



الإتحاد اللوثيري العالمي في القدس

THE LUTHERAN WORLD FEDERATION

Department for World
Service-Jerusalem

2013 Annual
Report



THE
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FEDERATION

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FOREWORD

THE LUTHERAN WORLD FEDERATION

Department for World Service Jerusalem Program

This annual report provides a glimpse into the challenges the LWF Jerusalem Program faced in 2013 and how, with the assistance of many partners, we have been able to respond in order to meet the health, educational and humanitarian needs of people living in the West Bank, Gaza, and Jordan.

The pages of this report show the scope of the LWF work in Palestine, Jordan and Israel and the many partnerships that are crucial to sustaining this work and building capacity for the future.

- **Augusta Victoria Hospital** celebrated the opening of four new departments in 2013. The newly refurbished radiology and Intensive Care Unit departments are important complements to the brand new hematology and bone marrow transplantation departments. (see pages 7-22)
- The LWF partnered with DanChurchAid and The LEGO Foundation to distribute LEGO and DUPLO boxes to schools and community centers in Gaza and the West Bank, including East Jerusalem. (see page 23)
- Young men and women who might not otherwise have entered the workforce were trained in the LWF's **Vocational Training Program**. In 2013, the VTP celebrated the graduation of its largest class, as well as the largest number of graduating females in the program's history. (see pages 26-37)
- In 2013, our **LWF team in Jordan** opened a second LWF site within the Zaatar

Refugee Camp. This "Peace Oasis" provides a safe and peaceful refuge for children and adolescents to take advantage of recreational programming designed for Syrian youth by psychosocial specialists. The LWF reached over 150,000 individuals in 2013 through material distribution, building classrooms, and psychosocial programming. (see pages 38-41)

The LWF Jerusalem Program is one of the LWF's oldest and largest humanitarian programs, assisting Palestinian refugees for 65 years. The LWF has helped to bring hope and healing through vocational training, scholarships, material assistance, and through Augusta Victoria Hospital and its village outreach program, which now includes a mobile mammography unit and a mobile diabetes unit.

Despite the startup of the peace process in July 2013, settlement activity and other measures continued to work against the possibility of a two-state solution. For example, according to UN OCHA, in 2013 there were a total of 663 demolitions, resulting in the displacement of 1,103 Palestinians, an increase over 2012. In December 2013, 36 aid agencies, including the LWF, called for an end to demolitions. These demolitions, in areas under Israeli control, have driven Palestinian families from their communities and their land, increasing poverty and the need for humanitarian assistance. According to the aid agencies, such demolition of civilian property is in direct violation of



International Human Rights Law and International Humanitarian Law, which prohibits demolitions carried out without military necessity. Demolitions often occur to facilitate the expansion of illegal Israeli settlements, with 60 percent of demolitions occurring in Palestinian communities close to settlement zones.

AUGUSTA VICTORIA HOSPITAL

became the first Palestinian hospital with multiple specialties to receive certification from the Joint Commission International (JCI)

prominent health care accreditor in the United States. With the help of international committees comprised of physicians, nurses, healthcare administrators, and public policy experts, among others, the JCI has developed a set of international healthcare regulations and standards of practice for healthcare facilities and professionals that must be met, and continually upheld, in order to receive accreditation.

Dr. Tawfiq Nasser, CEO of the hospital, emphasized that this is only the beginning of the path towards further achievements at such a high level and that the hospital will continue to develop its services. Dr. Nasser said that this international recognition is not only a victory for Palestine and Jerusalem, and for all of the healthcare workers throughout Palestine, it is a vivid



JCI now works in over 90 countries worldwide, and AVH has become the first Palestinian institution with multiple specialties and one of 500 health organizations worldwide to hold accreditation. *Photo by A.Johnson/LWF*

Augusta Victoria Hospital reached a new milestone through its achievement of accreditation from the Joint Commission International in May 2013.

The Joint Commission International (JCI) is the international branch of the Joint Commission, a non-profit, non-governmental organization, and the most

example of the ability of the Palestinian health sector to keep up with international standards.

One of the biggest challenges for AVH in 2013 was the fact that the Palestinian National Authority fell far behind in its payments to AVH for the patients it refers to AVH for treatment. The critical medical services



AVH accreditation came after several years of intensive preparation by hospital staff. The JCI standards focus primarily on the safety of the patients, medical care, the safety of buildings and facilities, patients' rights, and administrative competency. *Photo by A.Johnson/LWF*

provided by AVH were threatened by this financial situation. The LWF organized an extensive advocacy campaign toward the end of 2013 and in the early months of 2014 in order to secure the needed international funding to eliminate the accumulated debt and ensure that there is no interruption to patient care at AVH.

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WORKING TOGETHER

Christian-Muslim Humanitarian Partnerships Workshop

A workshop, co-hosted and jointly planned by The Humanitarian Forum (THF) and the Lutheran World Federation (LWF), took place in Amman, Jordan, from 5 – 8 October 2013. LWF/WS and The Humanitarian Forum sought to foster closer relations between Christian and Muslim faith-based organizations, to explore possibilities to deepen and widen cooperation, and to look for opportunities for working together in practical ways to



Rev. Eberhard Hitzler, Director, LWF Department for World Service, (right) and Dr Hany El Banna, President of The Humanitarian Forum. *Photo by: M. Brown /LWF*

provide support to people in need. A pilot project proposal, involving the LWF, Islamic Relief Jordan and others, was drafted with the objective of improving the living conditions of Syrian refugees in Jordan by providing cash assistance to meet their urgent basic needs.

Photo by M.Brown/LWF



*Photo by: M. Brown /LWF*

Sports Field Lighting

Here on the Mount of Olives in East Jerusalem, The Lutheran World Federation upgraded the **LWF Mount of Olives Sports Field** in 2012, converting it from a dirt, rocky field to a beautiful and safe artificial turf field for use by children, families and clubs of East Jerusalem. In 2013, in close cooperation with the AtTur neighborhood, the LWF also added lighting to the field so that it is now available to the community well after the sun has gone down. The field refurbishment and lighting was accomplished with assistance from the UNDP and funding from the Islamic Development Bank, the Turkish aid agency TIKA, and the government of Sweden.

Elder Care and Palliative Medicine Institute

There is an urgent need for elder care and palliative medicine in Palestine and Israel. In 2013, Augusta Victoria Hospital moved closer to its goal of building a 120-bed facility for elder care and palliative care that would focus largely on the alleviation of symptoms of serious illnesses and their side effects. This facility, to be located to the east of AVH, will help both patients and their families cope with the difficulties of their circumstances.

In 2013, AVH/LWF received a construction line for the project and secured nearly all of the governmental permissions necessary for the granting of a building license. Fundraising for the project is focused on governments and governmental agencies.



At the Elder Care and Palliative Medicine Institute, patients will receive specialized care from teams of specialists including physicians, nurses, physiotherapists, psychologists, social workers, and other allied health professionals.

Mount of Olives Housing Project

The LWF made significant progress in the planning of affordable housing for Palestinian Christians in Jerusalem in 2013. Work on a detailed design was completed for a concept that would include independent living, assisted living, staff housing, and guest housing. Through this concept the LWF will be able to provide affordable housing in support of Jerusalem's Christian community and meet the various regulations of the existing zoning of the LWF property on the Mount of Olives.

The LWF has been encouraged by the Israeli Municipality of Jerusalem to proceed with the planning, following the same course and procedures as related to the elder care facility proposed for the area to the east of AVH. The units for independent living and assisted living would serve as part of the continuum of care that the LWF is developing on the Mount of Olives campus. Through the independent living and assisted living apartments, this new facility on the western slope of the property would complement the services offered by the elder care facility and Augusta Victoria Hospital.



NEW VISUAL IDENTITY for the LWF

Please notice the use of the new visual identity throughout this report. This new logo is a re-interpretation of Martin Luther's seal, also known as the Luther rose. The elements of the new logo remind us that we are liberated by God's grace and committed to working together for a just, peaceful and reconciled world.



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THANK YOU!

On behalf of the LWF Jerusalem Program I would like to extend my thanks to friends and colleagues around the globe who supported our diaconal work in 2013. Many people have been engaged with this program, sharing expertise, fundraising, advocating for negotiated, nonviolent solutions to the conflict, volunteering, picking olives, making quilts, assembling school kits, and gathering to pray for peace. Thank you for the solidarity and encouragement!

Rev. Mark B. Brown
Regional Representative

Prayer Vigil for Peace in the Middle East

The LWF and its partners in the ACT Palestine Forum, in addition to offering a wide array of humanitarian services in the West Bank and Gaza, initiated a prayer vigil in 2012 for the Christian communities in Palestine and Israel, for all those who are suffering in the Holy Land, for Palestinians and Israelis, and for peace in the Middle East and the world.

This global ecumenical prayer vigil began on 24 December 2012 and will continue across the globe, on the **24th of every month**, until the Israeli occupation is dismantled, violence in the Middle East ends, and all can celebrate a just and lasting negotiated resolution to the Palestinian-Israeli conflict.

The vigil is coordinated by the ACT Palestine Forum.

Go to : www.actpalestineforum.org

and click on "Prayer Vigil for Middle East Peace" for updates and more information.



AVH

AUGUSTA VICTORIA HOSPITAL

مستشفى المّطلع (أوغستا فكتوريا)

Serious Medicine... Caring Staff

Augusta Victoria Hospital (AVH) is a program of the Lutheran World Federation Department for World Service in Jerusalem. It started in partnership with the United Nations Relief and Works Agency (UNRWA) as a major medical facility in Jerusalem after the 1948 war to care for Palestinian refugees. Today, most of the patients served by AVH continue to be in social need and seeking life-saving specialized care.

After serving for many years as a secondary care hospital, AVH is now moving towards becoming a specialized center of medical excellence. In addition, AVH is building complementary community programs that support these specialties by promoting screening, early detection, and health education.

The specialty care centers and departments at the hospital are:

- The Cancer Care Center
- The Hematology and Bone Marrow Transplantation Care Center
- The Kidney Care Center
- The Surgery and Ear, Nose, and Throat Care Center
- The Community Care and Diabetes Care Center
- The Specialized Center for Child Care
- The Skilled Nursing and Long-Term Care Facility
- The Pathology and Laboratory Medicine Department
- The Diagnostic Radiology Department



An AVH radiologist views a slide on the newly installed tele-radiology device. This system allows AVH radiologists to communicate with specialists both internal and external to AVH. The system was supported by Siemens, Intel, the Peres Center for Peace, and the German National Committee of the Lutheran World Federation. *Photo by M. Brown/LWF*

These care centers provide specialized treatment that is not available in the majority of hospitals in Palestine.

The hospital is now focusing much of its strategic efforts on establishing an elder care and palliative care facility. This approach is in line with the hospital's overall strategy to establish health services otherwise not available to the Palestinian community and complements the existing services at the hospital.

AVH BY THE NUMBERS

(comparing 2013 to 2012)

	2013	2012
Licensed inpatient beds	118	118
Licensed ambulatory beds & stations	52	52
Number of staff	337	320
Number of inpatient admissions	7476	5900
Number of hospital days	24080	17700
Number of dialysis sessions	15960	13240
Number of chemotherapy sessions	12072	9600
Number of radiation sessions	18051	14100



AUGUSTA VICTORIA HOSPITAL DEVELOPMENT PROJECTS UPDATE 2013

On April 11, 2013, Augusta Victoria Hospital held a ceremony to celebrate the unveiling of four new departments in the hospital. Dr. Hani Abdeen, Palestinian Authority Minister of Health (who was a member of the medical staff of AVH upon his appointment as Minister), and Mr. Adnan Husseini, Minister of Jerusalem Affairs, were among the many distinguished guests and donors who attended the ribbon-cutting ceremony hosted by the Right Rev. Dr. Munib A. Younan, Bishop of the ELCJHL and Chairman of the AVH Board, Rev. Mark Brown, LWF Regional Representative, and Dr. Tawfiq Nasser, CEO of Augusta Victoria Hospital.

After the ribbon-cutting, Dr. Hani Abdeen & Dr. Tawfiq Nasser signed the cooperation agreement between the Palestinian Ministry of Health and Augusta Victoria Hospital for receiving patients to AVH for Bone Marrow Transplantation.



Palestinian Authority Minister of Health Dr. Hani Abdeen and Augusta Victoria Hospital CEO Dr. Tawfiq Nasser sign the Bone Marrow Transplantation agreement. AVH's Bone Marrow Transplantation program is an historic step forward for the Palestinian healthcare system. *Photo by A. Johnson/LWF*



Augusta Victoria Hospital CEO addresses the crowd at the opening ceremony of four new departments in the hospital. More and more Palestinians receive treatment at AVH each year as the hospital continues to expand and specialize.
Photo by A. Johnson/LWF

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RADIOLOGY DEPARTMENT

Refurbishment by the
Islamic Development
Bank

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The refurbishment of the radiology department was completed in early 2013, greatly improving Augusta Victoria Hospital's diagnostic and therapeutic capacities. The department now houses six imaging rooms, one of which will be used as a PET-CT. The hospital is expecting to get the PET-CT in 2014, becoming the first Palestinian hospital to offer this service. The renovation of the radiology department, made possible by the generosity of the Islamic Development Bank, has not only advanced the hospital's capabilities but provided the opportunity for Palestinians to receive more advanced services without having to go abroad.



