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الاتحاد اللوثيري العالمي - القدس

LWF World Service - Jerusalem

2020 ANNUAL REPORT

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FOREWORD



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*P*alestine and Israel, much like the rest of the world, were thrown into chaos in 2020 due to the coronavirus disease (COVID-19). Despite lockdowns, tightened restrictions, and several infection-waves, the LWF Jerusalem Program team continued throughout the year with the ministry of life-saving treatment for patients from the West Bank and the Gaza Strip at Augusta Victoria Hospital and with a mixture of E-learning and f2f training in the vocational training centers. After the COVID-19 pandemic hit Israel and Palestine in March 2020, the Augusta Victoria Hospital (AVH) immediately responded under the leadership of AVH CEO Walid Nammour

by implementing an emergency response plan, whereby patient intake was responsibly monitored, patients and companions were screened before arriving at the hospital, triage areas were set up, and infection prevention protocols developed and implemented. Personal Protective Equipment/PPEs could be purchased with the assistance of our partners. In daily meetings AVH senior managers shared situation reports on the hotspots of the COVID-19 pandemic and information on where patients can get tested before entering the hospital. They also discussed the symptoms of individual patients and the risk that they posed.



Nurse at the COVID ward monitoring a COVID-19 Ahmad Abed, an AVH nurse with mild symptoms who happened to be the first patient to quarantine in the Corona ward

The AVH doctor leading the infection prevention unit, Dr Ali Sabateen, was available 24/7 for tracking and tracing of patients and stayed on the campus. The LWF guest house, which stood empty due to the lack of tourists and visitors, was transformed into a dormitory for AVH medical staff on a 14-day shift. It was very challenging, particularly in the early days of the virus when little was known about it globally. AVH doctors and senior staff were asked to appear on TV and radio shows to explain how to stay healthy and safe.

After a few weeks, thanks to the director of AVH laboratories, Dr Musa Hindiyeh, AVH was capable of conducting COVID-19 tests and was authorized by the Israeli health authorities to do so. The testing capacity, the PPEs and the selfless personal commitment of LWF employees helped to keep the virus under control within the hospital and to avoid any cross transmissions. A few related articles in this report will elaborate further on our response and lessons learned.

As if the COVID-19 pandemic and the subsequent socio-economic impact on the Palestinian population was not enough to cope with, the political challenges in 2020 were also enormous. The year started with the formal unveiling of the former US Administration's "Peace to Prosperity" plan. The plan

was widely criticized and rejected by the Palestinian Authority (PA). It asked the Palestinians to surrender to occupation, agree to Israeli annexation of territory and the loss of East Jerusalem as their capital, to give up the right to self-determination, and to forfeit the right of return. After another Israeli election in March 2020, the newly established Government of Israel under Prime Minister Benjamin Netanyahu declared its plans to annex parts of the West Bank starting in July 2020, despite longstanding Palestinian and international objections to such plans.

The reality on the ground already constitutes "de facto" annexation. Palestinians throughout the West Bank are under Israeli military control, while Israelis in West Bank settlements are under Israeli civil law. Currently there are around 200 settlements with almost 620,000 inhabitants in the West Bank. A "de jure" annexation would, however, have an immediate and detrimental impact on the Palestinians living in these areas as it would exacerbate human rights violations and further entrench institutionalized discrimination.

As a response to the looming annexation, President Abbas decided in May 2020 to halt all coordination with Israeli authorities, including the civil coordination of medical permits from Gaza to Israel. This had a negative effect on Augusta Victoria Hospital cancer

patients from Gaza that needed treatment in the LWF hospital. For a couple of months, the number of patients coming to AVH and other hospitals in East Jerusalem for medical treatment drastically decreased. The team at AVH responsible for making appointments for patients and requesting permits took over some of the coordination with the Israeli authorities directly.

In addition, patients returning from Jerusalem to Gaza were obliged to quarantine for three weeks in designated facilities. This prompted AVH to rent hotel space at its own expense in order to accommodate Gaza patients and their companions to ensure that their treatment would continue uninterrupted. Fortunately, Diakonie Katastrophenhilfe came to our aid to cover the additional expenses. In late November, the PA resumed coordination and more patients were coming to AVH for treatment. During the COVID-19 pandemic it became obvious how underserved cancer patients in Gaza are. It is high time to improve diagnostic and treatment centers inside Gaza. In 2021, AVH will look into the feasibility of working in Gaza so that Gaza patients don't reach advanced stages of cancer due to delays in the acquisition of travel permits and inadequate diagnoses.

Another worrying trend in 2020 was the increase in cases of demolitions and evictions. UNOCHA reported an increase of demolitions and evictions in 2020 in Area C in the West Bank. In November 2020, a Palestinian Bedouin community in the northern Jordan Valley of the West Bank was raided. 73 people, including 41 children, were displaced, their homes demolished, and other structures destroyed, including, animal shelters, latrines, and solar panels. It was the largest single demolition since 2009. The UN is particularly concerned for the rights of children and their overall protection, safety, and well-being. Currently 53 schools, which are attended by 5,200 children, have demolition orders placed against them.

