FOOD KITS

TOTAL BENEFICIARIES: 431

SOUTH

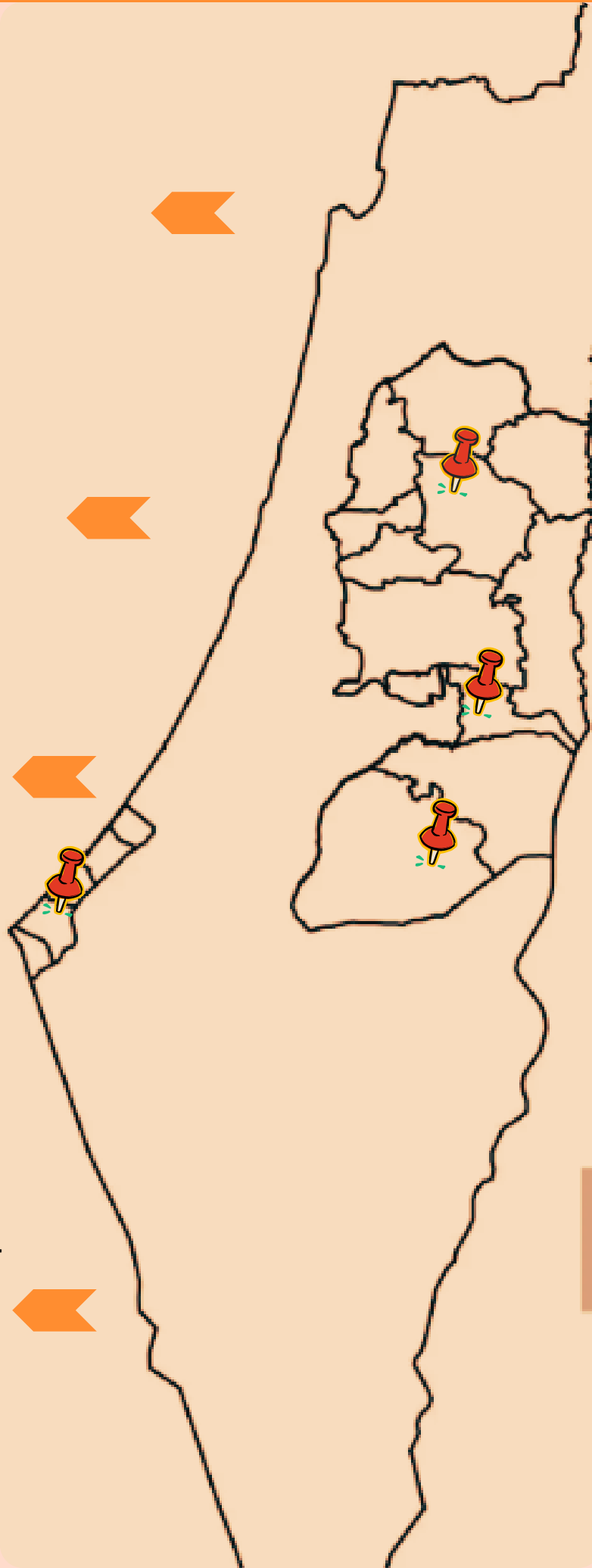
- 1,180 BENEFICIARIES FROM PFA INTERVENTIONS
- 65 BENEFICIARIES FROM PHONE & FACE-TO-FACE CONSULTATIONS
- 130 PARTICIPANTS IN RECREATIONAL ACTIVITIES AND PSS SUPPORT
- 485 BENEFICIARIES FROM EMERGENCY AND FOOD KITS

TOTAL BENEFICIARIES: 1,860

GAZA

- 1,860 BENEFICIARIES FROM PFA INTERVENTIONS
- 271 BENEFICIARIES FROM INDIVIDUAL COUNSELING
- 5,758 PARTICIPANTS IN RECREATIONAL ACTIVITIES AND PSS SUPPORT
- 173 BENEFICIARIES FROM EMERGENCY AND FOOD KITS

TOTAL BENEFICIARIES: 8,062



Shining the light in Ard Al-Rees Shelter Camp

Since March 18, 2025, the humanitarian situation in Gaza has worsened dramatically. Amid ongoing bombardment, forced displacement, and a total collapse of basic infrastructure, shelters across the Strip are facing critical shortages in essential services, most urgently, clean water and electricity. These conditions have left displaced families vulnerable, especially at night, when darkness adds fear to their already fragile sense of safety.