The warmth of the newly renovated radiology department at Augusta Victoria Hospital not only increases patient comfort, but has significantly increased the capacity of the department and the hospital's diagnostic and therapeutic capacities. The department's six imaging rooms hold a variety of specialized machines, which will soon include a PET-CT, making the hospital the first Palestinian institution to offer this service.
Photo by M. Brown/LWF



Intensive Care Unit Refurbishment Funded by the Noor and Fadel Foundation through the Welfare Association

Renovation of the Intensive Care Unit (ICU) was also completed in 2013. Funded by a grant from the Noor and Fadel Foundation in Saudi Arabia, the ICU was expanded into an eight-bed facility and furnished with new specialized equipment. The ICU is now better able to assist the oncology department and other departments at AVH with particularly difficult cases, such as those involving multi-organ failure, neutropenia fever, sepsis, and other complications.

Palestinian Authority Minister of Health Dr. Hani Abdeen, Mr. Hatem Zoughbi from the Noor and Fadel Foundation, and Bishop Munib Younan, Bishop of the Evangelical Lutheran Church in Jordan and the Holy Land and President of the Lutheran World Federation, cut the ribbon opening the newly refurbished Intensive Care Unit (ICU). The expansion of the ICU will assist the hospital in caring for particularly difficult cases. *Photo by A. Johnson/LWF*

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Hematology Department Refurbishment Supported by the Norwegian Government, the National Beverage Company of Palestine, and the Bank of Palestine

The brand new Hematology Department at AVH has capacity for twelve patients with hematological (blood) cancers. The opening of this new specialized department increases the hospital's overall capacity to treat cancer patients as hematologic patients are transferred from the oncology and pediatric oncology units, allowing these units to take on new patients in need of care. This department also contributes blood bank services which are particularly useful to the surgical departments. Work on this department was primarily sponsored by the Norwegian Ministry of Foreign Affairs and administered by Norwegian Church Aid. Other donors to this department included the Bank of Palestine and the National Beverage Company.



A team of medical staff assess a patient in the newly refurbished Intensive Care Unit (ICU). The eight-bed facility is a much-needed expansion as Augusta Victoria Hospital continues to increase its specialized departments. The expansion of the ICU was funded by a grant from the Noor and Fadel Foundation in Saudi Arabia. *Photo by K. Brown*



The medical team in the newly opened Hematology Department meets at the nurse's station to discuss patient care. The new department, primarily sponsored by the Norwegian Ministry of Foreign Affairs, has capacity for twelve patients with hematological (blood) cancers. *Photo by K. Brown*

Bone Marrow Transplantation Department Refurbishment Funded by the Bahrain Committee for the Support of Palestine through the Welfare Association

The four isolation rooms for the Bone Marrow Transplantation Department at AVH were funded by the Bahraini government through



The four isolation rooms for the Bone Marrow Transplantation Department at AVH are furnished with state-of-the-art technology to protect immune-deficient patients. The four rooms, funded by the Bahraini government through the Welfare Association, were completed in early 2013. *Photo by M. Brown/LWF*

the Welfare Association. The rooms were completed in early 2013 and will be fully operational with the completion of the Pathology and Laboratory Medicine facility in 2014. The opening of this department is a major step forward for the Palestinian healthcare system, which currently must refer all bone marrow transplant patients outside of the country.

In addition to the four departments, the hospital received funds to refurbish the last water cistern and completely renovate the boiler rooms.

Pathology and Laboratory Medicine Department Refurbishment Funded by the French Government

Thanks to a grant received from the French Government through the Palestinian Ministry of Finance, major renovation has taken place in the hospital's final water cistern as well as total renovation of the hospital's boiler rooms. The cistern was totally dug out and the old boiler rooms were moved to a new facility. The cistern will be exclusively used for the Pathology and Laboratory Medicine Department which is expected to be ready in June 2014. The services provided by the lab will include a general clinical lab, cytopathology lab, aphaeresis lab, molecular and stem cell lab, and a tissue culture lab. The department will also include bio-banking and a donor center, making it one of the foremost medical laboratories in the region.



With the goal of utilizing every inch of space inside the hospital, AVH's final water cistern has undergone major renovation with a grant from the French Government. With renovation complete, the Pathology and Laboratory Medicine Department is being equipped with state-of-the-art medical laboratory equipment and the previously empty cistern will soon serve as one of the foremost medical laboratories in the region. *Photo by M. Brown/LWF*



AUGUSTA VICTORIA HOSPITAL DIABETES PROGRAM: COOPERATION WITH A CORPORATE SOCIAL RESPONSIBILITY PROGRAM

As a general strategy to diversify donors, the management of Augusta Victoria Hospital started seeking out foundations related to corporate sponsors and targeting corporate social responsibility (CSR) departments and foundations of local and international companies. While there were many successes with small local companies' CSR departments, the largest was a partnership with the World Diabetes Foundation (WDF), a CSR foundation of Novo Nordisk, the world famous insulin maker based in Denmark.

The year 2013 marked the tenth year of partnership between Augusta Victoria Hospital (AVH) and the World Diabetes Foundation, a non-profit. The partnership between AVH and WDF has yielded a national model for diabetes care that has impacted three major national providers of diabetes care in Palestine.

The first and largest is the Palestinian Authority's Ministry of Health (MoH) primary care system, which has worked closely with AVH for the past eleven years on incorporating diabetes care in the primary care system of the MoH. The model focused on building capacity for managing diabetes as close as possible to the patients' residence. Over the many years of this project, the hospital provided training, equipment, and continued supervision to ensure full assimilation of this model in the targeted governmental clinics. As a result of this project, diabetic patients received improved access to better diagnosis, treatment, and follow-up care. In addition, the hospital introduced many new services that reduced the national healthcare expenditure. A case in point is foot care for diabetic patients.

In the past, major foot care complications caused by diabetes often resulted in

amputation. Amputations were expensive surgeries and rehabilitation from amputation was also a very expensive service that the government had to provide for diabetic patients. With the AVH/WDF foot care program, less feet and legs were subject to



A patient receives foot care at Augusta Victoria Hospital's diabetes clinic. AVH's ten-year partnership with the World Diabetes Foundation (WDF) has significantly improved services for diabetes patients throughout Palestine. *Photo by K. Brown*

amputation, thus improving the quality of life of patients as well as reducing the national expenditure on diabetic complications.

Another major partner for AVH in diabetes care was the UNRWA primary care system. Focusing on refugee health, the model found significant success in a system that already had its major achievements on this front. AVH started as a joint project between the LWF and UNRWA to provide secondary health care for refugees and it continues to do so with a primary focus on chronic diseases; first with diabetes care and later with the mobile mammography unit.

A third partnership developed between AVH and the Juzoor Foundation through this program. As Juzoor is an expert foundation in community and social mobilization, the hospital partnered with Juzoor through the WDF grant to engage individuals and communities in combating diabetes. The partnership yielded great benefits by adding a social dimension to the model. The program reached out to thousands of individuals whose lifestyle was greatly altered to accommodate better management of diabetes through nutrition, physical activities, and other lifestyle adjustments.

Below are some compelling stories from patients whose diabetes treatment is managed by the AVH/WDF diabetes program:

Sarah

26-year-old Sarah was diagnosed with Type 1 diabetes when she was only 7 years old. After being admitted to three different hospitals in her hometown of Hebron, she was taken in a coma to al-Makassed hospital in Jerusalem, where doctors were finally able to diagnose her illness. Before Sarah's diagnosis, her family had never heard of diabetes.

Sarah started coming to Augusta Victoria Hospital in 2008 and looks forward to each visit because of the caring and compassionate staff who greet her. Since 2008, she has come to AVH every three months to take the A1C blood test to check her blood glucose, as well as other blood tests, eye tests, and foot tests offered in the diabetes clinic.

In Hebron, Sarah explains, many people who are diabetic hide their diagnosis. In fact, she tells the story of a man who came to ask for her hand in marriage, but upon learning she was diabetic, quickly left her home. While awareness is growing, Sarah hopes it will continue to spread so that the stigma of the disease can be eradicated.

Married now to another Type 1 diabetic, Sarah is very grateful for how comfortable they can be with one another. Once they were married and supporting one another, their glucose readings became even better. Sarah is now pregnant with their first child and reports that she is very happy and content with her life, and appreciative of the support she receives from the AVH diabetes clinic.

Ala

Six-year-old Ala, from the town of Beit Sahour, was diagnosed with diabetes in October of 2012, after experiencing trouble retaining water and losing a significant amount of weight. Ala's older sister is a nurse and recommended that Ala be taken to the clinic at Augusta Victoria Hospital.

Since his diagnosis, Ala is feeling better and his test results are improving. His mother says they stopped having sweets around the house, decreased the rice in his diet, and registered him in a soccer league. Ala is very active at home and especially enjoys playing soccer.

Ala attends kindergarten now and his mother says it is difficult for him to watch the other kids eat sweets at break time. Ala often asks his mother if his diabetes will go away if he is a good boy. Ala's story demonstrates the importance of community education about diabetes.



A patient receives an eye examination at the AVH diabetes clinic. Eye examinations are one component of the crucial services AVH provides to Palestinians through its partnership with the World Diabetes Foundation. Photo by K. Brown



WORLD **DIABETES** FOUNDATION





NORWAY

A LONG-TERM STRATEGIC PARTNERSHIP WITH EAST JERUSALEM THROUGH AUGUSTA VICTORIA HOSPITAL

Since 1997 Norway has played a major role in the reengineering and development of Augusta Victoria Hospital. The support came in many forms: emergency aid, development aid, and humanitarian aid. All this aid aimed at one main goal: to preserve the institutional and national impact the hospital has on the Palestinian national economy and health care system. These efforts were crowned in 2011 when the hospital signed a strategic initiative with the Norwegian Ministry of Foreign Affairs (MFA) that was a partnership between the MFA and the Mount of Olives Foundation and was administered by Norwegian Church Aid. The partnership started with the primary objective of supporting successful and promising Palestinian institutions in East Jerusalem and making a real impact on cancer care of Palestinians in Gaza and the West Bank, while also focusing on reducing the national health expenditure of the Palestinian government on cancer care referrals abroad. The program also included training Palestinians in advanced cancer care.

To achieve its goals, the program incorporated agreements with three major institutions: Radium Hospital and Diakonia Hospital in Oslo, and Betanien Hospital in Bergen. Later on, the relationship with Radium Hospital was formalized through an agreement with the University of Oslo, after the university took over Radium Hospital. With the help of this Norwegian partnership, cancer care, particularly in radiation oncology, has developed to international standards at Augusta Victoria Hospital. Now the hospital is the only referral hospital for the Palestinian Authority (PA) in radiation oncology and referrals abroad in this field have stopped completely, saving the Palestinian Authority (PA) millions of dollars.

Technical support from Norway through this strategic partnership also yielded success in increasing the quality of medical care. In 2011, the hospital passed the QUATRO International Inspection and accreditation and moved from providing two-dimensional treatment to three-dimensional treatment and rapid ARC treatment. These newer techniques have improved the safety and accuracy of treatment for patients.

With these new technologies, the Palestinian patient can now access the highest level of radiation treatment without having to be referred outside the country. As a result, the Palestinian Authority's expenditure on cancer treatment has been significantly decreased. In the past, the PA spent close to twenty million dollars a year on radiation oncology alone in referrals outside the country. Now, the PA does not refer any radiation cases outside the country



In 2013, the hospital opened a brand new Hematology Department, increasing its capacity to care for patients with blood cancers. The Hematology Department is one component of a broader plan to increase AVH's specialized care for cancer patients. In 2013 alone, AVH administered 12,072 chemotherapy sessions. *Photo by M. Brown/LWF*



Construction of the bunker that houses Augusta Victoria Hospital's state-of-the-art medical linear accelerator was funded by the Norwegian government. Increased technology at AVH means that Palestinian patients can now access the highest level of radiation treatment without having to be referred outside the country. *Photo by M. Brown/LWF*

and its total contract with AVH for radiation oncology, medical oncology, dialysis, and head and neck surgery together, does not exceed 24 million dollars.

The partnership with the Norwegian government also impacted the Palestinian economy by creating employment. AVH was able to train many medical professionals in specialties that are not offered locally, thereby creating new employment opportunities for youth who graduate from universities and would not otherwise have been employed. An example of this comes

in the fields of medical physics and nursing. In the field of nursing, AVH is partnering with Betanien Hospital in Bergen to train the first group of specialized nurses in oncology nursing. After acquiring a three-year post-graduate diploma designed in accordance with WHO and Norwegian curricula, the eleven students who graduate from this program in 2015 will be the first in the country to receive such specialized training. With the advanced care provided at AVH, students trained in such specialties will have job opportunities within Palestine and will not need to go abroad to find employment.

A key feature of the partnership between AVH and Norway is advocacy and its impact on the lives of patients from Gaza. Through this partnership, AVH was able to arrange for Gaza cancer patients to exit the Gaza Strip even in the most difficult political situations in order to receive treatment in Jerusalem. This was accomplished through a major logistical process that provided for a referral system between the hospitals in Gaza and AVH in Jerusalem. The program included occasional transportation between the primary checkpoint and the hospital, and an ongoing program for patient quality of life, including housing and psychosocial support. Gaza patients were hosted in a hotel whose expenses were underwritten by the Norwegian partnership. In this hotel, the Gaza patients receive social support from hospital staff, including individual counseling and networking with other social organizations that care for them while they are away from their family during their treatment. This program nurtured a sense of natural connectedness between Gaza, Jerusalem, and the West Bank, with AVH being the focal point for coming together from these three regions that have been tormented by the political reality of separation and segmentation as a result of the occupation.

The overall Norwegian partnership enabled the hospital to become a center of excellence that is impacting the national health care and economy of Palestine while supporting the resilience of Palestinian institutions in East Jerusalem.



**USAID**
FROM THE AMERICAN PEOPLE

USAID: PARTNERING WITH AVH, IMPACTING PALESTINIAN HEALTH

THE BONE MARROW AND STEM CELL LABS PROJECT

USAID has been a major player in Palestinian health for many years through various projects supporting the Palestinian Authority Ministry of Health (MoH) as well as non-governmental organizations working in Palestine. These programs are implemented through organizations, such as Augusta Victoria Hospital, with long-standing histories that show they are sustainable and that they provide significant outcomes which truly impact the national health system.

Aid to Augusta Victoria Hospital started in 2006 with a significant grant for dialysis, a service provided to the Palestinian Ministry of Health through a public-private partnership between AVH and the MoH. It also included improving the diagnostic facilities of AVH to reduce referrals abroad.



Photo by M. Brown/LWF

In 2010, work started on the acquisition of a new accelerator that USAID authorized through its program for the development and reform of the Palestinian health sector, also known as the Flagship Project. This yielded increased capacity to treat more cancer patients and reduce referrals of these cases abroad, thus reducing the overall national health expenditure. Adding an additional unit at the hospital also provided more employment of recent Palestinian graduates in medical, nursing, and allied health fields, as well as medical physics.

The aid diplomacy of the USA through such programs significantly impacted the lives of many Palestinians who received lifesaving treatment in a facility donated by the people of the United States of America.

In 2013, for a third time, USAID stepped in with an approval to equip the first bone marrow and stem cell labs to serve the entire Palestinian population. It will be part of the newly constructed, state-of-the-art Pathology and Laboratory Medicine Department. The new facility is one of the largest in the country. The new department is expected to open in 2014.

What is Already Happening

Everyday patients with many different types of cancer enter the doors of Augusta Victoria Hospital. In keeping with the hospital's long-standing tradition of quality cancer care, AVH is looking to expand its diagnostic capacities. This expansion and upgrade will be funded in conjunction with a USAID grant and a grant from the French government. The two grants have already allowed for much needed renovation and development to take place to create a new facility.

AVH's Pathology and Laboratory Medicine Department already provides many services for patients. AVH currently has a clinical lab and capacity for flow cytometry, histology, and cytopathology, but these services will be expanded with the opening of the new department.

Plans for the Future and Newly Proposed Services

The USAID grant will allow AVH to broaden the services already provided and open several new sections at the hospital. AVH plans to open a donor center equipped with aphaeresis machines, a genetics lab, and a molecular and cell culture lab. These new services will open in the newly renovated space in the hospital.

In addition to opening new services, AVH will be expanding the services already provided. The microbiology lab will be upgraded. Currently, much of the diagnostic work for cancer patients is sent to other labs either within Palestine or to other countries. AVH hopes, with the USAID grant, the hospital will be able to conduct the diagnostic work within the facility. In the future, AVH would like to become a stand-alone hospital with regards to cancer, where a patient can be diagnosed, treated and followed up all within AVH.

USAID Grant Creates New Opportunities

The USAID grant creates a new opportunity for AVH and the patients it serves. The hospital will be able to enhance the treatment for patients and offer more options for treatment. Not only will there be more options for patients receiving treatment, but the health care costs for the Palestinian Authority (PA) for patients from the West Bank and Gaza will also be lowered. The PA currently pays for diagnostic work to be completed in labs in Jordan, Israel, and other surrounding countries, which is costly for the government. With the development of the Pathology and Laboratory Medicine Department over time, AVH will be able to conduct all the diagnostic work internally and the hospital will not have to outsource to other hospitals or laboratories.

In addition to continuing to develop the laboratory and expand the services, AVH will provide trainings for staff in fields of health care that are not currently available at AVH. This will allow staff to be



As just one of many rooms within the new Pathology and Laboratory Medicine Department, this lab will soon be full of state-of-the-art equipment, funded by USAID. The services provided by the lab will include a general clinical lab, cytopathology lab, aphaeresis lab, molecular and stem cell lab, and a tissue culture lab. The department, expected to open in 2014, will also include bio-banking and a donor center, making it one of the foremost medical laboratories in the region. *Photo by M. Brown/LWF*



The digital fluoroscopy machine was donated by USAID in 2009. The AVH Radiology Department was renovated and upgraded in 2013, greatly improving the hospital's diagnostic and therapeutic capacities. The department now houses six imaging rooms, one of which hosts the USAID digital fluoroscopy machine. *Photo by M. Brown/LWF*

trained in new areas of medicine and be prepared for the time when these services will be available at AVH. One of the goals of AVH as an institution is to create sustainable employment for recent graduates in Palestine. Tens of graduates from the medical, clinical, and molecular technology fields will be employed at the new facilities equipped and supported by USAID.

Through partners like USAID, AVH continues to establish itself as a sustainable institution in East Jerusalem and an essential part of Palestinian civil society. The programs of AVH have proven and continue to prove effective and efficient in running a successful organization, but more importantly in impacting the quality of the national health system of the Palestinian people.



Seven hemo-dialysis machines and fifteen recliner beds were provided by Islamic Relief to the adult dialysis unit at AVH. The AVH Kidney Care Center continues to upgrade and improve its services along with the rest of the hospital. In 2013, AVH provided 15,960 dialysis sessions. *Photo by K. Brown*

AVH: AN EMBODIMENT OF THE JERUSALEM MULTIFAITH MOSAIC

COLLABORATION WITH THE ARAB ISLAMIC WORLD PROMOTES INTERFAITH ACCEPTANCE AND ACTION FOR A COMMON GOOD

In 2013, much of the development at Augusta Victoria Hospital (AVH) happened in partnership with the Arab world. Motivated by the success of LWF and AVH programs in promoting healthier lives for Palestinians and building successful institutions and a strong civil society inside the city of Jerusalem, organizations throughout the Arab world stepped forward with generous support for AVH. This cooperation grows out of a long and vibrant history of Arab Christian and Muslim coexistence and partnership. The first project of this nature started in 1998 when a Saudi philanthropist married to a Palestinian Jerusalem resident made a major contribution to the dialysis unit at AVH, which was the first dialysis unit in the Palestinian healthcare system to serve children. It was donated by the Jaffali family from Saudi Arabia in memory of the patriarch of the family, the late Ahmad Jaffali, who was a very successful businessman married to Mrs. Suad Hussein.

This was followed by major partnerships with the Islamic Development Bank, the BeitMal Al Quds Al Sharif Agency in Morocco, Islamic Relief, the Noor and Fadal Foundation, the

Bahraini Popular Committee in Solidarity of the Palestinian People, the Qatar Committee for Supporting Jerusalem, and the Arab Monetary Fund, as well as several Arab funds that supported the hospital through the Welfare Association.

The significance of this relationship first and foremost was the convergence of Arab donors and Western donors on a common objective in support of the sustainability of institutions in East Jerusalem and the development of an active civil society that can withstand the political pressures put on the Palestinians in the eastern part of the city. The hospital has become a symbol for cooperation between East and West, North and South, and this has yielded one of the most effective models of international cooperation.

In addition, the Arab donors became engaged in strengthening and reforming the Palestinian healthcare system and the quality of life of the Palestinian people by developing the hospital as a major referral center for Gaza and the West Bank. The strategic advantage AVH had and continues to have within the Palestinian national health strategy is a major driving force for the Arab donors to support the hospital as a critical unit in the health economy of Palestine.

Equally important is the multifaith dimension of this collaboration. AVH brings back the golden age model of a beautiful Jerusalem that is far from the newly emerging fanatic religious movements, parties, and ideologies that promote exclusivism and superiority. At AVH, all religions come together equally under the ethical construct of a common good for the patients and the city itself. It is a microcosm of how Jerusalem was, and can be: a place bringing together all faiths for the common good of humanity. That spirit of cooperation is seen in the multifaith staff, multifaith patients, and multi-faith donors and supporters, all of whom are equal parts of one successful body called the Augusta Victoria Hospital of the Lutheran World Federation in Jerusalem.



With support from the Islamic Development Bank, the AVH Radiology Department was renovated in 2013 into a warm and inviting space for patients. AVH has a long history of partnering with Islamic organizations to ensure the sustainability of premiere health institutions in East Jerusalem. *Photo by M. Brown/LWF*





Recipe from the CEO's kitchen

SAUTÉED DANDELION LEAVES

IN OLIVE OIL (Hindbeh Bil-Zeit)

INGREDIENTS

- 2 bunches dandelion leaves (or endives)
- 2 large onions
- 1 cup olive oil (from the finest LWF Mount of Olives oil)
- 1 clove garlic, finely chopped
- Juice of large lemon
- Salt and pepper

Chop the dandelion bunches (if desired, dandelion leaves can be replaced by green endives). Clean well by soaking in water and a pinch of salt. Wash and drain well by gently pressing out excess water through the colander. Add dandelion leaves to a pot and cover with water. Bring to a boil and simmer for 10 minutes. Drain well.

Slice two large onions. In a skillet, sauté all but a handful of the onions in olive oil until light brown. Set these aside and add uncooked onions to remaining oil. Sauté until golden. Add garlic and let cook for one minute before adding dandelion leaves, salt and pepper. Mix well and sauté about 10 minutes. Add lemon juice. Let cool to room temperature. Add one tablespoon of olive oil.

Transfer the cooked dandelion onto a serving plate and top with the browned onions. Serve with pita bread.

THE LUTHERAN WORLD FEDERATION

AUGUSTA VICTORIA HOSPITAL-BOARD OF GOVERNANCE

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Bishop, Evangelical Lutheran Church in Jordan and the Holy Land

* Completed service on the board in 2013

** Dr. Anne Dørum was nominated by the Mount of Olives Foundation in Oslo to replace Rev. Are Blomhoff

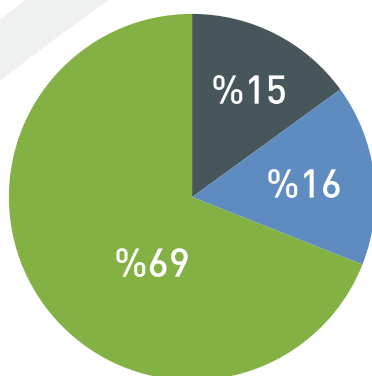
In 2013, AVH provided 15,960 dialysis sessions to both adults and children. Developments at AVH in bone marrow/stem cell transplantation and related services will bring the hospital one step closer to developing kidney transplantation technologies to serve patients suffering from renal failure. *Photo by K. Brown*





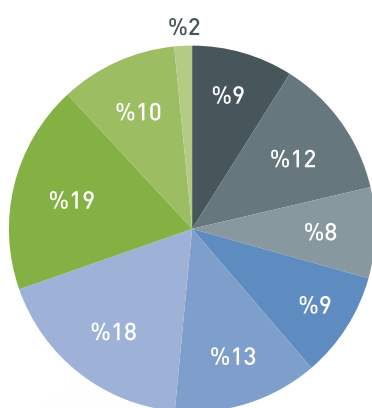
AVH STATISTICS 2013

2013 Chemotherapy, Radiotherapy Sessions, and Hospital Days by Area



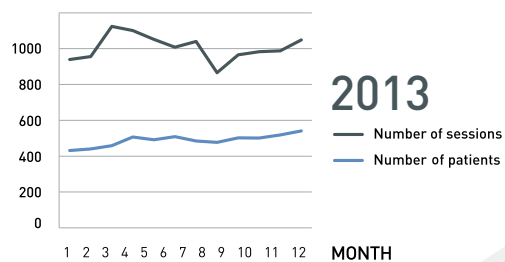
■ Jerusalem ■ Gaza ■ West Bank

2013 Dialysis, Chemotherapy, and Radiation Sessions by Age

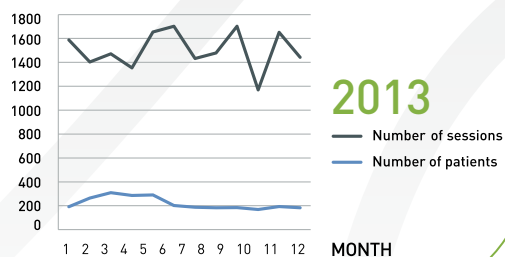


■ 1-9 ■ 30-39 ■ 60-69
■ 10-19 ■ 40-49 ■ 70-79
■ 20-29 ■ 50-59 ■ 80-89

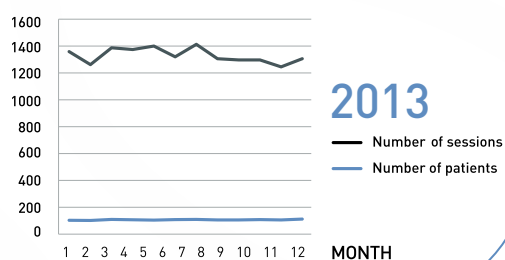
Chemotherapy Treatment by Month



Radiotherapy Oncology by Month



Dialysis Treatment by Month





Children at the kindergarten in the village of Wadi an Nis have few opportunities to play with toys such as DUPLO. The village sits in Area C, in the shadow of a settlement and the future route of the Israeli Separation Barrier. Unable to access job markets within Israel, the village has a high rate of unemployment and has lost almost all of its land to settlements. *Photos by A. Johnson/LWF*

MATERIAL AID

Since the late 1940s, the Lutheran World Federation has served as a distribution center for material aid resources sent from donor organizations to assist Palestinian refugees. Today, much of the Palestinian population remains in need of basic materials, and the LWF continues to distribute such aid.