Many of the festivities that give life and meaning to the local communities -- including the religious celebrations of Easter, Ramadan and Christmas -- had either to be cancelled or reduced to a minimum due to the COVID-19 pandemic. This was also the case with the diabetes and breast cancer awareness campaigns and social activities for the children in the hospital. The scholastic year of the LWF vocational training centers had to be altered. And, the annual graduation ceremony -- so important for students, their parents and trainers -- was cancelled and the summer camps could only take place with a reduced number of trainees. The construction of the Elder Care and Palliative Medicine Institute (ECPMI) was



Photo by LWF

put on hold due to the pandemic. We hope that 2021 will bring the changes to help us move forward.

At the same time, numerous positive developments are to be reported. On the occasion of the UN Human Rights Council session in Geneva in February 2020 Dr Khadra Salami, pediatric hematology oncology specialist at the Augusta Victoria Hospital, joined a panel discussion organized by LWF to talk about the right to access to health for all children and in particular for children with cancer living in Gaza.

She explained the LWF position in this regard: All children diagnosed with cancer from the Gaza Strip should immediately be treated without delay. Once diagnosed with cancer the child should get a permit for an initial period of one year for active treatment and appropriate follow up without the child having to go through the same permit process every time, and risk missing appointments in hospitals. All children referred for medical treatment outside Gaza should be accompanied by at least one parent. Doctors from Gaza should be allowed to exit the Strip and attend international medical conferences for training.

Also the AVH senior management was strengthened by the nomination of Ms. Lana NasserEddin as the new director for the community outreach. Ms. NasserEddin had been working with AVH before as the head of dieticians and also with the mobile clinic. Dr. Hani Abdeen, Dean of the medical faculty of Al Quds University, joined the AVH senior management team in summer as the Chief Medical Officer. In November 2020, Dr Fadi Atrash, head of radiation oncology at AVH and President of the Palestinian Oncology Society, was appointed as Deputy CEO to bolster the management team in these challenging days.

The LWF Jerusalem Program is hopeful that in 2021 we will see the beginning of the end of the COVID-19 pandemic and that we will be receiving partners, visitors and guests from all over the world, as before the pandemic.



Augusta Victoria Hospital

Located in the heart of Al Quds/Jerusalem, at the top of the Mount of Olives, Augusta Victoria Hospital (AVH) is a program of the Lutheran World Federation (LWF) World Service. The hospital was established in partnership with the United Nations Relief and Works Agency (UNRWA) for Palestine Refugees as a major medical facility to care for Palestinian refugees following the 1948 conflict.

The LWF-run Augusta Victoria Hospital (AVH) in East Jerusalem is a center of medical excellence, serving 5 million Palestinians in the West Bank and Gaza. AVH, accredited by the Joint Commission International for its outstanding quality, offers specialized care that is not available in other hospitals in the West Bank and Gaza, including radiation therapy for cancer patients and pediatric hemodialysis. In 2020, Augusta Victoria Hospital (AVH) continued to serve the Palestinian population in the provision of the highest standards of diagnostic, clinical and community health services relevant to the needs of the Palestinian health care system. During the reporting period, AVH was able to directly serve 8674 patients (51.8% female, 48.2% male) coming from the West Bank and Gaza. This is falling short of the set targets for this period due to the outbreak of COVID-19 and the halt in coordination between the Palestinian Authority (PA) and the Government of Israel following the threat of Israeli annexation. Licensed for 171 beds, AVH is the second-largest hospital in East Jerusalem and the sole specialized-care hospital in the West Bank and Gaza for oncology. The majority of its patients are referred by the Palestinian Ministry of Health (PMoH).

AVH is able to continue operating also because of the support of LWF member churches and longstanding partnerships with the USA and the European Union. AVH and the other five

East Jerusalem hospitals rely on the latter governments' funding each year to cover approximately half of the cost for cancer patients and others referred to these hospitals.

The continued suspension in 2020 of US funding for the West Bank and Gaza hampered the ability of the Palestinian Authority (PA) to settle its bills for the patients it referred to AVH. With monthly payments and the annual transfer from the European Union, the PA debt to AVH was managed. However, there were additional, unexpected costs related to the AVH response to the COVID-19 pandemic, placing additional strains on the finances of AVH and all of the East Jerusalem hospitals. As a result of the timely and professional work of AVH and ongoing advocacy, it is expected that the US government will restore vital funding to the East Jerusalem hospitals in 2021 and help to relieve the financial burdens. Due to the COVID-19 pandemic, the Anti-Microbial Stewardship Program was not continued in 2020, and the intake of new patients continued to be carefully considered, with no programs organized for children or adult patients as part of the overall social and extra activities typically organized for patients. AVH also had to limit and cancel awareness sessions usually organized for diabetes and breast cancer in communities. In October 2020, AVH inaugurated a new digital mobile mammography clinic that provides a faster and more efficient diagnosis of breast cancer using 3D mammography, an ultrasound and a biopsy arm.

