



الاتحاد اللوثيري العالمي

# LWF World Service - Jerusalem 2017 Annual Report



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## FOREWORD

2017 marked 50 years since the Six Days' War in 1967 and the beginning of the Israeli Occupation of the West Bank, including East Jerusalem, and the Gaza Strip. The Lutheran World Federation Jerusalem Program participated throughout 2017 in the collective efforts of the ACT Palestine Forum and other partners to raise awareness about the ongoing impact of the protracted occupation and the obstacles organizations face in the delivery of humanitarian services to the 2.5 million people in need of humanitarian assistance in the occupied Palestinian territories.

The numbers of people killed and injured rose significantly late in 2017 and early in 2018 following the United States' recognition of Jerusalem as the capital of Israel on 6 December 2017 and announcements of delays and possible cuts in US assistance to UNRWA and the Palestinian Authority. According to UN OCHA reports, "as of 30 January 2018, 20 Palestinians and one Israeli had been killed, and over 5,000 Palestinians and 17 Israelis injured", mainly in

protests and clashes related to the U.S. move. Tensions had also escalated in the month of July around the Haram AlSharif/Temple Mount in East Jerusalem. Concerns were raised about the "possible excessive use of force by Israeli forces."

2017 also marked the 10th year of the blockade of Gaza and the steady erosion of basic infrastructure and access to medical treatment. According to a Human Rights Watch report early in 2018, "The gradual decline in Israel's issuance of medical permits, from 92 percent approval of applications in 2012 to 88.7 percent in 2013, 82.4 percent in 2014, 77.5 percent in 2015, 62.07 percent in 2016, and 54 percent in 2017 according to the WHO, indicates that Israel has increasingly restricted travel even for 'exceptional humanitarian cases.'" Internal Palestinian divisions escalated in 2017, also contributing to the deterioration of the humanitarian situation in Gaza.

According to a December 2017 UN report, the expansion of Israeli settlements continued in 2017 "with the number of housing units advanced, approved or tendered since the beginning of 2017 reaching more than 10,000, or more than double the total during all of 2016." Adding to the difficulties is the fact that civil society and faith-based organizations are facing increasing pressures and restrictions, and a "shrinking space" to assist communities in need and to hold Israeli and Palestinian authorities accountable to their human rights obligations. An ACT Alliance report on the "Protection of Space for Civil Society and Human Rights Defenders – The Case of Israel and Palestine" can be found here: <http://actalliance.org/where-we-work/palestinian-territories/>



Photo: LWF/M. Brown

A new, wheelchair-accessible shuttle bus was purchased in 2017 to transfer Gaza cancer patients between AVH and the Jerusalem hotels where they are staying while receiving outpatient treatment.



## LWF Resolution on Israel-Palestine

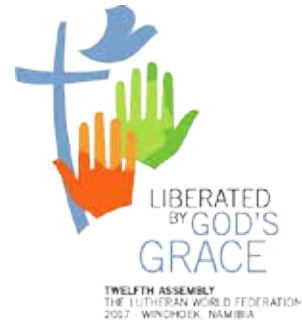
In May 2017, the LWF held its Twelfth Assembly in Windhoek, Namibia, marking the 500th anniversary of the Reformation under the theme, “Liberated by God’s Grace.” The following resolution on Israel-Palestine was among the numerous statements and resolutions adopted by the Assembly.

**The Twelfth Assembly of the Lutheran World Federation takes note with deep regret that the long-standing conflict between Israelis and Palestinians remains unresolved. It also observes that the LWF, through its previous assemblies and council meetings, has called for peace with justice in Palestine and Israel. The Assembly reaffirms the efforts of the churches, the international community and all persons of goodwill toward a peaceful resolution of the conflict. This Assembly, like previous assemblies, calls for an end to the now fifty-year-long occupation, violence, political and religious extremism and any violation of human rights.**

In fervent hope, the Assembly is grateful for all good faith efforts to negotiate a final status agreement that affirms two states for two peoples, internationally recognized borders between Israel and a viable, contiguous Palestine based on the 1967 armistice lines, security guarantees for Israel and Palestine, mutual recognition and full and equal rights for their citizens, a fair resolution to the Palestinian refugee issue and a shared Jerusalem between Israelis and Palestinians with free access to the holy sites for the three monotheistic faiths—Judaism, Christianity and Islam.

Even so, the Assembly is alarmed by increased tensions in the Holy Land as evidenced by sporadic fatal attacks on Palestinians and Israelis, the

prisoners’ hunger strike, the dire humanitarian situation in Gaza and increased illegal settlement activity in the West Bank and East Jerusalem and calls upon governments, intergovernmental bodies, people of faith and all others of goodwill to work to end the occupation, reduce these tensions and take all measures to avoid resorting to violence or military responses.



The Assembly is grateful to God for the ministries and institutions of the Evangelical Lutheran Church in Jordan and the Holy Land (ELCJHL), e.g., its schools, other educational and social institutions, its congregations and its work for reconciliation, and those who have supported this important work. The Assembly also strongly reaffirms the ELCJHL’s efforts in interreligious dialogue, which are indispensable for building a just peace and for healing of the conflict.

The Assembly also expresses appreciation for the life-saving work of the Lutheran World Federation’s ministries, including the Augusta Victoria Hospital and calls upon the member churches, governments and intergovernmental bodies to continue to support these ministries in their humanitarian service to the Palestinian people.

### AVH 2017 Cash Crisis

For several years, Augusta Victoria Hospital (AVH) has been burdened with managing cash-flow problems as a result of the inability of the Palestinian Authority (PA) to pay on a regular basis the costs of the oncology and nephrology patients it refers to the hospital. The PA debt increased to an unprecedented level in 2017.

The Palestinian Authority continued to refer patients to AVH throughout 2017 for cancer treatment and other treatment not available in Gaza or the West Bank. But in the spring of 2017, the hospital reached a critical juncture. As AVH was running out of vital medications to treat critically ill patients, on Sunday, 7 May 2017, it was forced to turn some patients away. Despite promises made by the PA to do its best to



Photo: K. Brown

end the crises facing the East Jerusalem hospitals, insufficient payments forced AVH to take out loans, delay payments to suppliers, and take other measures in order to maintain services and counteract the unsustainable levels of debt of the Palestinian Authority toward AVH. At the same time, the LWF and AVH were involved in continuous advocacy work and meetings with relevant PA officials and international partners in order to address the situation.

professionalism of its staff, and the quality of AVH leadership. The PA delegation, led by **Prime Minister Rami al-Hamdallah**, included Minister of Jerusalem Affairs and Governor Adnan al-Husseini, Minister of Health Dr. Jawad Awad, and Minister of Finance Shukri Bishara. The Prime Minister praised the noble humanitarian efforts of the AVH staff and conveyed the greetings of President Mahmoud Abbas to them and to all workers in the East Jerusalem hospitals.



Photo: LWF/S. Funkhouser

In October 2017, **Augusta Victoria Hospital** again faced crippling cash shortages due to the lack of payments from the Palestinian Authority for the treatment of patients referred to the hospital by the Palestinian Ministry of Health. The medical services of AVH and the treatment of highly vulnerable cancer and kidney patients from the West Bank and Gaza needed to be curtailed because of severe shortages in the essential medications and other resources required to maintain the safety of patients and overall quality of services.

Eventually, as a result of many discussions, letters, advocacy—both locally and globally—the PA announced that it would be making a substantial payment to AVH in order to resolve the crisis. AVH resumed normal services on the following day, Tuesday, 31 October. As a sign of the PA's continued support for AVH, it was also announced that the PA Prime Minister and others would be making a visit to AVH.

The PA visit to LWF/AVH took place on 30 November 2017 and was a strong affirmation of AVH, the



Photo: LWF/S. Funkhouser



Photo: LWF/M. Brown

### Elder Care and Palliative Medicine Institute (ECPMI)

Work on obtaining the building permit for the **Elder Care and Palliative Medicine Institute (ECPMI)** proceeded in 2017 and the building permit could be issued in the first half of 2018. Requirements for the permit have been fulfilled. Final negotiations with the Municipality are underway in order to complete the permit process.

### Mount of Olives Housing Project

Work on obtaining the building permit for the **Mount of Olives Housing Project (MOHP)**, to be located on the western slope of the Mount of Olives property, also continued in 2017. The project would include a guest house as well as affordable units for independent and assisted living. Late in the year the Municipality of Jerusalem indicated that it wanted a re-design of the architectural plans previously submitted, and the LWF instructed the architect for the project to develop and submit the needed changes.

### Vocational Training Program (VTP)

On 5 August 2017, the LWF VTP celebrated the graduation of its 65th Class. 234 students graduated from the LWF centers in Jerusalem and Ramallah after completing either a two-year or one-year program offered by the LWF.

Ms. Samiha Maslamani, a graduate of the Telecommunication Department, addressed the parents, families and VTP staff on behalf of the students. She thanked the LWF and the VTP and their staff for their efforts. She said that when



Photo: Almanar Studios

she started her training she wasn't sure what she would do in her future. "Now", she said, "I have the skills I need through the training in the Center and in the apprenticeship training, and I am working now in the same field." She thanked her family and congratulated her colleagues.

Mr. Yousef Shalian, VTP Director, thanked all the partners, including the donors, the private sector, the government and the local community, for their support to the VTP. Yousef appreciated the partnerships with the private sector and chambers of industry and commerce, especially in conducting the apprenticeship training. Yousef highlighted the strong cooperation with the Palestine Ministry of Education and Higher Education and the Palestinian Ministry of Labor in strengthening the Vocational Education and Training System in



Photo: LWF/S. Funkhouser

"Liberated by God's Grace" was the theme of the LWF Assembly in Namibia and the subject of the decorative tile made by the LWF Vocational Training Center in Beit Hanina, Jerusalem, and presented to Mr. Sigmar Gabriel, German Foreign Minister, on 25 April 2017, on the Mount of Olives LWF Campus.

Palestine. The high quality vocational training that the VTP provides in partnership with the private sector has led to high employment rates among its graduates, reaching around 90% in comparison to around 60% employment rate among all youth of the same age in Palestine.

Mr. Samer Salameh, Assistant Deputy Minister, the Ministry of Labour, appreciated the work of the LWF VTP in conducting high quality vocational training in professions that match the market needs. He was happy to see the large number of female graduates from various professions.

The LWF Jerusalem Representative, Rev. Mark Brown, and the LWF VTP Director, Mr. Yousef Shalian, presented a gift to retiring Bishop Munib A. Younan in gratitude for his support of the LWF Vocational Training Program.



Photo: LWF/M. Brown

## Highlights of 2017 and Looking Ahead to 2018

The Vocational Training Center in Beit Hanina hosted a career orientation **summer camp** during August 2017. See page 33. The LWF Vocational Training Program also held a **graduation ceremony** in its newly renovated theater hall. See page 31.

Augusta Victoria Hospital completed the renovation of the **Outpatient Oncology (Chemotherapy) Department**. See page 8.

AVH finished in 2017 the construction of a **third chamber for a medical linear accelerator** thereby preparing the way for the installation of a third radiation therapy unit in the first half of 2018.

Construction for an **Outpatient Center for Adult Dialysis** was nearing completion at the end of

2017 and should be ready for patients in the first half of 2018. This new center, conveniently located and with easy access, will add 16 dialysis stations. In the process of constructing the new adult dialysis center, the morgue that was located in that area was moved to a location to the east of AVH and modernized.

**Two electrical substations** were constructed on the campus in 2017 in order to meet the growing power needs of the campus and the hospital in particular.

Renovation of the north wing of the third floor of Augusta Victoria Hospital will commence in 2018. The renovated space will allow the AVH Pediatric Cancer Care Center to expand its **palliative medicine services**.



Photo: LWF/M. Brown

Ibrahim Radwan al-Khateeb, Volunteer Program Coordinator, works to mobilize volunteers for AVH from the community in support of patients and their families.

## With Gratitude

After 14 years in Jerusalem as the LWF Representative, I will return to the United States in 2018 to serve as the “Senior Advisor for Advocacy and Fundraising, Middle East/Jerusalem,” for the LWF Department for World Service, and will be based in the Washington, DC, area. I carry in my heart a profound sense of gratitude for all of the LWF Jerusalem Program staff, who are so generous with their time and talents in serving their communities and country, and a feeling of admiration for their courage, gentleness, persistence, and professionalism in the face of so many obstacles and hardships.

On behalf of all of us at Augusta Victoria Hospital, the Vocational Training Centers, and the LWF Central Office in Jerusalem, I would like to extend my thanks to the many churches, related agencies, international partners, and friends and colleagues around the world, who offered support, prayers, advocacy and solidarity in 2017!

**Rev. Mark B. Brown**  
Representative  
World Service Jerusalem Program  
The Lutheran World Federation



# 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.

In its nearly 70 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.

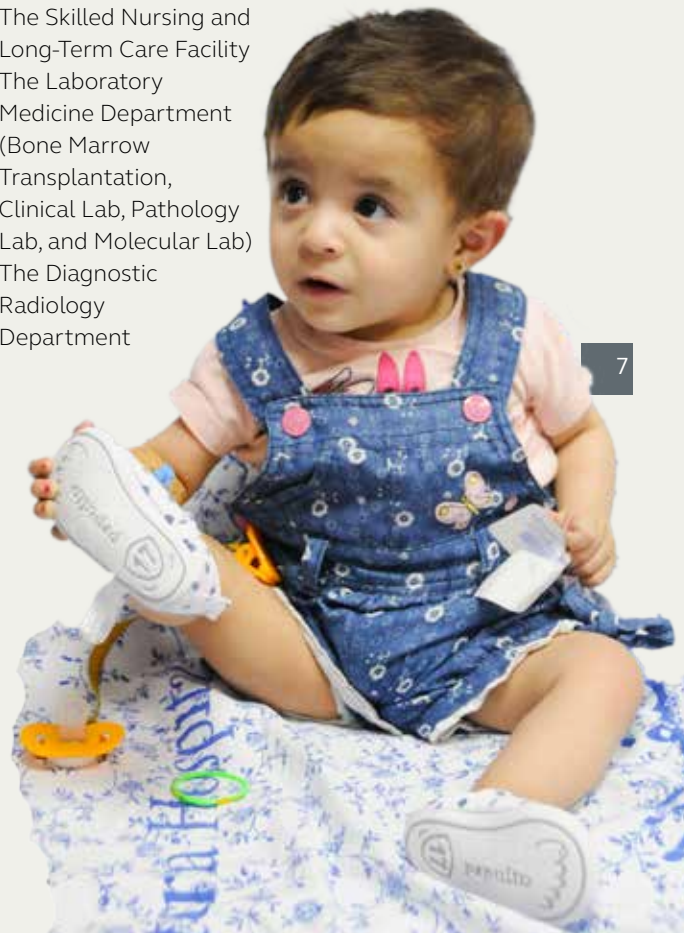
AVH was accredited by the Joint Commission International (JCI) in 2013 and re-accredited in 2016. JCI is a US-based body that assesses hospitals and health care facilities globally. CEO Walid Nammour and Chief Operating Officer Atif al-Rimawi led AVH through the rigorous re-accreditation process that 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.

2017	
Licensed inpatient beds	127
Licensed ambulatory beds & stations	46
Number of staff	399
Number of inpatient admissions + Chemotherapy	23782
Number of inpatient admissions	10836
Number of dialysis sessions	19863
Number of chemotherapy sessions	21434
Number of radiation sessions	22349

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 Facility
- The Laboratory Medicine Department (Bone Marrow Transplantation, Clinical Lab, Pathology Lab, and Molecular Lab)
- The Diagnostic Radiology Department

Photo: K. Brown





# Welcome to the Freshly Renovated and Refurbished AVH Chemotherapy Department

The renovation of the Outpatient Oncology (Chemotherapy) Department, completed in August 2017, brings out the beauty of the architecture of the historic building and better utilizes natural lighting. The department was in need of equipment upgrades, as well as refurbishing. The re-design of the department allows for more patients, better workflow, and a more comfortable environment that feels less like a clinical space. The renovation of this department began in November 2016 with funding from the OPEC Fund for International Development through the United Nations Development Programme (UNDP).

Treatment may take place in a specially designed reclining chair or in beds for those patients who are in most clinical need. There will also be a connection from this department to a therapeutic garden just outside in order to allow some patients to receive their therapy in the garden.

Chemotherapy works against cancer by stopping or slowing the growth of cancer cells, thereby curing cancer, lessening the chance that it will return, or stopping or slowing its growth. Chemotherapy, by shrinking tumors that are causing pain, can also be used to ease cancer symptoms. Chemotherapy is often used in conjunction with radiation therapy or surgery in order to destroy cancer cells that may remain after these treatments.



Photo: K. Brown

Patients who are receiving outpatient chemotherapy treatment are often coming weekly, bi-weekly, or monthly to have their medicine administered by the staff. Dr. Amer Zghayar is one of the many staff persons in the department who brings both medical expertise and compassionate care to AVH patients.





Photo: K. Brown

In 2017, AVH administered over 21,000 chemotherapy sessions, which on average is nearly 70 per day. Dana Safadi, Patient Services for Chemotherapy Department, and Yahia Khanafsa, Head Nurse, are part of the team of warm and welcoming staff in the department.



Photo: LWF/M. Brown

The newly renovated department has a welcoming atmosphere that provides warmth and comfort for patients and their companions during treatment, and also offers Wifi access.



Photo: LWF/M. Brown

In 2017, the Outpatient Oncology (Chemotherapy) Department at AVH was renovated with the support of UNDP/OPEC. The renovation will allow AVH to serve a greater number of patients as the need for chemotherapy treatment in Palestine has increased.



## AVH Prepares to Introduce “ECMO” for First Time in Palestinian Hospital



Photo: K. Brown

Dr. Bayya' and Head Nurse Ayman Darabieh perform a bedside tracheostomy insertion in the Intensive Care Unit. The tracheostomy is an opening surgically created through the neck into the windpipe which allows a breathing tube to be inserted in the event of an obstructed airway.

In 2017, AVH made preparations for the introduction of an ECMO machine to its General Intensive Care Unit. ECMO, which stands for **extracorporeal membrane oxygenation**, is a technique of providing prolonged cardiac and respiratory support to patients whose heart and lungs are unable to perform to sustain life. The ECMO machine, which functions outside of the patient's body, pumps and oxygenates blood which allows the heart and lungs to rest. When a patient is attached to ECMO, blood flows through tubing to an artificial lung in the machine that adds oxygen and removes carbon dioxide. The blood is then warmed to body temperature and pumped back into the body.

The addition of the ECMO machine to AVH is critical and AVH will be the first Palestinian hospital to implement this technique. In the last year, AVH saw five cases where the patient would have benefitted from ECMO but were referred to Israeli hospitals because of the lack of this technology. To be treated with ECMO outside of the Palestinian Health Care system can cost patients up to 250,000 NIS, which is over 71,000 USD. The AVH administration saw this need and began to work to fill the gap. With the support of the Arab Fund for Social and Economic Development in Kuwait through the Welfare Association, AVH has procured the ECMO machine and will be providing ECMO and invasive critical interventional pulmonary services to the adult ICU, continuing to innovate and advance the unique and critical care provided to Palestinians at AVH.



Photo: K. Brown

Dr. Abdel Raoul Bayya', lead Intensivist in the AVH Intensive Care Unit, will serve as the ICU Team Lead administering the ECMO treatment.



Photo: K. Brown

Dr. Bayya' checks on a patient with the assistance of Mays Manasrah, ICU Nurse and Dr. Farah Awad.



# AVH Staff Features

## Badi'a Bajjali

Assistant Chief Executive Officer

Badi'a Bajjali began her work with Augusta Victoria Hospital as an accountant in 2003. In April 2017, she was promoted from Deputy Chief Financial Officer to Assistant Chief Executive Officer. As Assistant CEO, Badi'a serves as the primary point of contact for all internal and external matters related to the office of the CEO. She is involved in the day-to-day operations of the hospital, but also works to make sure that this day-to-day work is consistent with AVH's overall strategy and mission. The many responsibilities that come with being someone involved in so many aspects of AVH's operations, make her work challenging. Badi'a balances the needs of staff members, external relations, special projects, and government compliance, among many other things. Although her work is extensive, she loves being involved in the growth and innovation of AVH. Badi'a, a resident of Jerusalem, thinks of AVH as her second home and is glad to provide leadership in the planning for the future of AVH.



Photo: LWF/M. Brown

Badi'a Bajjali, Assistant Chief Executive Officer

## Dr. Nidal Saifi

Chief Medical Officer

As Chief Medical Officer, Dr. Nidal Saifi's work centers around ensuring that patients at Augusta Victoria Hospital receive the highest quality of care. He has been working as CMO for the last three years and he is involved in many aspects of patient care. As a member of the hospital administration, he works across all departments to help coordinate care and oversees the clinical operations of AVH. For Dr. Saifi, one of his primary challenges is ensuring access to the treatments available at AVH for patients from Gaza. Not only is securing the treatment for cancer and kidney patients vital, but also providing accommodations to patients coming from Gaza so that they are able to remain in Jerusalem for the duration of their treatment. The volume of patients from Gaza continues to increase, along with the restrictions imposed by the blockade on Gaza, requiring persistence from Dr. Saifi. The appreciation that he receives from patients, young and old, motivates Dr. Saifi to continue with this challenging work.



Photo: K. Brown

Dr. Nidal Saifi, Chief Medical Officer at AVH since 2015, helps to ensure the quality of care and safety of all patients. Dr. Saifi is photographed here in the Adult Dialysis Unit with nurse Mohammad Arameen.

Dr. Saifi, a nephrologist by education and training, visits the pediatric dialysis department with nurse Jamal Masalmah.

As Chief Medical Officer, Dr. Saifi is responsible for the proper coordination between all medical departments at AVH.



Photo: K. Brown



Photo: K. Brown

Ashhab and her team of pharmacists. Pictured from left to right: Nida Ghazawneh, Sabreen Elayan, Dua' Al Basha, Bara'a Qawasmeh, Dina Daher, Noorhan Kadamani, Kholoud Ashhab, Reem Zourba, Haya Kirrish, Noura Soumera.



Photo: K. Brown

Kholoud Ashhab, Director for the Department of Pharmaceutical Services, plays a unique role in the ecosystem of Augusta Victoria Hospital. As a cancer care center administering advanced chemotherapy medicine, Ashhab's job requires special training and sensitivity to handle these powerful drugs.

**Kholoud Ashhab**

Director, Department of Pharmaceutical Services.

Kholoud Ashhab began her career with Augusta Victoria Hospital 14 years ago when she was hired as Chief Pharmacist. In those 14 years, Ashhab's team has grown from one to ten and her expertise has helped AVH transform into the specialized center it is today. As a hospital specialized in oncology and hemodialysis, the pharmaceutical team is dealing with cytotoxic drugs. These drugs describe a group of medicines that contain chemicals that are toxic to cells, which is why they are used in the treatment of cancer. They prevent

their replication or growth, thus working to stop the spread of the cancer. All of these drugs are very expensive and the administering of the medicine requires time sensitivity, which can be a challenge to coordinate with our patients coming from the West Bank and Gaza. Because of the blockade, it is frequent that travel from Gaza is unpredictable and there is always a risk of patients being delayed and not receiving their medicine on time. However difficult the challenges are, Ashhab believes in the work of AVH and is rewarded by helping to provide such specialized treatment to patients who would not be able to receive it elsewhere.



Photo: K. Brown

Ashhab's team of pharmacists include Doctors of Pharmacy, like Ibrahim Zalatimo. A Doctor of Pharmacy, commonly referred to as a PharmD, works directly with physicians and other health professionals to assist in recommending drug therapies or monitoring patient responses.



Photo: LWF/M. Brown

In order to prepare chemotherapy medicine, the pharmacists at AVH use a negative pressure isolator to reconstitute the cytotoxic drugs. The isolator, which pharmacist Noorhan Kadamani is using in this photograph, prevents the employee and the environment from exposure to the drugs and protects the drug from contamination during reconstitution.



Photo: K. Brown

Dr. Saleh is joined by AVH staff and students from Al-Quds Medical School for morning rounds in the AVH Cancer Care Center for Children. The morning rounds incorporate an educational component for the students and Dr. Saleh supervises these students as part of their practical training at AVH.

**Dr. Hani Saleh**

Pediatric Hemato-Oncologist, Department Head

Dr. Hani Saleh, as head of the Pediatric Hemato-Oncology Unit, strives to provide optimal supportive care to pediatric patients, whether they are children in the pediatric intensive care unit, bone marrow transplant patients, or palliative care patients. Dr. Saleh loves how the staff works collaboratively in the department, a key to providing the best care and treatment for all of the AVH patients.

In Dr. Saleh's nine years at Augusta Victoria Hospital and especially in the last three years in his position as the head of the department, Dr. Saleh has developed a deep appreciation for his colleagues' passion for pediatric oncology. "Everyone," he says, "is so enthusiastic and passionate and that's reflected in the treatment and satisfaction of the patients and their families." Dr. Saleh, a resident of Bethlehem, notes that the look on children's faces after completing their treatment is priceless and that it motivates him to continue his work.



Photo: K. Brown



Photo: K. Brown



Photo: LWF/M. Brown



The addition of the NETKETABi to the Persistence School at AVH will help both teachers and students stay up-to-date with the Palestinian curriculum. Equipped with thousands of educational games, videos, presentations, and e-books, the NETKETABi will help students develop their creativity, problem solving, and communication skills.

## Persistence School Introduces New, Interactive Educational Tools for Learning

In 2017, AVH's "Persistence School" celebrated another innovation by introducing new technology into the classroom designed to assist both teachers and students. NETKETABi, meaning "My Netbook", is an initiative of the Partners for Sustainable Development (PSD) that aims to build the educational competencies of Palestinian youth. NETKETABi provides laptops outfitted with the digitized Palestinian curriculum to school-age children as an interactive learning medium to develop critical thinking skills and to encourage lifelong learning.

The Persistence School, an accredited school that is part of the Palestinian Ministry of Education, was opened at AVH in 2016 in order to serve the needs of its pediatric patients. Many of the AVH pediatric patients are coming to receive radiation therapy or kidney dialysis, chronic diseases that require prolonged treatments. AVH is the only hospital providing pediatric kidney dialysis in the West Bank and children coming to AVH from the West Bank need to receive dialysis four to six times per week, often over many years. Because of this intensive, prolonged treatment, children spend significant amounts of time away from their homes and their schools. The Persistence School helps to fulfill the need for children to continue with their studies while receiving treatment, and as the first of its kind contributes to the innovative and holistic care that AVH aims to provide for all of its patients.

The NETKETABi is set up with the Palestinian curriculum for grades 1-9 and has access to thousands of educational materials. Through Khan Academy, a well-known online learning portal, the laptops are equipped with 1,700 instructional videos for use by the students to supplement their learning. The device is also equipped with several Intel series applications such as lab cam, lab simulation, experiments, and video editing tools. The multimedia platforms for education available on the NETKETABi provide new and interactive modes for learning that cater to the diverse needs of students.

Photo: LWF/M. Brown



15

English teacher Hiba Jamal Sinokrot works with a pediatric patient in the AVH Persistence School. The school, located inside of AVH, allows pediatric patients who are at the hospital for prolonged treatment to continue their studies.



# Diabetes Care Center Recognized as a Model for Diabetes Care

In 2017, the AVH Diabetes Care Center was recognized as a Centre of Excellence in Diabetes Care by the International Diabetes Federation. AVH was awarded this honor at the World Diabetes Congress held in Abu Dhabi. The International Diabetes Federation is an umbrella organization of over 230 national diabetes associations in 170 countries and territories and has been operating as a leader in the global diabetes community since 1950. This recognition is an important honor that opens up venues for future development and also acknowledges the important work that the AVH Diabetes Care Center is doing in the field of community health and the prevention and treatment of communicable diseases.

Since its refurbishment and re-opening in 2016, the Diabetes Care Center serves as the hub for all education, preventive services, screening, diagnosing, and treatment of diabetes for AVH patients. Not only is the Center a place where patients are receiving excellent care and education, but is also serving the wider Palestinian community as a national and international leader in diabetes care.

Diabetes is a primary health issue for the Palestinian population, with 14.5-20% of the population within Palestine affected, compared with the global average of 7-8%. Developing a national model for diabetes care has been a priority for director Ahmad Abu-Halaweh and his staff. In his 20 year career with AVH, Abu-Halaweh has worked to “close the circle” in diabetes care,

lessening the time and complications between screening and diagnosis to management and treatment. The developments made in the AVH Diabetes Care Center have shaped the work of the Diabetes Mobile Units and this knowledge and practice are informing the entire Palestinian Health Care System.

Since 2014, the Diabetes Care Center, through the Diabetes Mobile Unit, has been providing on the job training for Ministry of Health and UNRWA clinics in the south of the West Bank. Because this training is happening in the local clinics, the staff is not just sharing theories of care, but is spreading concrete practices. AVH helps these clinics procure equipment and provides education and training for the medical staff. AVH practices a rights-based approach to health care and by supporting the local MoH clinics in education and training, AVH is building capacity in the national health care system and providing quality care to all patients.

In September 2017, the AVH Diabetes Care Center and Diabetes Mobile Unit began a project with the Palestinian Ministry of Health, UNRWA, Juzoor Foundation, DanChurchAid, and the World Diabetes Federation to continue to promote the Comprehensive Care Model throughout the West Bank. In 2017, an effort was made to continue strengthening the program in the southern West Bank and begin to develop models for diabetes care in the central and northern West Bank, including Jerusalem, Ramallah, Nablus, Qalqilya, and Tulkarem.

Photo: K. Brown





Two common complications from diabetes are nerve damage and poor blood circulation, which often affect the feet of individuals with the disease. The AVH Diabetes Care Center is implementing comprehensive foot care into their programming and distributing these practices among the Palestinian Ministry of Health clinics throughout the West Bank.



# Mobile Units Are Essential Elements of AVH's Comprehensive Approach to Diagnosis and Treatment



Photo: LWF/Z. Baradiah

The Mobile Mammography and Mobile Diabetes Units often travel into the West Bank together. While in the villages they serve, the mobile units work with the local Ministry of Health clinics as well as community centers, schools, churches and mosques, and other community associations in order to bring their services and education to as many people as possible.

The map at the bottom of page 25 shows the West Bank villages covered by the mobile units from 2010-2017.

The AVH Mobile Diabetes and Mammography Units continued their community-based outreach, education, and screenings in 2017 reaching 46 villages throughout the West Bank. The community health model practiced by the mobile units is a rights-based approach and the aim of the work of the units is to support the Palestinian national health care system in providing the highest quality services for patients. Because of the far reach of the mobile units and their ability to bring services to more remote areas of the West Bank, the units are able to map and assess communities and report back to the national system about the gaps in services and treatments in local clinics.

The units are providing on-site training for health care providers at the Ministry of Health clinics, spreading theory and practice for both the Mobile Diabetes and Mobile Mammography Units. The staff of the mobile units also assists MoH clinics in procuring essential equipment for screenings and treatment. The mobile units are an extension of the creative work being done at AVH and by developing and spreading their comprehensive approach, AVH is helping build the capacity of the national health care system, an essential part of an independent state.



In Palestine, breast cancer is the most commonly reported cancer. In the West Bank, an average of 8,000-10,000 mammograms are performed every year, which is less than 5% of the target population. The AVH Mobile Mammography Unit makes up about 30% of the total mammograms performed yearly. The mobile unit is able to perform approximately 15 mammograms per day, while the MoH capacity is only 2-3 per day. The Mobile Mammography Unit is working to normalize preventative screening for breast cancer in Palestine, hoping to reach more women in the early stages of breast cancer and provide better treatment options. In many places, including the United States, preventative screening is the norm. The United States Preventative Services Task Force recommendation for breast cancer screening published in 2016 states that “The USPSTF recommends biennial screening mammography for women aged 50 to 74 years”. However, because of issues of access and cultural norms, many Palestinian women are only having mammograms done on referral after reporting pain or sickness to a primary doctor. This lack of preventative services leads to later detection and fewer curative treatment options. This also means that there is an increase in the need for late stage cancer treatment and palliative care. The implementation of palliative care into the services of the mobile units is a long-term goal of the team and the mobile units can build off of the knowledge and expertise in this area of the AVH Skilled Nursing and Long-Term Care Center.

In addition to implementing palliative care into the Mobile Mammography Unit, director Ahmad Abu-Halaweh is working to procure a full digital mammography machine to replace their current analog machine. Currently, the scans done by the analog machine need to be taken back to AVH to be read, which doesn't happen until the end of the day, creating a delay in diagnosis and ultimately a delay in treatment. A full digital mammography machine would allow the scans to be sent instantly to AVH and read

online, minimizing the time between screening and diagnosis, and diagnosis and treatment. The addition of the digital machine would also increase the capacity of the unit, allowing them to perform 25-30 screens per day.



# AVH Patient Assistance Fund

The Augusta Victoria Hospital Patient Assistance Fund supports the most vulnerable patients receiving treatment at the hospital. In addition to providing the highest quality medical care, AVH aims to care for patients and their families in a comprehensive manner. The Fund is designed to aid AVH patients by covering their costs for transportation, shelter, and food. Because of physical and financial barriers, securing these three basic items can become another stress to families already dealing with the hardship of a loved one's illness. The Fund alleviates some of these stresses and ensures that all of our patients are cared for with dignity.

The dedicated psychosocial staff at AVH 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** for patients and families traveling from the West Bank to AVH, 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 distances for treatment at AVH. On average, 140 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 to affordable, nutritious meals over the course of their stay in Jerusalem.

In 2017, AVH added to the services of the Patient Assistance Fund by procuring a bus dedicated to the transportation of patients to and from the hotels utilized by AVH. The bus is specially adapted for children and adults with special needs with an elevator that can safely lift patients into the bus. The purchase of this bus, which cost approximately 100,000 USD, was made possible by money raised by local community group in Gaza and the West Bank. Community activists and groups like the Lions Club and the Rotary Club organized gala dinners and other activities in both the West Bank and Gaza to raise this money.

Donations from individuals and churches to the AVH Patient Assistance Fund provide these necessary services to AVH patients. **“We want to make sure that patients arriving at AVH are treated in dignity within a rights-based approach regardless of their ability to pay for the needed services or the type of insurance coverage these patients have”** says Mr. Walid Nammour, AVH CEO. **“There is greater need than the Fund can accommodate, but we continue to work hard to not turn patients away.”** The Norwegian, 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. The funds, under a project title Community Resilience Development Project (CRDP), provided the necessary funds to treat patients in and around Jerusalem who, because of geo-political conditions, are left out from any type of insurance coverage. Not only did CRDP provide the funds to treat these types of patients but also helped building the capacity of members of the East Jerusalem Hospital Network to raise further funds toward this same purpose.



Photo: K. Brown

The AVH Patient Assistance Fund helps to provide transportation, accommodations, food, and psychosocial support for AVH patients and the family members who accompany them.

On 3 April, 2017 a group of local junior high students visited the pediatric oncology and nephrology department bringing gifts and songs to pediatric patients and their families.



Photo: LWF/M. Brown

# Introduction of **PET/CT** at AVH Marks a **Revolutionary Step Forward**

With funding support from 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 first half of 2018. The new machine is expected to arrive in March 2018 and to be functioning by June 2018. There are currently no PET/CT scanners in Gaza or the West Bank, including the six Palestinian hospitals in East Jerusalem.

Positron Emission Tomography-Computed Tomography (PET-CT) is a nuclear medicine technique which combines a PET scanner and x-ray CT scanner to take sequential images which are then combined to form a more complete image. A PET scanner utilizes functional imaging, while a CT scanner employs anatomic imaging. The PET image measures changes in things like metabolism and blood flow which helps those reading the images to understand the composition of an organ, tissue, or tumor. A CT scanner employs anatomic imaging, which provides oncologists with structural information, such as the size

and location of a tumor. By combining these technologies and utilizing them to create both two- and three-dimensional images, oncologists can obtain a more complete picture of a cancer. This comprehensive image improves the ability to non-invasively characterize a cancer and make more informed decisions about its treatment and management.

Positron Emission Tomography 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.

The PET-CT technology has revolutionized the field of medical diagnosis and the diagnostic imaging procedures in oncology, surgical planning, radiation therapy, and cancer staging have benefitted from the ability to work with a combined image.



Photo: K. Brown

AVH Surgical Department Head Nurse Dua' Numeir assisting a patient with a three ball spirometer. A spirometer assesses lung function by measuring how much air you inhale, how much you exhale, and how quickly you exhale.

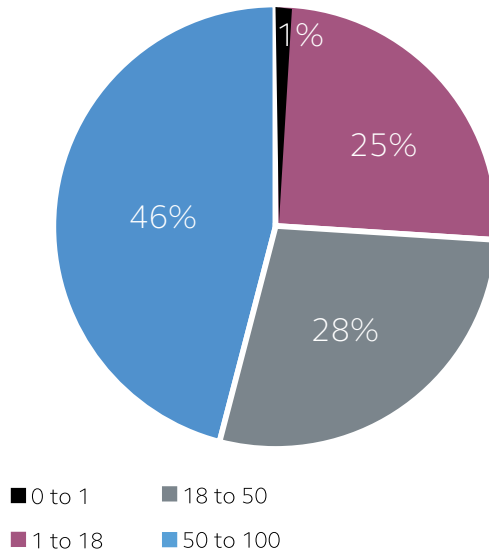


# AVH STATISTICS 2017

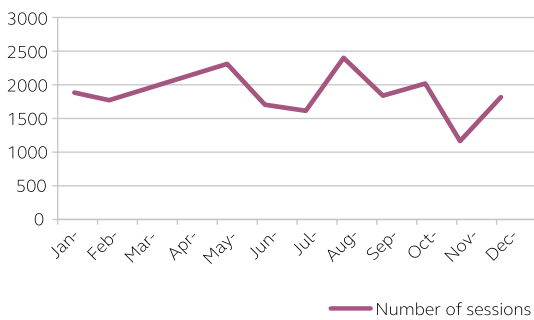
## Dialysis Treatment by Month



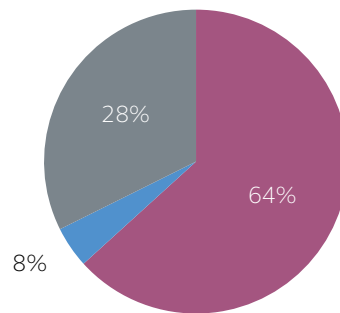
## 2017 Dialysis Sessions by Age



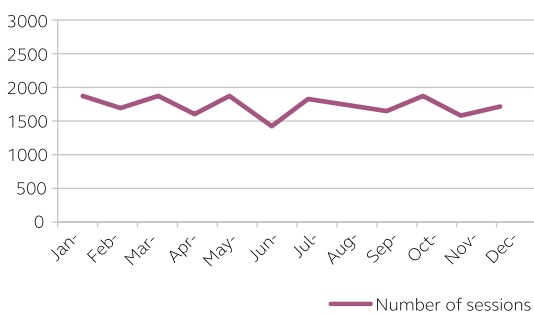
## Radiotherapy Oncology by Month



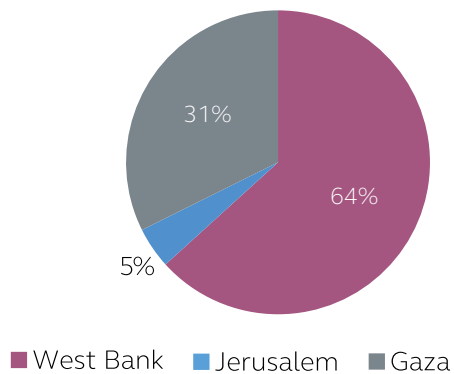
## 2017 Chemotherapy Sessions by Area



## Chemotherapy Treatment by Month



## 2017 Radiotherapy Sessions by Area





# The Lutheran World Federation Augusta Victoria Hospital Board of Governance

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(AVH Board Vice Chairperson as of 2018)  
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(AVH Board Chairperson)  
Evangelical Lutheran Church in Jordan and the Holy Land

\*Joining the AVH Board in 2018

\*\*Joined the AVH Board in 2017

\*\*\*Completed service on the AVH Board in 2017

## LWF Staff:

**Mr. Alex Kuttab**

Chief Financial Officer, Augusta Victoria Hospital

**Mr. Walid Nammour**

Chief Executive Officer, Augusta Victoria Hospital

**Ms. Caroline Tveoy**

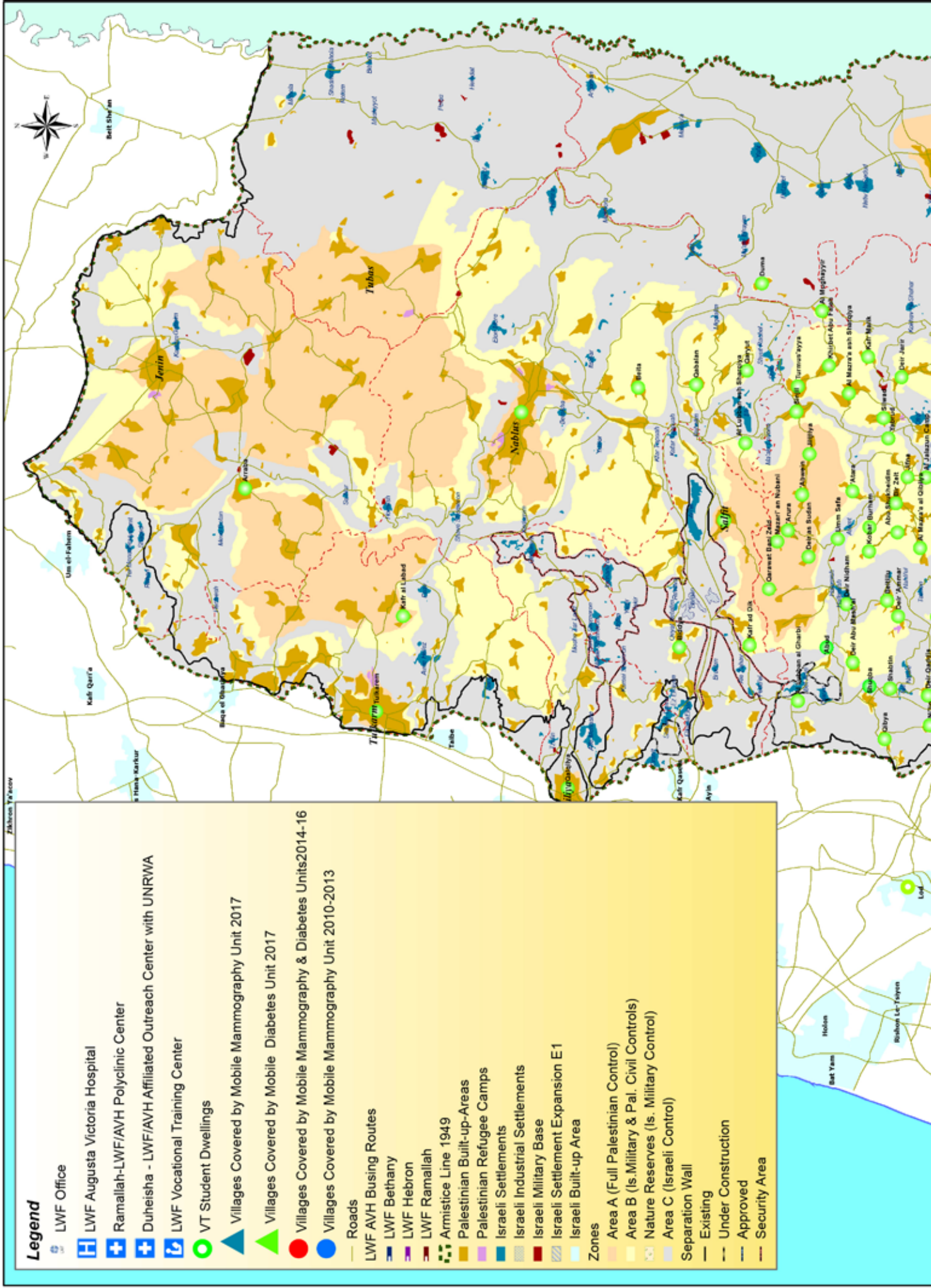
Regional Programme Coordinator, Middle East and North Africa, LWF World Service



Photo: R. Granke

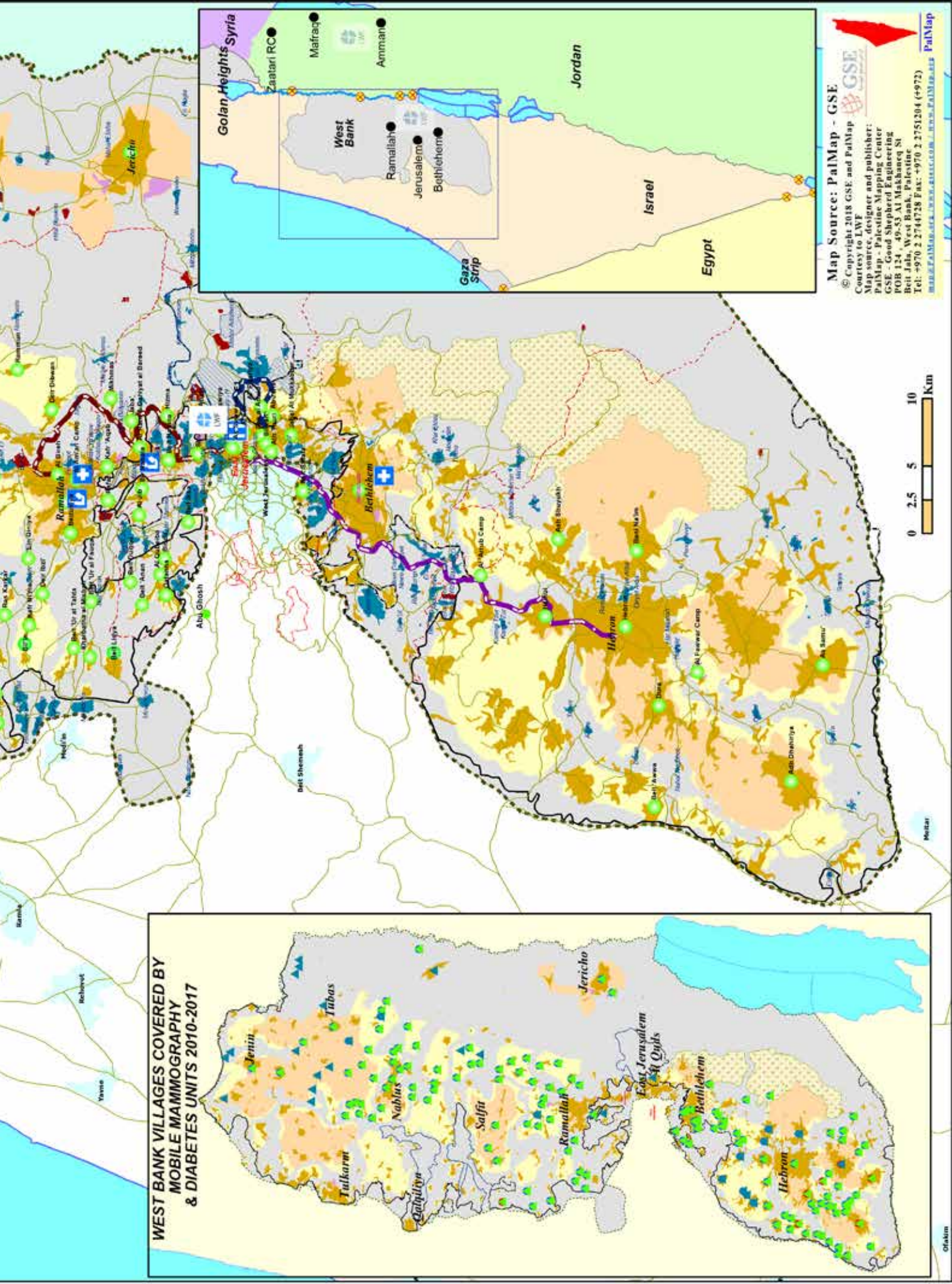
Bishop Emeritus Munib Younan, former Chairperson of the AVH Board of Governance, receives a gift from LWF Jerusalem Representative Mark Brown and AVH CEO Walid Nammour.

# LWF JERUSALEM PROGRAM ACTIVITIES 2017



## Legend

- LWF Office
- LWF Augusta Victoria Hospital
- Ramallah-LWF/AVH Polyclinic Center
- Duheisha - LWF/AVH Affiliated Outreach Center with UNRWA
- LWF Vocational Training Center
- VT Student Dwellings
- Villages Covered by Mobile Mammography Unit 2017
- Villages Covered by Mobile Diabetes Unit 2017
- Villages Covered by Mobile Mammography & Diabetes Units 2014-16
- Villages Covered by Mobile Mammography Unit 2010-2013
- Roads
- LWF AVH Busing Routes
- LWF Bethany
- LWF Hebron
- LWF Ramallah
- Armistice Line 1949
- Palestinian Built-up-Areas
- Palestinian Refugee Camps
- Israeli Settlements
- Israeli Industrial Settlements
- Israeli Military Base
- Israeli Settlement Expansion E1
- Israeli Built-up Area
- Zones**
- Area A (Full Palestinian Control)
- Area B (Is. Military & Pal. Civil Controls)
- Nature Reserves (Is. Military Control)
- Area C (Israeli Control)
- Separation Wall**
- Existing
- Under Construction
- Approved
- Security Area



**WEST BANK VILLAGES COVERED BY  
MOBILE MAMMOGRAPHY  
& DIABETES UNITS 2010-2017**

**Map Source: PalMap - GSE**  
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 GSE - Good Shepherd Engineering  
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# 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 Vocational Training Center (VTC), which began on the campus of Augusta Victoria Hospital, originally offered young men a three-year training program in carpentry and metalwork. In 1964, the VTC 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 1000 women have graduated from the VTP.

In 2004, construction of the Israeli-built separation barrier between the West Bank and Jerusalem began. For many students coming from the

West Bank, the physical barrier prohibited them from accessing the VTC in Beit Hanina. The VTP immediately addressed this issue by expanding the program and in the fall of 2004, a new training center in the industrial zone of the West Bank city of Ramallah was added. The Vocational Training Center - Ramallah (VTCR) began offering training in numerous vocations, including carpentry, auto-mechanics, aluminum work, and electronics/telecommunications. The LWF established the VTCR with a focus on the concepts of apprentice training and satellite outreach to small and isolated villages.

The program is continually searching for ways to increase its 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.

New graduates celebrate the 2017 Vocational Training Program 65th class graduation outside of the Cultural Palace in Ramallah. The graduation was for those students who successfully completed the one- and two-year programs in both Jerusalem and Ramallah.



Photo: LWF/F. Murra

## LWF VTP by the Numbers in 2017

**885** students received training through the LWF Vocational Training Program

- **234** students graduated from the VTP in June 2017
- **100** two-year trainees continued with their second year courses at the VTC in Beit Hanina
- **248** new students enrolled for the 2017-2018 school year, including the new 10th grade
- **303** trainees participated in a short course or upgrade course offered by the VTP
- **173** female trainees were served by the program

**1,920** students (919 males and 1001 females) benefitted from career guidance services provided by the VTP

Students training year-round in the VTP can choose from ten courses of study: aluminum work, auto-electrics, auto-mechanics, carpentry, catering, craftwork, metalwork, plumbing and central heating, telecommunications, and vocational secretary skills.

## LWF Vocational Training Program Data 2017 (LWF VTP)

LWF VTC, Jerusalem: 2-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2017/2018 <sup>1</sup>		No. of 2017 Graduates <sup>2</sup>
		First Year	Second Year	
Auto-Mechanics	1964	22	18	19
Auto-Electronics	2003	21	20	16
Carpentry	1950	18	17	19
Electronics/Telecommunications (Female)	2000	5	2	7
Electronics/Telecommunications (Male)	2001	12	13	14
Plumbing & Central Heating	1988	18	18	19
Metalwork (Welding, Forging and Aluminum Works)	1950	18	12	18
		<b>114</b>	<b>100</b>	<b>112</b>

LWF VTC, Jerusalem: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2017/2018 <sup>3</sup>	No. of 2017 Graduates <sup>4</sup>
Craftwork (Female)	2012	5	4
Catering (Female)	2012	17	18
Catering (Male)	2012	3	9
		<b>27</b>	<b>31</b>

LWF VTC, Jerusalem: Tenth Grade

Department	Year the department was established	No. of Trainees 2017/2018 <sup>5</sup>
Tenth Grade	2016	29

LWF VTCR, Ramallah: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2017/2018 <sup>6</sup>	No. of 2017 Graduates <sup>7</sup>
Auto-Mechanics	2004	20	20
Carpentry	2004	15	16
Electronics/Telecommunications (Female)	2004	2	4
Electronics/Telecommunications (Male)	2004	15	16
Aluminum Works	2005	10	17
Vocational Secretary (Female)	2012	16	18
		<b>78</b>	<b>91</b>

Short Courses (Outreach and Upgrading)

System	Type	# of Courses	# of Trainees
Air Conditioning (VTCR)	Short Course	1	10
Auto-Mechanics (VTCR)	Short Course	2	29
Auto-Electrics (VTCR)	Short Course	3	71
Electrical Installation (VTCR)	Short Course	2	35
Mobile Maintenance (VTCR)	Short Course	1	7
Catering (VTC)	Short Course	1	11
Hair dressing for females (VTC)	Outreach Course	1	20
Craftwork	Short Course	1	40
Aluminum Work (VTC)	Short Course	1	12
Electrical installation (VTC)	Short Course	1	15
Carpentry for females (VTC)	Short Course	1	12
AutoCAD (VTCR)	Upgrade Course	1	14
Gypsum Wall (VTC)	Short Course	1	15
Auto Mechanics	Upgrade Course	1	12
		<b>18</b>	<b>303</b>

### (Footnotes)

1. All trainees for the 2017/2018 scholastic year as of Dec 2017
2. 2016/2017 graduates, graduated June 2017
3. All trainees for the 2017/2018 scholastic year as of Dec 2017
4. 2016/2017 graduates, graduated June 2017
5. All trainees for the 2017/2018 scholastic year as of Dec 2017
6. All trainees for the 2017/2018 scholastic year as of Dec 2017
7. 2016/2017 graduates, graduated June 2017



# VTP Success Stories

## Sondos Ramadan

“It was one of the best years of my life.” **Sondos**, a young woman from the Bir Nabala neighborhood of Jerusalem is currently working in the largest print company in her home neighborhood of Bir Nabala after graduating from a one year program of the Vocational Training Center in Ramallah (VTCR). Sondos finished high school at the age of 18 and did not pursue a university education. Without some kind of education beyond high school, it is very difficult for young people to find jobs to support themselves and their families.

A friend of Sondos graduated last year from the Vocational Secretary program at the VTCR and encouraged her to look into the program. After seeing how successful her friend was and the success of other graduates, even in comparison to university graduates, Sondos, at the age of 23, decided to enroll in the one year Vocational Secretary program at the VTCR. She trained at the center and spent the last three months of her education training in the labor market. Through the support of the SPEED Program – Supporting Palestinian Education and Employment Development that is implemented by MercyCorps in partnership with ROTA, Ramadan’s field training was a paid internship. This extra income helps



Photo: LWF/A. Khatib

relieve some of the pressure from students and their families, making this training more feasible. After she graduated, Sondos had multiple job offers and was able to choose one that fit her best, staying in her home neighborhood and finding success.



Photo: LWF/A. Khatib

## Tasnim Abu Sbaih

**Tasnim** is a graduate of the one year catering program in the Vocational Training Center (VTC) in Jerusalem/Beit Hanina. She joined the LWF

program at the age of 17 after struggling in mainstream schooling. She didn’t like school and preferred to stay home and help her mother, particularly with the cooking. Because of her struggles, she had received discouraging words from those around her, including her family and teachers.

She came to the VTC catering department and did well, but after graduating found herself in a difficult situation once again. Her family was resistant to allowing her to work outside of the home, an obstacle many young women face when looking to pursue careers. Tasnim did not give up easily. She contacted the VTC and with the help of the Graduates Coordinator, Anwar Khatib, she was provided training in “How to Start Your Own Business” through COOPI. Tasnim participated in this training and received a grant from COOPI which provided her with some equipment to start her own catering business from home.

### Ahmad Shahain

**Ahmad** is just one of many promising students to enroll in and graduate from the Vocational Training Center (VTC) in Beit Hanina. A resident of Shu'afat Camp, Ahmad came to the VTC metalwork/aluminum department after finishing the 10th grade in mainstream school and enrolled in the two year vocational training program. In the second year training period for students of the VTC, the students are trained at the VTC one day per week and they spend the rest of their time training as apprentices in the labor market. During the apprenticeship training period, one student from each department is chosen to stay and assist the trainer with production and the training of new students. Ahmad was chosen as this student for his department. During his time in the workshop, Ahmad was connected with an American volunteer, **Barry George**, who came to conduct trainings in the metalwork department to teach students how to create art from metal. George was impressed by Ahmad and liked his work, and decided to support Ahmad after graduation. Ahmad is now continuing his work at the VTC with the metalwork department head, working in production and the training of new students, and his salary is supported by Mr. George. Ahmad is very happy to continue his work at the VTC and to have a way to support himself.



Photo: LWF/A. Khatib

Ahmad is pictured here with Mr. Barry George, a regular volunteer instructor in the metalwork department and long-time supporter of the Vocational Training Program.

### Samar Abu Shukur

**Samar**, a 2016 VTC graduate from Jerusalem, first heard about the program through a vocational guidance meeting held by staff from the VTP in her academic school. These guidance meetings help to introduce vocational education to students and encourage them to consider this track for their future. After the meeting, Samar was convinced. She enrolled in the Craftwork Department and began her one-year training. Samar says that her time at the VTC was one of her best years of study and that she made the right decision to set herself up for the future.

After graduating from the center, the VTC continued to provide support for her, allowing her to come to use the equipment and resources of the Craftwork Department to further her work. This type of specialized equipment is expensive and difficult for an artist who is just starting out to procure. Samar, with the help of the Graduates Unit, also helped her to apply for a support grant through a project implemented by the **Agricultural Development Association**. With the support of the VTC and the grant, Samar now has her own business, Art Ceramic, and sells the items she makes on Facebook.



Photo: LWF/A. Khatib



### Abdel Sameea' Salaymeh

The Vocational Training Program alumni network is vast and many of our students hear about the VTP opportunities by word-of-mouth. **Abdel Sameea'**, a 19-year-old from the Anata neighborhood of Jerusalem, heard about the VTC from his neighbor who is a graduate of the VTC. Abdel Sameea' had developed an interest in plumbing and was looking for a program to give him the knowledge and skills necessary to pursue this career. He joined the VTC Plumbing and Heating department and graduated in 2017 from the two-year program.

After graduation, Abdel Sameea' received a grant from COOPI to help him procure the necessary equipment to start his own work. He is now working in his profession with a job he loves and an excellent salary. Abdul is familiar with the challenges of finding work as a young Palestinian and wants to encourage other young people to pursue vocational education and careers.



Photo: LWF/A. Khatib



### Yousef Ramadan

**Yousef** is a graduate of a 120-hour short course in auto-electricity offered by the VTCR. Yousef, who is from the village of Al Tira near Ramallah, originally planned to pursue a university degree. He graduated high school and successfully passed the Tawjihi, a national exam that determines students' eligibility for university and also helps them to select possible career paths. However, Yousef was interested in the field of auto-electricity and decided instead to begin working in an auto shop to learn the skills. At the garage, he was not getting the experience and training he expected and so he began to look for a training course. He enrolled in the auto-electricity short course, which has given him a jump start within the profession. He is now working at a different auto garage, applying the knowledge and skills he received at the VTCR. He hopes to continue his education in auto-electricity and someday operate his own garage.

Photo: LWF/A. Khatib





Photo: LWF/S. Funkhouser

Mr. Hani Abu Diab, Representative of the Islamic Development Bank, receives a gift of appreciation for its financial support of the theater renovation from the LWF Vocational Training Program.

## Newly Renovated Theater Inaugurated with Graduation Celebration

On 29 March 2017, the LWF Vocational Training Program held an inauguration ceremony to celebrate the opening of the newly renovated theater hall located at the Vocational Training Center in Beit Hanina. The theater will serve as a multi-purpose hall benefitting both the students of the VTC as well as the surrounding neighborhood. LWF Jerusalem Program Representative Mark Brown said, "This theater provides a safe and inviting place for students and youth from the neighboring communities. It is a timely investment in our young people. It is a secure place for them to participate in educational programs, listen to lectures and engage in discussions, develop skills as musicians and actors, hold exhibits, and to participate in a variety of conferences and other activities that honor creativity and innovation, prepare leaders, and build community". The renovation of the theater was funded by the government of Germany through the Kreditanstalt für Wiederaufbau (KfW), and the United Nations Development Programme – Programme of Assistance to the Palestinian People (UNDP/PAPP).

As part of the same ceremony, the VTC celebrated the graduation of 106 youth from short course training. This short course program was funded by the Islamic Development Bank and implemented by the United Nation Development Program as part of the Deprived Families Economic Empowerment Programme. The short course programming consists of 120 training hours and the students who participated in this project trained in the areas of general maintenance,



Photo: LWF/S. Funkhouser



Photo: LWF/S. Funkhouser



Amal Abdeen, graduate of the hairdressing short course, receives her diploma from the short course program in March 2017. The graduation ceremony celebrated the 106 youth who completed short course programming through the VTC.

electricity, carpentry, catering, and hairdressing for both males and females. This short course programming also provided paid apprenticeship training in the labor market for 100 students.

The joint ceremony was held in the newly renovated theater and was attended by family and friends of the students, as well as some notable guests including His Excellency, Dr. Ibrahim Al-Shaar, Minister of Social Development; His Excellency, Adnan Al Hussein, Governor of Jerusalem; Ms. Rachel Folz, Deputy Head of German Development Cooperation; Mr. Hani Abu Diab, Representative of the Islamic Development Bank; and Mr. Roberto Valent, Special Representative of the Administrator for UNDP/PAPP.

Photo: LWF/S. Funkhouser



Official ribbon cutting ceremony at the VTC Theater opening. Pictured from left to right: Mark Brown, LWF Jerusalem Representative; Dr. Ibrahim Al-Shaar, Minister of Social Development; Ms. Rachel Folz, Deputy Head of German Development Cooperation; His Excellency, Adnan Al Hussein, Governor of Jerusalem; Mr. Roberto Valent, Special Representative of the Administrator, UNDP/PAPP; Mr. Yousef Shalian, Director of the LWF Vocational Training Program.

Photo: LWF/S. Funkhouser



Ms. Rachel Folz, Deputy Head of German Development Cooperation, pulls the curtain back to reveal the dedication plaque of the new Vocational Training Center Theater at its opening on 29 March 2017.



Short Course Graduates from the VTC perform the traditional Palestinian folk dance, dabke, on the new stage of the renovated theater.

Photo: LWF/S. Funkhouser

# LWF Vocational Summer Camp Broadens Horizons, Builds Community



Photo: M. Al-Kharouf

Muhammad Tbakhi, Department Head - Craftwork, leads a session with summer camp participants.

In August 2017, the Vocational Training Center (VTC) held its second summer camp aimed at introducing local youth to the opportunities and experiences that a vocational education can provide. The summer camp was hosted by the VTC with collaboration and assistance from both the **International Committee of the Red Cross (ICRC)** and the **Madrasti Falastine Initiative**. The camp hosted a total of 54 students, 36 males and 18 females. In this week-long experience, the students were introduced to vocational training, given first aid training, provided information in International Humanitarian Law and Human Rights, and given life skills through art and sports activities.



Photo: M. Al-Kharouf

Saliba Bannoura, Department Head – Carpentry, teaches a student “measure twice, cut once” in the carpentry workshop. The summer camp allowed students to explore a variety of the vocational subjects offered by the Vocational Training Center.

At the beginning of the week, the students were led on a tour through the VTC and shown the workings of the metalwork and aluminum, carpentry, catering, and handcraft workshops. Each student was able to choose a workshop to call home for the week and the youth divided into four groups. Every day, the youth were given between one half hour and two hours of training in their workshop and were able to work on individual projects with the guidance of the workshop’s trainer.



Photo: M. Al-Kharouf

The first aid training provided was part of an effort to include life skills training to the 2017 vocational summer camp at the VTC.

ICRC partnered with the VTC for the summer camp and, in collaboration with the **Palestine Red Crescent Society**, provided the students with first aid training. In addition to this, ICRC helped the youth learn a bit about International Humanitarian Law and Human Rights through workshops and games held throughout the week.

During the week, the Madrasti Falastine Initiative organized a trip where the students were able to play, swim, and have fun for a day. They also helped to organize art and sport activities for the students, like sculpture and dabke dancing, helping to teach the youth life skills.

The closing ceremony of the summer camp was held on 21 August, with the students presenting their final projects in an exhibition for family and friends. The youth celebrated the week and received certificates for their completion of the camp. The VTC hopes these types of camps and events help participants to recognize the importance of vocational training and to consider it as a career path.



# Reem Natsheh

## Empowering Students for Life's Challenges



Photo: LWF/A. Khatib

VTP Human Rights Coordinator, Reem Natsheh

The challenges of operating a vocational training school in the context of occupation are vast. From procuring permits for students and staff, to registering with the different ministries, to educating students about their rights, the VTP staff works to provide a holistic training experience for its students and to encourage and equip them to be leaders in their communities.

One of the forward-thinking ways that the VTP is doing this is by employing **Reem Natsheh**, with support from the Evangelical Lutheran Church in America (ELCA), as the VTP Human Rights Coordinator. Natsheh began working with the VTP in October 2016 after completing her B.A. in Human Rights and International Law at Al Quds Bard University and her M.A. in Democratic Governance and Human Rights in the Middle East and North Africa at Ca'foscari University in Venice, Italy. Her educational background and her passion for promoting a culture and knowledge of human rights in Palestine make her a great asset to the VTP. While working for the VTP, she also completed a second M.A. at Birzeit University in Human Rights and Democracy. As the first person to hold this position, she has had the opportunity to both support existing programs in the VTP, and to develop programs of her own.

Her primary duties as Human Rights Coordinator involve education and documentation. She conducts workshops for both the students and staff on human rights, including workers rights. She holds these trainings at both the VTC and the VTCR to support the VTP's goal of promoting a culture of human rights within the program as a whole. Not only does her training inform the staff and students,

but serves as a way to enhance the knowledge of the staff so that they are able to assist students as fully as possible. She is also responsible for informing students and staff about the VTP Complaint System and the procedures regarding filing a complaint.

Natsheh is also responsible for documenting information related to human rights. The reality of life under protracted occupation is that it is personal and our staff and students' lives are affected by it daily and on a personal level. Natsheh is responsible for documenting violations experienced by our staff and students, such as permit denials and detentions or arrests. She also maintains a database of external human rights organizations and serves as a liaison between these organizations and the VTP, connecting staff and students to resources when necessary.

One of the main challenges that Natsheh faces is working to convince students and staff of the importance of human rights in the midst of occupation. She notes that in this context, the violations are so frequent and so normalized that convincing young people that they inherently have rights is difficult. Their experiences don't often reflect what they are being taught, but this is why the education is so important. She has found that it is often students who have family members or who personally have experienced detentions or arrests that are most engaged in her trainings, wishing that they had this knowledge and information earlier. She is motivated by these small steps and knows that empowering these students with education in human and workers rights is a step toward changing society. The need is great for protecting rights under occupation and Natsheh says, "We have an opportunity while the students are with us to inform them about human rights and to equip them to better themselves and society by knowing and exercising their rights".

Students are also given instruction in relation to workers rights. The VTP graduates, as new workers in the labor market, can be left vulnerable without knowing what they are entitled to as workers. The VTP hopes to not only graduate skilled workers, but also to encourage the graduates to be leaders in their fields and in their communities. In the 10th grade human rights training, Natsheh also focuses on volunteerism and community service as values important to a civil society. The students lacked instruction in these areas, but now have a better understanding of how these values benefit them and their communities.

# Anwar Khatib

## Connecting VTP Alumni



Photo: LWF/S. Funkhouser

VTP Graduates Coordinator, Anwar Khatib

The LWF Vocational Training Program began its service to Palestine refugees in 1949, with a few small workshops located on the Mount of Olives campus. After a little more than a decade, the program outgrew itself and moved to its current location in Beit Hanina, a neighborhood in the north of Jerusalem. At its beginning, the VTP was graduating just a handful of students every year. Now, through the one and two year programs and the short courses offered at the VTC and the VTCR, the program reaches close to 1000 students every year. With the growing number of graduates comes the growing of the **VTP Alumni Network**. The hope of the VTP is to provide opportunities for continued education, entrepreneurship, and leadership to both current students and graduates. In October of 2016, with support from the Evangelical Lutheran Church in America (ELCA), the VTP hired **Anwar Khatib** as the Graduates Coordinator to assist the thousands of graduates find continued success.

Khatib holds both a B.A. in Business Administration and an MBA from Birzeit University in the West Bank. She came to the VTP after working in business, public relations, non-governmental organizations and as a lecturer in Business at Al-Quds Open University. Her first task upon starting with the VTP was to create a Needs Assessment Questionnaire to help focus her work and determine what types of support and assistance graduates are seeking. She developed a questionnaire for new graduates, for use approximately six months after graduation, as well as one for graduates who are between three and four years post-graduation. Based on these assessments, Khatib is able to develop programming and resources that really benefit the graduates. Prior to hiring Khatib, the VTP was doing its best to provide post-graduation support to students, but the establishment of the Graduates Unit with Khatib as coordinator has concretized this assistance and has systemized the assessments in order to support graduates more comprehensively.

One of the most important parts of Khatib's job has been constructing and updating a database with contacts and resources that is accessible to all graduates of the VTP. The database includes important information such as union and chamber of commerce contacts for students to connect with when they enter the labor force. Khatib also serves as a liaison between graduates and resources provided by other organizations, for example refresher courses on a new technology in a field or sources of microfinancing for economic empowerment. She works closely with other local and international organizations to link graduates with opportunities to advance their careers.

With thousands of VTP graduates in the workforce, Khatib has a large task ahead of her. She began this large job by gathering graduate information from alum from 2012 onwards. This span of just a few years included well over 1000 people! She is meticulously documenting all of the graduate contact info and organizing them by villages and towns in order to be able to better connect graduates to each other and to opportunities in their area.

One of the ever present challenges of the VTP is working to improve the perception and status of vocational training and technical workers in Palestine. Societal pressure pushes young people to pursue a university education, however this does not often lead to jobs for young Palestinians. The national youth unemployment rates in the West Bank and East Jerusalem have hovered around 40% for the last 10 years, while the unemployment rates for VTP graduates have consistently fallen below 20% for the last 10 years.

Khatib did not have experience with vocational training prior to her work at the VTP, but she says that she has seen firsthand the importance of vocational training as an option for young people in Palestine. She hopes that her work connecting graduates to each other and to their communities will help to improve the perception of this type of education throughout the Palestinian labor market. She helps to provide them with career guidance and equip them to present themselves in a way that can slowly change these perceptions.

Khatib's work in the short time that she has been with the VTP has already proven successful. Of the work she has done, one of the things that she is most proud of is that students and graduates are fully aware of her and her position and know that they can call or visit for any needed support. She said, "The more graduates who know about the graduates unit, the more alumni we can help."

Looking to the future, Khatib hopes that one day the VTP alumni association will be a self-sustaining body, organized and led by the alumni themselves. Connections to businesses run by alumni, job openings, alumni events, and networking are all things that Khatib and the VTP hope for its alumni and believe that the graduates themselves would make excellent coordinators. She already sees some emerging leaders and this gives her motivation to continue her work.

## Short Courses Promote Employment Opportunities

In 2017, the LWF VTP in partnership with the **Arab Chamber of Commerce and Industry** and the **Youth Development Department (YDD)**, with funding from the **German Agency for International Development (GIZ)**, implemented a project supporting the GIZ initiative “TVET and Employment Promotion”. The three partners worked together in order to help promote the presence and impact of vocational training and employment services in East Jerusalem.

The Youth Development Department was responsible for seeking out youth who would benefit from this type of short course programming, including high school dropouts, females with fewer employment opportunities, and young people with disabilities. The LWF

VTP was responsible for hosting the training sessions, which included vocational, technical, and theoretical instruction. The Vocational Training Center in Beit Hanina also established and hosted the business incubators for the craftworks course graduates, which provided space, equipment, and materials to the graduates to further their work.

The role of the Chamber of Commerce and Industry was primarily to work with an employment consultant and the newly trained young people in order to connect them with employment opportunities within the private sector. This project reached 90 students and trained them in the fields of aluminum, gypsum, electricity, and a handicrafts course for female students.

## DanChurchAid and Norwegian Church Aid Provided Support for LWF VTP Course Upgrades

The rapid change in technology in the automotive industry has changed the mechanic’s job. Vehicles today contain more advanced electronic systems which require knowledge and special tools and equipment to be maintained. There is a shortage of the skilled laborers with the qualifications needed to repair cars with these types of systems. To address this shortage, the LWF Vocational Training Center Ramallah, through the support of the **DanChurchAid and Norwegian Church Aid Joint Country Program in Palestine (DCA-NCA)**, upgraded the auto mechanics course in 2017 to give students the skills needed to match the market demand.

By an additional fund from the Norwegian Agency for Development Cooperation (NORAD), through DCA-NCA, the LWF VTP upgraded the auto mechanics course with two new training engines, different diagnostic tools, and a hybrid car to be used for training purposes.

In addition to the auto mechanics upgrade, DCA-NCA supported an upgrade to the Heating Ventilation Air-Conditioning systems (HVAC) course at the VTC. Through DCA-NCA, the students of **Ulsrud Upper Secondary School** in

Norway organized fundraising campaigns to make this upgrade possible. The LWF VTP decided to upgrade the HVAC course after reviewing several market surveys that showed that the HVAC industry in Palestine is growing and will continue to grow rapidly.



Photo: LWF/Y. Shalian

Trainer Adnan Alqasim gives guidance to a student in the auto mechanics shop.

# LWF VTP 2017 Graduates Employment Statistics

Analysis by: Randa Hilal, LWF-VTP Consultant

The LWF VTP 2017 employment rates<sup>1</sup> remained higher than youth employment rates in Palestine, although they did drop compared to the previous year's rates, especially for those working in the West Bank. Overall, 90.5% of all VTP graduates are employed or self-employed within six months of graduation (91.3% of VTC graduates and 89.6% of VTCR graduates) compared 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 89.0% among VTP graduates, compared to 32.7% of Palestine's youth in the same age group<sup>2</sup>.

As the graph above indicates, the VTC graduate employment rates remained over 80% for the eighth year in a row. These high rates can be attributed largely to strengthening the link between training and the local market. Contributing to the high employment rates among graduates is the adoption of an apprenticeship training scheme. In 2009, the VTC adopted the apprenticeship system following the success it had at the VTCR and by 2012, the VTP successfully placed all students from all professions in an apprenticeship. In addition to the above, the VTC graduate employment rates have jumped by 8.9% from last year, an effect that was clearly attributed to the systemized graduate support and follow-up, made possible by the addition of a staff member during the last two years<sup>3</sup>, and engaging with graduates' support projects. The implementation of ongoing systematic monitoring of trainees during their placements and the adoption of support measures post-graduation are based on the 2013-2018 LWF-VTP strategic plan.

Adopting the apprenticeship system 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 2017 the VTP percentage reached 26% (17% VTC and 43% VTCR).

1. Annual tracer study is done for graduates within six-months to one year of graduation, 96% of graduates completed the survey

2. Source for national figure is the PCBS, Labour Force Survey, Annual Report 2016

3. The Evangelical Lutheran Church in America (ELCA) funded a two year project for both a Human Rights Awareness Coordinator and a Graduate Support Coordinator. The new staff started their work on October 1st, 2016

The additional elements of graduate support were first implemented in 2013, following the directions of the 2013-2018 Strategic Plan. The plan included post-training support provided to graduates through "a first job placement matching fund"<sup>4</sup>, "financial and non-financial support to start their own self-employment<sup>5</sup>, business, or income generation activities" provided by COOPI EU Project in East Jerusalem and Tamkeen in Ramallah. Added to the "first job placement matching fund", through Mercy Corps and Tamkeen TVET related projects, which increased employment in profession taught of the graduates<sup>6</sup>. This year the effect of the "financial support to start their own self-employment" and the matching fund support has increased employment and self-employment of both male and female graduates after graduation.

With regard to graduates' employment or self-employment in the profession taught, percentages were 67.8%, 68.8%, and 68% of the VTC, VTCR and overall respectively. The VTC employment in profession has increased compared to last year, which highlighted the importance of the support provided for graduates this year. A relevant study concluded that this support is especially important for those living in East Jerusalem and challenged by the socio-economic and political context<sup>7</sup>.

Graduate follow-up has indicated that 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, in line with national findings<sup>8</sup>. These findings indicate the need for advocating for just labor laws, worker protection, and monitoring of the work environment and the adopted strategy for 2013-2018 includes an element related to these advocacy needs.

4. The 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.

5. Initiative is supporting graduates' employment opportunities, including self-employment, through funds to procure equipment and training on how to start their own business. COOPI provided support for 2016 handicraft graduates and graduates from different departments in 2017.

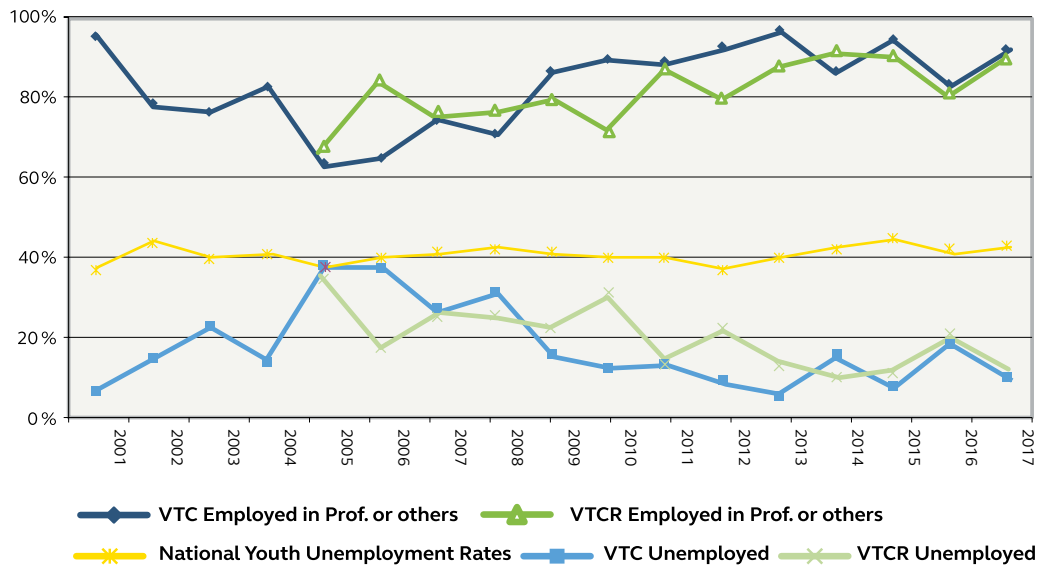
6. Mercy Corps and Tamkeen have supported matching fund of graduates and potential 2017 graduates at the VTC and the VTCR.

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

8. PCBS has found that one third of Palestinians working in the private sector receive less than the minimum wage; according to Palestinian Central Bureau of Statistics, Annual Labour Market Survey, 2016



## 2001-2017 LWF-VTP Graduates employment rates in comparison with national figures



### Employment Statistics by Vocation:

The highest employment rate in profession taught was in plumbing and central heating linked with the construction sector. Rates this year for certain vocations increased due to the support graduates received, specifically for handicrafts, auto-electrics, catering for females, and telecommunication professions. As support programme for graduates has addressed females and the relevant vocations.

The graphs on page 39 show the VTC and VTCR graduates' employment rates per vocation for 2017.

It was recorded that most of the graduates who are not employed in profession taught were either employed in a family business or have left the profession for better pay, indicating further need for guidance and counseling for graduates. Twenty-one percent and 37% of VTC and VTCR graduates respectively have emphasized the need for support to open their own businesses.

Similar to the VTC, two of the factors affecting the VTCR employment rates in 2017 were the support provided and employment in same place of training before graduation. The highest rate of employment in profession taught for the VTCR graduates were for female graduates from Telecommunications, followed by Carpentry, Aluminum, and Auto-Mechanics, while male graduates from telecommunications and female graduates from Vocational Secretary had lowest employment rates, as the graph below illustrates.

### The effect of graduates' support upon employment rates:

Twenty-three percent of the VTC graduates were

employed in profession taught as a result of the support provided to graduates. This varied by gender and vocation. For example, 100% of the handicrafts graduates were working due to self-employment support, 33% and 43% for male and female telecommunication graduates respectively, 27% of auto-electrics graduates, and 14% of catering graduates are working due to the support.

Similarly, 15% of the VTCR graduates were employed in profession taught due to measures of graduates' support, 67% and 29% of the female and male telecommunication graduates respectively, 20% of vocational secretary graduates, 17% of carpentry graduates and 8% of aluminum graduates are working in profession taught due to graduates' support.

### Employment Statistics by Gender<sup>9</sup>:

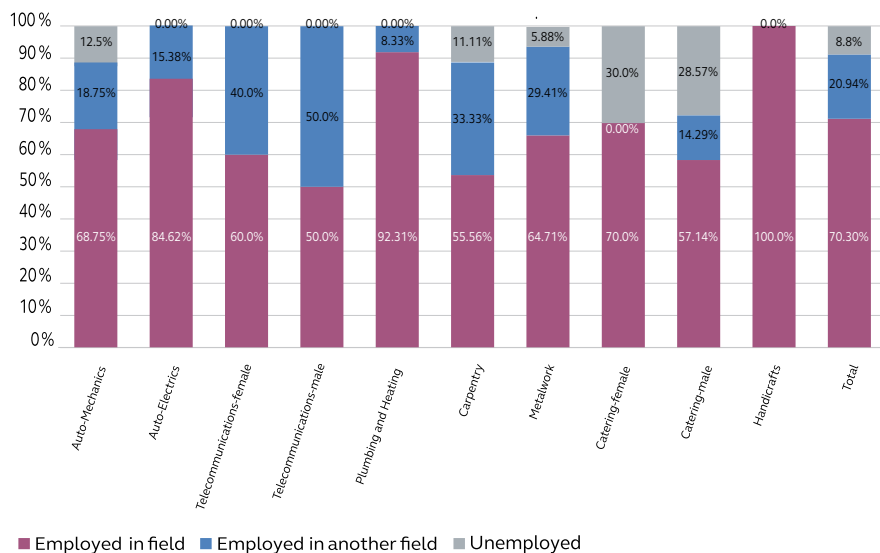
Eighty-five percent of all VTP female graduates are employed or self-employed within six months of graduation (90.5% of VTC female graduates and 80.8% of VTCR female graduates), in comparison to the 32.1% employment rate among all female youth of the same age in Palestine.

The Labor Force Participation Rates (LFPR) -- the percentage of all persons working or actively seeking work -- reached 66% overall among female VTP graduates (59% among VTC female graduates and 73% among VTCR female graduates), compared to 12.4% of Palestine's female youth in the same age

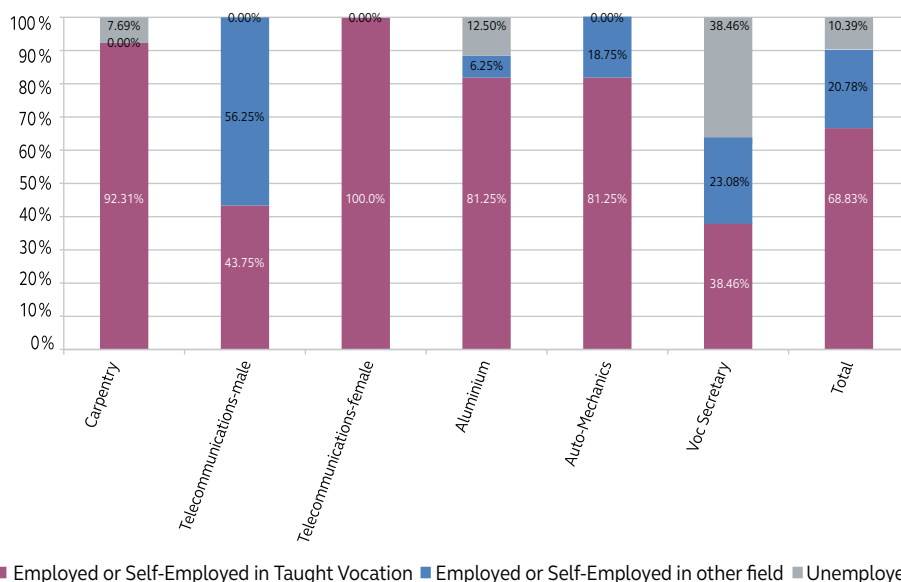
9. Females were first introduced to VTC in the year 2000 and were integrated in VTCR since its beginning in 2004; both were through the vocation of Telecommunications. The year 2012 witnessed increased integration of females through the addition of 3 professions (Handicrafts and Catering at VTC and Vocational Secretary at VTCR), supported by the Church of Sweden.



## VTC 2017 Graduates Employment Data



## VTCT 2017 Graduates Employment Data



group and to 19.3% LFPR for females in general<sup>10</sup>. This 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 and support provided for the graduates, with half of all VTP female graduates employed in profession taught. This can be attributed to the support provided for work and self-employment, with some graduates employed in the same place of training.

The increase in employment rates illustrates the importance of graduate support programming,

particularly for female students. The hiring of the Graduates Coordinator and the addition of systematic graduate support programming has helped to recover employment rates for females that are comparable to the years 2013-2015.

The graphs above indicate that in most cases 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 to update the technology 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 for financial support for graduates, particularly females and graduates located in East Jerusalem. The COOPI study has indicated the need for special measures and updating of TVET in East Jerusalem.

10. Source for national figure is the PCBS, Labour Force Survey, Annual Report 2016



# The Lutheran World Federation Vocational Training Advisory Board



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LWF Jerusalem Program

**Mr. Yousef Shalian**  
Director  
LWF Vocational Training Program

\*Completed service on the VTAB in 2017

\*\*Joined the VTAB in 2017

Staff of the VTP and the LWF Central Office celebrated Christmas together with a lunch at the VTC Beit Hanina site. The lunch was catered by the VTC Catering Department under the guidance of trainer Ameer Babeesh and all of the staff members received a beautiful handmade ceramic vase made by the Craftwork Department and trainer Muhammad Tbakhi.

# From Tree to Table Olive Oil

## Olive Oil from the LWF Jerusalem Campus



Photo: LWF/S. Funkhouser

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 and 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 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. A 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 2018 will support the LWF Jerusalem Program and help either the LWF Vocational Training Program or the AVH Patient Assistance Fund, wherever the need is greatest.**

### Order Olive Oil

When shipped through the mail, olive oil can be ordered in the amounts 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 of the donor's choosing will be placed in the LWF Jerusalem central office.

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



Photo: LWF/M. Brown



# 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: S. Jeter



Photo: LWF/M. Brown



Photo: LWF/M. Brown



Photo: LWF/M. Brown

## 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 past experiences 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 2017

In 2017, 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.

St. Olaf Group led by James Hansen and Katherine Fick • Trinity Lutheran Seminary Group led by Dr. Henry Langknecht and Dr. Julie Faith Parker • Dr. Gerald Rockenschaub, MPH, Head of Office, World Health Organization, Office for West Bank and Gaza (oPt.) • Southern Seminary Group led by Dr. Monte Luker • Pacific Lutheran Theological Seminary Group led by Dr. Rod Schofield and Pr. Gabi Aelabouni and Sara Wilson • Garrett – Evangelical Theological Seminary Group led by Dr. K.K. Yeo • ELCA Michigan Group • ELCA Delaware/Maryland Synod Group led by Rev. Jason Chesnut • Tomas Brundin, Deputy Consul General, Consulate General of Sweden • Lauren Webster, Director, West Bank and Gaza, for Global Affairs Canada • Matthew and Stephanie Fouse • Kuratoriumsmitglieder Der Kaiserin Auguste Victoria-Stiftung • Our Savior's Lutheran Church Group led by Pr. Jeff Frohner • Schmalz Group • Belgian Prime Minister Charles Michel • UN Humanitarian Coordinator Mr. Robert Piper • Prince of Peace Lutheran Church Group led by Pr. Kent Johnson • Tomas Niklasson, Deputy Head of Mission, Office of the European Union Representative • Jim and Joy Erickson • Church of Sweden and SIDA Group, Eva Christina Nilsson, Lorentz Forsberg, Carin Gardbring, Karin Axelsson Zaar • Group led by Michael Spath • Church of Norway Group led by Inga-Lill Rubenson • Steven Martin and UUA Group • Trinity Lutheran Church Group led by Pr. Kathy Graves and Pr. Tom Dettmer • Nathan Hosler, Director for the Office of Public Witness for Church of the Brethren, Washington, D.C. • Roberto Valent, Special Representative of the Administrator – Programme of Assistance to the Palestinian People, United Nations Development Programme - Palestine • Waterloo Seminary Group led by Mark Harris • ELCA Peace Not Walls Group • Church of Sweden Advocacy and Awareness Team • Eva-Lena Kapanen, Chief of Staff, Swedish Social Democrats in the European Parliament • University of Colorado Group led by Melanie Ferraro • Northwest Washington Synod Group led by Rev. Jane Prestbye • Southeast Michigan Synod Middle East Task Force led by Amy Cooley • Pr. Tim Keyl • Liesl Spitz • Aaron Tate • Tom Prinz • Joint Delegation of Bread for the World and Misereor • Redeemer Lutheran and St. John's Lutheran Churches led by Prs. Jack and Rachel Thorson Mithelman • Group of Christian Leaders from China led by Dr. K.K. Yeo • Swedish Theological Institute • Group led by Pr. Tim Keyl and Bishop James Hazelwood • German National Committee of the Lutheran World Federation • Group led by Gary Gillespie • Jerusalem Expat Network • Anglican International School Jerusalem Students • College des Freres Jerusalem Students • Seeds of Peace Group • Lutheran Church of the Redeemer Jerusalem English-Speaking Congregation Group • Hope Lutheran Church Group led by Karin Brown and Ray Ranker • General Secretary of ACTAlliance Mr. Rudelmar Bueno de Faria • USAID Deputy Assistant Inspector General Ms. Lisa Mclennon • Group led by Prof. Phil Quanbeck and Dr. Ruth Johnson • Pr. Hans Kasch, Director of the LWF Center Wittenberg • Hilde Haraldstad, Representative Office of Norway to the Palestinian Authority • Julien Thoni, Swiss Representative to the Palestinian Authority • Ben Kanowski • Sophie Jokela and Joe Kaplan • Lisa Henry, Country Director, DanChurchAid and Norwegian Church Aid • Peter Beerwerth, German Representative to the Palestinian Authority • Jessica Lindberg Dik, Liaison Office Middle East, International Department, Church of Sweden • Minot State University Group led by Trena Montgomery and Christoph Schmidt •

# SCHOLARSHIPS 2017

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 2017, the LWF Jerusalem Scholarship Program awarded financial aid to 20 youth – 14 women and 6 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 medicine, dentistry, chemistry, pharmacy, nursing, accounting, engineering, architectural engineering, Arabic literature, English, tourism studies, science, computer engineering, education, physics, archeology, history and geography.

In recent years, the LWF Scholarship Program has made an effort to particularly help support young women pursue higher education and secure careers for themselves. **Mirna Issa Abu Mohor**, a young woman from the West Bank city of Beit Jala, was a recipient of an LWF Scholarship. With the assistance of the scholarship, Mirna pursued a degree in accounting from Bethlehem University and graduated in 2015. She is currently working in the accounting department at the Bethlehem Arab Society for Rehabilitation, an organization providing healthcare and rehabilitation services to people with disabilities and other vulnerable populations. Mirna says, **“Having this scholarship helped...in reducing the financial burden on my parents and helped me to continue my studies to help me find a good job”.**



**Patricia Zu'rob** is a current student at Bethlehem University and also a recipient of an LWF Scholarship. She will graduate in June 2018 with a degree in mathematics and physics. She has always been interested in mathematics and hopes to continue her studies by pursuing a masters in mathematics. She would like to be able to share her love of math with others and hopes to volunteer as a tutor to assist those who do not have money to study. Patricia is thankful to the LWF for the assistance of the scholarship, which has helped her pursue this degree and given her options for her future.

**Ms. Suad Freij** has served the LWF Jerusalem Program in many capacities, including as the Scholarship Program Supervisor. We are grateful for Suad's service and are excited that in 2018 we will celebrate a major milestone in her work with the Lutheran World Federation - 60 years of service!





# INDIVIDUAL AND GROUP DONORS 2017

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 2017. These supporters include:

Aaron Tate • Abiding Presence Lutheran Church - Rochester Hills • Advent Lutheran Church - New York City • Aida Haddad • Alexander Broden • All Saints in Big Sky - Big Sky • Alpha Christian TourS, Inc. • Andrea Richardson • Anne Else • Anne Grabaskey • Annelisa Steeber and Daniel Sullivan • Arlene Dyck • Associated Clergy of Tomahawk • Augsburg College • Barry George • Beth and Timothy Holst • Bethesda Lutheran Church - New Haven • Bethlehem Lutheran Church - Minneapolis • Bethlehem Lutheran Church - Wahoo • Brad Mittleholtz • Brad Schlegel • Brian Sawich • Central Lutheran Church Women - Eugene • Charles Steinbach • Charles and Tiana Montgomery • Charlotte Lynch • Christ Lutheran Church of Visalia Church Women - Visalia • Church of the Redeemer, Jerusalem English-Speaking Congregation • Connie Blakesley • Darlene and Tom Dunham • David and Patricia Van Wylen • Dean and Marianne Nelson • Debra Jeanne Johnson • Denise Watson • Diane Steen-Hinderlie and John Olson • Erika Brundin • Esther Nelson • Evangelical Lutheran Church of Geneva - English-Speaking Congregation • First Lutheran Church - Blooming Prairie • First Lutheran Church - Bothell • First Lutheran Church - Sioux Falls • First Lutheran Church WELCA - Bothell • Gail and Robert Chupick • Gary Gillespie • Gary and Gloria Graber • German National Committee of the Lutheran World Federation • Grace Lutheran Church - Tomahawk • Grace Presbyterian Church - Springfield • Gregory and Mary Steeber • Gregory and Barbara Janssen • Harry and Barbara Tedrow • Heather O'Neal • Helle Bundgaard Poulsen • Inez Holst • Jack Mithelman • Jameel Breneman • Jane Granzow • Janusz and Elzbieta Salacinski • Jeannie Weber • Joanna Hiebert Bergen • Joanne Fitzgerald • John and Sandra Stumme • Julia Tengelin • Jurgen Wehrmann • K. K. Yeo • Karen Briggs • Kathryn Gerking and Andy Johnson • Kent Lutheran Church - Kent • L. Michael Spath • Lawrence Turner • Lee Rozen • Lejla Zvizdic • Linda Bareis • Lois Capps • Lord of Life Lutheran Church - Maple Grove • Lutheran Campus Ministry Minot State University • Lutherans for Justice in the Holy Land - Portland • Madeleine Karlsson • Mae Helen Jackson • Margaret Wetzel • Mark and Susanne Brown • Mark Holman and Marcia Holman • Martin and Nancy Hillila • Mary Anna and David Patterson • Maya Mineoi • Meghan Mast • Mennonite Central Committee Palestine • Mikaela Eknedal • Mike and Carol Tveite • Minnetonka Lutheran Church - Minnetonka • Mount Olive Lutheran Church - Minneapolis • Naim Tarazi • Abdulsatar and Noor Ravalia • Pacifica Synod of the ELCA • Patricia Sellick • Patricia Ohlmann • Patricia Maruschak • Paul Voytas • Paula Mehmel • Peace Lutheran Church - Alexandria • Prince of Peace Lutheran Church • Rainer Kiefer • Ralph and Laurel Doermann • Redeemer Lutheran Church - Columbus • Redeemer Lutheran Church - Plymouth • Rod Schofield • Roger Hileman • Ron Temme • Sarah Bahleda • Scott Saarlas • Sharon and Greg Shannon • Shauna Lake • Souad Freij • St. James Lutheran Church - Portland • St. John's Evangelical Lutheran Church - Mamaroneck • St. Paul Evangelical Lutheran Church - Lititz • St. Paul's Evangelical Lutheran Church - Streator • St. Stephen's Lutheran Church - Monona • St. Timothy's Lutheran Church - Omaha • Steve Jeter • Sylvia and Gary Campbell • Terry and Eleanor Daly • Tuhina Rasche • Tyler and Janne Dale Hauger • U.S. Consulate General Jerusalem • University of Colorado - Boulder Lutheran Campus Ministry • Wyvetta Bullock • Xavier Thomas • Zion Lutheran Church - Beulah • Zion Lutheran Church - Iowa City • Zion's Lutheran Church - Trinidad



# THE LUTHERAN WORLD FEDERATION

## DEPARTMENT FOR WORLD SERVICE - JERUSALEM PROGRAM

Income Received Locally (in Euro)		Donations Received Through Geneva (in Euro)	
Arab Studies Society, Jerusalem	4,377		
Barry George	9,206		
Bread for the World - Protestant Development Service	1,244,160		
Catholic Relief Services	260,133		
Chamber of Commerce	50,499		
GIZ- Deutsche Gesellschaft für Internationale Zusammenarbeit	2,494		
Guesthouse	158,290		
Health Work Committees	46,155		
International Committee of the Red Cross	5,854		
Islamic Development Bank	188,911		
Lutheran World Relief	40,584		
Mercy Corps	19,390		
Ministry of Education - Jerusalem	518,135		
Norwegian Church Aid	580,667		
Other UN Agencies	1,203		
Palestinian Medical Relief Society	12,708		
Permanent Qatar Committee	46,629		
PNA - Ministry of Finance	209,802		
Property Maintenance	474,581		
TMCO Inc.	14,350		
United Nations Development Programme	519,032		
Welfare Association	427,728		
<b>Sub Total</b>	<b>4,834,890</b>		
		Canadian Lutheran World Relief	148,803
		Church of Sweden	348,840
		Igreja Evangelica de Confissao Luterana no Brasil (IECLB)	51,400
		Evangelical Lutheran Church In America	280,302
		German National Committee of the Lutheran World Federation	45,002
		Others	20,738
		<b>Sub Total</b>	<b>895,085</b>

COMPARATIVE FINANCIAL DATA (in Euro)					
	2017	2016	2015	2014	2013
<b>Revenues</b>					
Vocational Training Program	1,534,477	1,416,851	1,340,026	1,183,631	968,649
Scholarship Program	16,903	18,267	21,388	24,763	22,343
Augusta Victoria Hospital (Operations)	49,386,123	43,674,292	34,258,817	25,055,293	21,946,578
Village Health Clinics	81,271	87,281	112,689	97,067	65,641
LWF-Jordan (ACT Appeal SYR 121)	0	0	0	0	2,256,330
<b>Expenses</b>					
Vocational Training Program	1,534,477	1,416,851	1,340,026	1,183,631	968,649
Scholarship Program	16,903	18,267	21,388	24,763	22,343
Augusta Victoria Hospital	46,615,292	34,763,524	29,997,520	20,837,970	18,538,042
Village Health Clinics	81,271	87,281	112,689	97,067	65,641
LWF-Jordan (ACT Appeal SYR 121)	0	0	0	0	2,256,330



The Lutheran World Federation  
Department for World Service

## JERUSALEM PROGRAM SENIOR STAFF

(Senior Staff as of 31 December 2017)

### I. LWF CENTRAL OFFICE

<b>Mark Brown</b>	Representative
<b>Alex Kuttab</b>	Director of Administration and Finance
<b>Fadi Murra</b>	Deputy Director of Administration and Finance

### II. AUGUSTA VICTORIA HOSPITAL (AVH)

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

### III. VOCATIONAL TRAINING PROGRAM (VTP)

<b>Yousef Shalian</b>	VTP Director
<b>Thaer Shqair</b>	VTP Quality Controller
<b>Randa Hilal</b>	Vocational Training Consultant

#### • VOCATIONAL TRAINING CENTER – BEIT HANINA (VTC)

<b>Mahmoud 'Adarbeh</b>	VTC Deputy Director; Department Head - Theory
<b>Mahmoud Khatib</b>	Department Head – Boarding
<b>Saliba Bannoura</b>	Department Head – Carpentry
<b>Ameer Babeesh</b>	Department Head – Catering
<b>Muhammad Tbakhi</b>	Department Head – Craftwork
<b>Gabi Kamel</b>	Department Head – Metalwork & Aluminum
<b>Rafat Dies</b>	Department Head – Plumbing & Heating
<b>Majdi Bakri</b>	Department Head – Telecommunications
<b>Peter Jahshan</b>	Workshop Coordinator

#### • VOCATIONAL TRAINING CENTER – RAMALLAH (VTCR)

<b>Thaer Shqair</b>	VTCR Deputy Director
<b>Amer Khalaf</b>	Short Courses Coordinator

### IV. SCHOLARSHIP PROGRAM

<b>Suad Freij</b>	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, and scholarships, 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 of suffering from poverty and injustice.

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Photo: K. Brown



### Front Cover

A pediatric patient receives an injection from Amani Al-Atrash, Pediatric Nurse. In 2009, the pediatric department was renovated and reopened as the Specialized Center for Child Care, which includes the Pediatric Dialysis Clinic and the Pediatric Oncology Unit.

Photo: LWF/S. Funkhouser



### Back Cover

Four young women snap a selfie at the 2017 VTP Short Course Graduation held in Beit Hanina. Since 2012, the VTP has been working to promote vocational careers for young women and has graduated nearly 1000 women across its programs since it became a co-ed institution in 2000.

## LWF Jerusalem 2017 Annual Report

**Editor:** Mark Brown

**Associate Editor:** Sarah Funkhouser

**Contributing Authors/Editors:** Badi'a Bajjali, Mark Brown, Sarah Funkhouser, Randa Hilal, Bisan Khair, Anwar Khatib, Alex Kuttub, Walid Nammour, Yousef Shalian

**Photography:** Ziad Baradiah, Karin Brown, Mark Brown, Sarah Funkhouser, Robert Granke, Steve Jeter, Anwar Khatib, Fadi Murra, Yousef Shalian, and Almanar Studios

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## actalliance

is a coalition of 140 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.

World Service is the LWF's internationally recognized humanitarian and development arm. Rooted in Christian values of love, reconciliation and justice, we respond to human need throughout the world - irrespective of ethnicity, gender, religion, race, or political conviction. Locally rooted. Globally connected.

The LWF is a founding member of **actalliance**



THE  
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FEDERATION

World Service

member of **actalliance**

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