The LWF works with contacts in the West Bank to distribute goods to communities, families and individuals most in need.



A third grader in the West Bank village of 'Arab ar Rashayida shows off his LEGO creation. The school, primarily serving Bedouin children who come into the village from the desert, serves 190 students, primarily from agricultural families. They believe the LEGO pieces will help to foster the students' creativity. LEGO comes from the Danish words "leg godt", meaning "play well". The LWF and DCA distributed 600 boxes of LEGO to community centers and schools in the West Bank and Gaza, where children are constantly under stress and live in fear. Toys such as LEGO not only provide opportunities for entertainment, but are also used in schools to teach colors, shapes, and basic arithmetic.

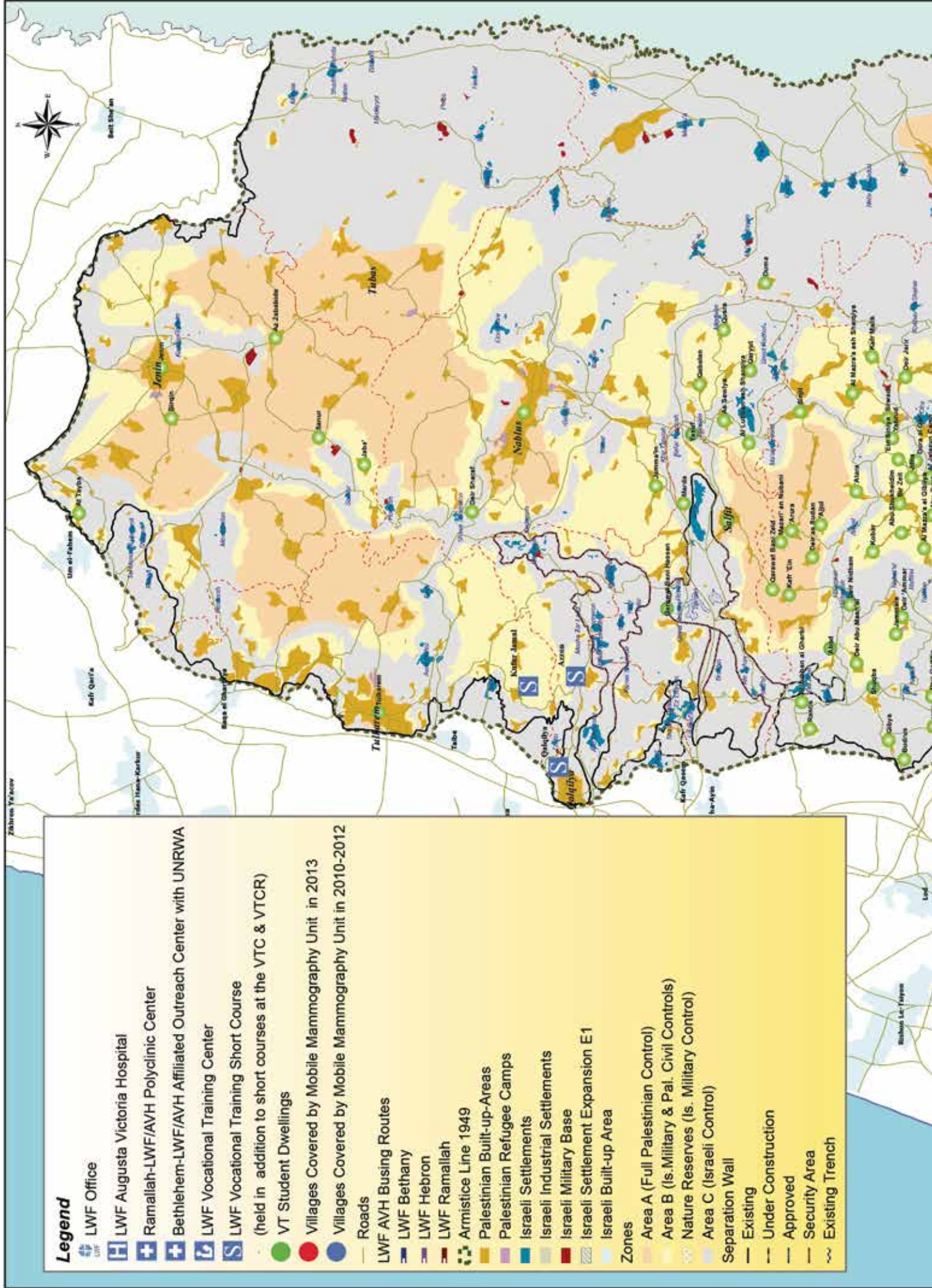
Throughout 2013, school kits and quilts donated by Lutheran World Relief (LWR) and Canadian Lutheran World Relief (CLWR) were distributed to hospitals, elderly care centers, local orphanages, schools and community centers. School kits, blankets, quilts and baby kits were also distributed to Syrian refugees in Jordan (see pages 38-41 for more information).

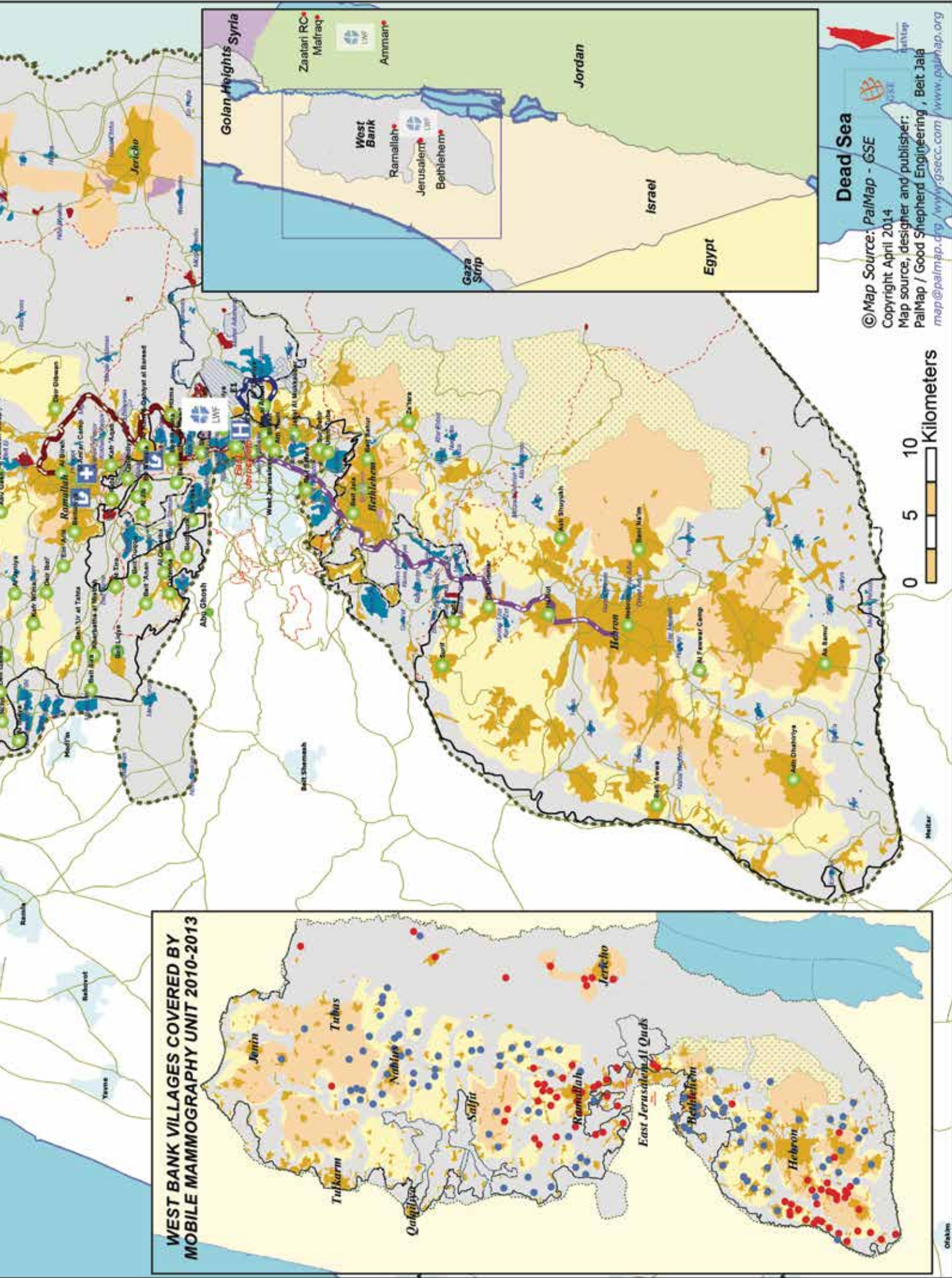
The LWF also partnered with DanChurchAid (DCA) to distribute 300 boxes of LEGO and 300 boxes of DUPLO donated by the LEGO Foundation.

SCHOLARSHIPS

As part of its commitment to protecting the rights of those most marginalized, the LWF promotes access to higher education through educational loans awarded to Palestinian youth. In 2013, the LWF Jerusalem Scholarship Program awarded financial aid to 31 youth - 20 women and 11 men - from Jerusalem and the West Bank to attend university.

A total of 16,468 Euros was awarded in 2013. The recipients are studying at Palestinian universities in the fields of accounting, applied chemistry, business administration, computer science, economics, education, engineering, English, hotel management, law, medicine, occupational therapy, and pharmacy.

LWF JERUSALEM PROGRAM ACTIVITIES 2013





VTP

VOCATIONAL TRAINING PROGRAM

برنامج التدريب المهني

EMPOWERING YOUTH, BUILDING CIVIL SOCIETY

The Vocational Training Program (VTP), one of the LWF Jerusalem Program's oldest projects, has been providing vocational training to Palestinian youth since 1949. The VTP began on the grounds of Augusta Victoria Hospital, originally offering young men a three-year training program in carpentry and metalwork. In 1964, the VTP moved from the LWF Mount of Olives campus to a new and larger facility in Beit Hanina, a northern neighborhood of Jerusalem, where the Vocational Training Center (VTC) thrives today.

In 2000, the VTC became a co-ed institution and began training women in the profession of telecommunications. Since then, over 220 women have graduated from the VTP.

The VTP expanded in 2004, adding a new training center in the industrial zone of the West Bank city of Ramallah. The Vocational Training Center in Ramallah (VTCR) addressed the need for additional training programs accessible for Palestinians living in the West Bank, as the Israeli-built separation wall continued to isolate them from Jerusalem and Israel. The LWF established the VTCR with a focus on the concepts of apprentice training and satellite outreach to small and isolated villages.

In 2012, the VTP began a new chapter in its history with the opening of three new departments: catering and craftwork departments in Beit Hanina and a vocational secretary department at the VTCR. These departments have significantly increased the VTP's outreach to women.

2007 VTCR graduate Said and 2009 VTCR graduate Mohammed show off the new equipment in their workshop. The Vocational Training Program, through the SIDA project facilitated by Church of Sweden, helped Said and Mohammed to start their own business in their home village of Mazari' an Nubani by providing them with the necessary equipment. The VTP is increasing its efforts to support graduates in opening their own businesses. *Photo by M. Brown/LWF*



LWF VTP BY THE NUMBERS:

- In 2013, 923 students received training through the LWF Vocational Training Program
- 236 students graduated from the program in 2013
- 106 second-year trainees continued at the VTC in Beit Hanina
- 264 new students enrolled for the 2013-2014 school year

- 317 participants completed a short course or upgrade course offered by the VTP
- 158 female trainees were served by the program
- Students training year-round in the VTP can choose from ten courses of study: aluminum work, auto-electronics, auto-mechanics, carpentry, catering, craftwork, metalwork, plumbing and central heating, telecommunications, and vocational secretary.

LWF Vocational Training Program Graduates 236

On Tuesday, 13 August 2013, the Lutheran World Federation Vocational Training Program (VTP) celebrated the graduation of its 61st class. The class of 236 graduates, including 72 females, represented both the largest class and number of graduating females in the program's history. These milestones were the result of three new training courses offered by the VTP—catering, vocational secretary, and craftwork—as well as the expansion to new facilities in Ramallah.

The commencement ceremony took place at the Ramallah Cultural Palace, where dignitaries such as The Right Rev. Dr. Munib A. Younan, Bishop of the Evangelical Lutheran Church in Jordan and the Holy

Land and LWF President, offered congratulatory praise to the graduates. Bishop Younan additionally extolled the staff and programming of the VTP, noting the crucial role the program plays in strengthening Palestinian youth with opportunities for vocational training and employment.

These new developments are in part responsible for the record number of graduates VTP celebrated this year. Rev. Mark Brown, LWF Regional Representative, acknowledged this impact in his remarks to the graduates. Briefly outlining the growth of the VTC from its origins of 30 students in 1949, Rev. Brown spoke of the incredible energy, dedication, and innovation that allowed the program to expand its reach to several hundred students each year.

Speaking directly to the graduates, Rev. Brown acknowledged that the ceremony marked only the beginning of opportunities still to come. "I hope this graduation day is not the end of your journey with the Vocational Training Program," said Rev. Brown. "May you now carry the relationships and skills you developed as you move on from this place, continue to grow, and help others to grow."

It was certainly reason to celebrate as the students were called forward to receive individual awards and diplomas. Expressing a mix of gratitude and pride, Ayyat Murad Mufleh Karafsa, a 20-year-old graduate of the VTC telecommunications program, captured the emotions of the graduating class. "I am pleased to convey on behalf of my colleagues our deepest gratitude to all members of the program for providing appropriate conditions and outstanding training at the centers," said Karafsa. "The days of our training will remain among the most beautiful and important of our lives."



Mr. Yousef Shalian, Director of the LWF Vocational Training Program, spoke about the beneficial expansions to the program. These include new course offerings, facilities, and equipment made possible with the support of the Swedish International Development Agency through the Church of Sweden. Photo by A. Johnson/LWF



Yasmin eagerly explains her work at United Motor Trade to VTP Deputy Director Thaar Shqair. After completing the VTP Vocational Secretary course in August of 2013, Yasmin was hired to work at United Motor Trade, where she had completed her apprenticeship. After the death of her father, Yasmin was searching for a way to support her family. She is grateful that through her training at the VTP, she was able to find a good job in the market. *Photo by M. Brown/LWF*

NEW VOCATIONS BRING NEEDED RELIEF TO WEST BANK FAMILIES

After the death of her father, Yasmin found herself searching for a way to help support her family. She was introduced to the Vocational Secretary program at the Vocational Training Program (VTP) through a friend and decided to enroll in the program. The VTP Vocational Secretary program is one of three new vocations opened in 2012 through assistance from the Swedish International Development Agency (SIDA) through the Church of Sweden.

Yasmin was one of 32 female students who graduated from the Vocational Secretary program in August 2013. Yasmin was a part of the first graduating class from the Vocational Secretary program in Ramallah. The program is designed to engage women in vocational training and provide them with the necessary skills to enter the workplace. The Vocational Training Program (VTP) saw a need for a secretary program that focused on skills needed to work at a specific vocational job, unlike the professional secretary training programs at universities. Receiving a professional secretary degree from a university requires four years of classes, and is oftentimes expensive, but the VTP vocational secretary program provides an alternative for women like Yasmin.

After Yamin's father's death, she knew she needed to help her family financially. She could not afford to attend university both due to the long period of time it takes to complete a degree and the financial obligation; therefore, the VTP was an excellent option. Yasmin was able to complete her degree in one year. Her training included learning theory in the

classroom and an apprenticeship in her respective trade, followed by a three-month internship supported by Canadian Lutheran World Relief (CLWR) through the Manitoba Government Matching Grant Program (MGMGP), administered by the Manitoba Council for International Cooperation (MCIC).

Yasmin focused her studies on auto mechanics and completed her apprenticeship and internship at United Motor Trade. After graduating and finishing the internship period, United Motor Trade offered Yasmin a job where she is able to continue working as a secretary for the company. During the program, she learned many practical skills, including computer and electronic training. In addition, Yasmin stated that she gained self-confidence and developed a stronger sense of herself.

Yasmin said she would recommend the VTP to her friends as a way not only to become trained in a vocational profession, but also to obtain a job after graduation. Yasmin stated the program was a tight-knit group of woman who are now working in a variety of different secretary jobs throughout the West Bank. The establishment of the Vocational Secretary program and the creation of three-month internships have provided opportunities for young Palestinian women in the West Bank, who many not otherwise have the opportunity, to receive training and to find employment after graduating from the program.

Eleven students of the 2013-14 catering class proudly display the salad they made for the Vocational Training Advisory Board meeting in the fall of 2013. They are the second class in this new vocation at the VTP. The VTP started offering three new vocations in 2012 in order to appeal to more female applicants. *Photo by M. Brown/LWF*





LWF VOCATIONAL TRAINING PROGRAM MAKES ITS MARK ON KAFR NI'MA

Nestled on a hillside just over ten kilometers northwest of Ramallah, the village of Kafr Ni'ma is home to approximately 3,750 Palestinians. From the top of the hill, one can see for miles, and the view is grim. Just down the road lies the village of Bil'in. Located in the shadow of the Israeli Separation Barrier, Bil'in has become known internationally for its weekly demonstrations against the Barrier and was featured in the 2012 Oscar-nominated film *Five Broken Cameras*.

Though a quieter village, Kafr Ni'ma has also been affected by the harsh economic conditions brought on from years of occupation. Only one-third of Kafr Ni'ma's population is employed, and many who are employed have to travel to Ramallah for work. Kafr Ni'ma is one of the yearly stops on the Vocational Training Program counselor's school visits. Not surprisingly, many of Kafr Ni'ma's youth were eager to enroll in a program that offers greater economic opportunity.

Fuad, 22, graduated from the Vocational Training Center in Ramallah (VTCR) in 2009. After graduation, he was hired by the center he apprenticed at during his training. He was eager to work on his own and have independence and so started his own workshop in March 2013, with the assistance of the Vocational Training Program.

The VTP purchased a wood-cutting machine that allows Fuad to slice wood pieces with precision, which his old handheld cutting tool was not able to do. Fuad says that this piece of equipment has made all the difference in his business. He has made cabinets, dresser drawers, bed frames, and many made-to-order items, though his favorite thing to make is kitchen furniture.

Fuad is one of 23 graduates from the VTP who were assisted through support from the Swedish International Development Agency (SIDA) through the Church of Sweden. The project to assist graduates included conducting a feasibility study for the businesses proposed by the graduates and then providing a course in project management for the graduates. Through the project, the VTP purchased equipment for the graduates with a rent-to-buy agreement.



2009 Vocational Training Program graduate Fuad proudly displays the new wood cutting machine in his workshop. Fuad started his own business in his home village of Kafr Ni'ma in 2013 with assistance from the VTP. *Photo by K. Brown*

Fuad says that many other kids his age in Kafr Ni'ma work in construction or attend university, but very few have been able to start their own business, as he has.



Photo by K. Brown

Tucked away in a side alley just down the street from Fuad's workshop, 17-year-old Yazan has started to help run his father's auto-mechanics garage. Though Yazan grew up around cars, when he graduated from the VTCR in 2013 and started working in his father's shop, he discovered that there were many new techniques he had learned in school that he could teach his father.

Yazan hopes that with his father's experience and reputation in the village and Yazan's new knowledge and skills, they can find a place on the main street to open a larger garage.



Located just off the bustling al-Manara square in the center of Ramallah, 22-year-old Mahdi's mobile maintenance shop sits on the third floor of a busy shopping center. Mahdi, who is from Kafr Ni'ma, graduated from the VTCR in 2010. After graduation, he worked in three different workshops in Ramallah before deciding to open his own business in the fall of 2013.

Mahdi is another participant in the VTP program to help graduates open their own businesses. The VTP purchased a laptop and other tools for Mahdi's shop. Mahdi says the tools help him diagnose whether issues are from the software or hardware of the phone, and he has the capacity to address either type of problem. He even does maintenance for other mobile shops since he has special skills and tools.

Mahdi says he has always liked working with small electronics and plans to establish himself and his



business and then expand. He prefers to run his own shop, even though it means dealing with the customer service side of the business as well. He feels that the VTCR prepared him well not only for work in his field but to own and manage his own business.

2010 VTCR graduate Mahdi uses a laptop purchased by the Vocational Training Program to diagnose a mobile phone in his new business. Mahdi is a participant in a VTP program to assist graduates in opening their own businesses. *Photo by K. Brown*



Trainees in the Qalqilya short course practice their make-up and hairdressing skills. The city of Qalqilya is completely surrounded by the Israeli Separation Barrier. Difficulty of movement has crippled the Qalqilya economy. The women in the course expressed deep gratitude for the skills they learned through the VTP outreach course and hope they will be able to assist their families with new income. *Photo by A. Johnson/LWF*

VTP SHORT COURSES REACH THOSE MOST IN NEED

Responding to staggering rates of unemployment among Palestinian youth, the Vocational Training Program is broadening the depth and breadth of its outreach courses and short courses. In 2013, the VTP reached out to drop-outs, unemployed and unskilled youth through twenty-one short courses offered in remote villages and refugee camps, as well as in the Beit Hanina and Ramallah centers. Cooperation and support for the courses came from partners such as the Swedish International Development Agency (SIDA) through the Church of Sweden and COOPI.

Spotlight: Cosmetology course in Qalqilya

Completely surrounded by the Israeli Separation Barrier, the city of Qalqilya's 42,000 residents have faced a myriad of challenges from restrictions on movement to being cut off from their agricultural land. Movement in and out of Qalqilya can be exceptionally challenging, and not only for people. In January of 2013, Ma'an News Agency reported that the wall around the city was preventing water and sewage from draining away.

In 2013, the Vocational Training Program offered a short course for women in Qalqilya. The four-month course was designed to teach women cosmetology: hair styling, make-up, and nail care. Many of the 23 women in the course expressed that they feel a lack of opportunities in Qalqilya due to economic circumstances as well as a conservative attitude towards women outside the home. They are grateful to have a place to gather, and are very hopeful about receiving employment in a socially acceptable atmosphere. Two of the women have already started salons in their home.

Sujood, 20, heard about the course from her neighbor. Unable to continue her schooling in university or find work, Sujood had been spending most of her time at home and was growing restless. "I have discovered that I really enjoy the beauty field," said Sujood. "This was a very good quality course and has provided me with the necessary skills to get a job."

After the in-class training is finished, the trainees will complete one month of training in the market. Sujood hopes to remain employed in the salon where she trains, and dreams of opening her own salon one day.

2013 VTP SHORT COURSES

- Two air conditioning courses (VTCR) – 33 trainees
- Three auto-mechanics courses (VTCR) – 47 trainees
- Three auto-electrics courses (VTCR) – 38 trainees
- Auto-electrics course in Azzon village – 11 trainees
- Two electrical installation courses (VTCR) – 27 trainees
- Electrical installation course in Kufur Jamal village – 15 trainees
- Carpentry course (VTC) – 16 trainees
- Mobile maintenance course (VTC) – 14 trainees
- Satellite installation course (VTC) – 14 trainees
- Two mobile maintenance courses (VTCR) – 21 trainees
- Hair dressing course in Qalqilya (female) – 23 trainees
- Tiling course (VTC) – 18 trainees
- Aluminum course (VTC) – 21 trainees
- Auto-mechanics course (VTC) – 19 trainees



Muhammad participated in the VTP short course on tiling, which took place in the VTC's newly renovated Plumbing and Central Heating Department. The course reached out to drop-outs in the Jerusalem area to provide them with skills for employment. 18 students took part in the course, which lasted three months. The VTP has increased its short course offerings in response to increased demand and high unemployment. *Photo by A. Johnson/LWF*



The Lutheran World Federation VOCATIONAL TRAINING ADVISORY BOARD

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Canadian Lutheran World Relief

Staff:

Ms. Randa Hilal
Vocational Training Consultant

Mr. Yousef Shalian
Director, LWF Vocational Training Program

* Mr. Arne Naess-Holm joined the VTAB in December 2013, replacing Ms. Gudrun Bertinussen

** Ms. Ulrike Birkle completed her service on the VTAB in December 2013. Representation of the LWF German National Committee will be discussed in 2014.

*** Ms. Elaine Peters joined the VTAB in May 2013, replacing Mr. Robert Granke

Ahmad, currently an auto-mechanics student at the Vocational Training Center in Ramallah (VTCR), was a first-year student at the VTC in Beit Hanina in 2012 until he was arrested. When he was released, he was unable to get a permit to enter Jerusalem from Israel. Ahmad lives in the village of Qabalan, located about an hour's drive from Ramallah, so he had been staying at the VTC boarding section. In order to continue his schooling at the VTCR, he must now rent an apartment in Ramallah with other students. This option is far more costly for Ahmad, who wishes he could return to the center in Beit Hanina. *Photo by K. Brown*

LWF VOCATIONAL TRAINING PROGRAM

DATA 2013 (LWF VTP)

LWF VTC, Jerusalem: 2-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2013/2014 ¹		No. of 2013 Graduates ²
		First Year	Second Year	
Auto-Mechanics	1964	20	13	18
Auto-Electrics	2003	22	20	17
Carpentry	1950	21	15	16
Electronics/Telecommunications (Female)	2000	4	5	3
Electronics/Telecommunications (Male)	2001	18	17	12
Plumbing & Central Heating	1988	20	17	12
Metalwork (Welding, Forging and Aluminum Works)	1950	20	19	16
		125	106	95

LWF VTC, Jerusalem: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2013/2014 ³	No. of 2013 Graduates ⁴
Craftwork (Female)	2012	15	20
Catering (Female)	2012	18	12
Catering (Male)	2012	14	9
		47	41

LWF VTCR, Ramallah: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2013/2014 ⁵	No. of 2013 Graduates ⁶
Auto-Mechanics	2004	18	19
Carpentry	2004	19	15
Electronics/Telecommunications (Female)	2004	4	8
Electronics/Telecommunications (Male)	2004	16	9
Aluminum Works	2005	18	18
Vocational Secretary (female)	2012	17	31
		92	100

¹ All trainees for the 2013/2014 scholastic year as of Dec 2013

² 2012/2013 graduates, graduated August 2013

³ All trainees for the 2013/2014 scholastic year as of Dec 2013

⁴ 2012/2013 graduates, graduated August 2013

⁵ All trainees for the 2013/2014 scholastic year as of Dec 2013

⁶ 2012/2013 graduates, graduated August 2013



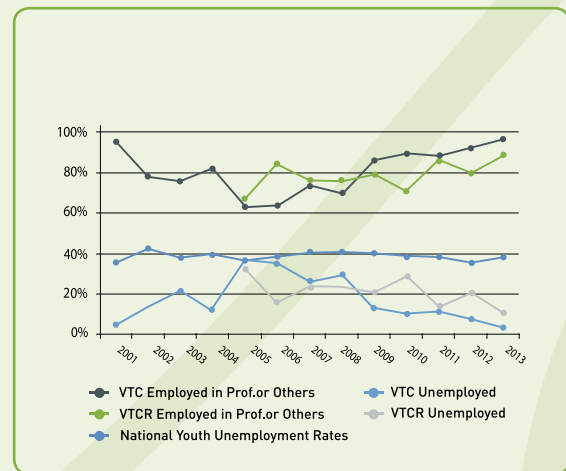
Short Courses (Outreach and Upgrading)

System	Type	# of Courses	# of Trainees
Air conditioning course (VTCR)	Short Course	2	33
Auto-mechanics course – beginning and advanced (VTCR)	Short Course	3	47
Auto-electrics course (VTCR)	Short Course	3	38
Auto-electrics course in Azzon village	Outreach Course	1	11
Electrical installation course (VTCR)	Short Course	2	27
Electrical installation course in Kufur Jamal village	Outreach Course	1	15
Carpentry (VTC)	Short Course	1	16
Mobile Maintenance (VTC)	Short Course	1	14
Satellite Installation (VTC)	Short Course	1	14
Mobile Maintenance (VTCR)	Short Course	2	21
Hair dressing course in Qalqilya (female)	Outreach Course	1	23
Tiling course (VTC)	Short Course	1	18
Aluminum course (VTC)	Short Course	1	21
Auto-mechanic (VTC)	Short Course	1	19
		21	317

LWF VTP 2013 Graduate Employment Statistics⁷:

Analysis by: Randa Hilal, LWF VT Consultant

This year the LWF VTP 2013 employment rates reached remarkably high rates compared to previous years, in addition to being far above national youth employment rates. Overall, 92.5% of all VTP graduates are employed or self-employed within six months of graduation (96.4% of VTC graduates and 88.5% of VTCR graduates), in comparison to the 58.7% employment rate among all youth of the same age in Palestine. The Labor Force Participation Rates (LFPR) or the percent of all persons actively engaged in work or in seeking work, reached 90.5% among VTP graduates, compared to 29.6% of Palestine's youth in the same age group⁸.



As the graph above indicates, the VTC employment rates remained over 85% for the fifth year in a row. These high rates are largely achieved due to an increased link between training and the local market, achieved through the apprenticeship system now used by all departments in the VTC, as well as to planned and monitored training of trainees within the market. This is reflected in employment within the same place of training in the industry.

⁷ Annual tracer study is done for graduates within six-months- to 1 year of graduation. 92% of graduates completed the survey.

⁸ Source for national figure is the PCBS, Labour Force Survey, Annual Report 2012.

35% of the VTC graduates who are now employed within their professions are working in the same place in which they trained. Similarly, 46% of the VTCR graduates employed in their professions are working in the same place in which they trained.

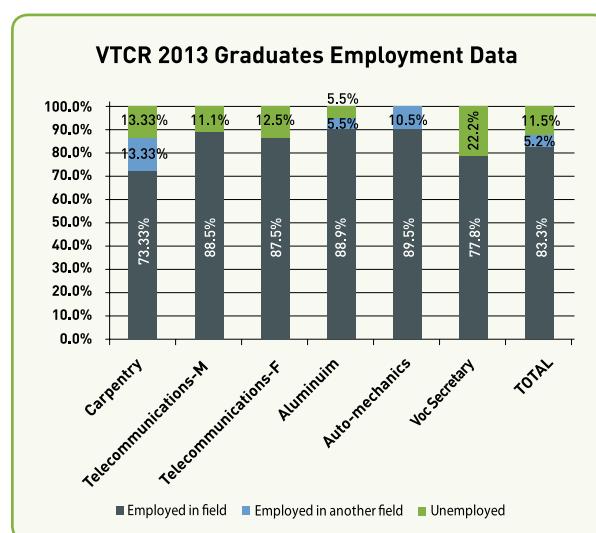
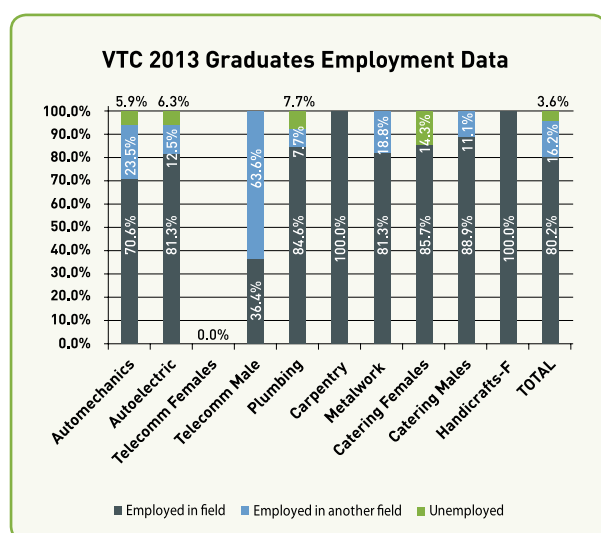
In 2013, the VTC and VTCR boosted employment rates among graduates by continuing a matching fund initiative to support employment of graduates for six months after graduation⁹. 16% of VTC graduates and 37% of VTCR graduates benefited from these programs. This is the second year for this initiative in the VTC, and the employment rate among VTC graduates has increased by 8.1% as compared to 2011 graduates' employment rate. Employment rates in the VTCR increased by 9.2% from last year. In the VTCR the increase of employment of female graduates is apparent, as 79% of employed female graduates benefited from this support and the female employment rate reached more than double the rate in 2012. The success of these initiatives indicates the importance of providing support for graduates, particularly female graduates, which is a goal of the new LWF VTP Strategic Plan for 2013-2018.

Graduates' employment or self-employment in their field was 80.2%, 83.3%, and 81.8% for the VTC, VTCR, and overall respectively. Though the rates are considered high in comparison with employment rates of other systems, the lower rate of VTC employment compared to that of the VTCR is specific to East Jerusalem's socio-economic and political context, as a recent study revealed¹⁰.

Follow-up with graduates has indicated the withdrawal of employment in profession taught for graduates from the West Bank due to lower pay. It was found that most of the graduates working in the West Bank are paid less than the minimum wage, which is in line with national findings¹¹. This indicates the need for advocating for just labor laws, worker protection, and monitoring of the work environment. The 2013-2018 LWF VTP Strategic Plan has a related element.

Employment Statistics by Profession

2013 marked the first graduation of three new vocations in the VTP that have attracted increased female enrollment in the program. The VTC catering and handicraft department and the VTCR vocational secretary department all celebrated a successful first year¹².



⁹ Initiative to support VTC graduates is through the Chamber of Commerce intervention supported by the Welfare Association. The initiative to support VTCR graduates, specifically women graduates, was supported by Canadian Lutheran World Relief (CLWR) through the Manitoba Government Matching Grant Program (MGMGP), administrated by the Manitoba Council for International Cooperation (MCIC).

¹⁰ Hilal, R. 2013. Labour Market Analysis and Skills Surveys in East Jerusalem .COOPI

¹¹ PCBS has found that 37.2% of Palestinian working in PT receives less than the minimum wage; according to Palestinian Central Bureau of Statistics, Labour Market Survey, 2013 Second Quarter.

¹² Professions were based on Training Needs Assessment carried out in 2008/2009, as well as development of market relevant curricula. This was made possible through funding from the Church of Sweden.



Za'atari refugee camp, November 2013. Photo by Ulrika Lagerlof/Church of Sweden

AID TO SYRIAN REFUGEES IN JORDAN

As civil conflict in Syria persists the number of people displaced by violence continues to grow, estimated now at 2.5 million refugees in Syria's neighboring countries alone. The regional refugee crisis shows no signs of ending, and LWF Jordan has been consistently scaling up relief programming since the establishment of the Amman office in late 2012. The Emergency Program's projects are designed to meet critical needs of the Syrian refugees in Jordan, as well as mitigate the impact of the refugees on Jordanians in host communities.

As of December 2013, almost 600,000 Syrians were registered in Jordan with the United Nations High Commissioner for Refugees (UNHCR). At its peak, Za'atari refugee camp hosted up to 120,000 people. LWF Jordan's programming in Za'atari has focused both on the meeting of basic, immediate needs, such as winter clothing and clean bedding, as well as nuanced psychosocial and mental health programming. 2013 saw the opening of a second LWF site inside the camp, the Peace Oasis, which provides a safe and peaceful refuge for children and adolescents. Recreational programming at the Oasis is designed specifically for Syrian youth by psychosocial specialists, and focuses on non-violence, communication, and healing.

Refugee camps often receive disproportionate attention from the international media, and in the Jordanian context up to 80% of Syrian refugees are hosted outside of the formal camp setting by local Jordanian communities. Northern cities such as Mafraq have borne the brunt of the refugee crisis, where the population has doubled due to the influx of Syrians.

LWF Jordan recognizes the dire circumstances Syrian refugees face while trying to survive in and around Jordanian cities. Programming for urban and peri-urban refugees has largely revolved

around the distribution of core relief items for winter such as heaters, gas cylinders, blankets, and carpets. In addition to the distribution of non-food items, LWF Jordan has been active in the areas of education, life skills, conflict mitigation and psychosocial programming, and the water/sanitation and hygiene sectors. The total number of Syrian refugees and Jordanians in host communities who directly benefitted from LWF activities exceeded 150,000 individuals in 2012 and 2013.

Jordan Program: By the Numbers

During 2013, the Lutheran World Federation distributed the following in response to the Syrian crisis:

Items procured locally:

- 25,000 underwear sets
- 20,000 mattress covers
- 20,000 sheets and pillow cases
- 18,560 pairs of children's shoes
- 21,700 training suits
- 1,001 heaters
- 1,001 gas cylinders
- 1,551 hygiene kits

In-kind donations:

- 19,350 sweaters
- 18,000 t-shirts
- 3,590 pieces of soap
- 3,178 quilts
- 3,160 children's sweaters
- 1,980 baby bundles
- 1,700 winter long underwear
- 600 cartons of LEGO

Trainings conducted:

- Conflict mitigation and communication
- Non-violent communication
- Movement-Sport-Games
- 66 assorted life skills trainings



In the Za'atari refugee camp, the LWF recreation center called "Peace Oasis " helps adolescents to learn about their rights, to develop tools for resolving conflicts, and to work on their self-esteem. All activities utilize creative exercises, such as music, painting and sports. *Photo by Therese Gustafsson*



Asia al Amari, 15, shows her "Tree of Life." The roots stand for her background, the stem is her current state, and the flowers on the tree show what Asia wants to achieve in the future. "I have four flowers on my tree . It says that I want to become a computer engineer, I want to succeed in life, I want to continue to have good relationships with God and with my parents, and I want to return to Syria." Asia is one of the 80 young people who go to the newly established youth center, "Peace Oasis," in the Za'atari refugee camp. *Photo by Ulrika Lagerlof/Church of Sweden*



JORDAN STORIES

THE LUTHERAN WORLD FEDERATION

Amneh-Mafraq

Amneh, a Syrian refugee, lives in a hastily-erected structure of concrete bricks on the land of Jordanian relatives, in the desert village of Masrap, Mafraq governorate.

The 37- year-old is a beneficiary of one of several winterization campaigns by the Lutheran World Federation. "We received the heater, the carpet, mattresses, the hygiene kit and clothes," she says, "the heaters are the most important thing we have received." After a short pause, she hastens to add, "and the gas, and the mattresses. We didn't even have a mattress!"

The rooms are small and the structure is unsealed and drafty. Amneh shares the dwelling with her family, her husband Naban, and their four children - three daughters and a son. Naban is 40 and has a disability, he is paralyzed down his right arm, making him unsuited for even the illegal day labour many refugee families rely on for erratic income. "We were saved from paying for gas we couldn't afford," said Amneh of the winterization donation.

Though their most immediate physical needs over winter have been met, the family still longs to return home. "We chose here because of the low rent," she explains, "but there is nothing to do. We walk around, we visit each other." The family left their home in Dara over a year ago, and plan to return as soon as they deem it safe.

Amneh's family is just one of over five thousand host community families that LWF Jordan will have reached with winterization distributions over the course of the 2013/2014 winter season.

40



Early in 2014, 1,298 families in Irbid, Jordan, received winterization supplies that helped them make it through the cold weather. Over 5,000 host community families were reached with winterization distributions by LWF Jordan during the 2013/2014 winter season.

Rakan-Mafraq

LWF beneficiaries Rakan (29), his wife Zainab (21) and their two small daughters, Bushra and Bayan live in a converted shop/storage space in the northern Jordanian city of Mafraq.

Rakan comes from a large family with nine siblings, only one of whom remains in Syria - a brother who is in prison. The rest have found their way to Mafraq, where they cling to family life in their attempt to maintain some sense of normalcy. In Homs the siblings had their own homes, which they were forced to evacuate in early 2013 when their neighborhood was damaged by repeated bombing. "We were afraid of kidnapping. The government was checking houses for insurgents." Rakan fled with his wife, daughters and mother. "We moved from one side of Homs to the other but the bombing persisted. Many of the people we know were arrested, we hoped to escape." "We crossed the desert to reach the Jordan border," Rakan continues, "sometimes we walked, sometimes we rented a car. It took three days to reach the border."

"As soon as we crossed the border the Jordanian army took us to Za'atari." He says. "We stayed one month in Za'atari. The services were not up to standards for a human being. We decided to leave the camp to come here." Rakan pauses. "Most of the kids got sick there, it's not safe".

Rakan and his family have been in Jordan a year, and are still forbidden by law to work, even as day labourers, so they scrape by collecting what charity they can from local and international NGOs. Zainab kisses the baby Bayan and listens while Rakan and his brother commiserate on the lack of work opportunities. "My husband asked to work for the day," she interjects, "he was taken

by the police and had to write a promise not to work again." Zainab stays inside all day with the children, occasionally receiving neighbors who stop by for visits. "All my family is in Lebanon" she says, shrugging. "Except me, I am here."

The space they call home is a small room (8m x 5m) with walls of solid grey concrete. In the open shop front there are stacked concrete blocks that provide a makeshift fourth wall, and a flimsy wooden door the refugees installed themselves. The cave-like shop space is one of fourteen that share a long hallway, all single rooms with a small sink and bathroom alcove with no door. Their single appliance has been donated, an old fridge that stands near the back of the room. Four small finches in two cages above the fridge provide some much-needed color and cheer to the otherwise cold and grey room.

LWF's basic shelter upgrade project with CLWR and the Canadian government is making improvements to spaces such as these, installing doors and ventilation fans, as well as lights and window panes to make spaces more livable. A ventilation fan has been installed in the bathroom alcove, with plans to add a bathroom door for privacy and hygiene reasons. "We are grateful for the help," says Rakan, "thanks be to God."



THE
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From Tree to

table

Olive Oil

From the LWF Jerusalem Campus Supports Augusta Victoria Hospital

After planting, it takes a full four years before an olive tree will bear fruit. But after the initial harvest, an olive tree can produce olives for centuries, each season's harvest sprouting out of the growth from the previous year. It seems fitting, then, that 800 olive trees cover the LWF property on the Mount of Olives, and that each year's harvest helps to support and sustain LWF services. True to the olive tree's symbol of peace and plenty, these trees serve a crucial role in the LWF's mission in Jerusalem.

From mid-October through the end of November, LWF staff and volunteers work to harvest the olives and press the fruit into olive oil. Some of the oil is used throughout the year in the Augusta Victoria Hospital kitchen, while the rest is available to LWF visitors and friends. Accompanied by hand-blown glass bottles made with recycled glass by Palestinian artisans working in Hebron, the oil is distributed around the world to raise money for Augusta Victoria Hospital.

The olive tree is at the heart of life in Palestine. The olive fruits are a valuable commodity for their nutrition and oil, and the olivewood is a beautiful hardwood that burns cleanly and carves smoothly. For thousands of years, olive trees have flourished in the Mediterranean region and become a symbol of hope in the midst of the desert.

Support AVH through the Olive Tree!

Through the olive tree, you can support the work of the LWF and Augusta Victoria Hospital. All donations go toward the AVH "Fund for the Poor," which helps to cover the hospital's operating costs and fees of patients unable to pay for necessary medical treatments.

Order Olive Oil

When shipped through the mail, olive oil can be ordered in the amounts listed below, for a requested minimum donation of \$300. The glass bottles will be shipped empty with the olive oil in a separate container to reduce breakages of the hand-blown glass during shipping.

Specification	USD
250mL of olive oil in a plastic bottle	\$15
750mL of olive oil in a plastic bottle	\$35
Hand-blown glass bottle (empty)	\$20

Minimum order of \$300. While supplies last.



Donate an Olive Tree

For a donation of \$1,000 or more, an olive tree will be planted on the LWF Mount of Olives campus. The donation will be commemorated with a personalized plaque in the LWF Jerusalem central office.

Volunteer for the Olive Harvest

Tourists, pilgrims, students and others who are in Jerusalem during the harvest season are welcome to donate a half-day or more picking olives in the LWF grove. It is a marvelous experience of which we welcome you to be a part!

To make a donation for olive oil or an olive tree for the campus, or to make a contribution generally to the LWF Jerusalem Program, please send a check made payable to "The Lutheran World Federation" to:

Rev. Mark B. Brown

The Lutheran World Federation
P.O. Box 19178
Jerusalem 91191, Israel

Contact us at:

Email: info@lwfjerusalem.org
Phone: +972-2-628-2289
Fax: +972-2-628-2628



Members of the LWF Jerusalem central office and Augusta Victoria Hospital senior staff gathered to harvest olives on the LWF campus. The annual harvesting day has become a tradition for the LWF staff who gather in the olive grove each fall to support the hospital and enjoy a time of celebration and friendship. *Photo by M. Brown/LWF*



THE LUTHERAN WORLD FEDERATION DEPARTMENT FOR WORLD SERVICE - JERUSALEM PROGRAM

VISITORS 2013

In 2013, the LWF Jerusalem Program received hundreds of visitors who came to witness the LWF's work in the region. Many of them toured Augusta Victoria Hospital and the site of the Mount of Olives Housing Project, traveled to see the Vocational Training Centers in Beit Hanina and Ramallah, or helped in the olive harvest.

The visiting individuals, churches, delegations and groups included:

Rev. Dr. Monte Luker, Lutheran Theological Southern Seminary, Columbia, South Carolina • Lutheran Pilgrim Group from South Carolina • Grace Lutheran Church Group, River Forest, Illinois • Daniel Lehman, The Lutheran • Trinity Lutheran Seminary Group, Columbus, Ohio • Luther Seminary Group, St. Paul, Minnesota • The Swedish Theological Institute • Ambassador Rolf Willy Hansen, Oslo, Norway • Hans Jacob Frydenlund, Norwegian Representative to the Palestinian Authority • Rev. Kristie Hennig, Family of Christ Lutheran Church Group, Chanhassen, Minnesota • Dr. Robert Holst Group, Concordia University, St. Paul, Minnesota • Rev. Lee Rozen Group • Bright Stars of Bethlehem Group, Michigan • Presbyterian Church (USA) Delegation • Rev. James Lindus, Trinity Lutheran Church Group, Freeland, Washington • Rev. Tom De Vries, General Secretary of the Reformed Church in America with RCA Delegation • Lars B. Stenström, Eva Karlsson, Karin Karlberg, Deans of the Diocese of Strängnäs, Church of Sweden • Rev. Steven Christensen Group, Canada • Thomas Erlandsson Group, Skarpnäck Parish, Church of Sweden • Church of Scotland Delegation • Mark & Linda Nygard • Diocese of Lund Delegation, Church of Sweden • Rev. Elizabeth Ekdale Goup, St. Mark's Lutheran Church, San Francisco, California • Waterloo Lutheran Seminary, Ontario, Canada • Rev. Sebastian Helmer Group, Toronto, Canada • Bishop Joseph S. Nyakyema, Tanzania • Group of retired ambassadors, bishops, and executive directors led by Rev. Dr. Seppo Rissanen, Finnish Evangelical Lutheran Mission • Dr. Arland Jacobson Group, Moorhead, Minnesota • Concordia College Delegation • Urban Jorméus & Ulrika Persson, Church of Sweden • Dr. Michael Spath Group, Indiana • Carrie Newcomer • Metropolitan Washington, D.C. Synod Young Adult Delegation • Arnie Voigt & Joy Lapp, Sabeel North America Group • Albert Asfour & S.E. Michigan Synod Youth Delegation • Rev. Jeff Frohner Group • David Matson, Sean Legler, Tanner Marshall, Noelle Waldschmidt • Rev. Jan Dus & Anna Jiříčková, Diakonie, Evangelical Church of Czech Brethren • Graison Chapman & Soraya Dangor • U.S. Representative Steny Hoyer • Rev. Kari Salonen, Finnish Evangelical Lutheran Mission • Dagmar Lassman, Diakonie Katastrophenhilfe and Bread for the World • Gary Gillespie Group, Salt Lake City, Utah • Rev. John Morris, Rev. Dr. Jim Wilson, Ralph Wolfe, Ohio • Rev. Rudolf Hinz • Rev. David Peters Group, Zion Lutheran Church, Elkhorn, Illinois • Church of Sweden Youth Delegation • Gustavus Adolphus Lutheran Church, St. Paul, Minnesota • ELCA Young Adults in Global Mission, Jerusalem / West Bank • Evangelische Kirche in Deutschland (EKD) Delegation • United Church of Christ Delegation led by Rev. John Deckenback • Rev. Herion Group, Germany • Dr. Norman Metzler Group, Concordia University, Portland, Oregon • Rev. Curtis Zieske Group, Trinity Lutheran Church, Albert Lea, Minnesota • Revs. Gabi & Meghan Aelabouni Group, Trinity Lutheran Church, Fort Collins, Colorado • Rev. Kim Wills Group, Zion St. John Lutheran Church, Sheffield, Iowa • Eva Roby, Mission Investment Fund, Evangelical Lutheran Church in America • Rev. Connie Sassanella, Salem, Ohio • Rev. Tim Keyl Group, New England Synod, Evangelical Lutheran Church in America.



U.S. REPRESENTATIVE STENY HOYER COMMENDS AUGUSTA VICTORIA HOSPITAL STAFF

Congressman Steny Hoyer, the U.S. Representative for Maryland's 5th congressional district and the House Democratic Whip, visited Augusta Victoria Hospital (AVH) in Jerusalem on August 9, 2013 to learn about the hospital and other services provided by the Lutheran World Federation.

"I was pleased to visit Augusta Victoria Hospital and learn more about the lifesaving work they are performing for patients from the West Bank and Gaza," stated Whip Hoyer. "I commend Rev. Brown, Dr. Nasser, and their outstanding staff for providing Palestinians in need of care with access to quality cancer and kidney treatments and other health care services."

At the heart of Mr. Hoyer's tour of the hospital was the AVH Cancer Care Unit and the radiation therapy department where a linear accelerator, donated by USAID, began serving patients from the West Bank and Gaza in November 2011. United States support for the radiation therapy department and a mobile mammography unit has helped to transform the quality and availability of cancer treatment for Palestinians living in the West Bank and Gaza. AVH Chief Executive Officer Dr. Tawfiq Nasser and LWF Regional Representative Rev. Mark Brown welcomed Mr. Hoyer and his Senior Policy Advisor Mariah Sixkiller to the LWF campus on the Mount of Olives.

Mohammad Assaf, a Palestinian singer and winner of the second season of Arab Idol, was warmly welcomed by the AVH football team when the hugely popular performer from Gaza unexpectedly dropped by the LWF sports field on the Mount of Olives. Assaf, back row center, was named a goodwill ambassador for peace by The United Nations Relief and Works Agency for Palestine Refugees (UNRWA). Photo by D. Hudson





THE LUTHERAN WORLD FEDERATION

DEPARTMENT FOR WORLD SERVICE - JERUSALEM PROGRAM

INDIVIDUAL AND GROUP DONORS 2013

The LWF is grateful to the many groups and individuals who have supported Augusta Victoria Hospital, the Vocational Training Program, the Mount of Olives Housing Project, and other projects of the Jerusalem Program in 2013. These supporters include:

Abby Farrand • Abdulsatar and Noor Ravalia • Abigail Huseh • Aida Haddad • Amanda Leslie • American Charity for Palestine • Anees Bishara • Angie Kutney • Anna Johnson • Annette and Kent Loken • Arland Jacobson • Arne Naess-Holm • Rev. Beth Warpmaeker • Bethesda Lutheran Church, New Haven, Connecticut • Bethlehem Lutheran Church, Minneapolis, MN • Bev Meyer • Brian Duss • Calvary Lutheran Church, Alexandria, Minnesota • Carol Fellows • Carolle Moses • Cathy Oberg • Central Lutheran Church Women, Eugene, Oregon • Central Lutheran Church, Portland, Oregon • Christ the Good Shepherd Lutheran Church, San Jose, California • Christ the King Lutheran Church, Nashua, New Hampshire • Cindy Hemm • Dale & Janet Crouse • Daniel & Wilma Wiens • Dr. Tom & Darlene Dunham • David Bachler • David Duval* • David & Elizabeth Fabian* • Dean Bard* • Debra Johnson • Rev. Dennis & Carol Johnson* • Desert Cross Lutheran Church, Tempe, Arizona • Mathea Dieker • Dody Johnson • Dorothy Ehlert • ELCA Foundation • ELCA Metropolitan Washington, D.C. Synod Young Adult Trip • Rev. Elizabeth Ekdale • Elizabeth Hargrove • Elke Richter • Rev. Elizabeth McHan • Erin & Kevin Rubesh • Ernst & Andrew LLC* • Eshel Murad • Esther Nelson • Ethan Tidwell • Evangelical Lutheran Church of the Ascension, Chattanooga, Tennessee • Fadi Murra • Family of Christ Lutheran Church, Chanhassen, Minnesota • First Evangelical Lutheran Church, Chadwick, Illinois • First Lutheran Church, Detroit Lakes, Minnesota • First Lutheran WELCA, Bothell, Washington • Fredrick Penhard • Freek van der Pluijm • Friends of Sabeel-Colorado • Gary Gillespie • Gary Gilbertson* • Giacomo Morelli • Grace Lutheran Church, Yorktown Heights, New York • Greg & Mary Steeber • Harry Keatts Chenault • Heidi Eisenheim • Henner Papendieck • Ilene Pfeiffer • Irene Waggener • J. Kenneth Trauger* • James Godshalk* • Jane Borg • Jeffrey Zaiser • Jenna Homeyer • Jenny Zetterqvist • Joan Sjogren* • Joan Hazell – In Honor of Dody Johnson • Joanna & Dan Bergen • Joanne McIntyre • Jodi Keith • John Latham • Judith & John Grooters • K. Carol Carlson* • Kari Baltz • Karin Karlberg • Katariina & Timo Stewart • Katarina Thompson • Rev. Kathy Gerking & Andy Johnson • Kay Rother • Keith & Lisa Ruehlw • Kevin Malamma • Kim & Diane Wills • Kirsten Krantz • Kirsti Naess • Kristine Christensen • Jeffrey & Kristin Guthrie* • Lars Stenström • Rev. Lee Rozen • Linda Kinzer • Lisa Hazelwood • Rev. Loren McGrail • Louise Worrall • Luther Seminary Group, St. Paul, Minnesota • Lutheran Church of the Redeemer English Speaking Congregation • Luthercare* • Margaret McLean • Marian Bakken* • Marianna Bianchetti • Marisa Lee • Rev. Mark & Susanne Brown • Rev. Mark & Linda Nygard • Rev. Mark & Marcia Holman • Martin & Nancy Hillila • Revs. Martin & Angela Zimmann • Matthias Brandis • Michael Spath Group • Michelle Kuhns • Mitch Benedict • Mount Olive Lutheran Church, Minneapolis, Minnesota • Natasha Burney • Nathan Swanson • Nicholas Brown • Nicole Newman • Norine McMahon* • Dr. Norman Metzler Group, Concordia University, Portland, Oregon • Osman Tas • Pete Carrabba • Peter Andersson • Prince of Peace Lutheran Church, Dublin, Ohio • Rachelle Anderson • Redeemer Lutheran Church, Columbus, Ohio • Richard Hale • Richard & Kay Dowhower • Richard Rohnert • Rev. Robert Bacher • Robert & Ann Webber* • Robert Grimes • Robert Wohlsen, Jr & Miriam Casey* • Robert & Ellen Reed* • Robyn Cronin • Rod Schofield • Roger & Rhoda Young, Erma Jean Young* • Ruset Family • Sandi Schuette* • Sandra Gebela • Sara Ziethen • Scott Pfeiffer • Seth Thomas • Shepherd of the Lake Lutheran Church, Prior Lake, Minnesota • Sleman Seikaly • Sonja Page Group • Souad Freij • St. James Lutheran Church, Gettysburg, Pennsylvania • St. Luke's Lutheran Church of Logan Square, Chicago, Illinois • St. Mark's Lutheran Church, San Francisco, California • St. Stephen's Evangelical Lutheran Church, Monona, Wisconsin • St. Stephen Lutheran Church, Urbandale, Iowa – In Celebration of Rev. Elizabeth Dieseth • Stephen Welz* • Steven Bitner • Steve & Danae Hudson • Sue Schwarze • Susan Brown • Rev. Suzanne Wagner • Rev. Sven & Susan Oppegaard • Sylvia Campbell • The Church of Scotland • Thomas Erlandson • Thomas Witt • Rev. Tim Key • Timo Rova • Trinity Lutheran Church, Albert Lea, Minnesota • Trinity Lutheran Church, Fort Collins, Colorado • Trinity Lutheran Church, Freeland, Washington • Vejlø Congregation, Naestved, Denmark • Vicki Stone • Wendy Kroeker • Rev. Wyvetta Bullock • Yael Lempert • Zion St. John Lutheran Church, Sheffield, Iowa.

THE LUTHERAN WORLD FEDERATION
DEPARTMENT FOR WORLD SERVICE - JERUSALEM PROGRAM
FINANCIAL DATA 2013

Donations Received Through Geneva: (in Euro)	
Church of Sweden	1,812,846
Evangelical Lutheran Church In America	489,722
Bread for the World	486,000
Diakonie Katastrophenhilfe	406,038
Evangelischer Entwicklungsdienst e.V.(EED)	246,540
Diakonie CCE	183,190
Australian LWS	143,378
GNC-HA Deutscher Hauptausschuss	113,784
Canadian Lutheran World Relief	110,863
Evangelical Lutheran Church in Bavaria	98,485
Dutch Lutheran Diaconie	75,506
Methodist Relief and Development Fund	39,023
Norwegian Church Aid	31,037
United Church of Canada	15,369
Lutheran World Relief	10,277
Evangelical Church of Czech Brethren	9,566
Evangelical Lutheran Church In Geneva	7,359
Church of Brethren	6,279
Anglican Board Mission	4,926
Other Donors	1,979
Evangelical Lutheran Church In Great Britain	1,616
Emmanuel Church of Geneva	948
Sub Total	4,295,430

Income Received Locally: (in Euro)	
Norwegian Church Aid / Norwegian Ministry of Foreign Affairs	1,637,438
PNA - Ministry of Finance	796,062
Salvation Army	440,720
Welfare Association	314,786
DanChurchAid	186,937
Arab Fund	91,264
Representative Office of Finland	83,889
Evangelical Lutheran Church In America	76,358
Embassy of the United States	56,438
Arab Chamber of Commerce	45,228
Norwegian Church Aid	43,569
Bank of Palestine	36,277
United States Agency for International Development	26,025
COOPI International	18,138
The Danish Research Foundation	11,317
Arab Thought Forum	7,673
(Donations in Kind):	
COOPI International	122,723
Canadian Lutheran World Relief	89,567
United Nations High Commission for Refugees	67,751
Sub Total	4,152,160

COMPARATIVE FINANCIAL DATA: (in Euro)					
	2013	2012	2011	2010	2009
Revenues					
Vocational Training Program	968,649	958,165	942,366	862,302	817,701
Scholarship Program	22,343	21,598	17,981	16,089	17,308
Augusta Victoria Hospital (Operations)	21,946,578	16,447,549	16,131,607	12,424,725	9,538,652
Village Health Clinics	65,641	100,312	99,918	98,069	147,614
Emergency through ACT	0	0	44,585	33,716	0
LWF-Jordan (ACT Appeal SYR 121)	2,256,330	804,271	0	0	0
Expenses					
Vocational Training Program	968,649	958,165	942,366	862,302	817,701
Scholarship Program	22,343	21,598	17,981	16,089	17,308
Augusta Victoria Hospital	18,538,042	16,447,549	15,815,273	11,160,358	8,922,481
Village Health Clinics	65,641	100,312	99,918	98,069	147,614
Emergency through ACT	0	0	44,585	33,716	0
LWF-Jordan (ACT Appeal SYR 121)	2,256,330	804,271	0	0	0



The Lutheran World Federation Department for World Service - Jerusalem Program

JERUSALEM PROGRAM SENIOR STAFF

I. LWF CENTRAL OFFICE

Mark Brown	Regional Representative
Alex Kuttab	Director of Administration and Finance

II. AUGUSTA VICTORIA HOSPITAL (AVH) and COMMUNITY PROGRAMS

Tawfiq Nasser	Chief Executive Officer
Alex Kuttab	Chief Financial Officer
Atif Al-Rimawi	Director of Administration & Human Resources
Amira Juha	Director of Development Projects & Deputy Chief Financial Officer
Basem Sweis	Director, Department of Medical Staff Affairs
William Hadweh	Director, Department of Nursing
Muhammad Khweis	Director, Department of Public Services, Buildings & Grounds
Ahmad Abu-Halaweh	Director, Department of Community Programs & Diabetes Center
Maha Tarayyrah	Director, Nursing Development and Education
Siham Awwad	Director, Cancer Screening & Early Detection Programs
Kholoud Ashab	Director, Department of Pharmaceutical Services
Hanan Issa	Director, Department of Quality & Patient Safety

III. VOCATIONAL TRAINING PROGRAM (VTP)

Yousef Shalian	VTP Director
Thaer Shqair	VTP Quality Controller
Randa Hilal	Vocational Training Consultant

• VOCATIONAL TRAINING CENTER – BEIT HANINA (VTC)

Mahmoud 'Adarbeh	VTC Deputy Director; Department Head - Theory
Peter Jahshan	Workshop Coordinator
Saliba Bannoura	Department Head - Carpentry
Munir Qreitem	Department Head - Auto Mechanics
Gabi Kamel	Department Head - Metalwork & Aluminum
Izzat Hamdan	Department Head - Plumbing & Heating
Majdi Bakri	Department Head - Telecommunications
Mahmoud Khatib	Department Head - Boarding

• VOCATIONAL TRAINING CENTER – RAMALLAH (VTCR)

Thaer Shqair	VTCR Deputy Director
Amer Khalaf	Short Courses Coordinator

IV. SCHOLARSHIP PROGRAM

Suad Freij	Supervisor
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V. EMERGENCY PROGRAM FOR SYRIAN REFUGEES - JORDAN

Nader Duqmaq	Emergency Program Director
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[Senior Staff as of 31 December 2013]

The Lutheran World Federation has been serving the needs of Palestinian refugees in the Palestinian Territories for more than 65 years. As a major Christian presence on the Mount of Olives, the LWF/DWS Jerusalem Program provides essential health care, vocational training, scholarships and material aid, and promotes justice, peace and reconciliation. This service, or “diakonia,” is the embodiment, through human actions, of God’s love for the world, and it is the very essence of what it means to be the church in a place suffering from poverty and injustice.



Front Cover:

Augusta Victoria Hospital has been serving Palestinian children, women, and men for over 65 years. Today, AVH provides specialty services in areas such as oncology and nephrology to patients from across Gaza and the West Bank, including East Jerusalem. AVH continues to establish new health services otherwise not available to the Palestinian community. Photo by K. Brown



Back Cover:

In 2013, the LWF Vocational Training Program celebrated the graduation of its largest female class. The VTP has added three new vocations to encourage female enrolment in the school. The new departments – catering, vocational secretary, and craftwork – celebrated their first graduating classes in 2013. Photo courtesy of LWF VTP

actalliance is an alliance of more than 140 churches and church-related organizations that work together in humanitarian assistance and development. The alliance works in over 130 countries, supported by 25,000 staff, and mobilizes USD 1.5 billion annually in its work for a just world.

LWF Jerusalem 2013 Annual Report


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Photography: Karin Brown, Mark Brown, Anna Johnson, LWF VTP, Yousef Shalian, Ulrika Lagerlof, Therese Gustafsson, Danae Hudson

Map Source, Designer and Publisher: PalMap / Good Shepherd Engineering & Computing

Design and Printing: Turbo Design |  turbo design |

The Lutheran World Federation (LWF)

is a global communion of Christian churches in the Lutheran tradition. Founded in 1947 in Lund, Sweden, the LWF now has 142 member churches in 79 countries all over the world representing over 70 million Christians.

The Lutheran World Federation Department for World Service (DWS) is the relief and development arm of the LWF. Drawing on a firm commitment to uphold the rights of the poor and oppressed, DWS works in 33 countries with local and international partners to alleviate suffering, combat injustice and poverty, and lay the foundation for a life in dignity for all.

The LWF is a founding member of the ACT Alliance (Action by Churches Together).

actalliance



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THE
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