In direct response to these challenges, the PCC team launched a community-led initiative in “Ard Al-Rees Shelter”, in the Sabra neighborhood of Gaza City. The shelter is home to over 2,300 displaced people, including children, women, and the elderly. One of our counselors Sajaa Al-Shami and her team of volunteers, Alaa Al-Salakhi and Faiza Al-Banna carried out a one-day intervention to install water tanks and emergency lighting across key areas of the shelter.



The team began by walking around the shelter, speaking with families and listening closely to their needs, in which water and electricity were quickly understood as the main need. There were barely any water tanks left in local markets, and moving anything through the destroyed streets of Gaza made it very difficult to transport material. After extensive searching around Sabra and many phone calls, Sajaa and the team succeeded in securing a limited number of usable water tanks and lighting equipment from the local market.

As the tanks were installed, families gathered quickly. Sajaa explained how the system would work, how to share, keep it clean, and take turns. As a counselor, she made it easy for families and individuals to cooperate with her. You could see it in their eyes, the relief, the gratitude. For a little while, it felt like the weight they'd been carrying got a bit lighter, just because they were in it together.

To keep things running smoothly, a resident was appointed to manage daily water use. Meanwhile, volunteers set up LED lights near the tanks and along key walkways. For the first time in weeks, the camp had light at night - bringing not only safety, but a sense of dignity and normalcy, even in the middle of devastation.

"Praise be to God who enabled us to do good. This initiative came from the real needs of the people. Thank you to the PCC for giving us the opportunity to serve those who are in desperate need of support."

- The Volunteer Team



In Memory of Batoul Al- Ajrami

In Her Father's Words

“

Batoul left her laughter, her bag that was torn, her stories and her toys. But Batoul did not die, she remained in the memory of all who knew her

-IHAB

”

This month, we share the deepest wounds of our counsellor Ihab Al-Ajrami whose 4-year-old daughter, Batoul, was killed by the Israeli army.

On the night of May 14th, Batoul was sleeping at her grandfather's house, a place she loved and felt protected in. But in Gaza, even the safest corners offer no real safety. An Israeli missile struck just across the street and shrapnel struck her as she slept. Despite the efforts to save her, and despite her small body fighting with everything it had, her injuries were too severe. By the morning of May 15th, Batoul left this world.

In her father, Ihab's own words

"In Gaza, and after 4 years of waiting, a little girl was born on August 31st 2021. She loved stories, especially Little Red Riding Hood. ***Her biggest dream was to go to kindergarten with her tiny backpack.*** On May 14th 2025, when Batoul was sleeping at her grandfather's house a missile hit the house across the street. The shrapnel wounded her. she fought with the hope of a child, but her little body couldn't take it."

"On behalf of myself and my family, I extend our deepest thanks and sincere gratitude to all colleagues, women and men, who surrounded us with their heartfelt compassion and reached out to offer condolences and support following the martyrdom of my daughter, Batoul, who was killed on Wednesday, May 15, 2025. Whether through phone calls, messages, or social media, your presence meant the world to us."

"To every colleague who embraced us with genuine empathy and noble, warm sentiments—thank you.

We pray that God blesses you with continued health and well-being, protects you from all harm, and brings relief to the Palestinian people. May the occupier be driven out and the dream of a free Palestinian State come true."

Batoul, like thousands of children in Gaza, all 17,000 of them, was full of light, curiosity, and innocent dreams, dreams that were cut short by Israel's pointless violence no child should ever face.

In honor of her, the PCC has made a tribute in a short video that remembers her.

LINK:



[HTTPS://WWW.FACEBOOK.COM/PALESTINIANCOUNSELINGCENTER/VIDEOS/1077514574267822](https://www.facebook.com/palestiniancounselingcenter/videos/1077514574267822)



INSTAGRAM: PALESTINIAN COUNSELING CENTER



Through Batoul's story, we also honor all the children in Gaza whose lives have been stolen by the brutality of this war. Each one had a name, a favorite toy, a laugh that filled a room. Each one leaves behind a family trying to make sense of the senseless.

This report bears witness to their suffering, to their resistance, and to our continued commitment, as mental health professionals, as human beings, to speak their names, to document the toll of this war, and to support those who remain with everything we can.