As one of the most difficult years draws to a close, with 118 staff infected and 186 quarantined, 86 patients infected out of which 10 sadly lost their lives to the virus, AVH was able to start vaccinating its staff and staff of the East Jerusalem Hospital Network with the Pfizer-BioNTech COVID-19 Vaccine on December 31st, 2020, becoming one



AVH staff in full gear to combat COVID-19

of the first hospitals worldwide to administer the vaccine. As we reflect back on the year, which was one of the most challenging, we are proud of an impressive team of infectious disease specialists, doctors and nurses, whose dedication and work around the clock to monitor, advise, and control

the spread of the virus has been critical and life-saving to many, and we are grateful to be working with our teams who left their families and loved ones behind and sacrificed their lives to be on the forefront and continue to provide the best services with the highest standards and quality.



The Lutheran World Federation **Augusta Victoria Hospital – Board of Governance**

(as of December 31, 2020)

Dr. Karin Achtelstetter
Canadian Lutheran World Relief

The Rev. Said Ailabouni
Evangelical Lutheran Church in America

Bishop Ibrahim Azar (AVH Board Chair)
(Ex-officio Member)
Evangelical Lutheran Church in Jordan and the Holy Land

Ms. Erika Brundin
ACT Church of Sweden

Dr. Anne Dørum
Mount of Olives Foundation, Oslo

Ms. Maria Immonen
(Ex-officio Member)
Director, LWF World Service

Ms. Gunvor Kronman (AVH Board Vice Chair)
The Swedish-Finnish Cultural Centre

Mr. Georg Kulenkampff
Kaiserin Augusta Victoria – Stiftung

Propst Joachim Lenz
(Ex-officio Member)
Kaiserin Augusta Victoria - Stiftung

Dr. Torben Mogensen
DanChurchAid

Ms. Sieglinde Weinbrenner
(Ex-officio Member)
Representative, LWF Jerusalem Program

LWF Staff:

Ms. Badiah Bajali
Assistant Chief Executive Officer
Augusta Victoria Hospital

Mr. Alex Kuttab
Chief Financial Officer, Augusta Victoria
Hospital

Mr. Walid Nammour
Chief Executive Officer, Augusta Victoria
Hospital

Ms. Dina Nasser**
Chief Operating Officer

Ms. Caroline Tveoy
Regional Program Coordinator
Middle East and North Africa
LWF World Service

**Completed service on the AVH Board in 2020

Augusta Victoria Hospital and the Fight Against COVID-19



Hania Taha, Senior Researcher,
Augusta Victoria Hospital

Augusta Victoria Hospital (AVH), consistent with its accreditation by the Joint Commission International (JCI), puts special emphasis on patient quality of care and safety as an integral part of its overall planning and operations. The AVH response to the coronavirus disease (COVID-19) pandemic also reflects the high standards of the JCI. During 2020, AVH passed through two phases of the crisis. During the first phase (“emergency phase”) the hospital focused on stabilizing the situation and buying time before an outbreak. During the second phase (“adaptive phase”) AVH worked to build the capacity of the hospital in order to cope in the long-term with the new reality.

PHASE 1: Responding to the Emergency Activating the Emergency Preparedness Plan

AVH was one of the very first Palestinian institutions to respond to the COVID-19 pandemic. As soon as cases of COVID-19 were detected in Bethlehem, Palestine, the AVH CEO announced and activated the emergency preparedness plan,

which included the transformation of its services, scaling down overall operations while continuing with urgent ones, such as cancer treatment and hemodialysis. Additionally, the response plan included: 1) establishing strict health protocols such as calling and screening all patients from infected areas for symptoms a day before their arrival to the hospital, followed by screening all patients via phone from any area, triaging patients at transportation meeting points (before they even board on transportations to come to the hospital), and triaging everyone for symptoms upon entering the hospital; 2) immediately shutting down the cafeteria; 3) providing and delivering medications to patients in different areas of the West Bank to limit their visits to the hospital; 4) sending staff from locked-down areas to other partner hospitals in the West Bank to deliver chemotherapy to AVH patients living in those areas; 5) putting a solid plan, an area and a process to deal with suspected cases; 6) restricting visitors; 7) cancelling all group activities; 8) establishing a comprehensive communication system; 9) holding daily debriefing meetings with all AVH executives and directors to discuss major updates in the country and act accordingly; and 10) holding daily meetings of the infection prevention and control (IPC) committee to discuss individual cases, provide instructions on how to protect oneself, call and screen patients, and be available 24/7.

Furthermore, AVH continues to be the only hospital in the region that provides free accommodations, transportation, and food services for its patients, companions, and staff with the help of its longstanding partners. Around 300 patients, whose treatments cannot be postponed or delayed, their companions, and staff from infected areas, were all accommodated at five different hotels. AVH provided free transportation to patients while maintaining social distancing. Moreover, all meals, snacks, and beverages were available complimentary to everyone from the very first moment the emergency was announced.



Establishing a Comprehensive Communication System

AVH established robust internal and external communication plans during the pandemic. Internal communication was enhanced through the introduction of an emergency operating committee and a hot-line committee. The internal communication plan includes daily debriefing meetings in order to discuss updates, urgent issues, how to get supplies and medications, how to proceed, and next steps. Individual cases were discussed to determine the level of risk they pose, their symptoms, where can they be tested for COVID-19 before coming to AVH, the urgency of their conditions, etc.

External communication was with the Palestinian and Israeli government entities, such as the Ministry of Health and district coordination offices (to ease patient and staff movement to and from the hospital). Additionally, during the lockdown, AVH cooperated with other partner hospitals in the West Bank, such as Al-Husseini Hospital in Beit-Jala, to coordinate treatments for AVH patients who live in those areas while sending staff assistance to reduce workload. AVH also coordinated with Al Caritas Hospital in Bethlehem to receive AVH patients living in that area to get tested for COVID-19 before coming to AVH.

PHASE 2: Adapting to a New Normal Building Capacity

Within one week, a triage tent was set-up at the AVH entrance. It was difficult at the beginning to buy Personal Protective Equipment (PPE), such as N95-facemasks, scrubs, eye-protectors, face-shields, and respirators, mainly due to shortages and the lack of preparedness in the country. In the beginning, to avoid panic, wearing surgical masks at AVH was not mandatory, but soon they became compulsory for everyone. At the same time, AVH quickly mobilized to do all that was needed to acquire PPE and make them available. Eventually, within two weeks of the first outbreak in Palestine, PPE was made available to all staff, beginning with N95 facemasks, followed by face-shields and surgical masks. Four separate tents for donning and doffing PPE were set-up, and the staff was trained on the techniques of how to transfer medications and meals to infected/suspected cases.

Staff was divided into two groups. While one worked for a continuous 14-day period, the other quarantined at home for 14 days. And, most importantly, a newly isolated laboratory section that follows all international standards was established to do the Polymerase Chain Reaction (PCR) testing and give results within 3-4 hours only. AVH is the only hospital in East Jerusalem to provide COVID-19 testing for its staff and patients.

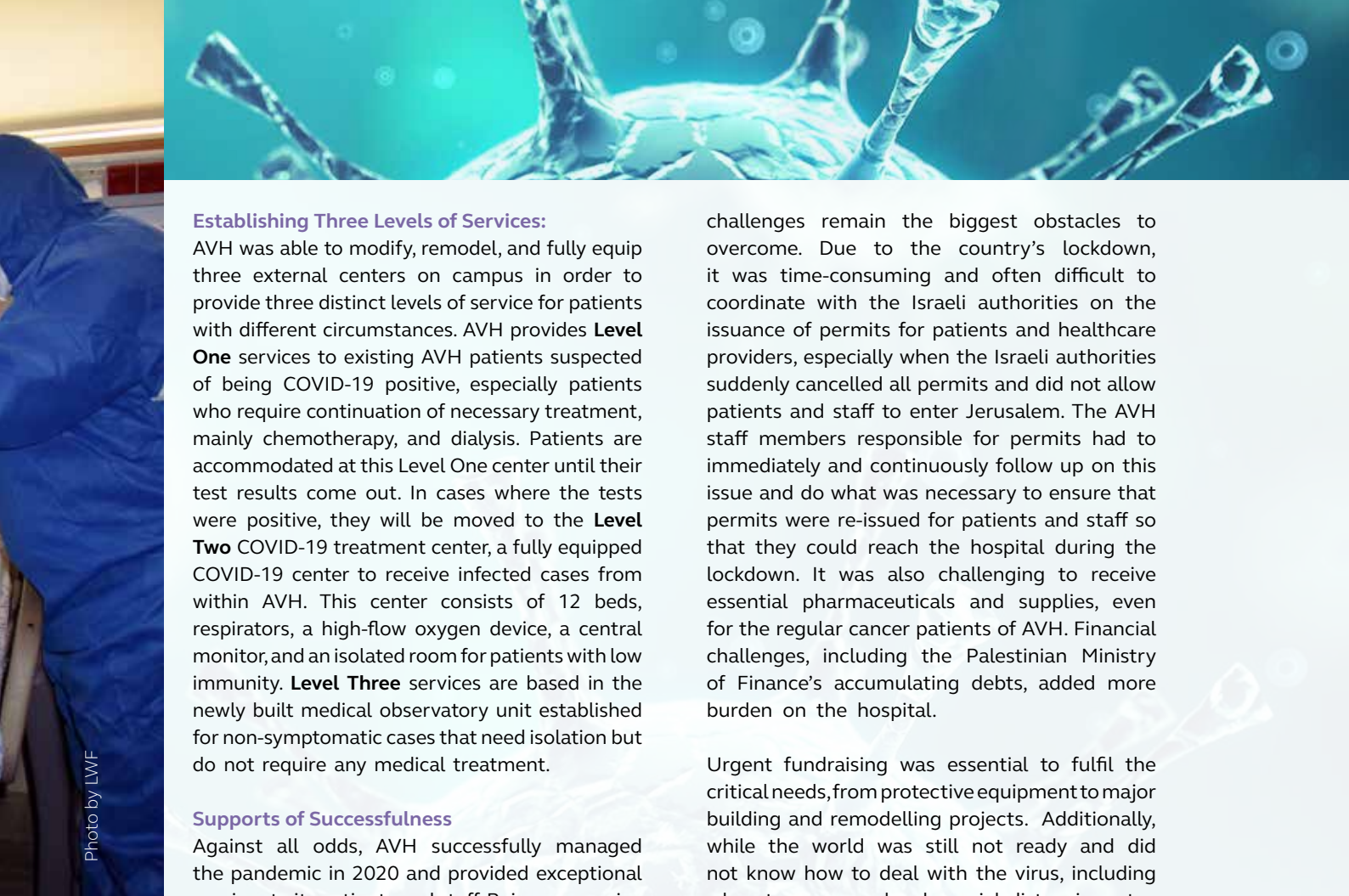


Photo by LWF

Establishing Three Levels of Services:

AVH was able to modify, remodel, and fully equip three external centers on campus in order to provide three distinct levels of service for patients with different circumstances. AVH provides **Level One** services to existing AVH patients suspected of being COVID-19 positive, especially patients who require continuation of necessary treatment, mainly chemotherapy, and dialysis. Patients are accommodated at this Level One center until their test results come out. In cases where the tests were positive, they will be moved to the **Level Two** COVID-19 treatment center, a fully equipped COVID-19 center to receive infected cases from within AVH. This center consists of 12 beds, respirators, a high-flow oxygen device, a central monitor, and an isolated room for patients with low immunity. **Level Three** services are based in the newly built medical observatory unit established for non-symptomatic cases that need isolation but do not require any medical treatment.

Supports of Successfulness

Against all odds, AVH successfully managed the pandemic in 2020 and provided exceptional services to its patients and staff. Being responsive to the Palestinian community's needs while continually providing high-quality medical services was crucial. The remarkable pandemic response was made possible by several key factors, including 1) team-spirit and sense of ownership; 2) staff compassion and commitment; 3) effective communication system; 4) getting ready before having any infected cases at AVH; 5) the financial support of generous donors and partners of AVH; 6) active surveillance and establishing maps, investigations, and patterns of disease progression; 7) isolation of infected cases at the right time; 8) continuous education and training of staff through the routine use of emails flyers, and banners on how to protect themselves and patients from the pandemic; 9) concern for human rights and dignity of patients; 10) executive support and recognition of humanitarian staff working continually with passion and professionalism, despite daily pressures and stresses, being away from their families, and putting their families at additional risk for the sake of fulfilling their duties as healthcare providers; 11) the hard work of all executives, leaders, and IPC team, and their 24/7 availability, and constantly engaging in COVID-19 tracking and tracing, 12) and above all, the value system that AVH has efficiently internalized and implemented.

Obstacles to Overcome

The political conflict and the hospital's financial

challenges remain the biggest obstacles to overcome. Due to the country's lockdown, it was time-consuming and often difficult to coordinate with the Israeli authorities on the issuance of permits for patients and healthcare providers, especially when the Israeli authorities suddenly cancelled all permits and did not allow patients and staff to enter Jerusalem. The AVH staff members responsible for permits had to immediately and continuously follow up on this issue and do what was necessary to ensure that permits were re-issued for patients and staff so that they could reach the hospital during the lockdown. It was also challenging to receive essential pharmaceuticals and supplies, even for the regular cancer patients of AVH. Financial challenges, including the Palestinian Ministry of Finance's accumulating debts, added more burden on the hospital.

Urgent fundraising was essential to fulfil the critical needs, from protective equipment to major building and remodelling projects. Additionally, while the world was still not ready and did not know how to deal with the virus, including when to wear masks, do social distancing, etc., AVH senior staff had to continuously search for updated guidelines on protecting oneself from the coronavirus. Despite all these challenges, AVH continues serving the Palestinian population in the provision of the highest standards of diagnostic and clinical health services, all in an effective, efficient, and sustainable manner. Since cancer treatment and hemodialysis are essential and cannot be postponed or delayed, AVH took the necessary measures to continue with these services while providing a safe environment to these high-risk groups and the staff in contact with them.

AVH's financial and management operations create an enabling environment to thrive. Thinking and working strategically, setting priorities, halting non-urgent services, and ensuring safe delivery of services were all critical in overcoming obstacles and managing the COVID-19 pandemic.

AVH was Recognized Globally

In mid-December 2020, Augusta Victoria Hospital was recognized by the Swiss-based International Hospital Federation (IHF) "Beyond the Call of Duty" program, for the hospital's outstanding services, efforts, and preparedness in responding to and fighting the COVID-19 pandemic, which went beyond healthcare by fulfilling the needs of the community. The AVH response has become a model for responding to future pandemics.



Leading and Learning throughout the Pandemic

Written by Dr. Fadi Atrash



Photo by LWF

Dr. Fadi Atrash, Deputy CEO, Head of Radiation Oncology, Augusta Victoria Hospital

The COVID-19 pandemic, also known as the coronavirus pandemic has been the greatest challenge facing humanity since World War II. It is an event that represents much more than a health crisis because indeed it is affecting all facets of life. In addition to the pressure it is placing on the national health systems, it is leaving their economies in a critical condition and growing recession.

As for health, the onset of the pandemic was surprising by the complexity of its aetiology, rapidity of its spread, and the unpredictable scale. The depth of its impact made it an extremely hard situation for all the hospitals worldwide. As for the Augusta Victoria Hospital (AVH), it was a very challenging situation, especially its role as the sole provider of comprehensive cancer care for the people in the West Bank and the Gaza Strip, and in East Jerusalem where the hospital is located.

Controlling the spread of the first phase of COVID-19 needed immediate action and relied on the hospital's preparedness, ability to make quick decisions, readiness to change the hospital's patient workflow, and capacity to set new financial priorities and directions.

The core strategy centered around the hospital's Emergency Preparedness Plan as per the directions of the Joint Commission International (JCI), the agency that certifies AVH for quality of health care services and safety of patients. An Incident Command Group (ICG) was immediately formed comprising senior executive managers, medical doctors, nurses, pharmacists, lab technicians and analysts, the General Services Department, and above all the AVH Infection Prevention and Control Unit.

The main task of the ICG was to provide leadership to all the teams at the hospital by giving guidance, setting priorities, forming action plans, and continuing to monitor the situation. It served as the main communication platform, sending out various communications to all concerned parties, including both the Palestinian Ministry of Health and the Israeli Ministry of Health. It worked on implementing decisions, following up on the execution of all parts of the Emergency Preparedness Plan, and modifying it as appropriate.



The plan focused on three goals:

1. Redesigning the workflow in the hospital in a manner that ensures the safe delivery of hospital services to all patients by creating new areas for COVID-19 triaging and diagnosing by delivering oncological treatment and dialysis for those infected with the virus or those suspected to be positive, and by treating confirmed COVID-19 cases.
2. Building the testing capacity using evidence based and quality assured methods, quickly initiating COVID-19 testing, and increasing the daily testing capacity.
3. Maintaining the security and safety of the staff and thereby ensure the continuity of services, through the provision of sufficient supplies of Protective Personal Equipment (PPEs) for the protection of staff and patients alike. Another key element in protecting staff was to take steps to avoid staff burnout during the long months of the pandemic by providing the best conditions possible for them and offering accommodations, transportation, and recreation and other activities that helped staff to maintain motivation and commitment.

In order to achieve these goals, the financial priorities were redirected in order to rapidly construct new areas for COVID-19, equip wards and the laboratory, and purchase PPEs.

The rapid response in activating the emergency plan and the agile decision-making of the AVH leadership allowed the hospital to stand strong against this pandemic, a thing that is reflected in the relatively small number of infected patients and staff and the continuation of the hospital's many services, and doing so with the high standards that have been integrated into the culture of AVH.

The high motivation of the members of the AVH staff, their steadfast commitment, and their willingness to make personal sacrifices and work long hours during the pandemic in order to keep the hospital services running was remarkable. The solidarity was felt throughout the hospital and, to me, the staff performance became a model for other institutions.

This emergency gave the various teams within AVH an important opportunity to learn how to carry on during times of crisis, with special reference to the importance of standardization of policies and protocols, preparedness plans and response actions. Indeed, there were opportunities to learn new techniques and doors were opened for new research options.

This successful, though difficult, experience has strengthened the image and the position of AVH as a solid and strong Palestinian health institution and as a model to be replicated.



CANCER PATIENT FUND PROJECT

Written by Hania Taha, Senior Researcher and Development Advisor, Augusta Victoria Hospital

A special fund, known as the Cancer Patient Fund, was created at AVH in 2020 in order to respond to the growing needs of cancer patients in Palestine and to ensure that the treatment of patients was not compromised due to delays in referrals and delayed payments to Augusta Victoria Hospital (AVH) by the Palestinian Authority (PA).

Background regarding Cancer Treatment in Palestine

Cancer is the second-leading cause of death in the Palestinian territories, after cardiovascular diseases, accounting for 14% of all deaths. In 2019, breast cancer was the most common type of cancer diagnosed among women, accounting for 16.7% of all cases, and was the first leading cause of cancer-related deaths among women with 11.2%. The cancer burden in the Palestinian territories is expected to increase due to inadequate access to cancer services, late presentation, delayed diagnoses and start of treatment, restriction of movement, and limited oncology facilities. Fiscal and political uncertainties exacerbate this problem. Governmental health insurance is the only coverage for cancer treatment in the Palestinian territories. Many patients with cancer in the West Bank and Gaza are referred to Augusta Victoria Hospital because it is the only Palestinian hospital that provides radiation therapy.

Impact of Delays in Diagnoses and Treatment

In 2020, there were significant delays in referrals (3-8 weeks) of Palestinian cancer patients by the Palestinian Authority (PA) to AVH. As a result of such delays, a patient's disease can progress unchecked and the survival rate is reduced. When there are delays, instead of providing cancer therapy at an early stage, oncologists need to provide more intensive and costly treatment at an advanced stage. For example, a woman diagnosed at an early breast cancer stage may only need surgery and a few radiation therapy sessions. However, if there is a delay in treatment, her disease may progress and metastasize. In addition to surgery and radiation therapy, she may also need chemotherapy treatment, which is more costly, has many side effects, reduces the quality of life, and increases the psychological impact on patients and their families.

Ongoing Cash-flow Problems for AVH and the East Jerusalem Hospitals

A portion of the US government funding to the PA that was cut beginning in 2017 was intended to reduce the PA debts to the East Jerusalem hospitals. The US cuts in funding over several years led to an enormous accumulation of debts by the Palestinian Ministry of Finance (PMOF) to the East Jerusalem Hospitals. Accumulation of debts to AVH alone reached 150 million NIS (equal to 46 million USD) in late 2019. This added a huge financial burden on AVH and put the continuation of its essential services at risk in October 2019. The PA debts owed to AVH remained very high and averaged 160 million NIS (48 million USD) in 2020. AVH was able to cover only 25% of the debts from the international community donations. In 2020, there were great efforts by both the PMOH and the PMOF not to let AVH reach the level of crisis as in 2019. The PA continued to make the minimal required payments to keep AVH going. The EU in 2020 contributed 9.5 million euros (11.5 million USD) toward payment of bills for patients referred by the PA to the members of the East Jerusalem Hospitals Network (EJHN), over and above its regular annual contribution of 13 million euros (16 million USD) to the EJHN. With these contributions and the other minimal payments made by the PA, AVH was able to avoid getting back to the situation of October 2019.

The AVH Cancer Patient Fund

In October 2019, as AVH reached a critical juncture due to the PA's accumulation of debts to AVH and long delays in paying its bills, the Palestinian community spontaneously responded to this severe cash-flow crisis by fundraising more than 5 million shekels (\$1.5M USD) to cover the costs of expensive cancer treatments. This unsolicited fundraising allowed AVH to build a community mobilization model that became

known as ABCD - The Assets Based Community Development (see also 2019 Jerusalem Program Annual Report, page 5). AVH CEO Walid Nammour pledged to ensure that there were no interruptions in the services to cancer patients and the Cancer Patient Fund was created.

Objectives of the Cancer Patient Fund

This Fund's primary aim is to decrease disease progression, reduce mortality rate, and increase the survival rate and prognosis of cancer patients. The secondary aim is to reduce the financial burden on cancer patients and reduce the long-term costs of treatments. AVH believes that achieving these objectives is paramount in protecting the human rights and dignity of cancer patients.

Who Benefits from the Cancer Patient Fund?

In 2020, the cancer patient fund benefited 305 cancer patients, of whom 213 (70%) were women and costed more than 1.5 million NIS (0.45 million USD). This amount covered various diagnostic and treatment services, including laboratory tests, staging, imaging, clinical and surgical evaluation, admissions, biopsies, pathology, surgery, and chemotherapy.

Patients funded by this project were eligible according to the following criteria: 1) Palestinian cancer patients who are not insured (whether they come from the West Bank, Gaza, or East Jerusalem); and 2) cancer patients whose insurance referral would take time, their treatment cannot be delayed or postponed, and they cannot financially cover their treatment costs. In this case, they would be funded until their insurance referral is issued. Regardless of a patients' gender, race, or religion, if the patient is eligible according to the criteria, he or she would be funded by this project for necessary diagnostic and treatment services.

How Does AVH Hope to Sustain the Cancer Patient Fund?

With the help of generous donors, in particular reference to the contribution and donations made by the local Palestinian community in Jerusalem and the West Bank, AVH will continue funding this life-saving project and ensure that the hospital's services are available to all who are eligible.

Cancer Patient Fund Committee

All potential cases pass through the Cancer Patient Fund Committee, consisting of two oncologists, three coordinators, one pharmacist, a patients services manager, two secretaries, and

two people from the community familiar with ethics. Potential cases needing funding by this project would first be referred to the head of the committee, who would in turn inform the rest of the committee members about it via email.



Photo by LWF

Dr. Yousef Hamamreh,
Head of the Cancer Patient Fund project.

Dr. Hamamreh is a Medical Oncology Specialist. He joined AVH as an Internal Medicine Resident in 2004, was a Medical Oncology Fellow at AVH in 2007, and a Medical Oncology Fellow at Hebrew University and the Hadassah Medical Organization. He became the head of the Medical Oncology Unit at AVH in 2013, and soon after he became the Director of the Cancer Care Center. Dr. Hamamreh is a popular Medical Oncologist in the community and was elected president of the Palestinian Oncology Society (POS) in 2017 and continues to serve in that position. Currently, he serves as the AVH Deputy Chief Medical Officer, as well as Director of the hospital's Cancer Care Center. During the COVID-19 crisis, Dr. Hamamreh played an essential leadership role in fighting against the pandemic by treating the Palestinian cancer patients with the highest standards of care while ensuring their safety during the crisis. Dr. Hamamreh is also one of the emergency operating committee members at AVH.



AVH Outreach Program Update



Photo by LWF

Over the past two decades, Augusta Victoria Hospital (AVH) established and continued to improve its unique community-based diabetes and breast cancer screening programs designed to address the huge national need for high quality and comprehensive programs within the Palestinian healthcare system. The programs embody the values, ethics and the moral commitments of AVH/LWF regarding the rights of poor and oppressed people/communities.

Access to high quality, affordable, and dignified healthcare is a basic human right. These programs promote the role of AVH as one of the main providers of care to Palestinians in the West Bank and Gaza. The AVH approach demonstrates the effectiveness and cost-effectiveness of the model, helps to disseminate ideas, and promotes rolling out the model to other centers within the Palestinian health care system. The model serves as an evidence-based successful program for the reform of the national health care system.

In October, 2020, AVH replaced its regular mobile mammography clinic with a new, state of the art digital mobile mammography clinic. While the old mammography unit provides a vital service in

detecting the presence of breast cancer, it takes too long to develop and analyze the film.

The advantage provided by digital mammography is not only the speed with which possible cancers can be identified, but the high level of detail in the images allows doctors to flag anomalies much smaller than what is visible in analog mammograms. The digital mobile mammography technology allows the team to send the images of the breast over the web, so that online reading is done by the radiology specialist at AVH immediately. It provides a crisp image with no limitations on the size of the breast, and allows the team to almost double the number of women screened.

The Mobile Mammography Clinic reached 6,162 women and female students during 2020. 4,688 of them trained on how to perform breast self-exam and 1,474 women had performed mammography screening at the AVH mobile clinic. 849 screenings showed abnormalities in results and patients were referred for further investigations. The nurse navigator at the mobile clinic followed-up with women and facilitated the process to do further investigations and

Photo by LWF



Lana Naseredin, Director of AVH Community Outreach program and Sieglinde Weinbrenner LWF Country Representative

management. Twenty breast cancer cases were discovered and started treatment.

The Mobile Diabetes Clinic performed 107 visits to our partner clinics in the Palestinian Ministry of Health (MoH), the United Nations Relief and Works Agency (UNRWA), and NGOs. 3,221 persons (58% females) directly benefited from the education, awareness, screening and the comprehensive diabetes care services

provided by the mobile clinic. 61 diabetes patients were newly discovered during the awareness and screening campaigns carried out in the community and at the time of national celebrations of the World Diabetes Day. 54 front-line professionals were trained in better diagnosis and treatment of chronic diseases. Despite the COVID-19 pandemic, the community outreach team was able to perform 21 diabetes awareness and screening campaigns, and 27 breast cancer awareness campaigns.

Lana Nasser El-Din appointed as Director

On August 1, 2020, a new director for the community outreach program was appointed.

Mrs. Lana Nasser El-Din joined AVH in 2003 as a dietitian. In the year 2015, she was promoted to project manager of the “Breast Cancer Mammography Program” and then became the head of the “Nutrition Unit” at AVH in 2018.

Mrs. Nasser El-Din has a masters degree in public health from Birzeit University and a bachelor degree in nutrition from the Jordan University of Science and Technology. Passionate about providing remote communities with access to equitable healthcare, Mrs. Lana leads large-scale programs by developing comprehensive plans, mobilizing resources, and leading successful implementation. Mrs. Lana has excellent communication skills and an ability to build productive relationships at all levels.

Her future ambition is to reach the maximum number of communities in remote areas where there is poor access to healthcare systems.



Photo by LWF



AVH Expands Lab Capacity for COVID-19 PCR testing

Written by **Dr. Musa Hindiye**

*A*s the COVID-19 outbreak was spreading worldwide, Augusta Victoria Hospital's COVID-19 steering committee was determined to implement SARS-CoV-2¹ testing in the hospital laboratories so as not to depend on other testing facilities and to provide rapid COVID-19 diagnosis that will lead to better patient management and will help in controlling the spread of the virus. The Augusta Victoria Hospital (AVH) molecular team immediately accepted this mission and utilized all the available personnel and equipment to become licensed by the Israel Ministry of Health (IMOH) in order to perform the SARS-CoV-2 testing by Real-Time PCR assay. On April 5th 2020, AVH became the only hospital-based laboratory to be licensed to perform SARS-CoV-2 testing in the West Bank and East Jerusalem.

The ambiguity that was circulating this SARS-CoV-2 virus from the safety point of view raised many concerns between the AVH hospital staff, the laboratory team and the molecular laboratory team as to where the SARS-CoV-2 testing will be performed. In order to cope with the safety concerns, AVH administration provided the molecular laboratory team with a fully equipped facility for SARS-CoV-2 receiving and nucleic acid extraction outside the hospital building. This dramatically reduced the anxiety of the hospital personnel that they will be infected from the laboratory service as only genetic noninfectious material will be brought back into the hospital.

All SARS-CoV-2 laboratory testing team members remember the first positive SARS-CoV-2 run when they were called late in the afternoon to perform an urgent test as there were a number of suspected cases in one of the hospital units. The laboratory team performed the different steps of the analysis and the test results were supposed to be reported late at night. The red face of the employees present in the lab at night when the results came out will never be forgotten. Each employee was telling the other employee please check what I am seeing. Is what we are seeing true? Could it be that three out of three patients have positive SARS-CoV-2 results? Could it be that we have SARS-CoV-2 in our hospital? Did we walk in the unit today? