

Activity Report

The White Helmets Work Report

April 2024



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Executive Summary:

The White Helmets volunteers continued their humanitarian operations and responses to save lives in northwest Syria during April. They provided diverse services in the areas of emergency response, ambulance services, healthcare, and awareness-raising within 457 communities and 612 camps.

The volunteers carried out 67 emergency response operations to military attacks, during which they recovered four dead bodies, including a woman and two children, and rescued 31 injured individuals, including four women and 13 children.

Firefighting teams successfully controlled 121 fires, rescuing seven injured individuals, including a woman and a child. Additionally, the volunteers responded to 150 traffic accidents, providing assistance to 175 injured individuals, including 31 women and 45 children.

In the healthcare sector, the ambulance system transported 9,872 patients, including 4,218 women and 2,120 children in 371 communities. Moreover, 10,022 individuals, including 6,339 women, 1,610 boys, and 1,389 girls, benefited from healthcare services provided by Women and Family Healthcare Centers. Community health teams also organized 5,880 awareness activities benefiting 8,731 individuals, including **5,204** women, **956** boys, and **1,905** girls.

The protection program conducted 114 awareness sessions attended by 2,439 individuals, including 921 women, 592 boys, and 626 girls.

On the other hand, the White Helmets volunteers conducted 1,669 community resilience activities within 289 communities and 190 camps. Ensuring the delivery of these humanitarian responses to all segments of society, especially vulnerable groups such as women, children, and persons with disabilities.





Section One:
Search and
Rescue Program



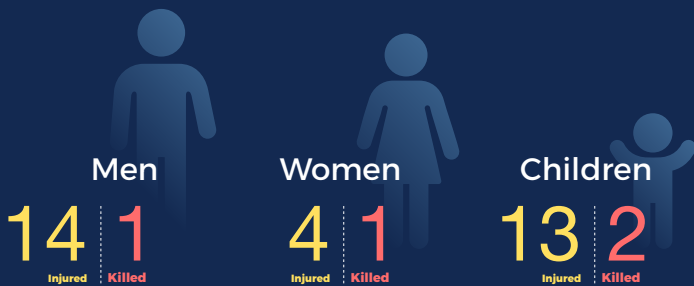
Emergency Response to Military Attacks

The search and rescue teams persisted in delivering quality emergency responses to military attacks targeting northwest Syria during April. The response included life-saving first aid for the wounded both at the site of injury and during their immediate transport to medical facilities. This also included retrieving the deceased and conducting technical interventions for victims trapped under the rubble. Moreover, our firefighters extinguished fires caused by bombardments or explosions, ensuring the safety of the sites.

The White Helmets teams conduct their life-saving operations with strict compliance with the International Humanitarian Law, and full respect for neutrality as a core value, ensuring that all victims receive assistance based only on their humanitarian needs, without any discrimination.

The White Helmets volunteers responded to 67 military attacks, bringing the total number of emergency response operations to military attacks during the year to 337. The volunteers recovered four deceased individuals, including a woman and two children, and rescued 31 injured persons, including four women and 13 children.

Figure 1: Civilian casualties during responses to military attacks



Syrian regime forces were responsible for most of the attacks, totaling 60 attacks. Additionally, there were two attacks originating from areas under the control of the Syrian regime and the Syrian Democratic Forces (SDF), in addition to five anonymous attacks. 44 attacks were carried out with artillery shells, 14 drone attacks, three attacks by guided missiles, and two rocket launcher attacks.

Attacks by weapon used



Noteworthy Response Operations

Syrian regime forces launched a missile attack on the city of Sarmin in the eastern Idlib countryside on April 1st. The attack targeted civilian areas, including neighborhoods, the marketplace, and Abdou Salama School. The assault resulted in the tragic deaths of a woman, and two girls. Additionally, nine other civilians were injured, including two women and four children.



Syrian regime forces targeted a civilian car with a guided missile in the village of Kafrantin near Daret Izza in Aleppo western countryside on April 12, injuring seven civilians, including a child and a woman. The bombardment also caused the burning of the car and nearby tents.



Five civilians from the same family were injured, including two children and a woman, after Syrian regime forces targeted a civilian car with a suicide drone in the city of Daret Azza in Aleppo western countryside on April 16.



Search and rescue operations in response to the military attacks covered 32 communities spanning cities, towns and villages. Notably, the village of Ftireh experienced the highest number of attacks (14), followed by the village of Kansafra (11) attacks.

Most of the targets were agricultural lands and fields, with 33 attacks, followed by civilian homes with 22 attacks, and seven attacks on roads. Additionally, the targets included a water body, a school, a popular market, a shop, and a makeshift refinery.

All necessary measures have been taken to respond to the different attacks in these various places by adhering to the established standard work procedures that ensure the provision of timely and professional life-saving responses, taking into account the unique challenges and logistical considerations imposed by different environments.

