



# The White Helmets Monthly Activity Report

March 2024





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## Executive summary:

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The White Helmets volunteers continued their humanitarian operations and responses to save lives in northwest Syria during March. They provided diverse services in the areas of emergency response, ambulance services, healthcare, and awareness-raising within 464 communities and 632 camps.

The volunteers carried out 92 emergency response operations to military attacks, during which they recovered ten dead bodies, including three women and four children, and rescued 25 injured individuals, including two women and 11 children.

Firefighting teams successfully controlled 142 fires, rescuing 15 injured individuals, including three women and five children. Additionally, the volunteers responded to 95 traffic accidents in 67 communities, providing assistance to 62 injured individuals, including four women and 21 children.

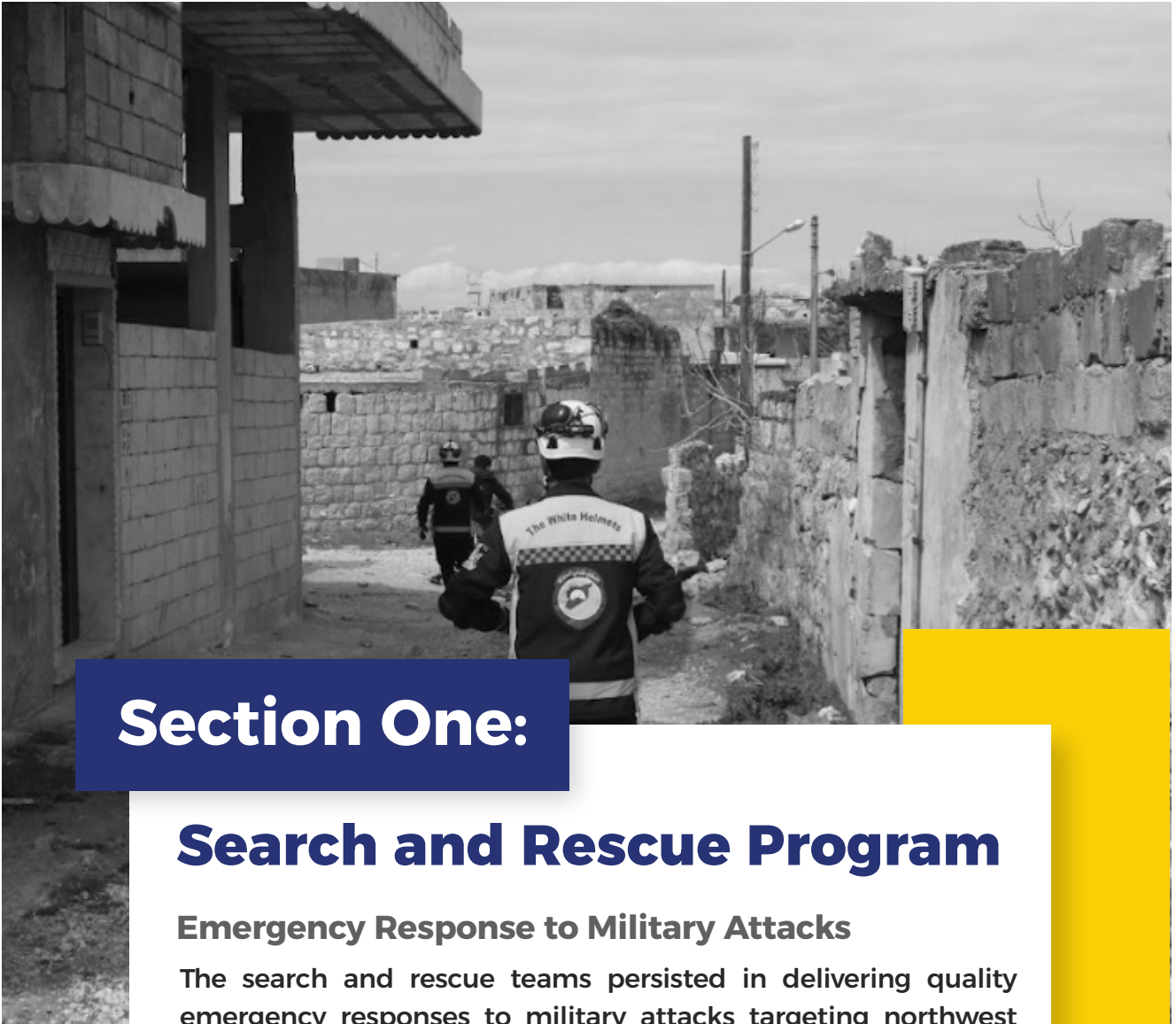
In the healthcare sector, the ambulance system transported a total of 9,971 patients, including 4,501 women and 2,187 children. Moreover, 12,700 individuals, including 8,762 women, 1,623 boys, and 1,679 girls, benefited from healthcare services provided by Women and Family Healthcare Centers. Community health teams also organized 7,355 awareness activities benefiting 10,996 individuals, including 6,748 women, 1,207 boys, and 2,394 girls.

The Protection Program conducted 126 awareness sessions attended by 1,648 individuals, including 195 men, 960 women, 330 boys, and 163 girls.

On the other hand, the White Helmets volunteers conducted 1,469 community resilience activities. Ensuring the delivery of these humanitarian responses to all segments of society, especially vulnerable groups such as women, children, and persons with disabilities, was a priority.







## 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 March. 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

# 92

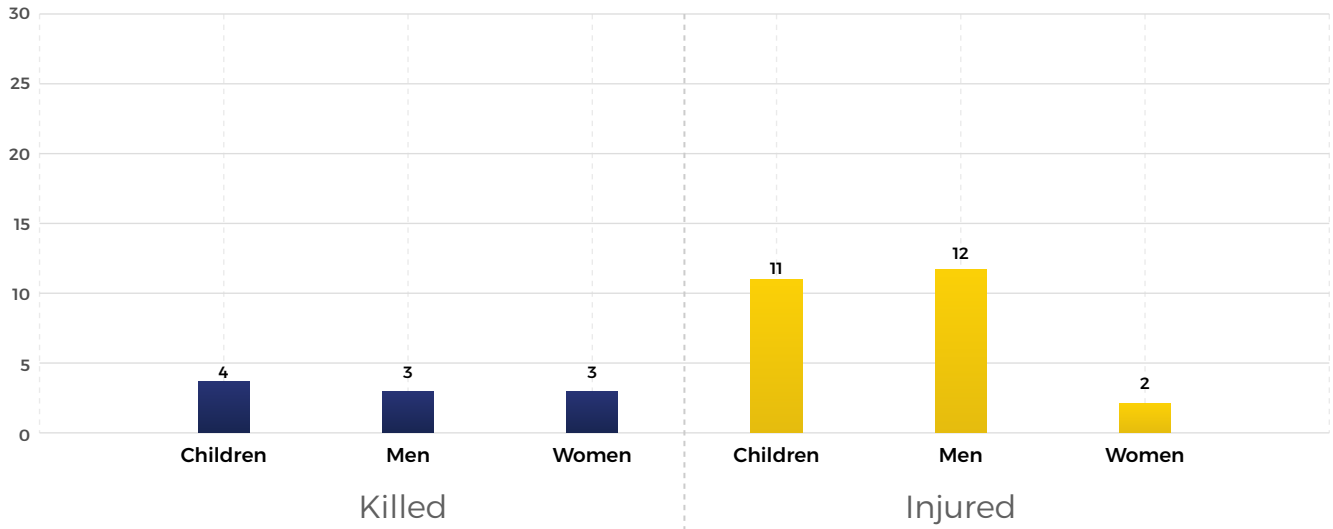
## Military Attacks

### In March

bringing the total number of emergency response operations to military attacks during the year to 270. The volunteers recovered ten deceased individuals, including three women and four children, and rescued 25 injured people, including two women and 11 children.



Figure 1: Civilian casualties during responses to military attacks



Syrian regime forces were responsible for most of the attacks (83), while four attacks were launched from areas under the control of Syrian regime forces and the Syrian Democratic Forces, one attack by Russian warplanes, and four anonymous attacks.

## Noteworthy Operations

An attack by artillery shells launched from the areas of joint control of the Syrian regime forces and the Syrian Democratic Forces on the village of Kabasin in Aleppo western countryside on March 9 killed a woman and wounded six other civilians, including four children.

Syrian regime forces targeted a civilian car with a guided missile in the city of Daret Izza in Aleppo countryside on March 10, killing a child and injuring three civilians, including two children.





A suicide drone attack killed a man while he was driving an agricultural tractor in the town of Kafr Noran in Aleppo western countryside on March 11.



A car bomb explosion hit a market in the city of Azaz in Aleppo northern countryside after midnight on Sunday, March 31, killing a woman and two children, and injuring five other civilians, including a child. The explosion also caused major damage to shops, civilian homes, cars, and motorcycles at the site.

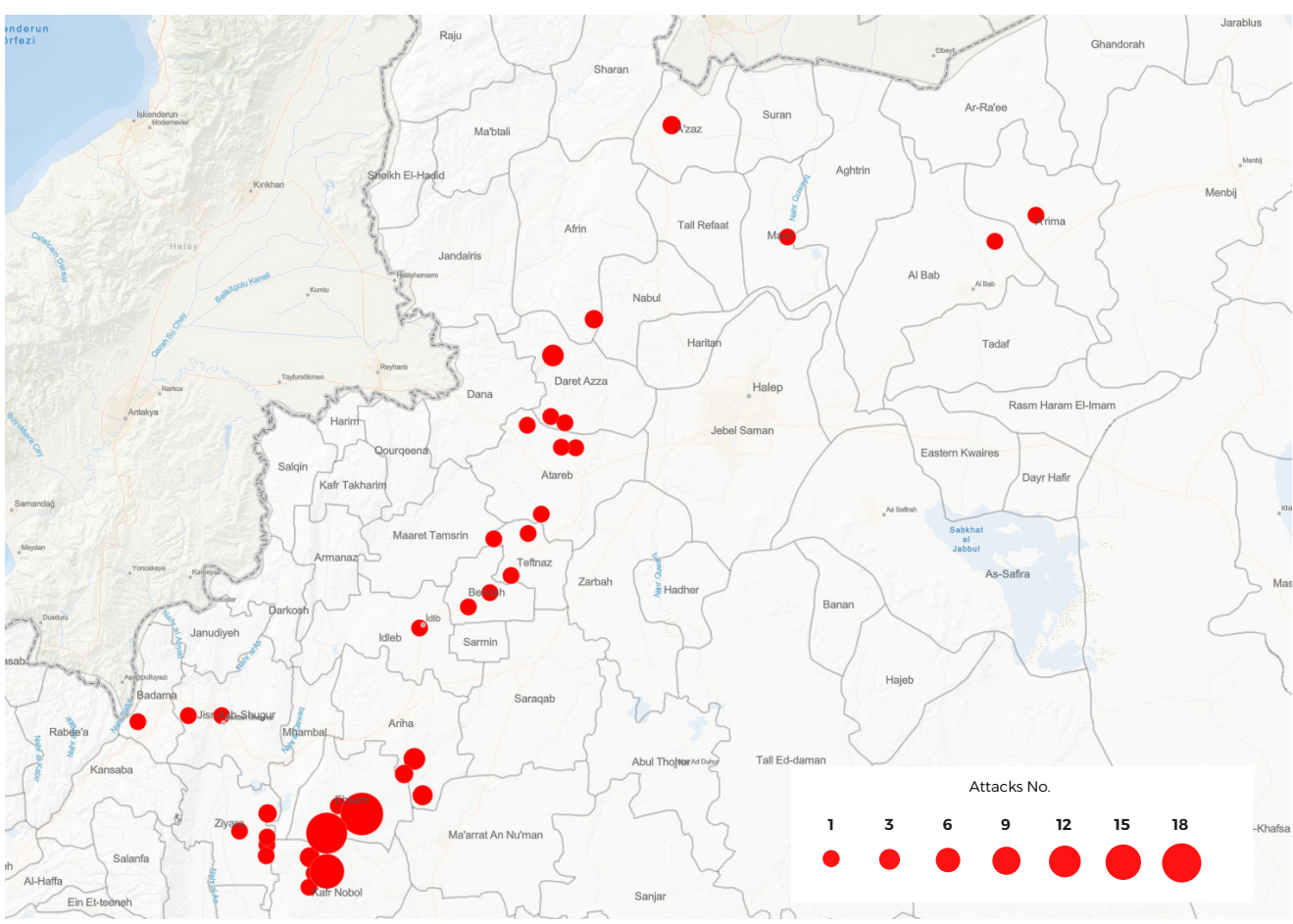




Attacks with drones and suicide drones launched from areas controlled by Syrian regime forces continued. They specifically targeted cars and motorcycles in areas near the frontlines in the Idlib and Aleppo countryside. Our teams documented 17 attacks, which resulted in the death of three men and the injury of four others.

Search and rescue operations in response to the military attacks covered 36 communities spanning cities, towns and villages. Notably, the village of Al-Bara experienced the highest number of attacks (17), followed by the village of Kansafra (16) and the village of Ftireh (12) attacks.

Map: Military attacks during March



The vast majority of the targets were agricultural lands and fields, with 54 attacks, followed by civilian homes with 21 attacks, and ten attacks on main and secondary roads. The attacks also included two schools, a camp, a mosque, a forest, a popular market, and a shop.

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.



The White Helmets mourned the volunteer

## **Abdul Salam Jassem**

who passed away on March 28th after illness,  
bringing the total number of martyrs and  
deceased White Helmets volunteers to 310.





## Firefighting operations:

WH volunteers extinguished 142 fires in 62 communities and 17 camps. Of these, Dana sub-district witnessed the highest number of fires (17), followed by the Azaz Center sub-district (15 fires), and then the Idlib Center (14 fires). The volunteers extinguished 60 fires in civilian homes, 17 fires in camps, 15 fires in makeshift refineries, 14 fires on roads, 12 fires in shops, five fires in agricultural fields, four fires in factories, and three fires in schools.

The White Helmets  
Extinguished

# 142

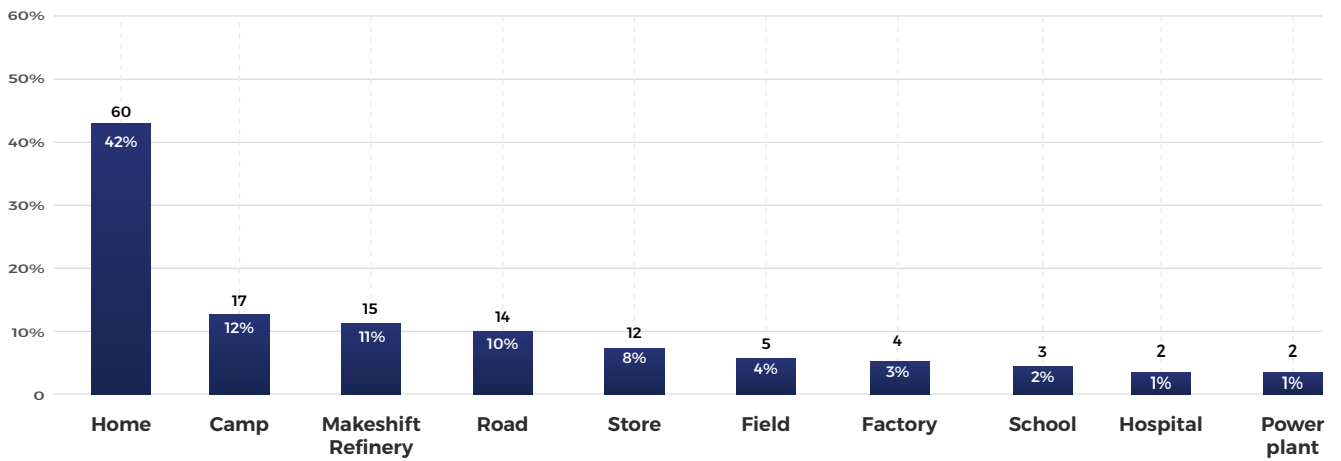
Fires

**In March 2024**



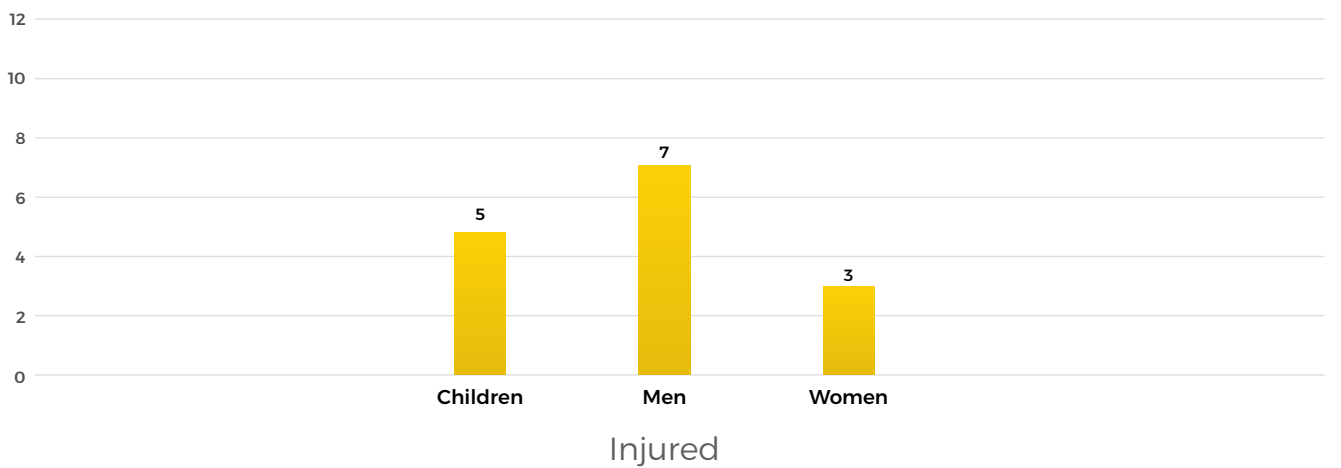


Figure 2: Firefighting operations by location of the fire



During these operations, 15 injured people were rescued, including three women and five children.

Figure 3: No. of people rescued during firefighting operations



The majority of the fires, %40 were due to unidentified causes, %25 were caused by fuel leaks, while %25 were caused by electrical short circuits, and %9 were caused by gas leaks.



# Response to traffic accidents

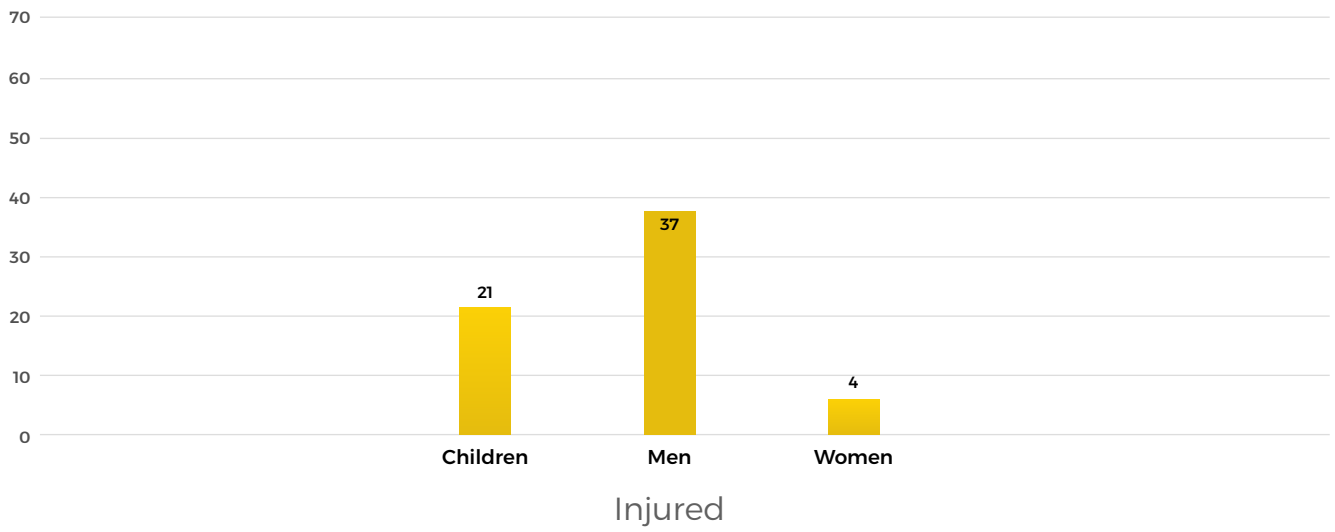
The White Helmets teams responded to

# 95

traffic accidents in 67 communities

during which they aided 62 injured persons, including four women and 21 children.

Figure 4: No. of people rescued during traffic accident response operations

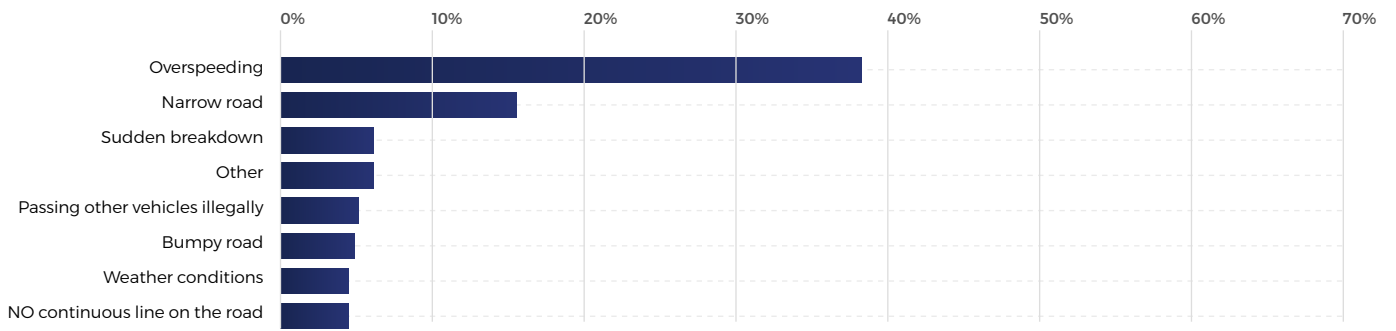


Car accidents accounted for the highest percentage of accidents at %51, followed by motorcycle accidents at %35, while truck and heavy machinery accidents accounted for %14.

The causes of traffic accidents varied. The most common cause was speeding, at %38, followed by narrow roads at %15, sudden vehicle breakdowns at %9, wrong overtaking at %6, and rough roads at %5.



Figure 5: Causes of traffic accidents

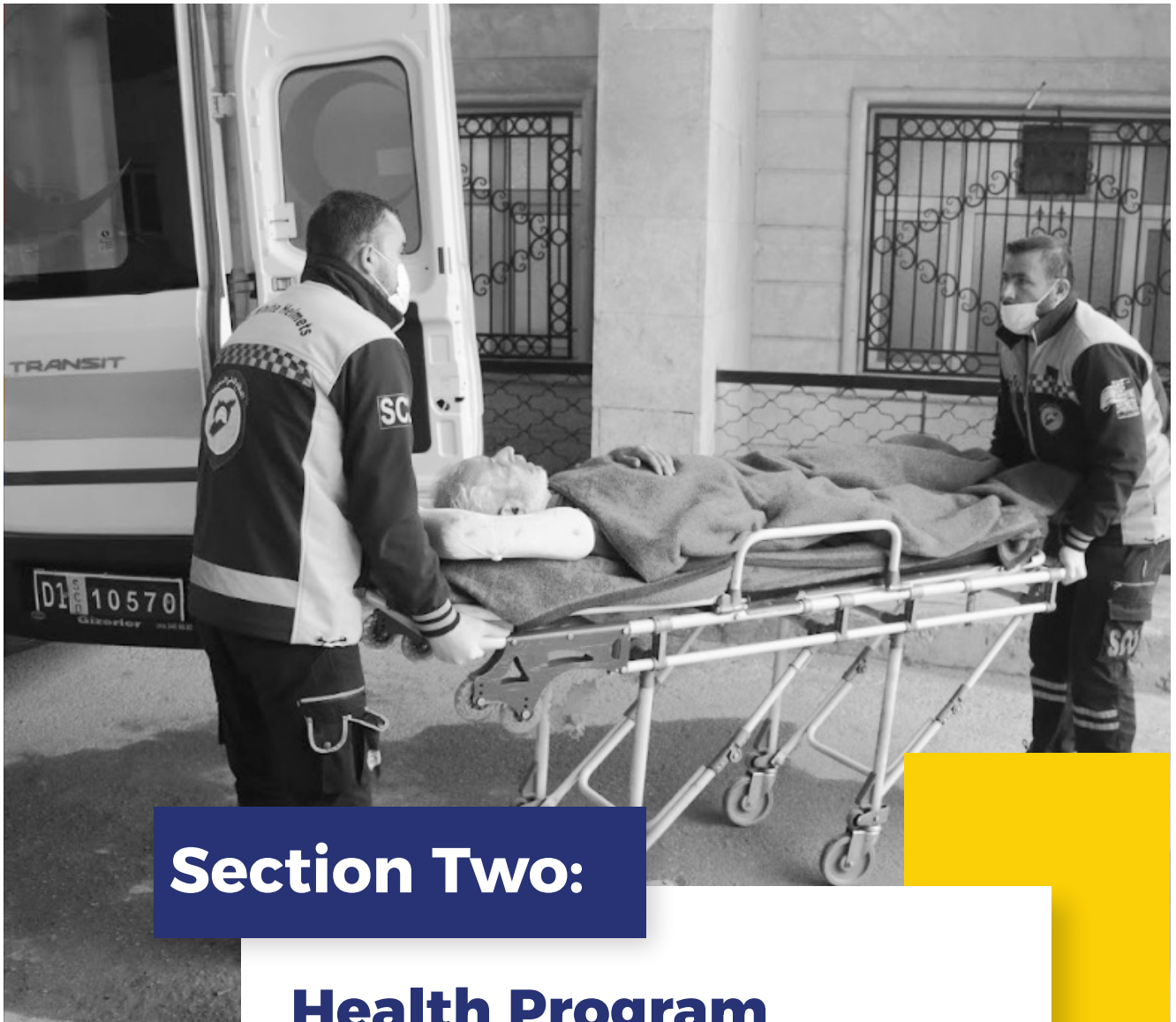


## Response to Drowning Incidents:

The White Helmets water rescue teams retrieved the bodies of five drowned persons, including a child.







## Section Two:

### **Health Program**

#### **Ambulance Services**

The White Helmets ambulance service reached 9,971 patients, including 4,501 women, and 2,187 children in 390 communities.

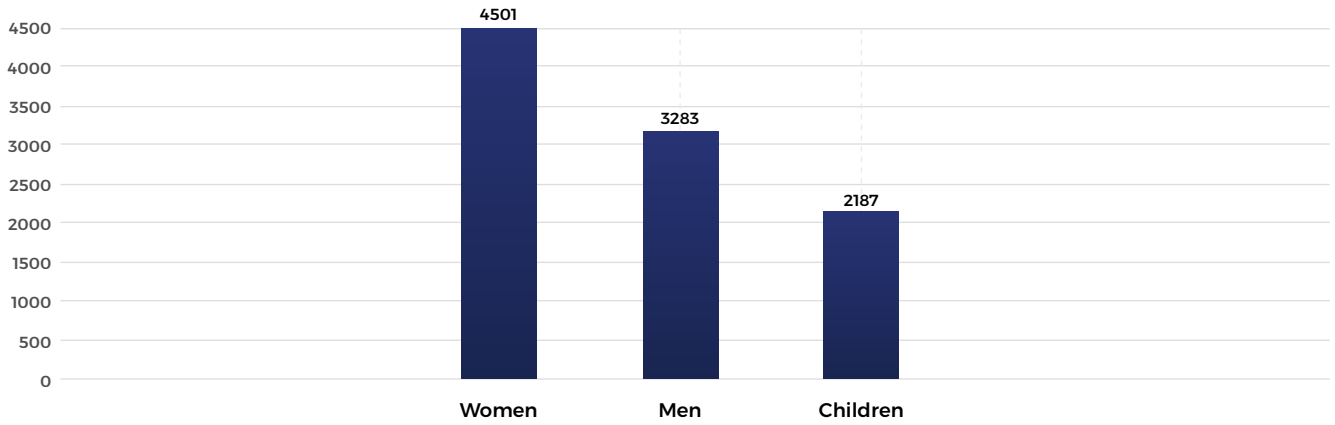


The White Helmets  
ambulance service reached

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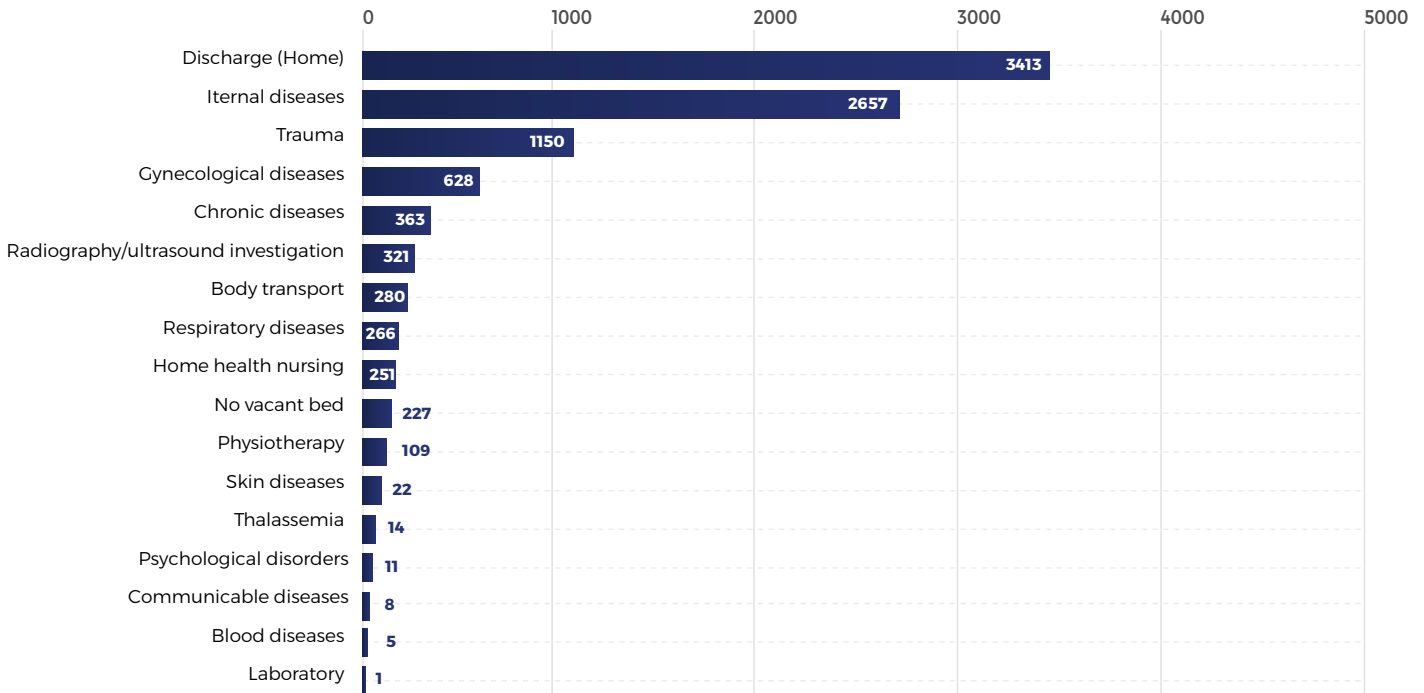
9,971

Figure 6: No. of ambulance service beneficiaries by gender and age



In terms of diagnostics, discharge home topped the ambulance operations with 3,413 operations, followed by 2,657 operations of internal diseases, 1150 trauma operations, and 628 gynecological diseases.

Figure 7: No. of ambulance operations by type of ailment

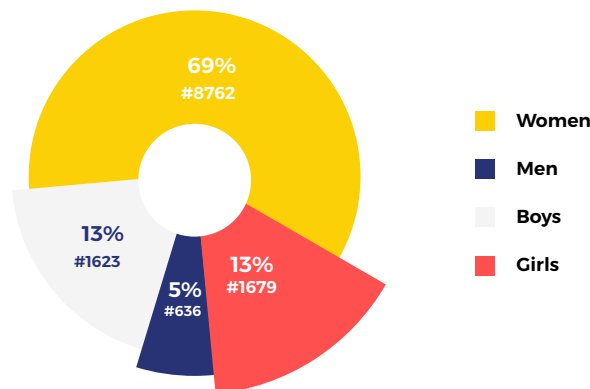


The volunteers also conducted 1,187 hemodialysis patient transfer operations, and 1,196 operations of discharging hemodialysis, thalassemia, and physiotherapy patients to their homes after treatment. It is worth noting that most kidney dialysis patients require dialysis several times a week. In some cases, the volunteers transfer more than one hemodialysis 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 12,700 beneficiaries, including 8,762 women, 1,623 boys, and 1,679 girls.

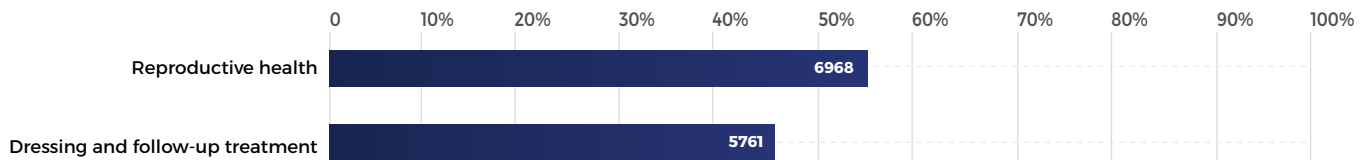
Figure 8: No. of beneficiaries at Women and Family Healthcare Centers by age and gender





Reproductive health services were the most widely provided healthcare service, with 6,968 patients served, including 338 under the age of 18. This was followed by dressing and follow-up treatment services, which were provided to 5,761 patients, including 2,154 women, 1,624 boys, and 1,344 girls.

Figure 9: No. of beneficiaries of medical interventions at Women and Family Healthcare Centers by type of ailment



The majority of the health examinations, %97 were conducted in Women and Family Healthcare Centers, while %3 were conducted in camps as part of regular visits by our female volunteers to check on cases that are unable to reach the centers and in the homes of patients, including the elderly and those with mobility difficulties due to their health condition, including hemodialysis patients.

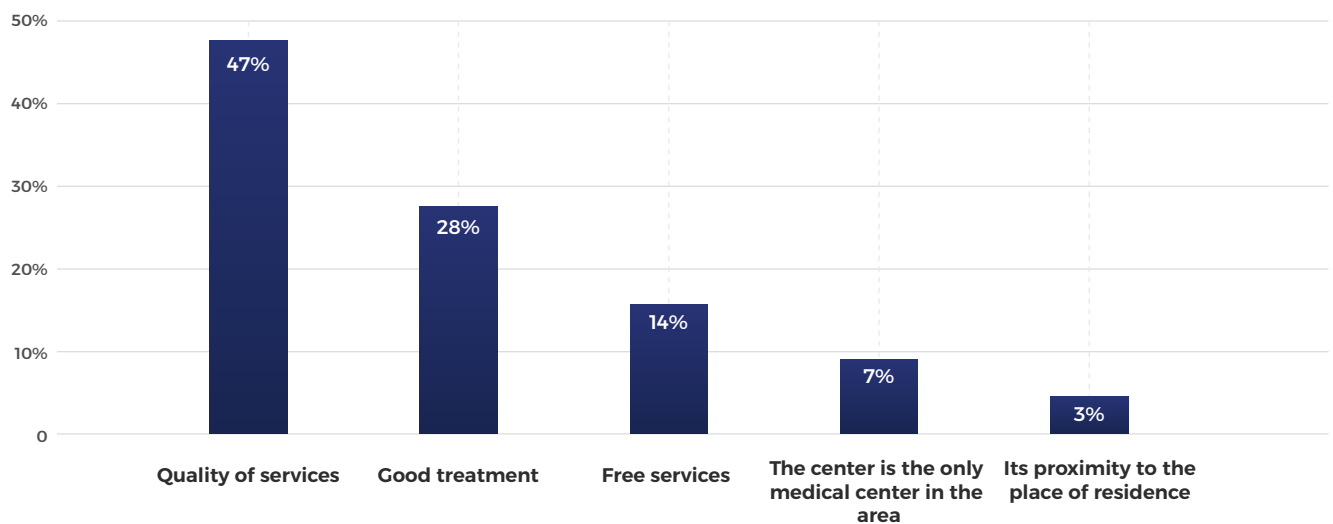


3,531 people, including 3,020 females benefited from psychological support sessions, through individual and group sessions that included psychological first aid, individual psychological education, awareness sessions, PSS structured sessions for children, and various activities and events. Moreover, 255 people, including 154 women, 41 boys, and 59 girls benefited from physical rehabilitation.

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 %28. Other factors included the availability of free services, the fact that the center serves as the sole medical facility in the area, and its proximity to the place of residence.

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

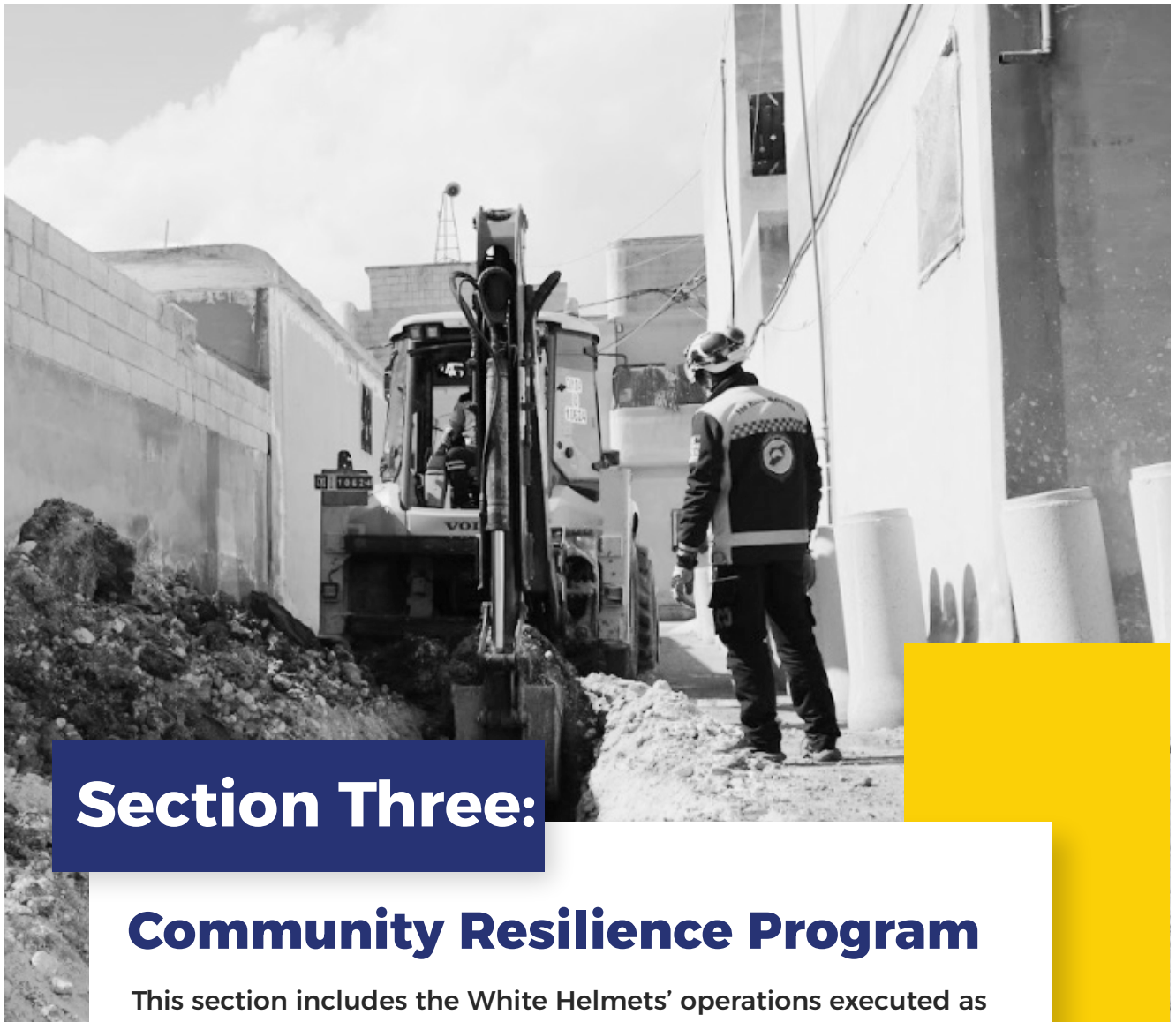


Community health teams organized 7,355 awareness activities that benefited 10,996 people, including 6,748 women, 1,207 boys, and 2,394 girls. These awareness-raising activities aim to strengthen the role of the centers within the community. The centers utilize their effective reach to community members, 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, healthy lifestyle, and a nutrition guide.

## School Health Care

White Helmets volunteers continue providing comprehensive 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.

415 female students and teachers and 493 male students and teachers within 31 schools benefited from the healthcare services in schools during March. 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 1,469 community resilience activity across 267 communities and 191 camps in northwest Syria.

# 172

**excavation operations**

that included digging technical trenches, and foundations within 84 communities and 39 camps.



# 179

**vehicle towing**

**operations** across 75 communities and 18 camps.



# 351

**Ground leveling and graveling operations,**

covering 283,000 square meters across 118 communities and 67 camps.



# 85

**Road opening operations**

road opening operations spanning 21,500 meters in length in 54 communities and 12 camps.



# 94

**Sewage network excavation operations**

covering 15,400 meters within 49 communities and 22 camps.



# 152

**diverse logistical community services,**

including transporting building materials, equipment, and furniture in 62 communities and 35 camps.





Map 2: Community resilience activities in March

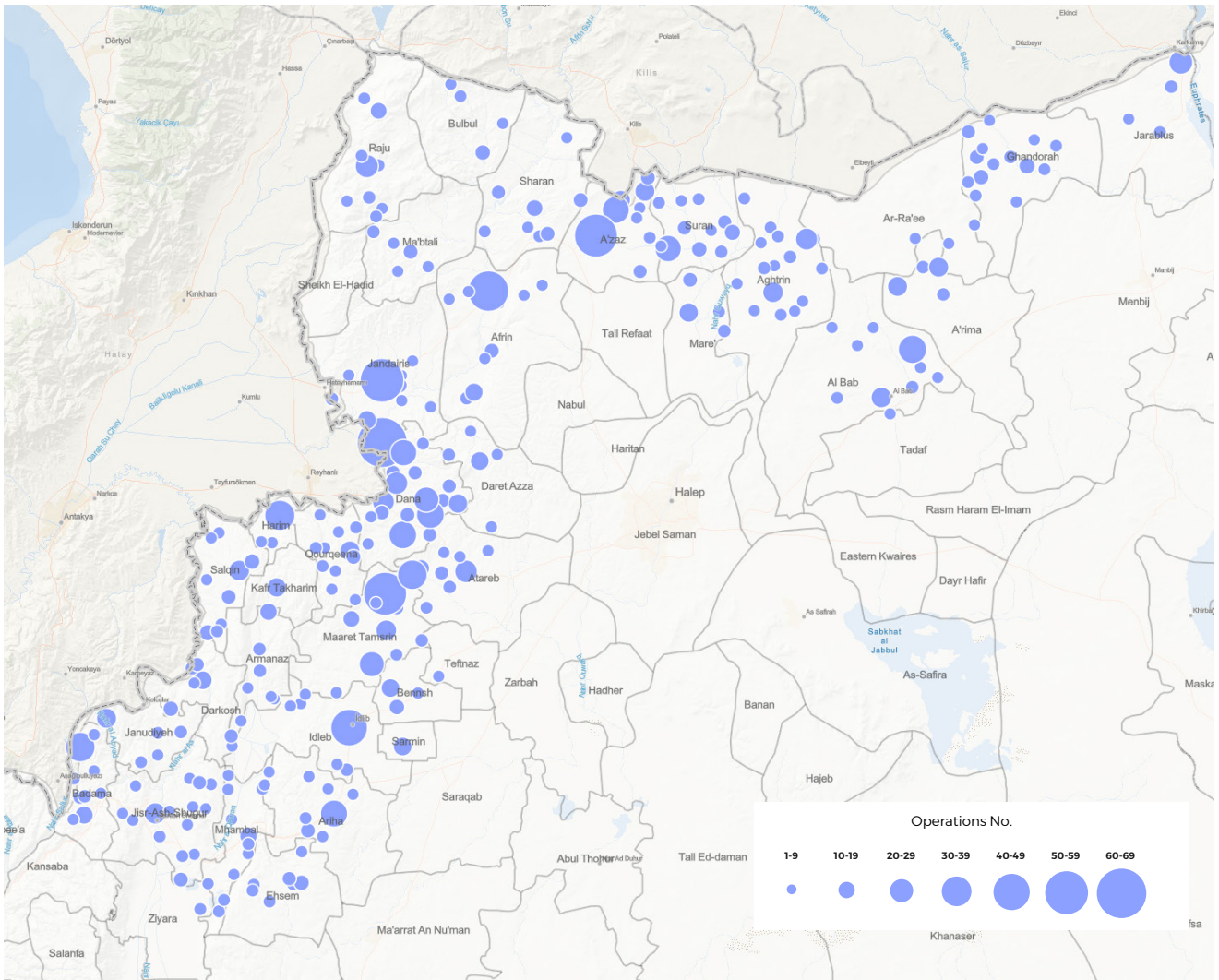
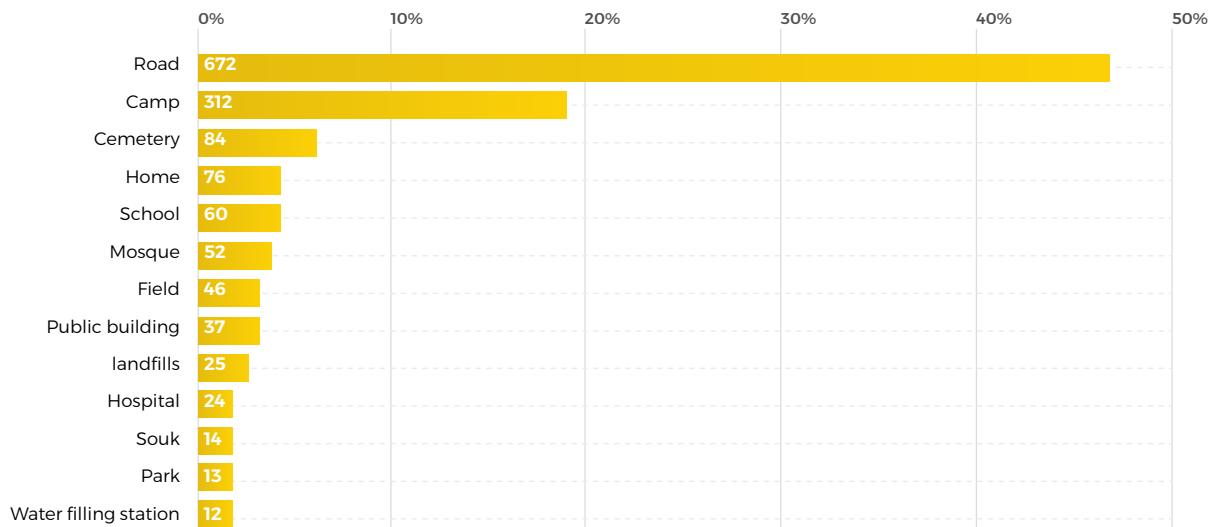


Figure 11: Distribution of community resilience operations by location



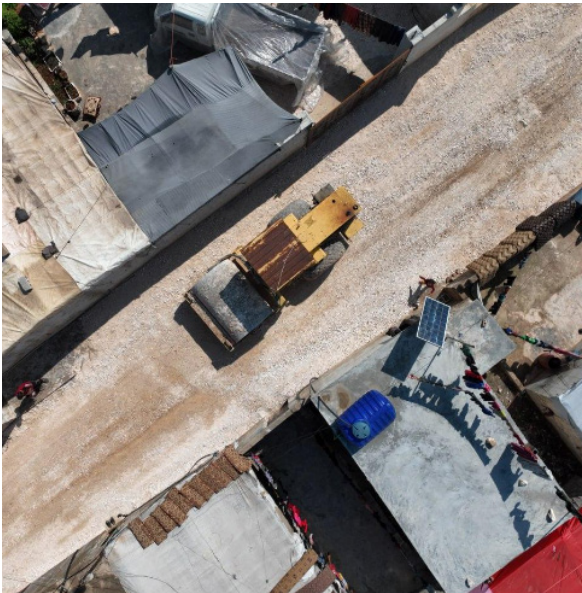
White Helmets volunteers also continue working on the following projects:



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



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



Leveling and graveling in more than 50 camps affected by floods.



Construction of the cancer center in Afrin.





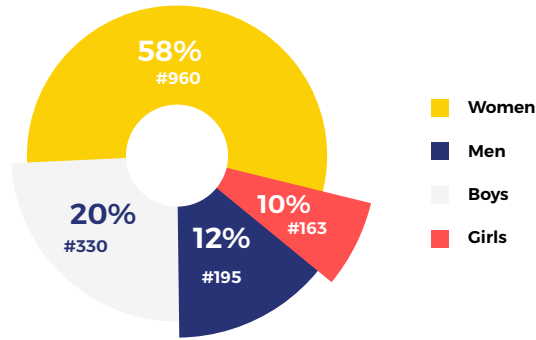
## Section Four:

### **Protection Program**

#### **Awareness Activities**

The protection program conducted 126 awareness sessions that were attended by 1,648 people, including 195 men, 960 women, 330 boys, and 163 girls.

Figure 12: Number of beneficiaries of protection sessions by age and gender

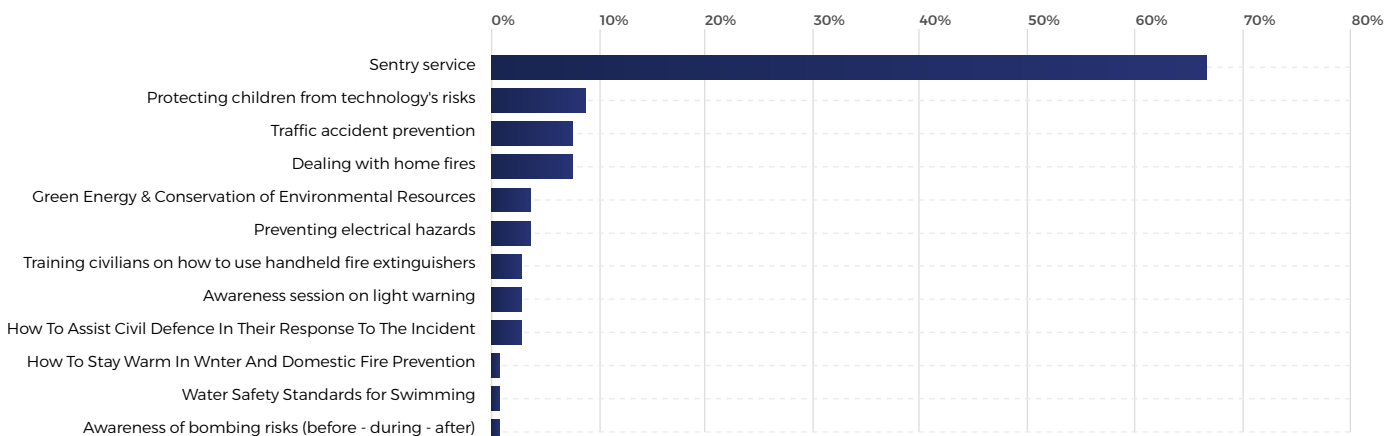


The volunteers continued to monitor the most important issues and select topics according to priorities.

Sentry Service topped topics of awareness-raising activities. These activities included several themes, most notably raising awareness about the dangers of technology on children, raising awareness about preventing traffic accidents, and how to deal with household fires.



Figure 13: Topics of awareness activities





The locations where the protection sessions varied to ensure the widest participation from all segments of society. 51 % of the sessions were also held in White Helmets centers and Women and Family centers, %24 at schools, while %17 of the activities were directed to displaced people in their camps, where the focus was on topics that are a priority within those camps. The locations also included civilian homes.

Figure 14: Protection activities according to the location of the activity

