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**World Service**  
**Jerusalem**



**2016** Annual Report

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## FOREWORD

The humanitarian challenges across the West Bank and Gaza continued to be tied in 2016 to policies and practices of the Israeli occupation and the ups and downs of political efforts to resolve the Palestinian-Israeli conflict. While Palestinian and Israeli fatalities and injuries declined significantly compared to 2015, a record number of structures owned by Palestinians in the West Bank, including East Jerusalem, were demolished or seized since the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) began recording such data in 2009. These demolitions, according to OCHA, account for the highest number of displaced persons in the West Bank since at least 2009 and add to the approximately 51,000 Palestinians still displaced as a result of the escalation in the conflict in 2014. At the same time, the expansion of Israeli settlements and restrictions that prevent Palestinians from building and using local natural resources limit economic development and employment opportunities, especially for young people.

Limitations on movement and access of people also continued to pose problems for Gaza patients needing cancer treatment at Augusta Victoria Hospital in Jerusalem. An OCHA press release from 29 December 2016 states, “Between January and October 2016, 66 per cent of the permit applications by Palestinian patients to travel via Erez for treatment outside Gaza were approved on time, down from 78 per cent during the same period in 2015.” Barriers and checkpoints throughout the West Bank, along with limitations on permits, hinder access to medical and educational facilities, diminish employment opportunities, and deepen the fragmentation of the West Bank.

The LWF and other humanitarian agencies with relief, development, and peacebuilding programs in the West Bank, Gaza, and Israel advocated in 2016 for a redoubling of efforts to find a political solution to end the conflict. The LWF Jerusalem Program and many other agencies

are confronted daily with the stark realities of a seemingly intractable conflict and witness the growing frustration and hopelessness, and are aware of the shrinking humanitarian space in which to provide assistance to Palestinians in the occupied territories. In the view of many, Palestinians and Israelis are worse off than at any point since the beginning of the occupation 50 years ago. Concern is especially high over the dire situation of children and youth across Gaza and the West Bank, including East Jerusalem, and their disillusionment growing up under prolonged occupation and in the absence of a political solution on the horizon. Many Palestinian children and youth find it very difficult to plan for their future and to have hope for productive lives. The LWF increased its assistance to young people in 2016 through its vocational training and scholarship programs. However, the magnitude of need requires much more investment in economic opportunities for youth, psychosocial support, education, health, and protection.



Looking ahead, the year 2017 marks the 500th Anniversary of the Reformation. The overarching theme of the 500th Anniversary and the Twelfth Assembly of the LWF, taking place in Namibia in May 2017, is “Liberated by God’s Grace,” with three sub-themes: “Salvation – Not for Sale,” “Human Beings – Not for Sale,” and “Creation – Not for Sale.” Four study booklets, available through the LWF, address these various themes and prompt the reader to explore how God’s abundant love for human beings frees us to do advocacy in defense of victims of injustice, care for the sick and the poor, and work to change systems that perpetuate injustice.

2017 also marks numerous milestones related to the Palestinian-Israeli conflict: 100 years since the issuance of the Balfour Declaration; 70 years since the vote on the United Nations Partition Plan;



50 years since the Israeli occupation of the West Bank, including East Jerusalem, and Gaza; and 30 years since the beginning of the first intifada.

The LWF Council, meeting in Wittenberg, Germany, in June 2016, stated that it “continues – with many people of good will – to seek out signs of ‘hope in a hopeless situation.’” Along these same lines, in 2015 the Council called for urgent international efforts to resolve the region’s conflicts through negotiation rather than further violence; the LWF member churches to advocate with their governments to ensure constructive engagement and to address the causes of human suffering rather than addressing their effects only; respect for human dignity, equal citizenship, and freedom of religion for all people; and continued support for a two-state solution between Israel and Palestine, along the 1967 borders, as the best way to ensure the security and well-being of both states. This call includes: a) a demand for the cessation of all Israeli settlement activities in the occupied territories; b) a clear focus on the status of Jerusalem in all proposals to resolve the conflict, with special attention to the religious significance of the city; c) encouragement for member churches to confront religious movements, governments and corporations in their own contexts that directly and indirectly perpetuate the conflict; and d) support for Palestinian efforts to resolve disputes through peaceful means, including the use of United Nations bodies and other international institutions.

The United Nations Security Council Resolution 2334 (2016), adopted on 23 December 2016, condemned Israel’s “construction and expansion of settlements, transfer of Israeli settlers, confiscation of land, demolition of homes and displacement of Palestinian civilians, in violation of international humanitarian law and relevant resolutions.” The UNSC expressed “grave concern that continuing Israeli settlement activities are dangerously imperilling the viability of the two-State solution based on the 1967 lines.” At the same time, the UNSC condemned “all acts of violence against civilians, including acts of terror, as well as all acts of provocation, incitement and destruction” and reiterated “its vision of a region where two democratic States, Israel and Palestine, live side by side in peace within secure and recognized borders.” The resolution, adopted by a vote of 14 in favor, with one abstention (United States), stressed “that the cessation of all Israeli settlement activities is essential for salvaging the two-State solution”, and called “for affirmative steps to be taken immediately to reverse the negative trends on the ground that are imperilling the two-State solution.”

## AVH 2016 Cash Crisis

The Palestinian Authority (PA) continued to refer patients to LWF’s Augusta Victoria Hospital (AVH) in 2016 for cancer treatment and other treatment not available in Gaza or the West Bank. AVH experienced serious cash flow issues in 2016 due to extensive delays in payments by the Palestinian Authority to cover the costs for the cancer patients it refers to the hospital. The Lutheran World Federation (LWF), the Augusta Victoria Hospital (AVH), and the AVH board, together with LWF member churches and related agencies, continued their advocacy work in 2016 in order to address the cash flow crisis.

I am pleased to report that the United States released 25 million USD for the payment of Palestinian Authority (PA) debts to East Jerusalem hospitals early in 2017. AVH received over 11 million USD on 22 January 2017, reducing by approximately 30% the amount of money owed to AVH by the PA for the treatment of Gaza and West Bank patients referred to AVH by the PA. AVH received over 9,270,000 Euros in August 2016, representing AVH’s share of the European Union grant towards East Jerusalem Hospitals’ Network against PA receivables.

Many thanks to everyone who advocated on behalf of the funding for AVH and the East Jerusalem hospitals! Your efforts are much appreciated. Once again we have avoided any interruption to the life-saving cancer and kidney treatment provided by AVH. The bipartisan support for the release of the U.S. funding was important and will be helpful later in 2017 when the matter will most likely come up again.

**Despite the US and EU payments, the debts of the Palestinian Authority remain at unacceptably high levels.** The LWF will continue to carefully monitor these and other developments affecting the ability of the PA to cover the costs of its referrals to all East Jerusalem hospitals, including AVH, and is encouraging advocacy by friends and partners. Substantial funding from the European Union and the U.S. and regular payments from the Palestinian Authority are needed in 2017 to ensure that there is no interruption of treatment for West Bank and Gaza cancer patients and other patients served at AVH and other East Jerusalem hospitals.

Please encourage your elected officials to visit Augusta Victoria Hospital if they are coming to Jerusalem in 2017 and to see for themselves the development of AVH as a cancer center and what that means in the lives of so many West Bank and Gaza Palestinians.





Khalil Sa'adeh from Jerusalem (right) with nurse Gannet Kasa (left) in the Skilled Nursing and Long-Term Care Center of Augusta Victoria Hospital. Gannet is a practical nurse originally from Ethiopia and has been working for AVH since 1992. Gannet collaborates with health team members to facilitate positive patient care outcomes and provides a full range of nursing care to patients with a variety of physical problems.

## Mount of Olives Building Projects

Work on obtaining the building permit for the **Elder Care and Palliative Medicine Institute (ECPMI)**, proceeded in 2016 and will most likely be issued in the second half of 2017. Depending on fundraising efforts, construction could begin as early as 2018. The ECPMI will focus on the treatment of serious illnesses and the alleviation of their side effects.

An ECPMI Due Diligence Report/Feasibility Study was developed and issued by PricewaterhouseCoopers in May 2016 in cooperation with LWF/AVH staff. The completion of the PWC report establishes firm ground for fundraising.

The Elder Care and Palliative Medicine Institute, to be a wing of Augusta Victoria Hospital (AVH), will help to meet the pressing need for additional healthcare facilities for elderly Palestinians. The ECPMI will build on existing expertise of AVH's Skilled Nursing and Long-Term Care Center by providing 144 additional beds and four new departments. The ECPMI will employ approximately 300 staff, provide space for specialized training for healthcare professionals, and build the capacity of the Palestinian health

system in geriatric care. It will rely on specialized services already available at AVH to provide medical treatment, as required, for its patients.

Planning for the **Mount of Olives Housing Project (MOHP)**, to be located on the western slope of the Mount of Olives property, is proceeding and a number of hurdles related to licensing were cleared in 2016. The proposed project would offer between 85 and 115 affordable housing units, including guest housing, independent living, staff housing, and assisted living.

PricewaterhouseCoopers issued a feasibility study in relation to the MOHP on 16 May 2016. The study confirms the assumptions that there is a shortage of affordable housing in Jerusalem. It furthermore notes that many Christians desperately need adequate housing and that the project is timely, to preserve the Palestinian Christian community in Jerusalem. The study shows that the project is financially viable. Even with a rental level at 60% of the current market rate in Jerusalem, there will be no need for financial subsidies to cover operating costs from year one of operation.



## Highlights of 2016

AVH celebrated the renovation of its operating rooms and inpatient surgical ward, the establishment of a Diabetes Care Center, and the inauguration of its Bone Marrow Transplantation unit in 2016. (see pages 8-11)

The AVH Infection Control team held a hand hygiene awareness campaign in cooperation with the WHO "SAVE LIVES: Clean Your Hands" campaign. (see page 20)

AVH opened the "Persistence School" inside the hospital in support of the children treated at AVH on a long-term basis for chronic illnesses. (see page 18)

The LWF Vocational Training Center in Beit Hanina, East Jerusalem, hosted a career orientation and sports summer camp during the period 13-18 August 2016. (see page 33)

The first phase of the renovation of the multi-purpose sport field was achieved in cooperation with the GIZ Sector programme Sport for Development, implemented on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). Many

Photo: LWF/K. Baldrige



The Joint Commission International re-accredited AVH in May 2016.

thanks also to Canadian Lutheran World Relief (CLWR), Daniel Sullivan and Annelisa Steeber, Barry George, and the Permanent Qatari Committee for their substantial support of the project! The celebration took place on 21 April 2016.

The inauguration of the second phase of the renovation of the multi-purpose sports facility at the LWF Vocational Training Center took place on 17 November 2016. The renovation of the changing rooms and exercise room was achieved in cooperation with Canadian Lutheran World Relief.

A new apartment was added to the LWF Guest House on the Mount of Olives campus in 2016 and the Guest House itself was refurbished in early 2017. It is an inexpensive and relaxing place for pilgrims and tourists exploring Jerusalem.

Photo: LWF/S. Cox



Photo: LWF/M. Brown



Photo: LWF/M. Brown







## Looking ahead to 2017

The **Outpatient Oncology (Chemotherapy) Department** was in need of refurbishing and equipment upgrades. The renovation of this department began in November 2016 and will be accomplished in 2017 with funding from the OPEC Fund through the United Nations Development Programme (UNDP). A second phase of renovations will include the outpatient treatment and triage area and will begin in the second half of 2017.

In the **Radiation Oncology Department**, AVH will replace an aging medical linear accelerator and add a third one in the second half of 2017. Funding for the two new machines will be from the Saudi Fund. The United Nations Relief and Works Agency (UNRWA) will be responsible for the procurement of the machines. AVH is the only hospital in Gaza and the West Bank, including the East Jerusalem hospitals, to offer radiotherapy for the treatment of cancer.

With the funding support of the Government of Germany and the Islamic Development Bank, and with the cooperation of Bread for the World, AVH will install a **PET/CT** in the second half of 2017. There are no PET/CT scanners in Gaza or the West

Bank, including the six Palestinian hospitals in East Jerusalem. Positron emission tomography (PET) uses small amounts of radioactive materials called radiotracers, a special camera, and a computer to help evaluate organ and tissue functions. By identifying body changes at the cellular level, PET may detect the early onset of disease before it is evident on other imaging tests.

Construction for an outpatient, **daycare center for adult dialysis** will begin at AVH in the second quarter of 2017. This new center will provide 16 dialysis stations and construction will be made possible with grants from the Islamic Development Bank (IDB) and the Welfare Association.

AVH also plans in 2017 to renovate the north wing of the 3rd floor of the hospital with funding from the Islamic Development Bank in order to open a **pediatric palliative medicine unit**, thereby expanding the services of the AVH pediatric oncology unit.

Renovation of the **theater/multi-purpose hall** at the Vocational Training Center in Beit Hanina began in late 2016 and will be completed by the end of March 2017.

## Vocational Training Program (VTP)

On Saturday, 28 May 2016, the Lutheran World Federation Vocational Training Program (VTP) celebrated the graduation of its 64th class. The class of 226 graduates, including 60 females, joined the ever-growing alumni community of the VTP.

The VTP also implemented a project in 2015-2016 in partnership with the Youth Development Department - Arab Studies Society (YDD), with the support of the Arab Fund For Economic and Social Development through the Welfare Association, to train 150 youth who had dropped out of school in East Jerusalem. The students were trained in auto-electronics, auto-mechanics, carpentry, aluminum works, air conditioning, catering, and hairdressing. The project concluded in February 2016 with a celebration in Jerusalem.

(Please see pages 26-41 for information about the Vocational Training Program.)



Sabrine Issa speaking on behalf of 2016 VTP Graduates.



Photos: LWF/K. Baldrige

## Thank you!

On behalf of the LWF Jerusalem Program I would like to extend my thanks to churches and related agencies, friends, and colleagues around the globe who supported our diaconal work in 2016. Thank you for your solidarity and encouragement over this past year.