Map: Military attacks during April

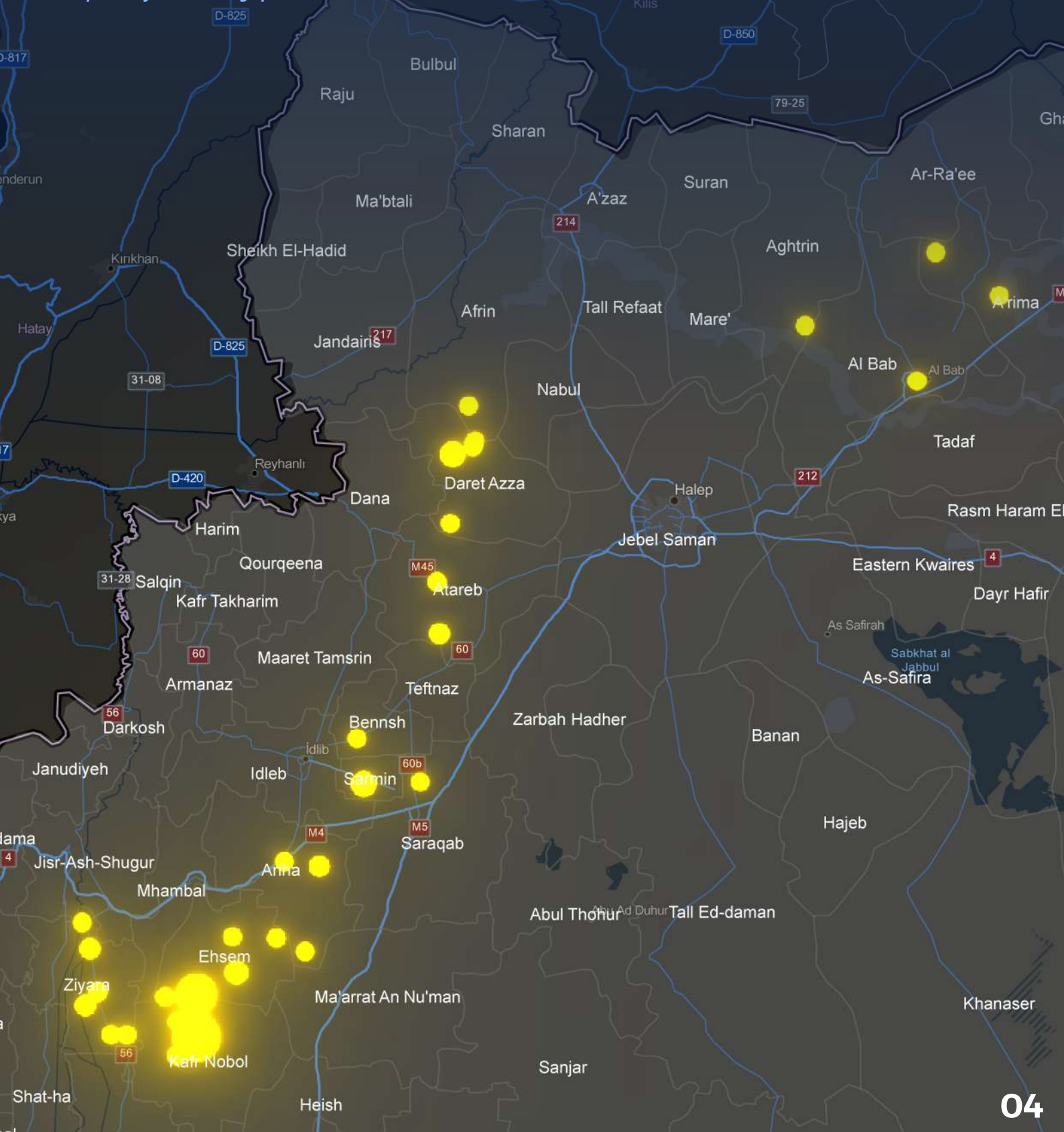
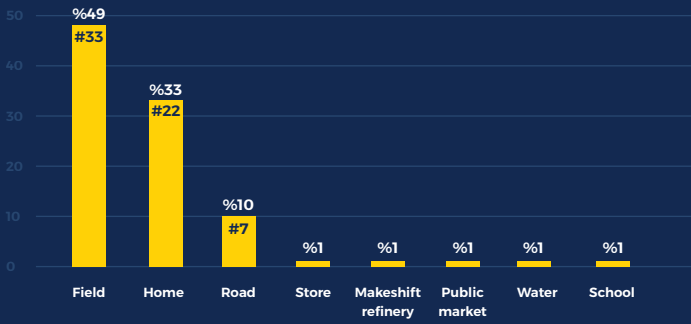


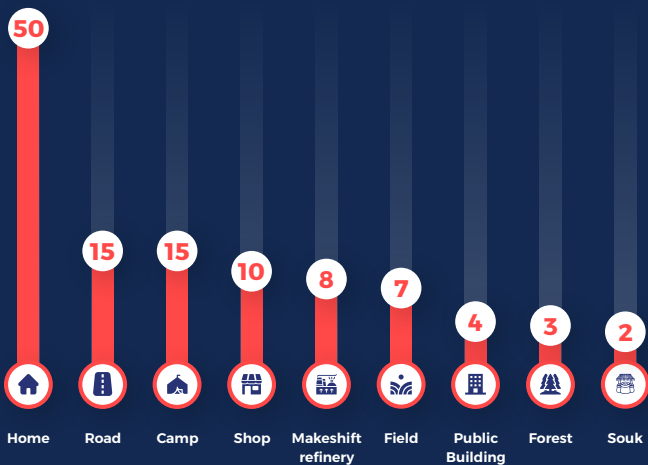
Figure 2: Military attacks response locations



Firefighting Operations:

WH volunteers extinguished 121 fires in 60 communities. Of these, Idlib city experienced the highest number of fires (14 fires), followed by Al-Bab city (11 fires), and then Tarhin village (seven fires). The volunteers extinguished 50 fires in civilian homes, 15 fires on roads, 15 fires in camps, ten fires in shops, 15 fires in camps, ten fires in shops, and eight fires in makeshift refineries.

Figure 3: Firefighting operations by location of the fire



During these operations, seven injured people were rescued, including a woman and a child. The fires also claimed the life of a man.

The majority of the fires, 51 %, were due to unidentified causes, while 29 % were caused by electrical short circuits, 11 % were caused by gas leaks, and 9 % were caused by fuel leaks.

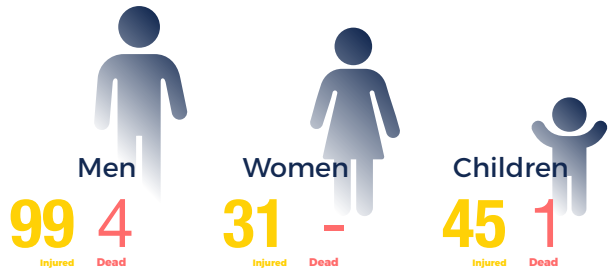
Figure 4: No. of people rescued during firefighting operations



Response to Traffic Accidents

The White Helmets teams responded to 150 traffic accidents in 77 communities, during which they aided 175 civilians, including 31 women and 45 children. Additionally, the volunteers transported five deceased individuals due to traffic accidents, including a child. It is noteworthy that the highest number of traffic accidents occurred in Idlib city (12 incidents) and the village of al-Mastouma (six incidents).

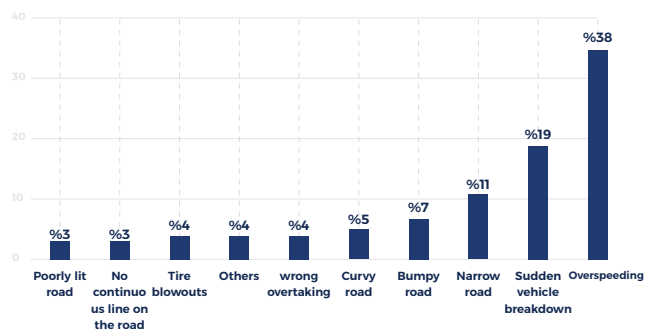
Figure 5: No. of people rescued during traffic accident response operations



Motorcycle accidents accounted for the highest percentage of accidents at 55 %, followed by car accidents at 30 %, while truck and heavy machinery accidents accounted for 14 %.

The causes of the traffic accidents varied, with speeding leading at 38 %, followed by sudden vehicle breakdowns at 19 %. Additionally, narrow roads accounted for 11 % of the accidents, while road roughness contributed to 7 %.

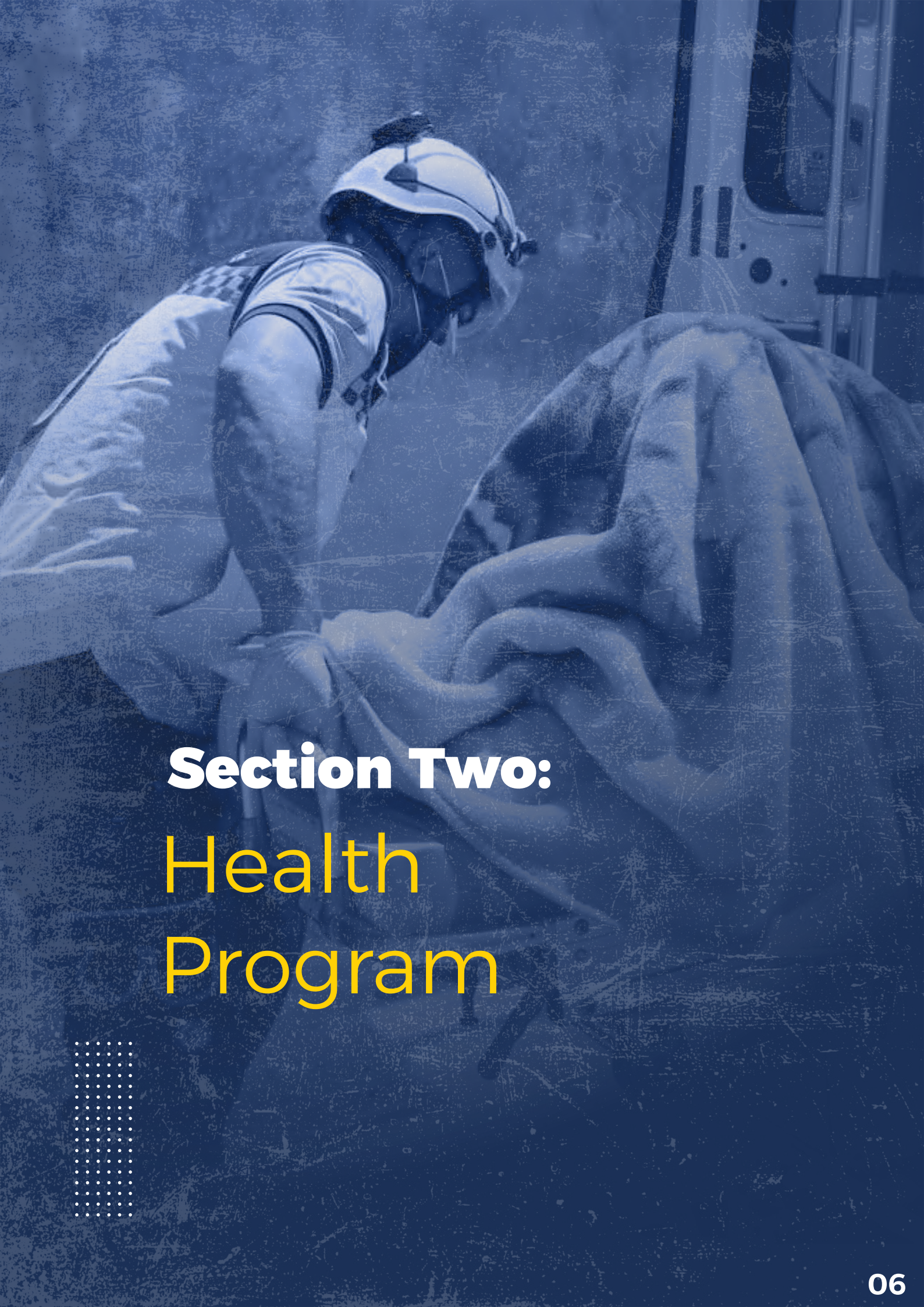
Figure 6: Causes of traffic accidents



Response to Drowning Incidents:

The White Helmets water rescue teams retrieved the bodies of two drowned men and a drowned child.





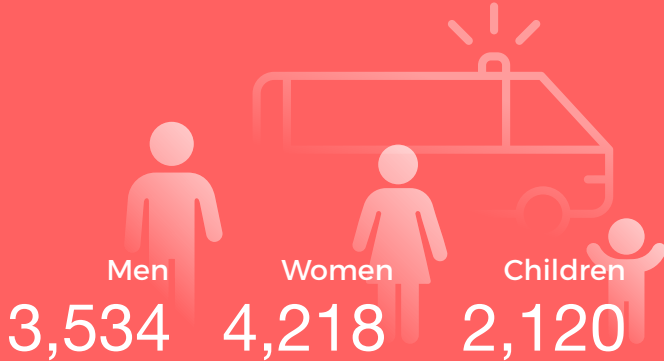
Section Two:
Health
Program



Ambulance Services

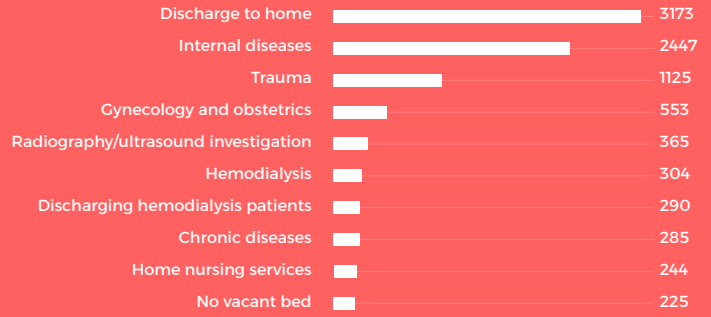
The White Helmets ambulance service reached 9,872 patients, including 4,218 women, and 2,120 children in 371 communities.

Figure 7: No. of ambulance service beneficiaries by gender and age



Diagnostically, 3,173 patients benefited from the service of discharging patients to their homes after receiving treatment. Additionally, volunteers transported 2,447 patients with internal diseases, 1,125 patients with trauma, and 553 female patients with gynecology and obstetrics.

Figure 8: No. of ambulance operations by type of ailment

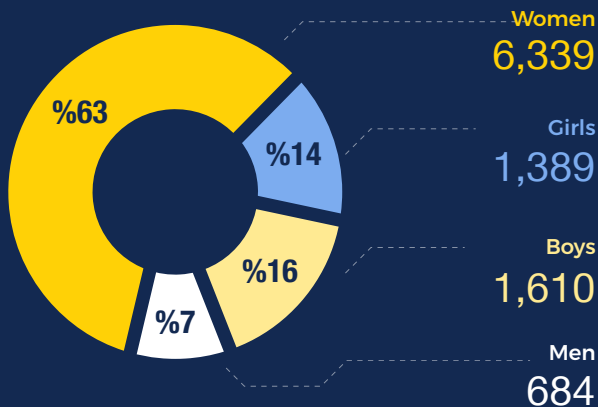


The volunteers also conducted 3,672 hemodialysis patient transfer operations, and 3,405 operations of discharging hemodialysis patients to their homes after treatment. It is worth noting that most kidney dialysis patients require dialysis several times a week. In some cases, the volunteers transfer more than one dialysis patient within the same operation.

Health Services at Women and Family Healthcare Centers

The Women and Family Healthcare Centers continued providing primary health services, catering to community health, reproductive health, and psychological support. These centers provided health checks and consultations for 10,022 beneficiaries, including 6,339 women, 1,610 boys, and 1,389 girls.

Figure 9: No. of beneficiaries at Women and Family Healthcare Centers by age and gender



The primary areas of care and support offered to the beneficiaries included: reproductive health and dressing and follow-up treatment.

Reproductive health services constituted the most provided healthcare service, with 4,612 women receiving it, including 243 under the age of 18. This was followed by dressing and follow-up treatment, which were provided to 4,198 patients, including 1,391 women, 1,366 children, and 840 girls.



Ninety-six percent of the health examinations conducted were provided within Women and Family Healthcare Centers. Meanwhile, %3 were provided within patients' homes, including elderly individuals and those with mobility difficulties due to their health condition, such as kidney dialysis patients. One percent of the services were provided within camps as part of the periodic visits conducted by volunteers to assess cases unable to reach the centers.

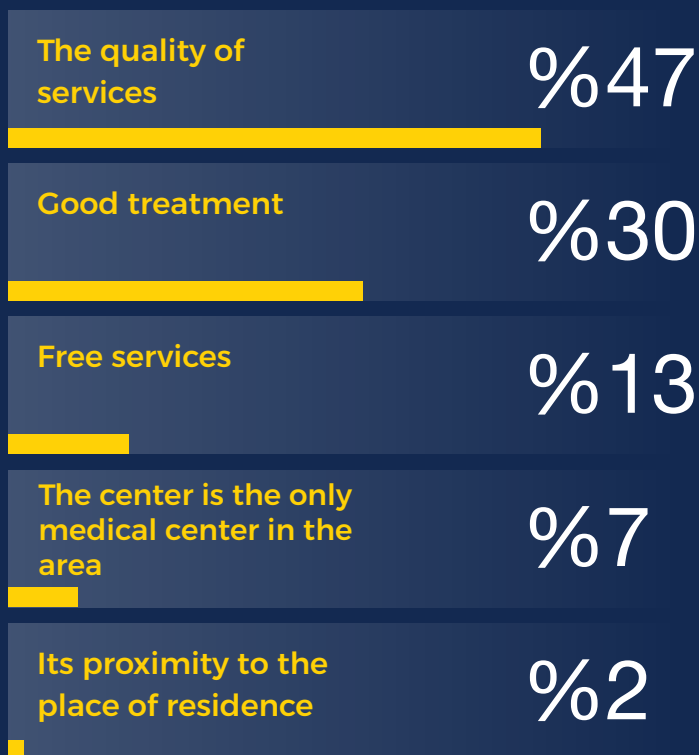
2,828 people, including 1,337 women, 461 boys, and 1,015 girls, benefited from psychological support sessions, through individual and group sessions that included psychological first aid, individual psychological education, awareness sessions, PSS structured sessions for children,

and various activities and events. Moreover, 245 people also benefited from physical rehabilitation, including 136 women, 44 boys, and 64 girls.

The Women and Family Healthcare Centers surveyed their beneficiaries to measure satisfaction with the health services provided, aiming to continually improve their service delivery mechanisms.

The findings revealed that the main factor influencing the choice of these centers was the high standard of services offered at a rate of %47, followed by the positive interactions experienced by beneficiaries with the female staff at these facilities at %30. Other factors included the availability of free services and the fact that the center serves as the sole medical facility in the area.

Figure 10: Survey results illustrating the reasons for beneficiaries choosing Women and Family Healthcare Centers



Community Health

Community health teams organized 5,880 awareness activities that benefited 8,731 people, including 5,204 women, 956 boys, and 1,905 girls. These awareness-raising activities aim to strengthen the role of the centers within the community. The centers utilize their effective reach to community members, especially women and children, to deliver awareness messages in the areas of preventive health care. This is done through specialized training kits that are constantly updated. The awareness-raising activities included individual awareness, group awareness, household visits, and school awareness. The awareness topics included non-communicable diseases, communicable diseases, healthy lifestyle, and nutrition guide.

School Health Activity

White Helmets volunteers continue providing healthcare services in schools. The program involves deploying mobile health teams equipped with first aid and hygiene supplies, in addition to conducting thorough medical examinations for students. The aim is to promote a culture of health within the school community and create a safe and healthy learning environment for students and staff alike.

489 female students and teachers and 293 male students and teachers benefited from the healthcare services in schools. Respiratory diseases were the most common diagnoses, followed by skin diseases and digestive diseases.





Section Three: Community Resilience Program

This section includes the White Helmets' operations executed as part of the humanitarian response projects in the WASH sector and early recovery, aimed at bolstering local community resilience. It also covers other logistical activities supporting public facilities. In this context, the volunteers conducted 1,669 community resilience activity across 289 communities and 190 camps in northwest Syria.



The White Helmets volunteers conducted

ground leveling and graveling operations, covering 105,000 square meters across 106 communities and 82 camps.



319

excavation operations that included digging technical trenches, and foundations within 83 communities and 44 camps.



181

washing operations of schools, streets, and public facilities within 101 communities and five camps.



178

road opening operations covering a length of 34,000 meters within 61 communities and 14 camps.



132

sewage network excavation operations covering a length of 4,200 meters within 67 communities and 32 camps.



129

vehicle towing operations within 74 communities and 14 camps.



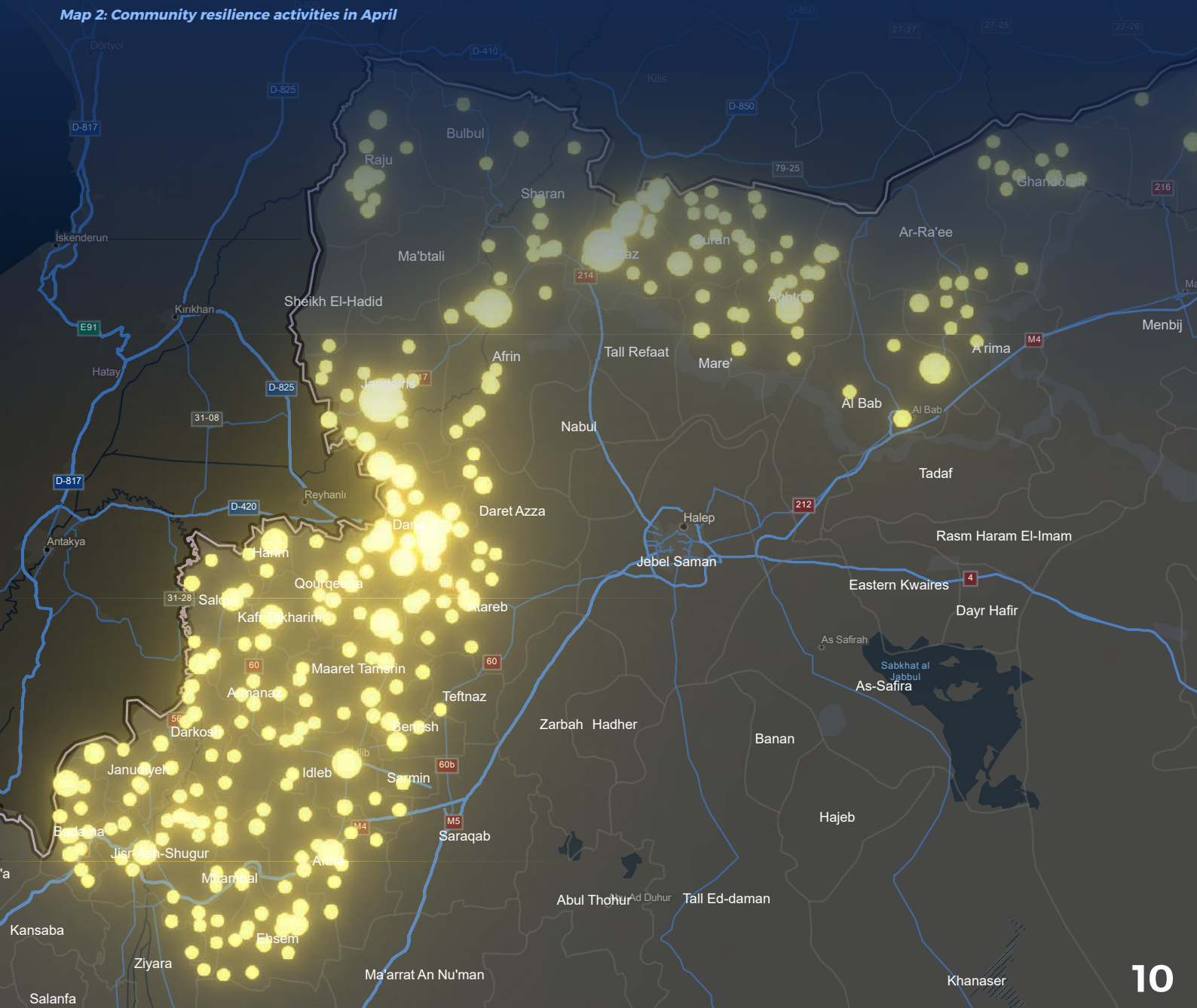
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diverse logistical and community services, including transportation of building materials and equipment, within 66 communities and 16 camps.



111

Map 2: Community resilience activities in April



White Helmets volunteers also continue working on the following projects:



Winter response work, including land leveling and graveling in more than 50 camps affected by floods.



Rehabilitation of 15 health centers (hospitals and primary care centers) damaged by the earthquake.



Rehabilitation of Wastewater Networks in Azaz City



Construction of the Khalid bin Al-Walid School in Jandairis.



The White Helmets launched an initiative to remove the water hyacinth, also known as the Nile flower, from the Orontes River. This plant poses a significant threat to the environment, aquatic life, and farmers due to its high water consumption, which reduces irrigation resources. Additionally, its rapid growth forms a dense layer that hinders the entry of oxygen into aquatic habitats, leading to risks of drowning and impeding the efforts of water rescue teams.



Construction of the cancer center in Afrin.



The White Helmets, in collaboration with the Agriculture Chamber in Afrin, launched an initiative to remove accumulated sediment and mud from the reservoir basin of the "Burj Abdalu" dam on the Afrin River. This aims to increase the dam's water storage capacity and quality, lowering agricultural production costs by providing reliable irrigation for 4,500 hectares of land, enhancing food security.



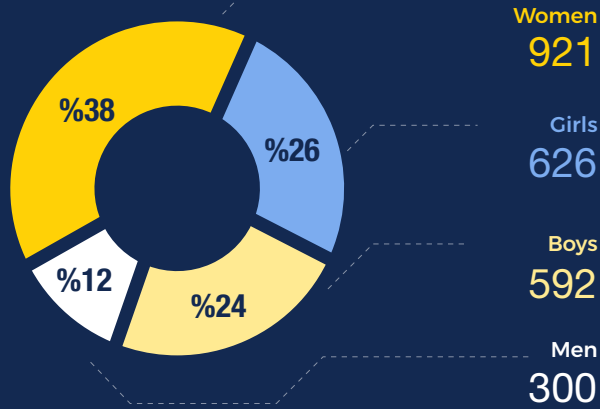
Section Four:
Protection
Program



Awareness Activities

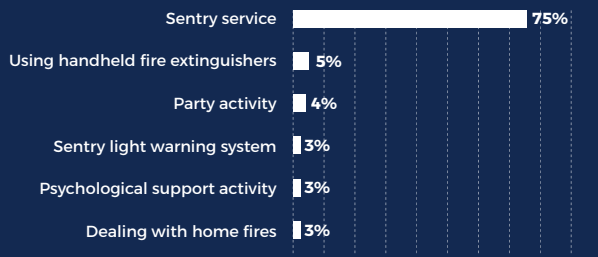
The protection program conducted 114 awareness sessions that were attended by 2,439 people, including 921 women, 592 boys, and 626 girls.

Figure 11: No. of beneficiaries of protection sessions by age and gender



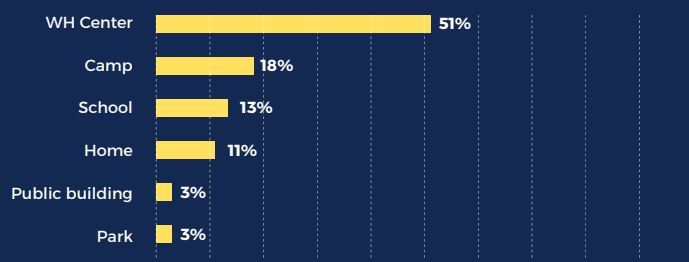
Seventy-five percent of the awareness activities were allocated to introducing the Sentry service. Awareness activities covered various topics, including training on the use of handheld fire extinguishers, and dealing with household fires.

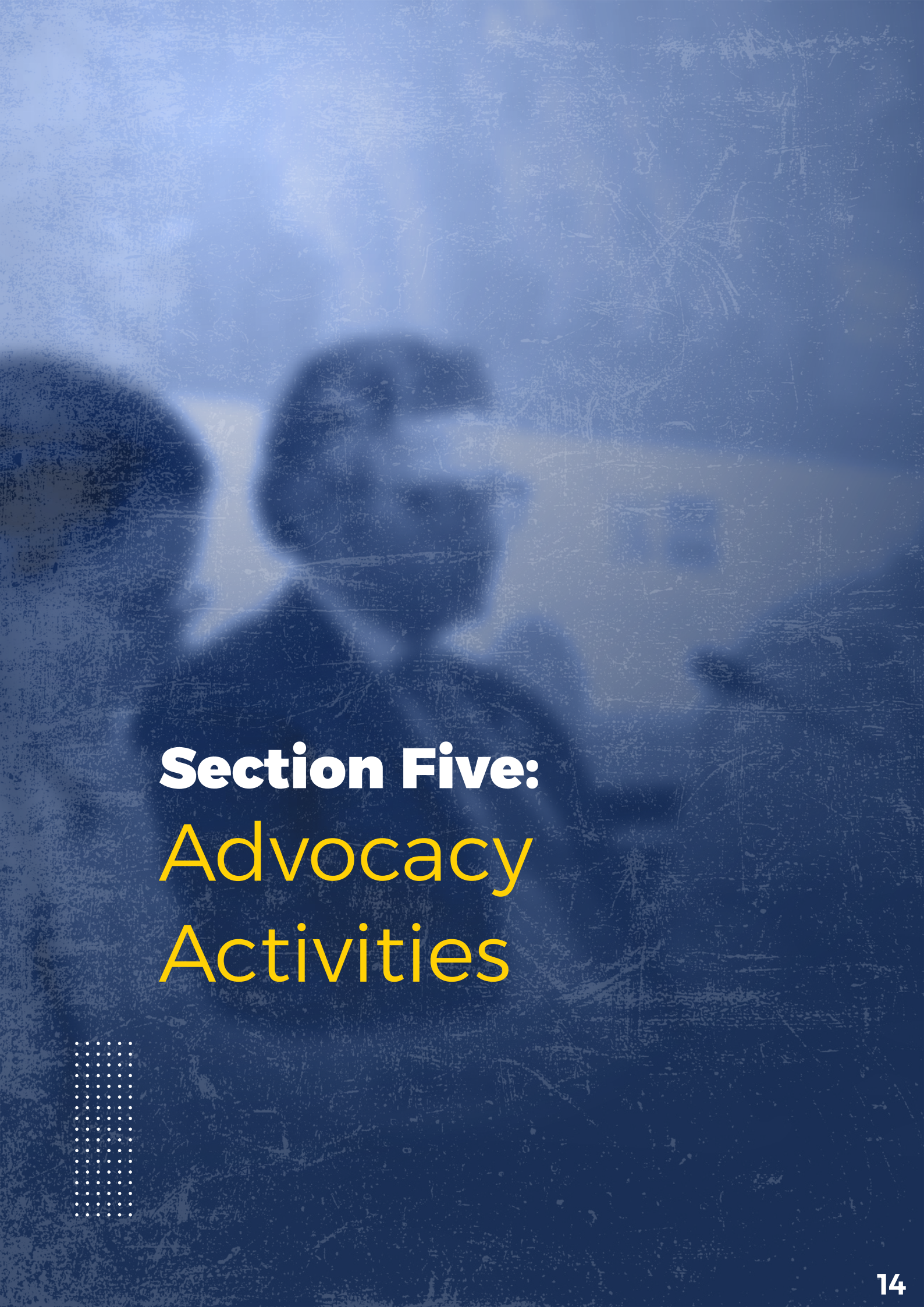
Figure 12: Topics of awareness activities



Protection sessions were held in diverse locations to ensure broader participation from all segments of society. Fifty-one percent of the sessions were conducted in White Helmets centers and Women and Family Healthcare Centers. Additionally, 18% of the activities targeted internally displaced persons within their camps, focusing on topics prioritized within those camps. Thirteen percent of the sessions were held in schools. Furthermore, sessions took place in civilians' homes, public buildings, and parks.

Figure 13: Protection activities according to the location of the activity





Section Five:
Advocacy
Activities

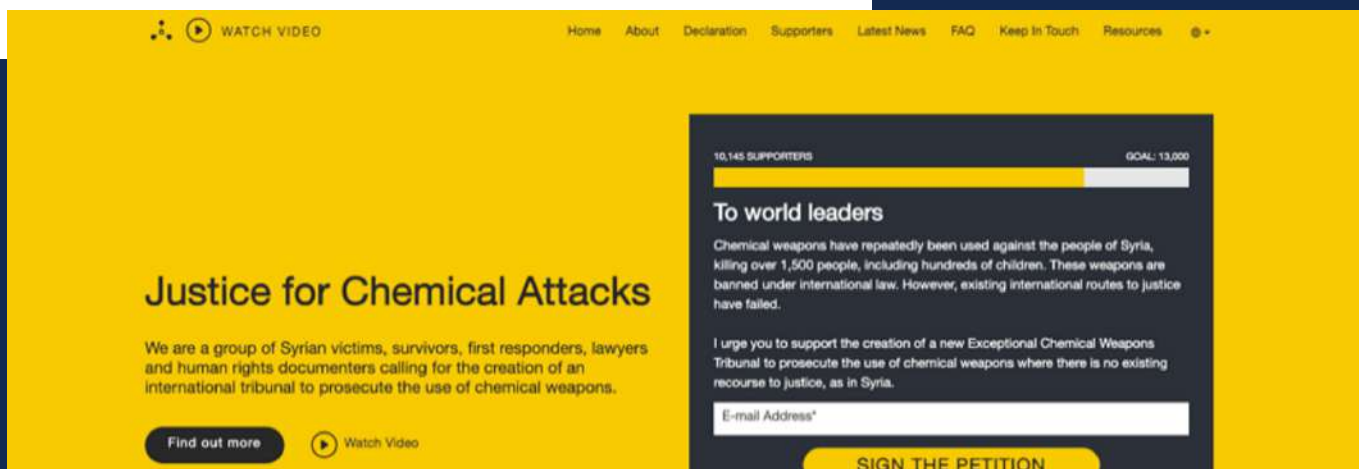


The White Helmets coordinated 23 meetings in April, including three in-person meetings in Brussels on the sidelines of the Brussel’s conference and 17 meetings with stakeholders in New York. This included US, UK and France, the Syria Humanitarian Penholder in the UNSC, Switzerland, newly elected UNSC members Algeria, Slovenia and the Republic of Korea, and key stakeholders in the General Assembly, such as Turkiye, the EU Mission and Luxemburg.

We also met with UN OCHA, UN Department of Political Affairs, the Commission of Inquiry and the IIMM. We also met with the Norwegian Ministry of Foreign Affairs in Oslo. These meetings focused on humanitarian needs in Syria and the call for justice and accountability.



Launching our petition in partnership with the Campaign for Syria in six languages



We began the month with activities commemorating the victims of chemical attacks in Douma and Kansaheikoun and the launch of a public petition calling on world leaders to support the call to establish an international tribunal for the use of chemical weapons.

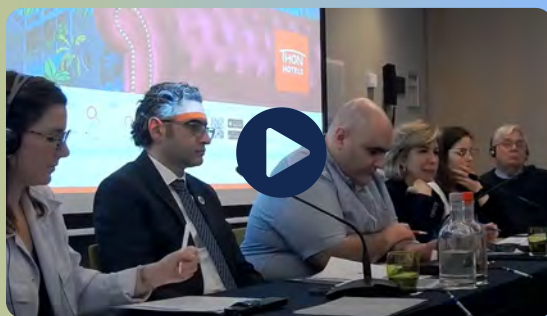
This petition was developed in partnership with the Syria Campaign and is featured on the website dedicated to the call for the tribunal, cwtribunal.org. The social media campaign encouraging signatures of the petition ran in English, Arabic, Spanish, German, French and Japanese. In three weeks, the petition reached over 10,000 signatures globally.

The petition will continue to run and we will publicise it for more signatures at key moments throughout the year.

At the Brussels Conference Day of Dialogue, the White Helmets focused messaging on our campaign to secure justice for chemical attacks in our events.

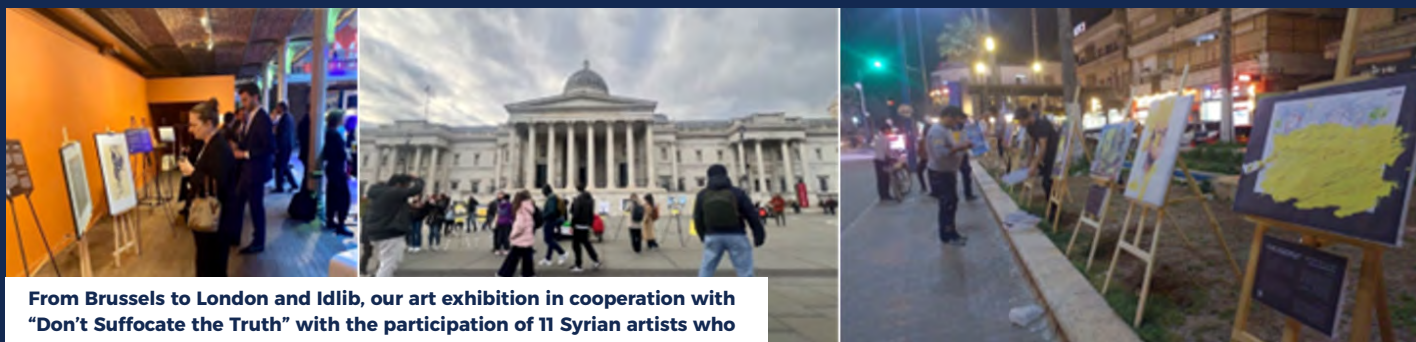
On the day before the official Brussels Day of Dialogue, the White Helmets coordinated an event in partnership with Baytna and the Syrian Legal Development Program (SLDP) on “Charting a Path to Justice: Syrian Civil Society and Accountability for Chemical Weapons Use”.

The recording of teen here:



Our art exhibit, “We Remember. We Resist”, curated in partnership with Don’t Suffocate the Truth, was shown during the official Day of Dialogue reception. The exhibit brought together eleven Syrian artists reflecting on the impact of the use of chemical weapons in Syria.

The art exhibit was also shown this month in Idlib by the White Helmets Media Team to commemorate the Douma and Khansheikoun attacks, as well as in Berlin, Dusseldorf and London by Don’t Suffocate the Truth and local partners.



From Brussels to London and Idlib, our art exhibition in cooperation with “Don’t Suffocate the Truth” with the participation of 11 Syrian artists who embodied the impact of the use of chemical weapons in Syria.

As part of our engagement at the Brussels Day of Dialogue and advocacy in the lead up to the Donor’s Pledging conference at the end of May, we also launched and disseminated a short briefing with our key messages and recommendations to donors. The briefing is [available here](#). We will continue to disseminate the messages of this briefing during meetings and outreach to EU member states in the lead up to the 27 May donors conference.

In our humanitarian advocacy, we input to the Senior Officials Meeting (SOM) speech given by the Head of the NGO Forum. We also worked through closed door advocacy with the NGO Forum and the Syrian Networks League to try to ensure Syrians were heard directly during the SOM. The outcome of this advocacy was not entirely successful, and the White Helmets is inputting into the NGO Forum’s activities to ensure the organisers of the SOM and the Brussels Conference understand that it is not acceptable to exclude Syrians from the official proceedings.

The Advocacy Department officially launched our capacity building activities with a roster of 30 volunteers who routinely participate in media and communications activities and represent the organization to external stakeholders. The initial virtual information session introduced the Advocacy Department to the volunteers provided information about the capacity building plans. We are planning monthly virtual information sessions with internal and external experts, in addition to in-person training inside NW Syria