**Rev. Mark B. Brown**

Representative, Jerusalem Program  
The Lutheran World Federation

## 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](http://www.actpalestineforum.org) and click on "Prayer Vigil for Middle East Peace" for updates and more information.**



# Augusta Victoria Hospital Serious Medicine... Caring Staff



**Augusta Victoria Hospital (AVH)** is a program of the Lutheran World Federation World Service in Jerusalem. Following the war in 1948, AVH entered into a partnership with the United Nations Relief and Works Agency (UNRWA) and became the primary medical facility in Jerusalem caring for Palestinian refugees. Continuing this legacy of serving those who are most in need, many of the patients at AVH today still rely on social assistance as they come to AVH for lifesaving treatment and care.

Throughout its many years of serving the local Palestinian population, AVH has transitioned from a general hospital, to secondary care, and today is becoming a highly specialized center of medical excellence. Complementing the specialized care provided at the AVH Mount of Olives campus, the hospital runs community-based health outreach programs that focus on health education, screening, and early detection in underserved rural communities.

AVH's specialized care centers strategically focus on treatments that are currently unavailable at a majority of Palestinian hospitals. AVH is the only place for all Palestinians from the West Bank and Gaza to receive radiotherapy treatment, and the only place for pediatric hemodialysis care for Palestinians from the West Bank.

In 2016, AVH was re-accredited with **Joint Commission International (JCI)**. JCI is a US-based body that assesses hospitals and health care facilities globally.

CEO **Walid Nammour**  
and Chief Operating  
Officer **Atif Al-Rimawi** led

2016	
Licensed inpatient beds	118
Licensed ambulatory beds & stations	52
Number of staff	403
Number of inpatient admissions	12605
Number of dialysis sessions	22716
Number of chemotherapy sessions	20088
Number of radiation sessions	25585

AVH through this rigorous process that examines every level of quality assurance and patient safety within the hospital. This accreditation, valid for three years, is the first for all hospitals in the East Jerusalem Hospital Network. Nammour says, "We are the first to be accredited and we continue to be the lead in terms of quality and safety of patients."

Arising out of AVH's commitment to growth and innovation, the next major project of the hospital will be to add a wing for Elder Care and Palliative Medicine in order to expand its services to elderly Palestinians and to build upon existing services and expertise available at the hospital.

The specialty care centers and departments at the hospital are:

- The Cancer Care Center
- The Hematology and Bone Marrow Transplantation Center
- The Kidney Care Center
- The Surgery and Ear, Nose, and Throat Care Center
- The Community Care Department (Diabetes Care Center, Mobile Mammography Unit, and Mobile Diabetes Unit)
- The Specialized Center for Child Care
- The Skilled Nursing and Long-Term Care Center
- The Laboratory Medicine Department (Bone Marrow Transplantation, Clinical Lab, Pathology Lab, and Molecular Lab)
- The Diagnostic Radiology Department

Photo: K. Brown





## Ribbon Cutting Ceremony Marks Reopening of Surgical Department



During a ribbon cutting ceremony in July 2016, AVH CEO Walid Nammour spoke to representatives of the donors, AVH staff, and AVH Board members about the significant improvements to the AVH Surgical Department.

Photo: LWF/K. Baldrige

July 12, 2016, was a day of celebration for AVH as the newly refurbished Surgical Department was dedicated. The Surgical Department includes one pre-operation room, two operating rooms, one post-operation recovery room, a new sterilization autoclave, and the inpatient surgical ward consisting of 16 surgical inpatient beds and a nursing station. The sterilization autoclave, which employs the use of steam to sterilize medical equipment and tools, is now located directly above the operating rooms. This change is a significant improvement to the layout of the operating rooms. Now, the sterilized equipment and materials can be delivered via special elevator to the surgeons directly below before use, streamlining the process for staff and ensuring high quality care for surgical patients.

For the past decade, AVH's surgical department has specialized in oncology related surgeries and ear, nose, and throat surgeries. The Surgical Department is a critical part of the comprehensive

cancer care available to patients who come to AVH for treatment.

The renovation of the operating rooms and sterilization autoclave was made possible through support from the **Islamic Development Bank**, represented by Mr. Hani Abu Diab in the ribbon cutting ceremony.



The **Norwegian Ministry of Foreign Affairs**, represented by Norway Representative to the Palestinian Authority Mr. Hans Jacob Frydenlund, provided the funding for the renovation of the inpatient surgical ward, through **Norwegian Church Aid**.



# Restoring Hope and Reviving Dreams: New Bone Marrow Transplantation Unit Officially Opened

On April 6, 2016, Augusta Victoria Hospital and USAID celebrated the inauguration of the new Bone Marrow Transplantation Unit. USAID's \$2.9 million contribution provided Augusta Victoria Hospital with the essential equipment needed to operate the unit and intensive advanced training for its staff members to run the newly established Bone Marrow Transplantation Unit (BMT Unit).



The ribbon-cutting ceremony was well attended by AVH staff, doctors, and administrators from other East Jerusalem hospitals, church leaders, representatives of various NGOs, and other community members. The governor of Ramallah and Al Bireh, Dr. Leila Ghannam and former Prime Minister of the Palestinian Authority, Dr. Salaam Fayyad also attended. Several speeches were made in honor of the celebration. Speakers included Bishop Dr. Munib Younan, Bishop of the ELCJHL; Walid Nammour, CEO of AVH; and R. David Harden, USAID Mission Director. In his address to the dignitaries present, Bishop Younan honored the memory of the late Dr. Tawfiq Nasser, former CEO of AVH, whose leadership helped shape the specialized medical expertise offered at the hospital.

The ceremony featured an 'oud performance by Ghidian Qaymari. Nineteenth century writer Muhammad Shihab al-Din wrote that the music of the 'oud "places the temperament in equilibrium" and "calms and revives hearts". "It is important to understand the science and medical expertise behind the BMT program, and it is important to appreciate the caring and compassionate environment that AVH seeks to create for its



R. David Harden, USAID Mission Director, expressed his support for the partnership with Augusta Victoria Hospital and affirmed the common commitment to professional and compassionate care. Photo: LWF/K. Baldrige

patients," Rev. Mark Brown, LWF Jerusalem Program Representative, said. "It is altogether fitting that the sound of the 'oud sets the tone for our celebration today of the new BMT unit that has the potential to restore hope and revive dreams."

The USAID support of the BMT program builds on the previous strategic investments of USAID, most notably the medical linear accelerator that was inaugurated in 2011 and provides life-saving radiation treatment to cancer patients from Gaza and the West Bank.

"This USAID grant toward the Augusta Victoria Hospital Bone Marrow Transplant Program is a true model for capacity building: not only did it provide the state of the art equipment, but it also built our capacity at the human skills level in a comprehensive and intensive manner," stated Mr. Nammour.



Mr. Nabil Zughayar

Photo: LWF/K. Baldrige

## Diabetes Care Center Dedicated

On 6 April 2016, AVH dedicated the newly refurbished Diabetes Care Center on the Mount of Olives campus in Jerusalem. The refurbishment of the center was funded by Mr. Nabil Zughayar, President of the Palestine Diabetes Association.







## Refurbished **Diabetes Care Center** Serves Community



AVH-Diabetes Palestine

The newly renovated Diabetes Care Center on the Mount of Olives serves as the center for all education, preventive services, screening, diagnosing, and treatment of diabetes for AVH patients. The Diabetes Care Center, under the leadership of director **Ahmad Abu-Halaweh**, has adopted a “Comprehensive Care Model” for the prevention and treatment of diabetes that he hopes will become a model for combating preventable non-communicable diseases within the entire framework of the Palestinian Ministry of Health (MoH). Diabetes affects approximately 14.5-20% of the population within Palestine, compared with a global average of 7-8%.





Photo: LWF/M. Brown

Abu-Halaweh, who just celebrated 20 years of working at AVH, speaks about “closing the circle” when it comes to dealing with non-communicable diseases like diabetes within the Palestinian community. The “Comprehensive Care Model” seeks to provide all necessary resources for prevention, management, and treatment for diabetes patients. Abu-Halaweh has been developing AVH’s diabetes care program since 2002 and his years of experience in community health have revealed many important factors to creating a successful program.

As always, there are areas for growth, but Abu-Halaweh is very proud of the new center and believes that the impact that it has had already is very positive. He hopes to be able to add spaces for food preparation and nutrition education as well as shoemaking to the center in alignment with the model of comprehensive care.

The Diabetes Care Center staff, both onsite and through the mobile clinics, provide education, training, and resources to rural MoH and UNRWA clinics throughout the West Bank to increase the capacity of local clinics to deal with diabetes. One example of this is the area of diabetic foot care, which did not exist nationally before AVH developed a program. In many high risk communities, the services offered by MoH clinics are very basic and Abu-Halaweh believes that it is in line with AVH’s mission to help serve the Palestinian population by dispersing their knowledge and resources throughout these communities.

The treatment of non-communicable diseases in a community health setting differs from other types of medical treatment and Abu-Halaweh highlighted that having the new Diabetes Care Center located outside of the walls of AVH promotes a relaxed atmosphere for group counseling and education.

In working to “close the circle”, the Diabetes Care Center hopes to lessen the time and the complications between screening and diagnosis to management and treatment. Housing all aspects of disease prevention and treatment in one place eases the stress on patients and allows for AVH staff to accompany their patients throughout the entire process, rather than being passed from clinic to clinic.

Photo: AVH/S. Khatib



Families are often involved with a patient’s care, which gives the center an opportunity to educate more people. Abu-Halaweh mentioned a patient whose sister accompanied him to an education session about diabetes and recognized many symptoms in herself that indicated diabetes. She was immediately tested at the center and was provided options for management and treatment, all on the same day!

The new building was designed around the experience of the diabetes team and advances AVH’s goals of innovation and leadership within the Palestinian Health Care system. The focus of the Mobile Diabetes Unit and the Diabetes Care Center revolves around ensuring that patients are guided through the comprehensive model and are supported for the duration of their education, management, and treatment of diabetes. This model is also applicable to the running of the Mobile Mammography Unit.







## Mobile Mammography Unit Promotes Awareness, Education, and Early Detection

In 2016, the AVH **Mobile Mammography Unit** and the AVH **Mobile Diabetes Unit** served 170 small communities in the West Bank. As always, the focus on the mobile clinics is to serve rural and underserved communities and provide comprehensive care for all patients. The Mobile Mammography Unit, through years of working in the field of community health, has found that access, in all of its meanings, is the largest barrier to care for women. Breast cancer is the most commonly reported cancer in Palestine, yet breast cancer services are provided to only about 5% of the eligible female population. The primary question for the national health care system is “What happens to the other 95%?” There are many reasons, including time and financial resources, that make it challenging for women to go to central clinics in nearby cities or to the AVH mobile clinic when it comes to a nearby village.

The main reasons for women not doing mammography screening include: lack of knowledge and awareness about the test and treatment options; lack of access to mammography services; and overriding family priorities. Contributing to the barriers to care, many women unfortunately are caught up in the bureaucracy of the healthcare system leaving many without support or knowledge on how to continue their care. AVH and the Mobile Mammography Unit are committed to streamlining this process and ensuring smooth transitions between screening, diagnosis, and treatment.

In addition to providing nearly 2000 breast cancer screens in 2016, the mobile unit also empowered nearly 5000 women by educating them to perform self breast examinations. To promote early detection of breast cancer, the mobile unit has expanded

Many thanks to **Mr. Issam Younis**, Director General of the Al Mezan Center for Human Rights in Gaza, for this one-of-a-kind piece of art. Mr. Younis, the artist, created this image of the LWF logo from strands of Gaza wheat and presented it to the LWF in Jerusalem in appreciation especially for the caring staff of the Augusta Victoria Hospital Cancer Center. The artwork is even more stunning in person! Come to the LWF Jerusalem office (gallery!) to see it! Photo: LWF/M. Brown





“Early detection safeguards health”

Photo: K. Brown

its screening services to women in the 35-65 year age range. In some cases, in order to facilitate access, the AVH mobile clinic team will go to a woman's home and bring her to the mobile clinic.

In line with the AVH comprehensive care model, the mobile clinic has reduced the time from screening to treatment from approximately two months to less than two weeks. In 2016, the average time between the mammography screening and results was eight days. In the cases where breast cancer was diagnosed, on average, treatment was started within one week. This is something that Abu-Halaweh and the Mobile Mammography Unit would like to improve upon and are hoping to procure a digital mammography machine in the near future. The model AVH created together with our partners in Health Work Committees in 2016, with support from UNFPA, will be presented

to the Palestinian Ministry of Health in order to demonstrate the significant improvement in the process of breast cancer screening, diagnosis, and management and to make the case for adoption of this model nationwide.

Currently, the AVH mobile unit is still using an analog machine. This means that the images that are taken need to be physically brought to AVH to be read, which doesn't happen until the end of the work day. With the addition of a digital mammography machine, the scans could be instantly sent to AVH to be read online which would serve to decrease the times between screening and diagnosis, and diagnosis and treatment. Also, digital mammography detects cancer cells in earlier stages than analog mammography. The current system allows for about 12-15 women to be screened per day and a digital machine would increase that to 25-30 women per day.





# AVH Experience in **Elder Care and Palliative Medicine** Provides Solid Basis for Expanding Its Services

In July 2016, AVH completed its refurbishment of the **Skilled Nursing and Long-Term (Sub-Acute) Care Center** for geriatric patients. This department was in need of remodeling and the basic improvements included new tiles, new sinks, new windows, fire-system, and air conditioning. Funding for the 2016 renovations was through individual donations and **Al-Nour Charitable Foundation**.

The Skilled Nursing and Long-Term Care Center at AVH is the foundation of the **proposed Elder Care and Palliative Medicine Institute (ECPMI)**, a project that will meet the pressing need for additional healthcare facilities for elderly Palestinians. The ECPMI will build on the existing expertise of AVH's Skilled Nursing and Long-Term Care Center by providing 144 additional beds and four new departments. The ECPMI will employ approximately 300 staff, provide space for specialized training for healthcare professionals, and build the capacity of the Palestinian health system in geriatric care.

AVH has considerable experience in serving the elderly and providing palliative care through its Skilled Nursing and Long-Term Care Center. In 2009, AVH, in partnership with Canadian Lutheran World Relief (CLWR) and the Canadian International Development Agency (CIDA), expanded its Skilled Nursing and Long-Term Care Center. The ward grew from its original size of 13 beds, which had opened in 1998, to 25 beds by reconstructing a section of the third floor of the hospital. This renovation was undertaken to meet

the consistent, increased demand for additional space for patients.

AVH's Skilled Nursing and Long-Term Care Center is consistently at 100% occupancy. Because the local demand for space is so high, it has been the experience of staff at AVH that when there is a vacancy, it is filled immediately with a new patient. The urgent need for a geriatric care facility, such as the proposed ECPMI, was identified by AVH through its Skilled Nursing and Long Term Care Center and the demand for elderly care services was confirmed by a PricewaterhouseCoopers feasibility study, presented in May 2016. The study indicated a large gap in available beds overall, and a particularly acute shortage for the East Jerusalem Palestinian population.

According to the market analysis prepared by PricewaterhouseCoopers in 2016, the current

Many patients in the Skilled Nursing and Long-Term Care Center receive physiotherapy on an ongoing basis. All patients served by this department have major medical needs requiring nursing care 24 hours a day. These patients are receiving specialized care for long-term illnesses that include cancer, stroke and heart disease, dementia, head trauma and injury, Parkinson's disease, and complications due to diabetes. Many patients require naso-gastric tubing, and typically two or more patients at any given time require dialysis treatments. The average length of stay when the ward was first expanded was over 180 days.

Photo: WCC/Sean Hawkey







demand/supply gap of elderly care beds in Jerusalem is over 1,200, and the demand is projected to increase steadily in the coming years with the growth of the elderly population. The extremely limited supply of beds currently available in East Jerusalem has meant that many families with individuals requiring higher levels of care have had to seek services in Israeli facilities. Unfortunately, this situation is less than ideal, as older adults cannot be guaranteed that they will receive care from individuals that speak their language or in ways that are culturally familiar to them.

Traditionally, caregiving for the elderly has taken place at home, by family members. Typically, the individuals responsible for caregiving would be women. Today, however, there can be serious economic consequences when Palestinian



families choose to fulfill these traditional caregiving responsibilities. For most Palestinian households, two incomes are needed to support the family, which means no one is available to care for an elderly parent who requires specialized healthcare. Many families simply cannot afford to have an income earner stay home to provide care for aging family members without major sacrifices to their income.

Because these traditional caregiving structures are changing, one of the most important strengths of the existing department and the proposed ECPMI is the rootedness in the community. Family members can visit 24 hours per day, the patients and their families can communicate with staff in Arabic, and treatment is provided by members of the community. This trust in care and treatment provides a healing and comforting environment for patients and family members. As such, the level of satisfaction of patients and family members with the department is extremely high. Because stays are long, the staff members work closely with family members and get to know patients well. There is a supportive and cheerful atmosphere in the department. The experience of AVH in elder care and palliative medicine makes it a prime institution in which to build further capacity in these areas for the Palestinian people.





# Diverse Specialists Bring to Life the AVH Motto, “**Serious Medicine ... Caring Staff**”



Photo: WCC/Sean Hawkey

## Hiba Houshieh

Hiba Houshieh, radiation therapist at the Cancer Treatment Center of Augusta Victoria Hospital, directs a radiotherapy session from her control panel. Hiba is from the West Bank city of Ramallah and has been an employee of AVH for the past seven years.

She helps to treat cancer using a medical linear accelerator, administering prescribed doses of radiation to affected body parts according to established practices and standards.

“Radiation therapy is a very technical field, but beyond the technicality is the emotion associated with it. Every patient has a different story to tell and each one is meaningful. We as therapists are with the patients every day throughout their course of treatment and relationships are formed in which we learn about them and their lives outside of their diagnosis. They develop a deep sense of trust with all the team members that are part of their care. We are a critical part of their support network. The joy in seeing patients come back for follow-up, cured or in remission, and how happy they are to be done with their treatments is one of the best parts of the job.”

## Manar Salameh and Caroline Hajal

Manar Salameh (left) and Caroline Hajal (right) discuss which dilution to use from the stem cell product after collection for the flow cytometry in the AVH Molecular Lab.

Manar Salameh, a molecular laboratory technologist from Jerusalem, has been working at AVH for the past three years. She is responsible for the flow cytometry in the molecular lab. Flow cytometry is used to calculate normal and abnormal cells and helps to diagnose health conditions, especially diseases of the blood, such as leukemia.

Manar loves her job because it helps detect cancer at early stages and loves AVH for its friendly environment.

Caroline Hajal is a clinical lab technologist. She is from Bethlehem and has been working at AVH for the past three years. She conducts laboratory tests that aid in the detection, diagnosis, and treatment of disease. She collects samples of blood, labels them, and conducts simple tests on them. She sterilizes instruments; prepares, stains, and labels slides; and keeps detailed records of tests. She also performs tests involved in blood banking.

Caroline joined AVH because she wanted to further develop her career.

With the opening of the Bone Marrow Transplantation Department, Caroline is aiming to pursue that goal by doing tests related to BMT, such as apheresis.

Photo: LWF/M. Brown





## Falastine Dirgham

Wajed Wouredat, age 11, is attended by nurse Falastine Dirgham in the Pediatric Dialysis Department of Augusta Victoria Hospital. AVH is the only hospital providing pediatric hemodialysis for patients in the West Bank with renal deficiency.

Falastine enjoys working closely with her patients and is rewarded by the comfort and support she is able to provide. She did not intend to study nursing, but it did not take long for her passion and skill in the field to emerge. She has been working with AVH since 2011 and enjoys the daily challenges of working in medicine. She says, "Everyday I am challenged to find valid answers to my patients' questions, to find solutions to every problem

Photo: WCC/Sean Hawkey



they encounter, to explain procedures, and to find ways for my patients to benefit the most from the time they spend in dialysis. Since I am in close contact with the patients and I spend many hours with them, my main objective is to analyze and understand their needs and fulfill them."



Photo: WCC/Sean Hawkey

## Nader Ayesh and Issa Khair

Nurses Nader Ayesh (left) and Issa Khair (right) pause together in the Pediatric Dialysis Department of Augusta Victoria Hospital. The hospital provides hemodialysis for patients in the West Bank with renal deficiency.

Nader Ayesh is a Staff Nurse in the Dialysis Department. He is from Bethlehem and has been working at AVH since 1996.

Nader assists patients living with kidney failure by starting and monitoring their hemodialysis treatment. He must continuously keep a close

watch on the equipment readings for the patients and work closely with other medical staff to ensure that patients are comfortable and safe while undergoing hemodialysis. Nader's father, a nurse, inspired him to pursue this profession. He feels that it is a job that never stops giving and says, "I feel so good inside when I see improvement in my patients."

Issa Khair, from Beit Sahour, has been working at AVH for 13 years. His current position is as an Aide Nurse in the dialysis department. Issa is grateful that his job allows him to support patients and families during vulnerable times. As an Aide Nurse, he provides comfort and security for patients and families and feels there are few jobs that are as rewarding in this way.



Photo: WCC/Sean Hawkey

Yusra Darabee, 16, is attended to by nurse Nader Ayesh in the Pediatric Dialysis Department.



## New AVH School Provides Continuation of Education for Children with Chronic Illnesses

In November 2016, AVH celebrated the opening of a school within the pediatric ward of the hospital, the first school of its kind in Palestine. The school, known as the “**Persistence School**”, helps to ensure that young patients coming to AVH will be able to continue with their studies despite prolonged and intensive treatment.

Many children are treated at AVH because it is the only hospital providing radiation therapy for cancer in the West Bank and Gaza, and the only hospital offering pediatric kidney dialysis in the West Bank. Children needing kidney dialysis come to AVH four to six times a week, often over many years, for treatment. They spend significant amounts of time away from their homes and consequently many hours away from school.

**Mohamed Qabaja**, head nurse of the pediatric department says, “Children undergoing kidney

dialysis miss two to three days of school a week. Our cancer patients stay here from one month to 40 days, at least, and therefore also miss a lot of material.”

On the occasion of the official school opening, the Palestinian Ministers of Health and Education, as well as many other honored guests, gathered in the beautiful AVH courtyard to celebrate this innovative way that AVH is continuing to provide holistic health care for the patient. AVH CEO **Walid Nammour** said, “My aim behind the school is to promote an understanding of human dignity for the Palestinian. It is not merely giving treatment to a child who would then end up illiterate. It is a comprehensive approach that reflects our commitment to nurturing the Palestinian individual.”



The “Persistence School” is part of the Palestinian Ministry of Education system and employs four full-time teachers, in addition to volunteers. The school provides the young patients with a routine and a positive environment for learning that helps to establish some normalcy in their lives even as they struggle with a chronic disease.

Photo: LWF/S. Cox



# AVH Patient Assistance Fund

The Augusta Victoria Hospital Patient Assistance Fund helps support the most vulnerable patients receiving treatment at the hospital. In addition to providing the highest quality medical care, AVH aims to support patients and their families in a comprehensive manner. The Fund is designed to support AVH patients by covering their costs for transportation, shelter, and food. Because of physical and financial barriers, securing these

distances for treatment at AVH. On average, 120 beds are reserved per day. High costs of transportation and various restrictions regarding Israeli-issued medical permits is an ever-present challenge for many of our patients and having a place to stay in Jerusalem eases this significantly. Finally, the AVH Patient Assistance Fund helps subsidize the cost of the hospital's food service, ensuring that patients and families have access



Danish singer and rapper Shaka Loveless plays with a pediatric patient during a visit to Augusta Victoria Hospital in September 2016. Loveless serves as an Ambassador for DanChurchAid (DCA) and while at AVH met and sang for some patients and their families. Although he sang in Danish, the music was felt and appreciated by everyone.  
Photo: LWF/M. Brown

three basic items can become another stress to families already dealing with the hardship of a loved one's illness. The Fund helps to alleviate some of these stresses and ensures that all of our patients are cared for with dignity.

The dedicated psycho-social staff helps to determine which patients/families qualify for the Fund's assistance. AVH staff persons consult with patients and their families to determine their specific needs. Through the Fund, AVH is able to provide a daily busing system that assists patients and families traveling from the West Bank to Augusta Victoria Hospital, with additional transportation available for patients and companions traveling to and from Gaza. The Fund helps to pay for accommodations at a nearby hotel for patients and their families traveling long

to affordable, nutritious meals over the course of their stay in Jerusalem.

**Donations from individuals and churches to the AVH Patient Assistance Fund provide these necessary services to AVH patients (see page 43).**

"Thanks to these people, patients can focus on what brought them to the hospital in the first place, instead of worrying that they might place a burden on their family," says Mr. Walid Nammour, AVH CEO. "There is greater need than the Fund can accommodate, but we will not turn patients away." The European Union, along with the Swedish and Danish Governments, have contributed to a special UNDP program to support Palestinians in and around Jerusalem who, because of the political situation, are not entitled to any kind of medical insurance coverage or social support.



# AVH Participates in “Clean Care is Safer Care” Initiative

In 2005, the **World Health Organization** (WHO) launched a global call to action for health workers, ministries of health, leaders, and patients entitled “Clean Care is Safer Care”. In 2008, AVH became one of the first hospitals in Palestine to enroll in this initiative and once again promoted the program on 5 May 2016 with the “**SAVE LIVES: Clean Your Hands**” campaign at the hospital.

The initial focus of “Clean Care is Safer Care” was to promote best practices for hand hygiene globally at all levels of health care as the first step in ensuring high standards of infection control and patient safety. Reducing healthcare associated infections (HCAI) is a primary concern of the initiative. Hundreds of millions of patients are affected each year by HCAI, which can lead to mortality and financial losses for health systems, both in developed and developing countries.

Hand hygiene is considered to be the primary measure for reducing HCAI and the ongoing vision of “Clean Care is Safer Care” is to make all aspects of infection prevention and control a priority in health care everywhere. AVH participated in this initiative by engaging all of the infection prevention officers from each hospital department to provide creative ideas to promote hand hygiene and to involve hospital staff, as well as patients and families.

AVH staff demonstrate best practices for hand hygiene in the corridor of the hospital as a reminder for staff, patients, and companions as part of the “Clean Care is Safer Care” initiative of the World Health Organization. Shown here from left to right are Staff Nurse Sari Abu Hanieh, Surgical Department; Infection Prevention Nurse Tahreer Taha; and Staff Nurse Waseem Salahat, Skilled Nursing Department. All three nurses have the role of Infection Prevention Officers in their respective departments.

Photo: AVH/D. Nasser







## Volunteer Hospitality Program at AVH Fosters Welcoming Atmosphere

On 15 September 2016, AVH launched a **Patient Hospitality Program** with the help of community volunteers. The Patient Hospitality Program serves patients and their companions arriving at the hospital for appointments and treatment. Trained volunteers move throughout the hospital offering a light breakfast item or snack, a cup of coffee or tea, all free of charge, in order to help make patients and companions feel welcome and cared for.

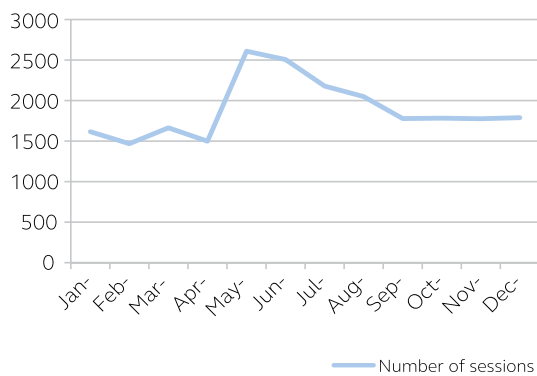
The program connects the hospital with local volunteer organizations and engages youth in meaningful service to their community. The program currently operates five days a week and serves approximately 200 patients and their companions each day. The program was made possible by funding through a grant from the **United Nations Development Programme** (UNDP).



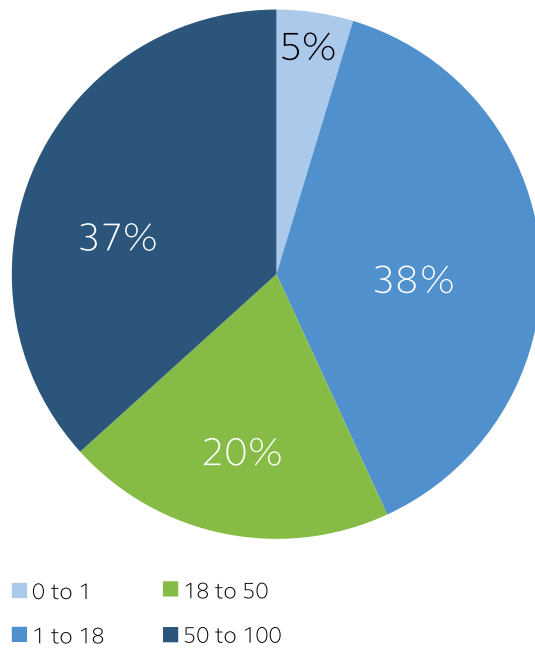


# AVH STATISTICS 2016

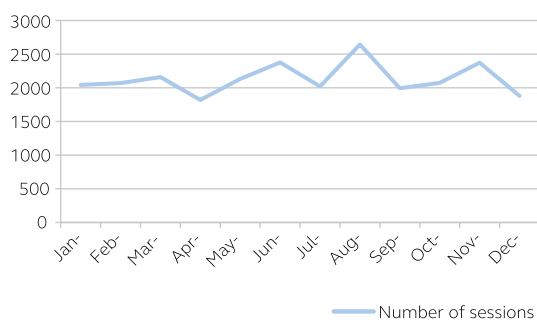
### Dialysis Treatment by Month



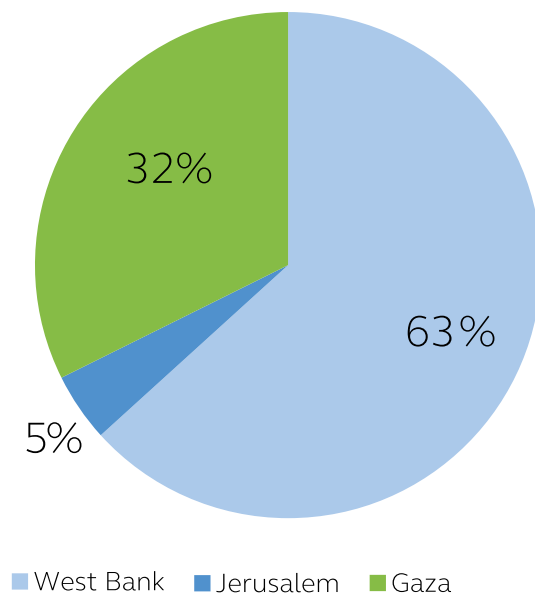
### 2016 Dialysis Sessions by Age



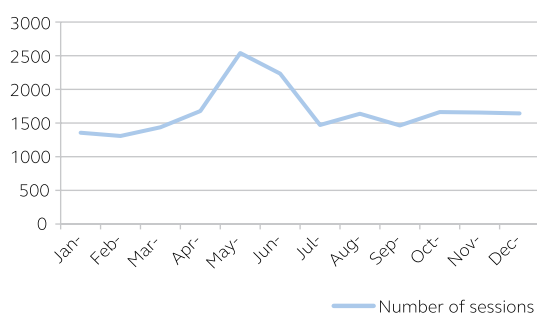
### Radiotherapy Oncology by Month



### 2016 Chemotherapy and Radiotherapy Sessions by Area



### Chemotherapy Treatment by Month





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\*Completed service on the AVH Board in 2016

\*\*Joined the AVH Board in 2016

\*\*\*Completed service as LWF Special Representative in 2016

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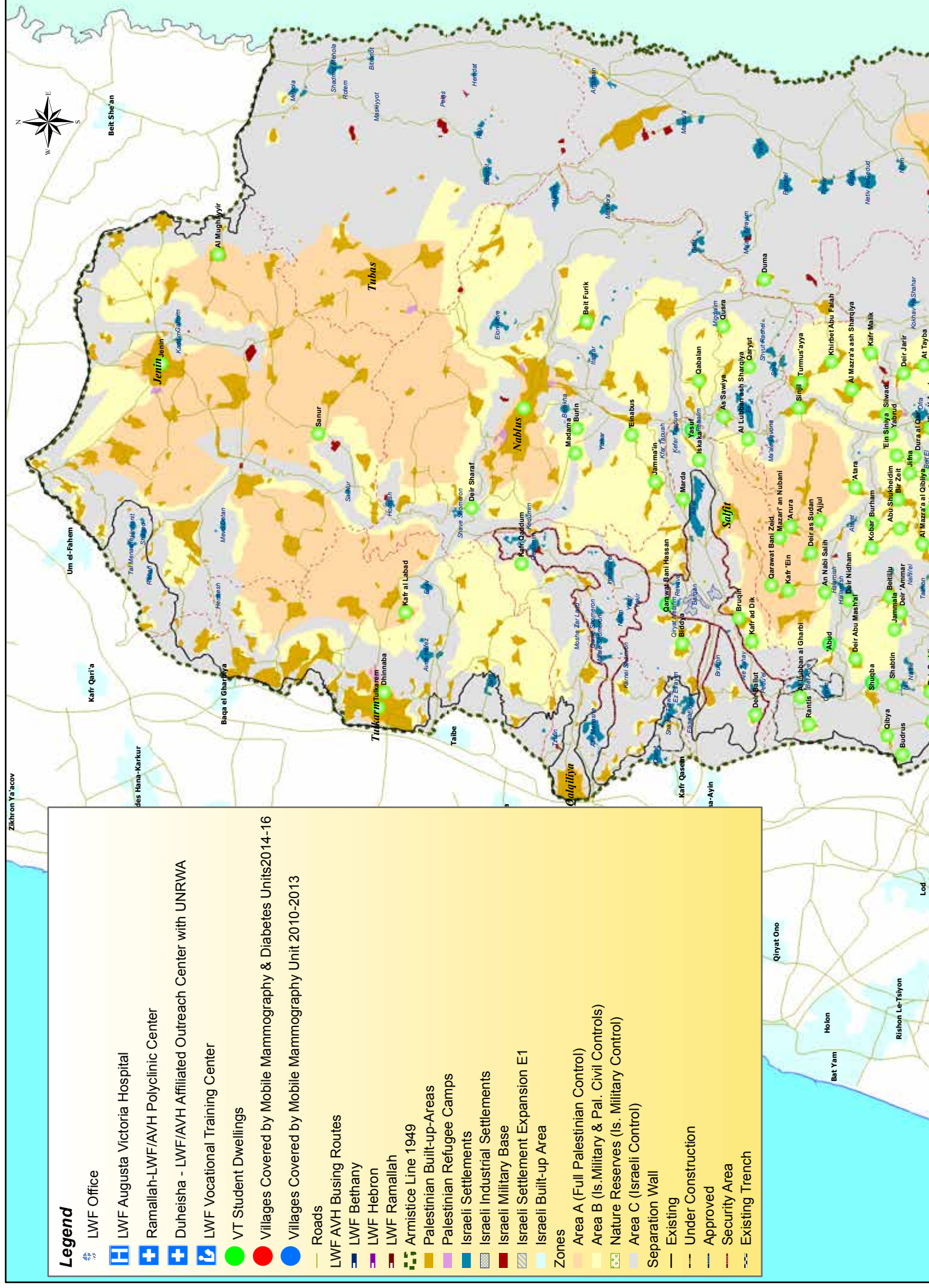


Ms. Leni Björklund and Mr. Robert Granke

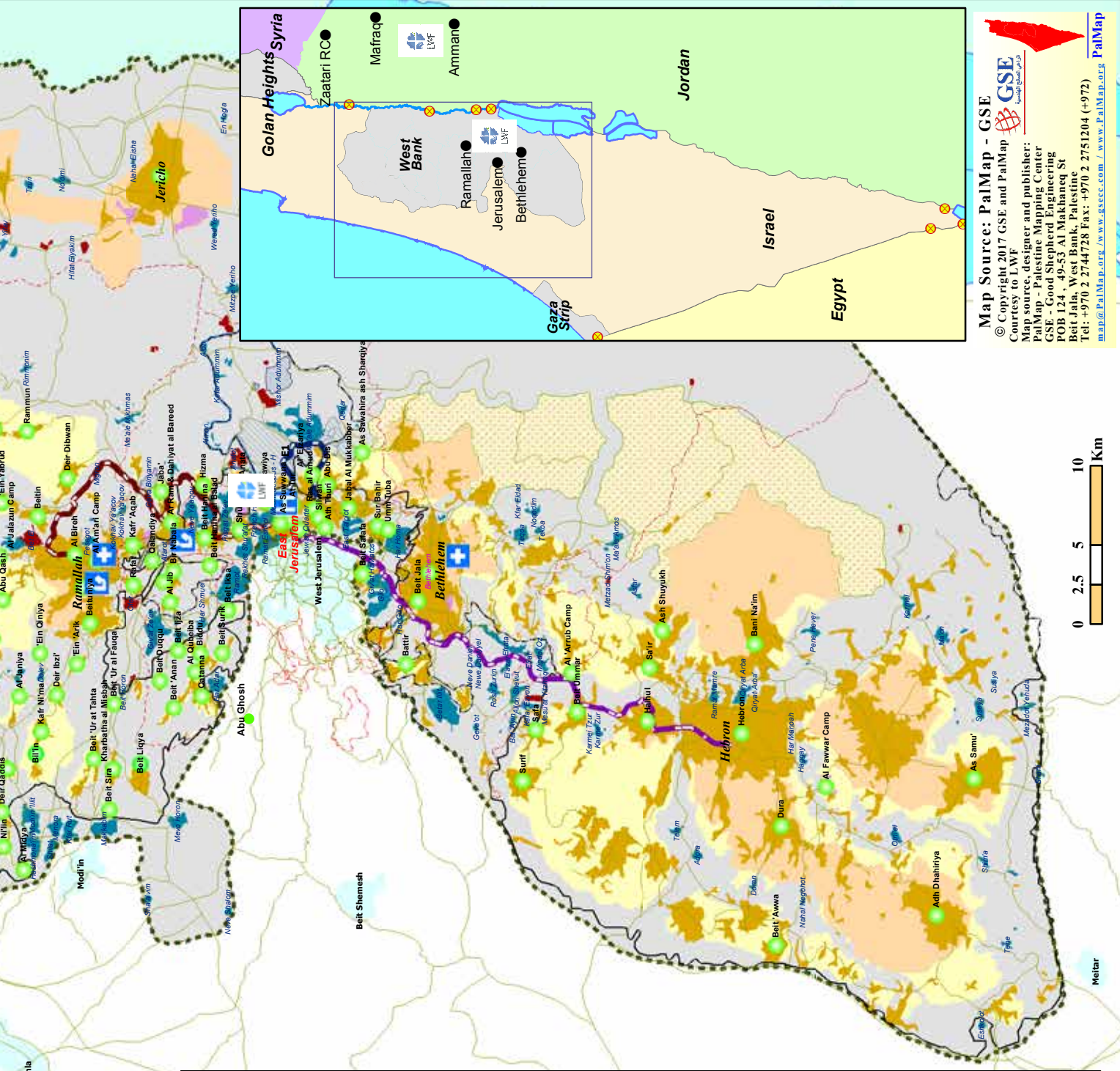
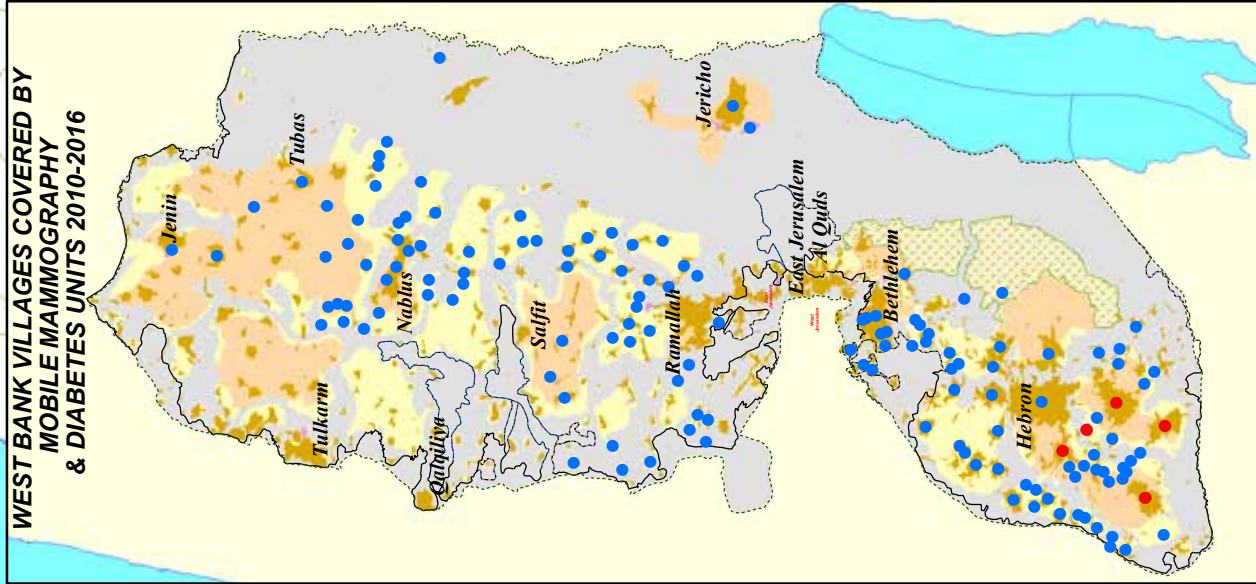


Dr. Kirsten Lee and Ms. Gunvor Kronman

Photos: LWF/M. Brown

**LWF JERUSALEM PROGRAM ACTIVITIES 2016**







## dTV

## Vocational Training Program Empowering Youth, Building Civil Society

The Vocational Training Program (VTP), a longstanding project of the LWF Jerusalem Program, has provided vocational training to Palestinian youth since 1949. The VTP, which began on the grounds of Augusta Victoria Hospital, originally offered 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 it continues to operate today.

In 2000, the VTC became a co-ed institution and began training women in the profession of telecommunications. Since then, nearly 600 women have graduated from the VTP.

In 2004, construction of the Israeli-built separation barrier between the West Bank and Jerusalem began. This prevented access to the VTC in Beit Hanina for many students coming from the West Bank and the VTP immediately addressed this issue by expanding the program. In the fall of 2004, a new training center in the industrial zone of the West Bank city of Ramallah was added and began offering numerous vocations, including carpentry, auto-mechanics, aluminum work, and telecommunications. The LWF established the VTCR with a focus on the concepts of apprenticeship and satellite outreach to small and isolated villages.

The program is continually searching for ways to increase the outreach to women. In 2012, the VTP opened three new departments: catering and craftwork departments at the VTC and a vocational secretary department at a branch of the VTCR in downtown Ramallah.



Photo: LWF/K. Baldrige

### LWF VTP by the Numbers in 2016

- 976** students received training through the LWF Vocational Training Program.
- 226** students graduated from the VTP.
- 124** two-year trainees continued with their second year courses at the VTC in Beit Hanina.
- 265** new students enrolled for the 2016-2017 school year, including the new 10th grade.
- 361** trainees participated in a short course or upgrade course offered by the VTP.
- 192** 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 skills.



## LWF Vocational Training Program Data 2016 (LWF VTP)

LWF VTC, Jerusalem: 2-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2016/2017 <sup>1</sup>		No. of 2016 Graduates <sup>2</sup>
		First Year	Second Year	
Auto-Mechanics	1964	18	20	<b>18</b>
Auto-Electronics	2003	20	20	<b>16</b>
Carpentry	1950	18	19	<b>19</b>
Electronics/Telecommunications (Female)	2000	3	7	<b>6</b>
Electronics/Telecommunications (Male)	2001	13	16	<b>13</b>
Plumbing & Central Heating	1988	19	21	<b>18</b>
Metalwork (Welding, Forging and Aluminum Works)	1950	12	21	<b>19</b>
		<b>103</b>	<b>124</b>	<b>109</b>

LWF VTC, Jerusalem: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2016/2017 <sup>3</sup>	No. of 2016 Graduates <sup>4</sup>
Craftwork (Female)	2012	4	<b>11</b>
Catering (Female)	2012	17	<b>14</b>
Catering (Male)	2012	10	<b>8</b>
		<b>31</b>	<b>33</b>

LWF VTC, Jerusalem: Tenth Grade

Department	Year the department was established	No. of Trainees 2016/2017 <sup>5</sup>
Tenth Grade	2016	38

LWF VTCR, Ramallah: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2016/2017 <sup>6</sup>	No. of 2016 Graduates <sup>7</sup>
Auto-Mechanics	2004	20	19
Carpentry	2004	16	13
Electronics/Telecommunications (Female)	2004	4	9
Electronics/Telecommunications (Male)	2004	17	10
Aluminum Works	2005	17	14
Vocational Secretary (Female)	2012	19	19
		<b>93</b>	<b>84</b>

Short Courses (Outreach and Upgrading)

System	Type	# of Courses	# of Trainees
Air Conditioning (VTCR)	Short Course	2	28
Auto-Mechanics (VTCR)	Short Course	1	17
Auto-Electrics (VTCR)	Short Course	2	46
Electrical Installation (VTCR)	Short Course	1	20
Mobile Maintenance (VTCR)	Short Course	1	12
Hair dressing for Males (VTC)	Short course	1	14
Building Maintenance (VTC)	Short course	2	27
Catering (VTC)	Short Course	2	37
Hair dressing for females (VTCR) Turmus Ayya – Ramallah	Outreach Course	1	18
Hair dressing for females (VTC)	Short Course	1	13
Craftwork	Short Course	1	40
Air Conditioning (VTC)	Short Course	1	17
Auto-Electrics (VTC)	Short Course	2	32
Carpentry (VTC)	Short Course	1	12
Aluminum Work (VTC)	Short Course	1	16
Electrical installation (VTC)	Short Course	1	12
		<b>21</b>	<b>361</b>

### (Footnotes)

- 1 All trainees for the 2016/2017 scholastic year as of Dec 2016
- 2 2015/2016 graduates, graduated June 2016
- 3 All trainees for the 2016/2017 scholastic year as of Dec 2016
- 4 2015/2016 graduates, graduated June 2016
- 5 All trainees for the 2016/2017 scholastic year as of Dec 2016
- 6 All trainees for the 2016/2017 scholastic year as of Dec 2016
- 7 2015/2016 graduates, graduated June 2016



# VTP Graduates Take Varied Paths to Sustainable Livelihoods

At 22 years old, **Sabrine Issa**, from Beir Naballa, was happily married with a baby girl. Tragically, after only one and a half years of marriage, her husband suffered a work accident and passed away. In most traditional Palestinian families, men are the primary financial supporters of the family unit. A few months after her husband passed away, Sabrina began to contemplate what she would do to support herself and her daughter. Her cousin introduced her to the Vocational Training Center in Ramallah and the two of them scheduled a visit.

Impressed by the LWF program, Sabrina chose the fairly new vocational secretary path, established in 2012. This program of study includes office management skills with a special focus on the administrative needs of a technical workshop, such as procurement training. She began her program in September of 2015 and worked for an insurance office in Ramallah as part of her training.

Sabrine excelled in her work in the insurance office and after graduation in June of 2016, was hired full-time by the office. During her first six months of employment, she

was promoted to be the motor insurance secretary for the whole office. Sabrina said, **“Always my relatives ask me where did you study to establish such a good career position in such a short time? The university and college students do not find work so quickly. I tell them proudly, at the VTCR”**. With the help of the training and connections made through her time at the VTCR, Sabrina is now professionally stable and financially independent, able to support herself and her daughter.



Photo: LWF/A. Khatib



**Mu'taz Sandoka**, 17 years old from Wadi al-Joz, has always had a passion for art and design. After hearing about the VTC from his uncle, a VTP alumnus himself, Mu'taz enrolled in the carpentry program in Beit Hanina. Seeing how highly skilled his son was in carpentry, Mu'taz's father decided to open up a carpentry business so that Mu'taz could continue his work after graduation. He began working for friends and relatives and promoted his work on social media sites like Facebook. His primary work is now in the workshop and he has been able to secure a very good monthly salary with his work. In gratefulness for his training and the support of the VTC, Mu'taz hopes to one day provide training for new VTC students.

Photo: LWF/A. Khatib





Photo: LWF/A. Khatib

One of the most beneficial aspects of the VTP's approach to vocational training is the emphasis on market experience and apprenticeships during the training period. In addition to the many hours spent in the classroom and workshop, each student receives "Real World" experience in a local shop, garage, or office. Often, as with 21 year old **Nadine Shweiki**, the connections made and rapport built during the apprenticeship transforms into full-time employment post-graduation.

Nadine is a 2016 graduate of the telecommunications department in Beit Hanina and is now employed by the same

communications shop where she trained. **Nadine frequently acts as the mobile phone maintenance shop's assistant manager.** The owner of the shop is working to open a second store and trusts Nadine with all aspects of running the original shop, from phone maintenance to customer service, while he is away. The holistic education -- from practical training to small business skills -- that the VTP students receive empower them to become skilled and confident in their work and provide them the tools to be invaluable members of the labor force.



Photo: LWF/A. Khatib

**Safiyeh Eid**, a 2013 graduate of the VTC in Beit Hanina, is continuing to advance her career in catering and food preparation. After Safiyeh finished high school, she earned a diploma in social work from a college in Ramallah. As is the case with many young Palestinian college and university graduates, Safiyeh found it very difficult to find work in her field.

Without work in her field, Safiyeh began to look for something to keep her busy. She heard about the VTC from her neighbors and initially joined the catering program at the VTC as a hobby. Her training period was done at the Ambassador Hotel in Jerusalem where she was trained in all aspects of food preparation and food service. The staff at the Ambassador Hotel took notice of how skilled Safiyeh is. After graduating from the

VTC, she was hired as a full-time employee and has gradually been given more and more responsibilities.



Photo: LWF/A. Khatib



With a nearly 70 year history of providing education and training to the youth of Jerusalem and the West Bank, the VTP has established important relationships with business owners in the area. **VTP graduates come highly recommended and are often requested by local shop owners.**



Photo: LWF/A. Khatib

**Ahmad Harfoush** (17 years old, from Kharbatha) began working in an automotive garage in Beitunia, an industrial area of Ramallah, after graduating from the VTCR in June. Ahmad's supervisor said, "Ahmad is one of the best workers in the garage and is always working to improve his skills. He is always smiling, which is very important for our customers. When I need a worker or workers, I always ask the VTCR to send me their students and their graduates."

**Mahdi Zayyad** (21 years old, from Anata) was working in a neighborhood vegetable shop at night. One night, while talking with his friends, one friend jokingly said to him, "Why don't you learn how to cut hair so I don't have to go to a barber shop?" Mahdi thought about this seriously and by suggestion of another friend, enrolled in the VTC's short course for men's hairdressing. This course ran for three months, with a total of 120 education hours, and was supported by the **United Nations Development Programme (UNDP)** as part of the **Deprived Families Economic Empowerment Programme (DEEP)**.

The short courses are typically followed by another three months of training in the local market. Mahdi was the recipient of a paid internship supported by UNDP that provided him a small salary as financial support during his local market training. Mahdi is currently working in a barber shop in Anata, but has plans to open his own shop soon.



Photo: LWF/A. Khatib



Photo: LWF/S. Funkhouser

**Imad Basher** has a trio of VTP students and graduates working in his carpentry shop in the south Jerusalem neighborhood of Silwan. **Tareq Obaidat**, 18 years old, is a 2016 graduate, **Ashraf Seder**, 17 years old, is a second-year student in his training period, and **Omar Halawani**, 15 years old, is a short course graduate. All three are working together in Imad's shop. Short courses, typically between 50 and 120 hours, provide another option for learning new skills or refreshing an old skill. The short courses are yet another opportunity for the VTP to serve the communities' needs and give more students opportunities for employment.





Celebrating the opening of the newly renovated sports field at the LWF Vocational Training Center in Jerusalem with Mr. Talis Zvidrins, Mr. Volker Bode, Dr. Andreas Koenig, Ms. Sabine Brickenkamp, Rev. Mark Brown, Mr. Yousef Shalian.

Photo: LWF/K. Baldrige

## LWF Opens **Multi-Purpose Sports Field** at Vocational Training Center in East Jerusalem

On Thursday, 21 April 2016, the Lutheran World Federation (LWF) and **German Development Cooperation** celebrated the opening of a freshly renovated multi-purpose sports field at the LWF Vocational Training Center (VTC) in East Jerusalem.

**Ms. Sabine Brickenkamp**, Deputy Head of Development Cooperation at the Representative Office of the Federal Republic of Germany in Ramallah and Rev. Mark Brown, LWF Jerusalem Program Representative, officially inaugurated the multi-purpose field together with LWF students, parents, coaches, and community representatives.

During the opening event, a group of specialized and professional coaches coordinated by Palestine Sports for Life ran various sport activities for students from the LWF VTC, as well as youth from neighboring communities, with the aim of introducing the VTC and the approach of using sports to enhance life skills and social competencies to the community. The invitees also

attended a tour around the VTC in order to learn about labor market demands and various career opportunities that the LWF vocational program offers.



Speaking at the ceremony, Ms. Brickenkamp said “Our support for the **Technical and Vocational Education Training (TVET)** sector in Palestine aims at increasing job opportunities and supporting youth who represent the Palestinian future.” She added, “Today’s opening and our partnership will contribute to providing better and more accessible technical and vocational education measures, and support the efforts toward empowering Palestinian youth. Sport has a great power in this regard!”

“The Lutheran World Federation’s Jerusalem Program has been running projects related to health, education, and humanitarian aid in the Palestinian Territories for over 65 years,” said Rev. Mark Brown. He emphasized the importance of the funding from the German Government and the partnership with German Development Cooperation in using sports in the context of vocational education and expressed that “it is a unique opportunity to promote TVET among young people.” Rev. Brown also expressed appreciation for the substantial support for the

project provided by **Canadian Lutheran World Relief (CLWR), Daniel Sullivan and Annelisa Steeber, Barry George, and the Permanent Qatari Committee.**

The multi-purpose sports field was chosen as a renovation project in order to provide youth with a safe space to gather, be physically active, and learn more about their career options using sports as a door opener and tool to connect with peers and mentors, and experience sports as a catalyst for career exploration and development.

On Thursday, 17 November 2016, the second phase of the multi-purpose sports field renovation was dedicated. With generous support from **Canadian Lutheran World Relief**, the LWF VTP added two locker rooms and a weight room to the facility. As a complete multi-purpose sports field, the VTP and LWF will be exploring ways to open this facility for use by the community. The inauguration was attended by the Vocational Training Advisory Board, VTC staff and students, and other supporters of the VTC.



Those gathered for the celebration on 17 November 2016 included: Director of Youth Development Department, The Orient House, Mr. Mazen Jabari; LWF Vocational Training Program Director, Mr. Yousef Shalian; National Bishop of the Evangelical Lutheran Church in Canada, The Rev. Susan Johnson; Bishop of the Evangelical Lutheran Church in Jordan and the Holy Land, Bishop Dr. Munib Younan; Canadian Lutheran World Relief Executive Director, Mr. Robert Granke; LWF World Service Regional Programme Coordinator for Middle East & North Africa, Ms. Caroline Tveoy; LWF Jerusalem Program Representative, The Rev. Mark Brown; Chairperson of the Vocational Training Advisory Board (2012-2016), Ms. Ulrika Persson; Augusta Victoria Hospital CEO, Mr. Walid Nammour; and ELCJHL Director of Education, Dr. Charlie Haddad.

Photo: LWF/S. Funkhouser





## LWF Summer Camp in Beit Hanina Provides **Career Orientation for East Jerusalem Youth**

Inspired by Mahatma Gandhi's motto: "The brain must be educated through the hand", 89 young men and women, ages 13 to 17 years, gathered from across East Jerusalem in mid-August of 2016 to take part in a week-long summer camp at the Lutheran World Federation Vocational Training Center (VTC) in Beit Hanina. The camp aimed to support their career orientation by helping them discover more about themselves and their technical skills.

During the summer camp, the 27 female and 62 male participants had the chance to go through different stages of career guidance and counseling, practice sports exercises to experience and reflect their personal and social competences, and train in one vocational workshop, such as carpentry or auto mechanics. By the end of the week, each student had completed one concrete project. "It is an exciting new approach what we have designed here," added Yousef Shalian, Vocational Training Program Director of the LWF, "we let the youth experience their skills in this one week in a very practical approach."

The LWF is committed to the empowerment of young Palestinian women and men. The Rev. Mark Brown, LWF Jerusalem Program Representative in Jerusalem, confirmed that the LWF will be organizing more camps and activities focusing on career orientation and utilizing the Sport for Development approach.

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One female participant, 16 years old, highlighted the success of the initiative, saying, "It was such an amazing experience, going into a workshop where there are normally only male students and working side by side with them. Sports made us work more as a team since we don't know each other."

Through an orientation to all workshops in the VTC, an aptitude test, sports activities, and hands-on work in the various workshops, the young people explored the multitude of options available within a vocational education. The sports activities served to highlight that sometimes there is a gap between dreams and reality, but that with ambition, team spirit, and training, it is possible to attain one's goals. The sports activities were implemented together with coaches from the local NGO Palestine Sports for Life. The coaches from Palestine Sports for Life were trained by GIZ in the Sport for Employability approach. The Education Initiative Madrasati Palestine supported the summer camp with cultural activities, like folkloric dance and drama.

The Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH has been implementing the Sport for Development Programme in the Palestinian territories since late 2014 on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). Sports in this context perform the role of making vocational education more attractive. When used correctly, sports can be a means to teach personal and social competences (soft skills) such as teamwork, communication, and decision-making – aspects that are fundamental in developing a career. The teachers of the LWF VTC were trained in the approach and will continue to use the approach of teaching employability skills through sports in the VTC's existing curriculum.



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Photo: LWF/S. Funkhouser



## Yousef Shalian Offers Professional, Visionary Leadership

Yousef Shalian, Director of the LWF Vocational Training Program, has been a part of the VTP family for nearly 25 years. Yousef, a Jerusalemite who has lived in Jericho his entire life, began as a student at the Vocational Training Center (VTC) in Jerusalem in 1993. His family, of Armenian descent, owned an auto electric business in Jericho. His familiarity with his family's business and experience working in the shop led Yousef to want to pursue a degree in Mechanical Engineering.





Photo: LWF/M. Brown

Yousef's first step toward this degree came after finishing the 10th grade. Yousef joined the class of 1995 at the Vocational Training Center in Beit Hanina and began his studies in the auto mechanic department. At the time of Yousef's enrollment, most students of the VTC were boarding students, with the political situation making daily transportation, especially from the West Bank, nearly impossible. After his VTC graduation, Yousef immediately went forward to pursue a degree in Auto Mechanical Engineering at the Palestine Polytechnic University in Hebron, a West Bank city south of Jerusalem. He finished his program in 2000 and began his work in the private sector, gaining experience in the job market in an auto mechanic shop in Ramallah. It did not take long however, for Yousef to find himself returning to the VTC.

In 2001, Yousef joined the staff of the LWF VTC as a part-time trainer of first year students in the auto mechanic department. He moved up to a full time trainer in 2002 and also served as the entire center's procurement officer. With his

experience as a boarding student, he was also a perfect fit to serve as House Father for the male boarding students.

In 2004, the climate of the VTC began to change and the difficulties of operating a vocational training program for Palestinian students increased. It was in this year that the construction of the Israeli-built separation barrier began and many students' access to the programming provided by the VTC was physically cut off. In addition to the student enrollment increasing over the previous years, this new challenge called for an immediate creative solution. Along with a portion of the staff, including VTC Director Randa Hilal, Yousef moved to Ramallah to open a new center. The new Vocational Training Center Ramallah (VTCR) began operating in the industrial district in Ramallah and offered courses in auto mechanics, aluminum works, carpentry, and electronics. Yousef served as the coordinator of the VTCR and also as a trainer there.

In 2005, with the assistance and encouragement of the LWF, Yousef attended a three month training in vocational program management in Germany. After completing this course, Yousef began serving as the VTCR director in 2006. During his time as director of the VTCR, Yousef continued to encourage the program's growth and innovation all while working toward his MBA in Business Administration from Birzeit University. From 2006 to 2009, he completed his coursework and used his new knowledge and skills to benefit the VTCR. In 2011, with his history, dedication, and passion for the work of the LWF's vocational program, Yousef became the director of the LWF Vocational Training Program.

Under Yousef's leadership, both the VTC and VTCR expanded their programming to work toward their goal of increased female student enrollment. This area of growth and creativity is one in which Yousef takes pride. The craftwork, catering, and vocational secretary programs have been successful by nearly all measures and Yousef said that he is "happy to be providing hope to Palestinian youth through employment, training, education, and empowerment."

In his nearly 17 years working for the VTP, Yousef has observed substantial changes and growth in the program, but has also faced serious challenges. Working in the political climate of the Israeli occupation is accompanied

by regulations and restrictions that require an entire team of dedicated staff to support one another and the students. For Yousef, the guidance of colleague **Randa Hilal** has been especially influential. Her knowledge and wisdom as a national expert in vocational training and employment has provided support while working to continuously improve the holistic education in the VTP. Randa continues to work for the VTP as a vocational training consultant and Yousef is very appreciative of their ongoing collaboration.

“Yousef is just the right leader for the vocational program,” observes **Rev. Mark Brown**, LWF Jerusalem Program Representative. “Yousef works hard at fostering an atmosphere of respect and dignity in the training centers, at promoting an environment that is encouraging and uplifting, and that inspires creativity and productivity. At the same time he works hard at maintaining high educational standards, and it shows in the high employment rates of VTP graduates. I am grateful for how Yousef and the whole VTP staff have guided so many young men and women into successful career paths while at the same time instilling a strong commitment to civic engagement.”

In addition to establishing an environment of creativity and support in the VTP, Yousef is influencing the larger structures of vocational training in Palestine. He serves as a chairperson

for the VET League, which represents 15 vocational training organizations in Jerusalem, the West Bank, and Gaza. The primary goal of the VET League is to establish national standards for developing vocational training in Palestine. Yousef is also a member of the TVET Higher Council in Palestine. Both of these organizations connect Yousef with local partners, including governmental and non-governmental organizations.

As an individual whose life has been significantly shaped by the LWF VTP, Yousef is excited to continue the important work of developing vocational training in Palestine. In 2001, the VTP served approximately 200 students per year and is now reaching over 1000 students per year. This growth is not possible without support and Yousef expresses his gratitude for the generous support provided to him by the VTP team and the LWF offices in Jerusalem and Geneva.

**Mr. Yousef Shalian, VTP Director speaks with Ms. Sabine Brickenkamp, Deputy Head of Development Cooperation at the Representative Office of the Federal Republic of Germany in Ramallah and Ms. Randa Hilal, VTP Consultant and former VTC Director, about the latest innovations in the metalwork department.**



Photo: LWF/K. Baldrige



# LWF VTP 2016 **Graduates Employment** Statistics

**Analysis by: Randa Hilal, LWF-VTC Consultant**

The LWF VTP 2016 employment rates<sup>1</sup> remained higher than youth employment rates in Palestine, although they have dropped compared to previous year rates, especially for those working in the West Bank. Overall, 81.5% of all VTP graduates are employed or self-employed within six months of graduation (82.4% of VTC graduates and 80.6% of VTCR graduates), in comparison to the 59.3% employment rate among all youth of the same age in Palestine.

The Labor Force Participation Rates (LFPR) -- the percent of all persons actively engaged in work or in seeking work -- reached 88.5% among VTP graduates, compared to 32.7% of Palestine's youth in the same age group<sup>2</sup>.

As the following graph indicates, the VTC graduate employment rates remained over 80% for the eighth year in a row. These high rates are largely achieved due to an increased link between training and the local market, achieved through adopting the apprenticeship system in the VTC in the year 2009 following the successful experience of the VTCR. 2012 marked the first group of graduates from all professions to be placed in an apprenticeship. Contributing to the high employment rates among graduates is the adoption of an apprenticeship training scheme, the implementation of ongoing systematic monitoring of trainees during their placement, and the adoption of support measures post-graduation during the previous three years, based on the developed 2013-2018 strategic plan.

Adopting the apprenticeship as part of a Work Based Learning Scheme has contributed to the increase in employment rates. The percentage of graduates working in profession taught who were working within the same place of their training has over the years been between 15% to 40% and in 2016 the VTP percentage was 40% (46 % VTC and 34% VTCR).

Additional elements of support started in 2013 following the directions of the 2013-2018 VTP Strategic Plan. The plan included

post-training support provided to trainees through a first job placement matching fund<sup>3</sup>, through financial support to start their own self-employment<sup>4</sup> business, or through income generation opportunities. This support has increased employment of both male and female graduates after graduation over the past three years. Yet this year some of the support measures, such as first job placement matching fund, was delayed for over six months for part of 2016 graduates. This was clearly evident in the drop of the employment rates compared to the previous three years. Such support has increased employment, especially among female graduates. However, LWF has integrated in-house human resources in October 2016 to activate graduates' support, based on which unemployed graduates were linked with first job placement matching fund project<sup>5</sup>.

With regard to graduates' employment or self-employment in the profession taught, percentages were 62%, 69.7%, and 66% of the VTC, VTCR and overall respectively. The VTC employment in profession taught decreased this year compared to last year, which highlights the importance of the support provided for graduates, especially for those living in East Jerusalem challenged by the socio-economic and political context, as a recent study in East Jerusalem revealed<sup>6</sup>.

Graduate follow-up has indicated the withdrawal of employment in profession taught for graduates from the West Bank is often due to lower pay. It was found that almost half of the graduates working in the West Bank are paid less than the minimum wage, inline with national

1 Annual tracer study is done for graduates within six-months to one year of graduation, 91% filled the survey

2 Source for national figure is the PCBS, Labour Force Survey, Annual Report 2015

3 Matching fund initiative for first job experience is providing 3-6 month employment opportunity through paying part of the salary, while the employer pays the other part. Initiative to support VTC graduates is through Chambers of Commerce intervention supported by Welfare association. While the VTCR did not receive such support this year, in 2014 VTCR received support through the Canadian Lutheran World Relief (CLWR) through the Manitoba Government Matching Grant Program (MGMGP), administrated by the Manitoba Council for International Cooperation (MCIC) that helped to maintain employment rates, especially for women.

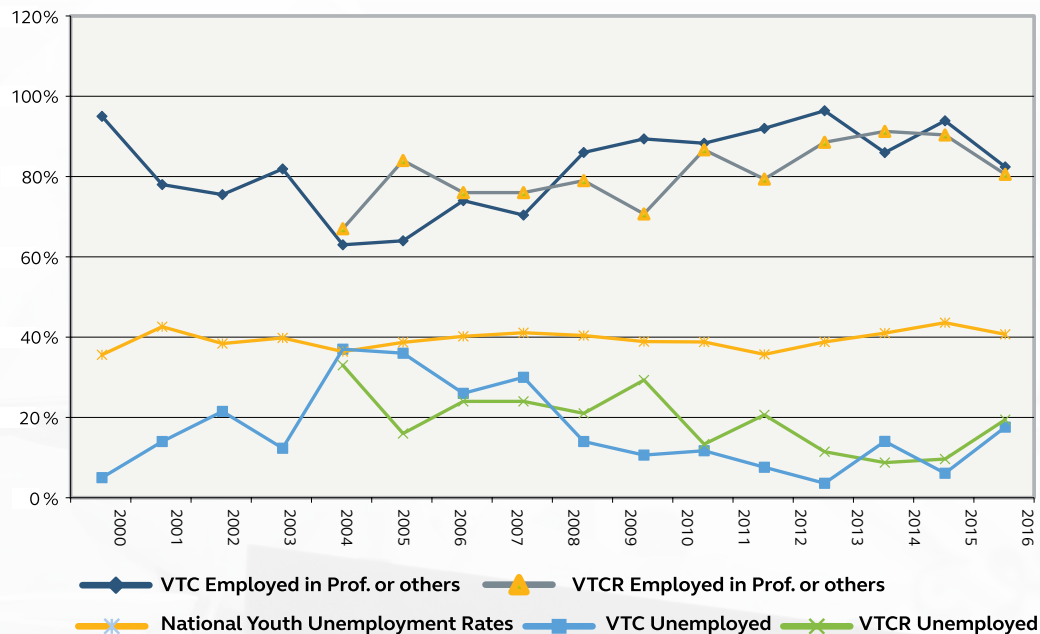
4 Initiative to start their own self-employment is supporting graduates to start their own businesses, or self-employment opportunities through loans. COOPI has provided support for this year handicraft graduates.

5 Job placement matching fund opportunity is supported through UNDP project to support youth in East Jerusalem.

6 Hilal, R.et. el 2017. Rapid Needs Assessment in the East Jerusalem Local Market. COOPI



## 2000-2016 LWF-VTP Graduates employment rates in comparison with national figures



findings<sup>7</sup>, indicating the need for advocating for just labor laws, worker protection, and monitoring of the work environment. The 2013-2018 adopted strategy includes an element related to the VTP advocacy needs.

### Employment Statistics by Vocation:

The highest employment rate in profession taught was found to be the construction related ones --metalwork, plumbing and carpentry -- while the auto-electrics and telecommunication professions had lower rates. Part of the reason for this is related to lower entry pay of these professions and can be addressed by internship programs after graduation, as noted in the previous three years. It is important for the people in these professions to receive technological updates. Currently COOPI and Mercy Corps are engaged with VTC for such updates, which are based on market assessment studies. The following graphs indicate the VTC Graduates' employment per vocation for 2016.

It was recorded that most of the graduates who are not employed in profession taught were either employed in family businesses or have left the profession for better pay, indicating further need for guidance and counseling for potential and fresh graduates. 1% of graduates recorded starting their own businesses. More

graduates emphasized that they are planning to open their own businesses, and some emphasized the need for support.

The highest rates of employment in professions taught for the VTCR graduates were for male graduates from Telecommunications, Aluminium, Auto-Mechanics, followed by Carpentry, while the females had lowest employment rates, as the following graphs illustrate.

### Employment Statistics by Gender<sup>8</sup>:

56.3% of all VTP female graduates are employed or self-employed within six months of graduation (59% of VTC female graduates and 53.6% of VTCR female graduates), in comparison to the 39.2% employment rate among all female youth of the same age in Palestine.

The Labor Force Participation Rates (LFPR) -- the percent of all persons actively engaged in work or in seeking work -- reached 65.5% among VTP female graduates, compared to 11.6% of Palestine's female youth in the same age group and to 19.1% LFPR for females in general<sup>9</sup>. This

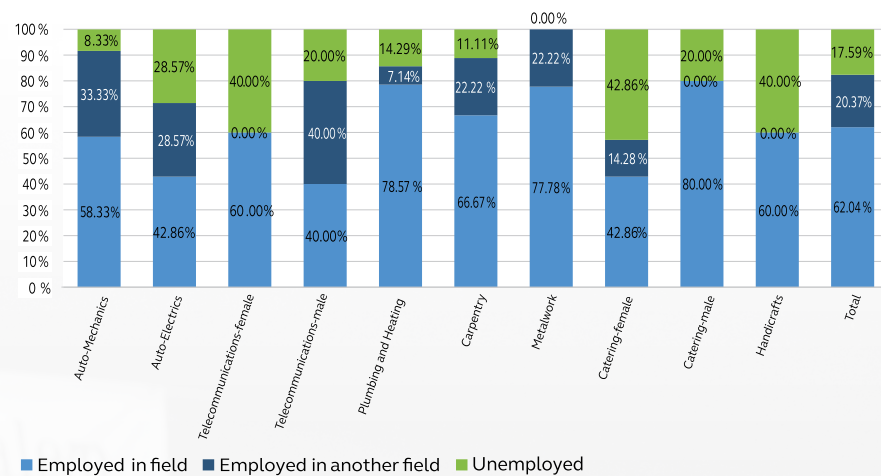
<sup>7</sup> PCBS has found that one fifth of Palestinians working in the private sector receive less than the minimum wage; according to Palestinian Central Bureau of Statistics, Annual Labour Market Survey, 2015

<sup>8</sup> Females were first introduced to VTC in the year 2000, and were integrated in VTCR since its beginning, both through the vocation of Telecommunications. The year 2012 witnessed increased integration of females through 3 professions, (Handicrafts and Catering at VTC and Vocational Secretary at VTCR), addition was done with the support of Church of Sweden

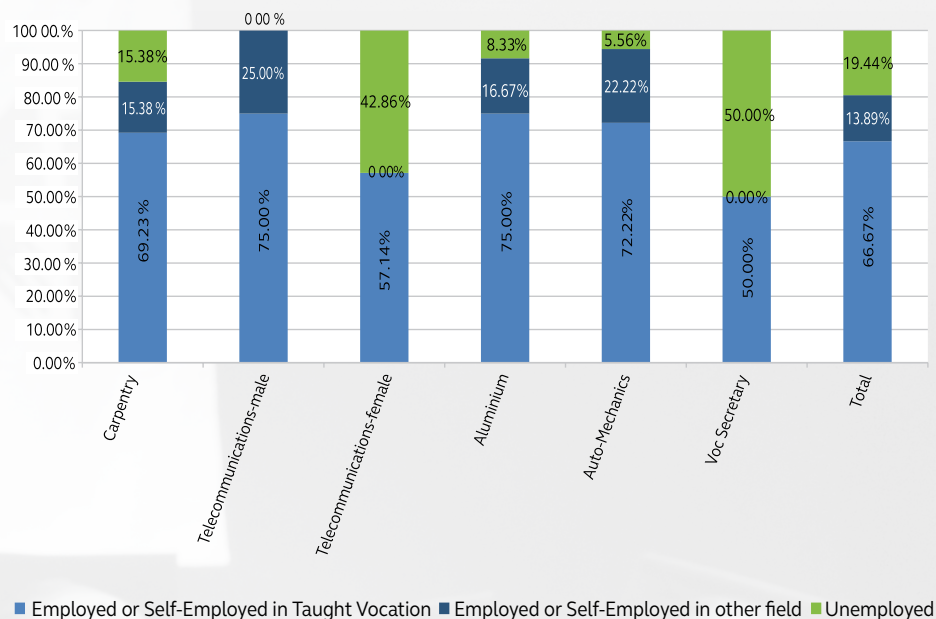
<sup>9</sup> Source for national figure is the PCBS, Labour Force Survey, Annual Report 2015



## VTC 2016 Graduates Employment Data



## VTCCR 2016 Graduates Employment Data



indicates how the VTP succeeded in engaging female youth in the labour market with much higher participation and employment rates than the national ones.

Employment rates of females were also enhanced through apprenticeship training, as half of VTCCR female students were employed in the same place of training, and almost one fifth of the VTC female students were employed in the same place of training. Yet, the increase witnessed throughout the previous three years in female employment rates due to job-placement programs upon graduation was not evident in 2016. Graphs above indicate that most females are

either working in the same profession taught or are unemployed, a result that is linked to gender roles.

The Mercy Corps study has indicated the need to continue the technology update in each profession to meet the current and near future market demands. Additionally, the study indicated a need for the continued cooperation with the labor market for training students in apprenticeships, and financial support for graduates, particularly females and graduates located in East Jerusalem, for the success of all VTP graduates, while the COOPI study has indicated the need for special measures and updating of TVET in East Jerusalem.

## The Lutheran World Federation Vocational Training Advisory Board

### **The Rev. Dr. Wyvetta Bullock**

(VTAB Chairperson)  
Evangelical Lutheran Church in America

### **The Rev. Mark Brown** (Ex-officio)

Representative  
LWF Jerusalem Program

### **Mr. Antony Grange\*\***

DanChurchAid and Norwegian Church Aid

### **Mr. Robert Granke\***

Canadian Lutheran World Relief

### **Dr. Charlie Haddad**

Evangelical Lutheran Church in Jordan and  
the Holy Land

### **Ms. Ulrika Persson\*/\*\*\***

Church of Sweden

### **Ms. Kristy Bergman Schroeder\*\***

Canadian Lutheran World Relief

### **Ms. Liv Snæsruud\***

DanChurchAid and Norwegian Church Aid

### **Ms. Caroline Tveoy**

Regional Programme Coordinator, Middle East  
and North Africa  
LWF World Service

### **Ms. Karin Axelsson Zaar\*\***

Church of Sweden

## LWF Staff

### **Ms. Randa Hilal**

Vocational Training Consultant

### **Mr. Alex Kuttab**

Director of Administration and Finance  
LWF Jerusalem Program

### **Mr. Yousef Shalian**

Director  
LWF Vocational Training Program

\* Completed service on the VTAB in 2016

\*\* Joined the VTAB in 2016

\*\*\* Completed service as VTAB Chairperson in 2016





# From Tree to Table Olive Oil

## Olive Oil from the LWF Jerusalem Campus Supports Vocational Training Program

2016 was an excellent year for the olive harvest! For about six weeks beginning in mid-October, the LWF staff was joined by volunteers from Augusta Victoria Hospital, students from the Vocational Training Center and local schools, and international visitors to harvest the olives.

The handpicked olives were taken to the Latrun Monastery to be pressed into flavorful oil, a staple in any Palestinian kitchen. Some of the oil is used each year in the Augusta Victoria Hospital kitchen to feed patients, family members, and staff. The rest is used in kitchens around the world by friends and visitors who make donations to the LWF Jerusalem Program and request olive oil.

Each year, groves of olive trees continue to sustain Palestinian communities and families with their fruit. When the olives are ripe, families join together to pick the fruit from the trees, many of which have been handed down through families over hundreds of years. The olives are preserved or pressed into oil to be used throughout the coming year. The olive harvest tradition spans generations and is one which the LWF continues.

Over 800 olive trees grace the slopes of the Lutheran World Federation campus on the Mount of Olives. Even after being severely damaged, an olive tree's deep reaching roots are able to send up new shoots in the spring. An historic part of the landscape, the humble olive tree stands as a symbol of hope and peace. For many Palestinians, the olive tree represents their resiliency in the face of hardship.

**Donations for olive oil or to plant an olive tree in 2017 will support the LWF Vocational Training Program and help to reduce the fees of students.**



## Order Olive Oil

When shipped through the mail, olive oil can be ordered according to the prices listed below, for a minimum donation of \$300.

	Cost in USD
250 mL olive oil in a plastic bottle	15
750 mL of olive oil in a plastic bottle	35

## Have an Olive Tree planted on the LWF Mount of Olives Campus

For a donation of \$1,000 or more, individuals, churches, and organizations can have an olive tree planted on the LWF Mount of Olives campus. A commemorative plaque with a personalized message will be placed in the LWF Jerusalem central office.

Please contact us for details at [info@lwfjerusalem.org](mailto:info@lwfjerusalem.org).



# Come Visit the LWF Jerusalem Program!

## Learn about the LWF Humanitarian Work

When you visit Jerusalem, come and see Augusta Victoria Hospital on the LWF Mount of Olives campus and visit the Vocational Training Centers in Beit Hanina and Ramallah.

The VTC craftwork department, started in 2012, has beautiful ceramics and art for sale on site. You can also special order items from the ceramics, carpentry, and metalwork departments.

If you are bringing a group, our catering department can prepare a delicious meal for you.

## Stay at the LWF Guest House

Since 2000, the LWF Jerusalem Program has operated a Guest House for LWF visitors, pilgrims, and tourists. In January 2017, the Guest House received some renovations to make it an even more welcoming place for all. Please come and stay with us on your next journey to Jerusalem! Contact [info@lwfjerusalem.org](mailto:info@lwfjerusalem.org) for more information or visit [jerusalem.lutheranworld.org](http://jerusalem.lutheranworld.org) to fill out the online reservation form.

## Volunteer for the Olive Harvest

Tourists, pilgrims, students, and others who are in Jerusalem during the harvest season (15 October through 15 November) are welcome to donate a half-day or more picking olives in the LWF grove. It is a marvelous experience and the assistance is much appreciated.

## Volunteer for the Grape Harvest

Visitors who happen to be in Jerusalem around the middle of August may want to join us for a morning of picking grapes and a visit to the Latrun Monastery where the grapes are pressed.

To arrange a visit, contact us by email at [info@lwfjerusalem.org](mailto:info@lwfjerusalem.org), or call the LWF Jerusalem central office at +972-2-628-2289.

Photo: LWF/M. Renaux



Photo: LWF/M. Renaux



Photo: LWF/M. Brown



Photo: WCC/Sean Hawkey

## Visit the Augusta Victoria Ascension Church and Tower

Be sure to include the Ascension Church and tower on your visit to the Mount of Olives. The view from the tower is stunning and the church, completed in 1910, is one of the most beautiful churches in the Holy Land.





# How to Donate to the LWF Jerusalem Program

For all donations to the LWF Jerusalem Program, please fill out our **Contribution Form**, which can be found on our website, [jerusalem.lutheranworld.org](http://jerusalem.lutheranworld.org).

This contribution form, which can be sent by mail to the addresses below or by email to [info@lwfjerusalem.org](mailto:info@lwfjerusalem.org), will help us to ensure that your donation goes to the project of your choice. Due to our experiences in 2016 with unreliable mail service and high fees for processing non-local checks, please follow the instructions below for all donations by check.

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 is 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: LWF/M. Brown

**Donations from the USA:** Donors in the USA and Canada should send checks (**payable to "The Lutheran World Federation"**) to Hope Lutheran Church in Maryland and the church will ensure delivery to the LWF Jerusalem Program:

Hope Lutheran Church  
Attention: LWF Jerusalem Program  
4201 Guilford Drive  
College Park, Maryland 20740

**Donations from Europe:** Donors in Europe should send all checks (**payable to "The Lutheran World Federation"**) to the LWF office in Geneva. The office will process these donations and apply them to the LWF Jerusalem accounts:

The Lutheran World Federation  
Attn: Veronique Debal  
P.O. Box 2100  
150, route de Ferney  
CH-1211 Geneva 2  
Switzerland

**Donations by Bank Transfer:** Donations can also be made by bank transfer. Visit our website, [jerusalem.lutheranworld.org](http://jerusalem.lutheranworld.org), or email us at [info@lwfjerusalem.org](mailto:info@lwfjerusalem.org) for more information.

**Contact us at:**  
**Email:** [info@lwfjerusalem.org](mailto:info@lwfjerusalem.org)  
**Phone:** +972-2-628-2289  
**Fax:** +972-2-628-2628





## VISITORS 2016

In 2016, the LWF Jerusalem Program received many visitors who came to witness the LWF's work in the region. Many of them toured Augusta Victoria Hospital and the proposed sites of the Elder Care and Palliative Medicine Institute and Mount of Olives Housing Project, traveled to see the Vocational Training Centers in Beit Hanina and Ramallah, or helped in the Olive Harvest.

Interfaith Study Group from Susquehanna University led by Rev. Scott Kershner and Rabbi Nina Mandel, Pennsylvania • Seminary Group led by Monte Luker • Group led by Tim Keyl • Brigitte Ahmed, Canada • Wartburg Theological Seminary Study Tour led by Dr. Thomas Schattauer, Iowa • Holy Trinity Lutheran Group led by Pr. Bill Miller-Zurell, North Carolina • Eric Shafer • Tim Frakes • Luther Seminary Tour Group led by Karoline Lewis and Kathryn Schifferdecker, Minnesota • Lutheran World Federation World Service Committee • Bread for the World Delegation led by Lutz Wollziefer and Dr. Johann Weusmann, Germany • Archbishop of Sweden Antje Jackelen • Foreign Minister of Iceland Maria Erla Marelisdottir, Sunna Gunnars Marteinsdottir, and Davio Logi Sigurosson • United Church of Christ Delegation led by Rev. Dr. John R. Deckenback, Maryland • Group led by Rev. Lowell Almen • Rev. Ulrich Lilie, EKD Representative for Media, and delegation • Trinity Lutheran Church Group led by Pr. Jim Lindus, Washington • Delegation of the Western Iowa Synod of the ELCA • Pr. Bob and Lori Rusert • Lieutenant Governor of Kansas Jeff Colyer • Executive Secretary of Women in Church and Society Elaine Neuenfeldt, Theology and Public Witness, LWF Geneva • Church of Sweden delegation • Ailabouni Group • Kinsmen Lutheran Group led by Pr. Beth Warpmaeker • Delegation from the Ministry of Foreign Affairs of Finland • Dr. Michael Spath Group • Rabbi Noam Marans, AJC US Director of Interreligious Affairs • Peace Not Walls group from Northeastern Minnesota Synod led by Laura Mills Anderson • Lutheran Church of the Redeemer volunteers, Germany • St. Olaf College group led by Prof. Olaf Hall-Halt • AONE delegation, United States • DCA-NCA Coordination Committee • CLWR delegation led by Ian Adnams • Pr. Sarah Raymond, North Dakota • Gretchen Morgenson and Paul Devlin • Trinity Fort Worth group led by Bp. Erik Gronberg • Utphall Group • Trinity Lutheran Church group led by Pr. Curtis Zieske, Minnesota and Oregon • Evangelical Lutheran Church of Geneva English-Speaking Congregation led by Rev. Andy Willis • Board of Jerusalemverein • German delegation led by EKD • College des Freres students and teachers • Jerusalem ExPat Network • Palestine Accueil • Utah Group led by Gary Gillespie • United States Embassy and Consulate Staff • Pr. Mark Nelson Group, Minnesota • Redeemer English-speaking Congregation members • Schmidt Girls School students • Pr. Zieske Group • Swantje Germar • Jerusalem University College students • Jerusalem School staff



# 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 Jerusalem and the West Bank to distribute goods to communities, families, and individuals most in need.

Throughout 2016, over 1,200 quilts donated by Lutheran World Relief (LWR) and Canadian Lutheran World Relief (CLWR) were distributed to elderly care centers, community centers, and schools.



Photo: K. Bannoura

## SCHOLARSHIPS

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As part of its commitment to protecting the rights of those most marginalized and supporting the future of Palestine, the LWF promotes access to higher education through educational loans and grants for Palestinian youth. In 2016, the LWF Jerusalem Scholarship Program awarded financial aid to 22 youth – 15 women and 7 men – to attend university. The students were from Jerusalem and across the West Bank.

A total of 13,894 Euros was awarded in 2016. The recipients are studying at Palestinian universities in the fields of accounting, dentistry, education, medicine, medical technology, occupational therapy, Arab literature, civil engineering, architecture, physics, nursing, chemistry, and pharmacy.



## INDIVIDUAL AND GROUP DONORS 2016

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 the other projects of the Jerusalem Program in 2016.

These supporters include:

Advent Lutheran Church • Aelabouni Group • Aida Haddad • Anna Marie Aagaard • Anne Grabaskey • Arab Studies Society, Jerusalem • Arlyn & Marcia Lanting • A.R. Schultz • Barbara G. Ware • Barb John • Barry George • Bethesda Lutheran Church • Bethlehem Lutheran Church Women • Bill Zuercher • Birgit Blume • Brian Duss • Catherine Keating • Central Lutheran Church Women • Chamber of Commerce • Charles & Tiana Montgomery • Custodia Di Terra Santa F.F.H.L • Cynthia and Barry Carlson • Danielle Schaefer • Dan Wiens • Debra Jeanne Johnson • Del Schroeder • Dolores R. Johnson • Edward Schreiber • ELCA from D&P Van Wylen • Elsa Ordonez • English Speaking Congregation of the Lutheran Church of the Redeemer, Jerusalem • Erin Thomas • Evangelical Lutheran Church of Geneva • First Lutheran Church • Gail & Robert Chupick • Gary Gillespie • GIZ – Deutsche Gesellschaft für Internationale Zusammenarbeit • Gloria & Gary Graber • Gordon Middleton • Grace Lutheran Church • Grace Presbyterian Church • Greg Janssen – Lord of Life Lutheran Church • Helle Nudgaard Poulsen • Indiana Center of Middle East Group • James Monkman • James and Maria Rawley • Jeannie Weber • Jerusalem University College • Johannes Koepf • John & Janice Schuler • Kasper Bjerno • K.C. Chung • Kelsie Schmit • Khaled Diab • Kinsmen Lutheran Church • Kristy Schroeder • Lee Wheeler • Lena Grimm • Linda and Charles Bareis • Linda Edens • Lois M. Smith • Luann Meeker-Gast • Lunds Stift • Luther Seminary • Lutheran Church of the Master • Madison Christian Community • Marion Wyvetta Bullock • Mark and Susanne Brown • Mark Nelson • Marten & Nancy Hillila • Martin Sjolie • Mennonite Central Committee • Michael Wilker • Midvale Community Lutheran Church • Ministry of Education • Mount Olive Lutheran Church • Nebraska Evangelical Synod • Nick Utphall • Northern Texas – Northern Louisiana Synod • Norwegian Church Aid • Our Saviors Lutheran Church • Patricia Ohlmann • Peace Lutheran Church • Peggy Williams • Productivity Inc. • Ralph & Laurel Doermann • Raymond Ranker and Karin Brown • Regina Berg • Rev. Dr. Lee B. Rozen • Ribhi Kalkill • Robert C. Tengdin • Roland and Hiroko Temme • Ryan Christensen • Said and Helen Ailabouni Tour Group • Sam & Lois Seikaly • Sarah Raymond • Shepherds Tours • Simon Marchant • St. James Lutheran Church • St. Mark's Lutheran Church Corp. • St. Peter's Lutheran Church Women • St. Stephan's Evangelical Lutheran Church • Stephanie Berkas • Susan Gruber • Thomas H. Schattauer • Timothy J. Keyl • Tom & Darlene Dunham • Tom Brook • Trinity Lutheran Church • Ulf Schoier • United Nations Development Programme • U.S. Consulate & Embassy • Zion Lutheran Church • Zion's Lutheran Church



# THE LUTHERAN WORLD FEDERATION

## WORLD SERVICE - JERUSALEM PROGRAM

Income Received Locally: (in Euro)	
Arab Fund - CSSD	64,453
Arab Studies Society, Jerusalem	17,815
Barry George	9,455
Bread for the World - Protestant Development Service	262,300
Chamber of Commerce	4,586
Custodia Di Terra Santa F.F.H.L.	17,021
DanChurchAid	19,440
GIZ- Deutsche Gesellschaft für Internationale Zusammenarbeit	37,446
Health Work Committee	77,392
Islamic Development Bank	187,680
Mercy Corps	22,167
Ministry of Education	473,118
Norwegian Church Aid	37,876
Productivity Inc.	12,063
United Nations Development Programme	293,493
United States Agency for International Development	240,426
United States of America Embassy	18,366
Various Suppliers	175,886
Ziad Zghayar	109,830
<b>Sub Total</b>	<b>2,080,812</b>

**Augusta Victoria Hospital**, along with the **LWF Vocational Training Program**, have been serving Palestinian refugees for nearly 70 years.

AVH, after serving for many years as a secondary care hospital in Jerusalem, is becoming a specialized center of medical excellence with eleven specialty care centers and departments. In 2016, AVH treated 12,605 patients, and over 15,000 chemotherapy sessions were provided. In addition to the services provided in the hospital, AVH maintains two mobile units to increase healthcare access and to promote screening, early detection, and health education for Palestinians in the West Bank.

Donations Received Through Geneva: (in Euro)	
Canadian Lutheran World Relief	366,216
Church of Sweden	355,553
Evangelical Lutheran Church Geneva	4,650
Evangelical Lutheran Church In America	299,671
German National Committee of the Lutheran World Federation	45,002
Others	20,738
<b>Sub Total</b>	<b>1,091,831</b>

COMPARATIVE FINANCIAL DATA (in Euro)					
	2016	2015	2014	2013	2012
<b>Revenues</b>					
Vocational Training Program	1,416,851	1,340,026	1,183,631	968,649	958,165
Scholarship Program	18,267	21,388	24,763	22,343	21,598
Augusta Victoria Hospital (Operations)	43,674,292	34,258,817	25,055,293	21,946,578	16,447,549
Village Health Clinics	87,281	112,689	97,067	65,641	100,312
LWF-Jordan (ACT Appeal SYR 121)	0	0	0	2,256,330	804,271
<b>Expenses</b>					
Vocational Training Program	1,416,851	1,340,026	1,183,631	968,649	958,165
Scholarship Program	18,267	21,388	24,763	22,343	21,598
Augusta Victoria Hospital	34,763,524	29,997,520	20,837,970	18,538,042	16,447,549
Village Health Clinics	87,281	112,689	97,067	65,641	100,312
LWF-Jordan (ACT Appeal SYR 121)	0	0	0	2,256,330	804,271



The Lutheran World Federation

World Service

## JERUSALEM PROGRAM SENIOR STAFF

(Senior Staff as of 31 December 2016)

### I. LWF CENTRAL OFFICE

Mark Brown	Representative
Alex Kuttab	Director of Administration and Finance
Fadi Murra	Deputy Director of Administration and Finance

### II. AUGUSTA VICTORIA HOSPITAL (AVH)

Walid Nammour	Chief Executive Officer
Alex Kuttab	Chief Financial Officer
Badi'a Bajjali	Deputy Chief Financial Officer
Nidal Saifi	Chief Medical Officer
Atif Al-Rimawi	Chief Operating Officer
Maha Tarayrah	Chief Nursing Officer
Ahmad Abu-Halaweh	Director, Department of Community Programs & Diabetes Center
Kholoud Ashhab	Director, Department of Pharmaceutical Services
Muhammad Khweis	Director, Department of Public Services, Buildings & Grounds

### 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	Deputy Director and Department Head -- Theory
Munir Qreitem	Department Head -- Auto Mechanics
Mahmoud Khatib	Department Head -- Boarding
Saliba Bannoura	Department Head -- Carpentry
Ameer Babeesh	Department Head -- Catering
Muhammad Tbakhi	Department Head -- Craftwork
Gabi Kamel	Department Head -- Metalwork & Aluminum
Rafat Dies	Department Head -- Plumbing & Heating
Majdi Bakri	Department Head -- Telecommunications
Peter Jahshan	Workshop Coordinator

#### • 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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**The Lutheran World Federation** has been serving the needs of Palestinian refugees in the Palestinian Territories for nearly 70 years. As a major Christian presence on the Mount of Olives, the LWF/WS 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.

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#### **Front Cover**

Rasmieh Awawdeh, from Ramallah, shares a joke with Tasneem Tarayrah, head nurse in the Hematology and Bone Marrow Transplant Department of Augusta Victoria Hospital in Jerusalem. Tasneem has a B.S. in nursing from Hebron University and a Masters in anesthesiology nursing from Najah University in Nablus. Tasneem comes from Bani Naeem, a village near Hebron, and has been working at AVH for four years. Photo: WCC/Sean Hawkey



#### **Back Cover**

Since 2012, the LWF VTP has been seeking to encourage more women to pursue vocational careers. These young women advance their carpentry skills during a short course offered at the Vocational Training Center in Ramallah early in 2017. Since becoming a co-ed facility in 2000, the VTP has graduated more than 550 women from the full time two-year apprenticeship program. Photo: LWF/S. Funkhouser

## **LWF Jerusalem 2016 Annual Report**

**Editor:** Mark Brown

**Associate Editor:** Sarah Funkhouser

**Contributing Authors/Editors:** Kaitlyn Baldrige, Mark Brown, Marta Erling-Spangler, Sarah Funkhouser, Randa Hilal, Bisan Khair, Anwar Khatib, Alex Kuttub, Walid Nammour, Yousef Shalian

**Photography:** Kaitlyn Baldrige, Khader Bannoura, Karin Brown, Mark Brown, Sarah Funkhouser, Sean Hawkey, Anwar Khatib, Marie Renaux

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## **actalliance**

is a coalition of 144 churches and church-related organizations working together in over 100 countries to create positive and sustainable change in the lives of poor and marginalized people regardless of their religion, politics, gender, sexual orientation, race or nationality in keeping with the highest international codes and standards. ACT Alliance is supported by 25,000 staff from member organizations and mobilizes USD 1.5 billion for its work each year in three targeted areas: humanitarian aid, development, and advocacy.



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 145 member churches in 98 countries all over the world representing over 74 million Christians.

The Lutheran World Federation World Service (WS) is the relief and development arm of the LWF. Drawing on a firm commitment to uphold the rights of the poor and oppressed, WS works in 24 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 **actalliance**



THE  
LUTHERAN  
WORLD  
FEDERATION

World Service

member of **actalliance**

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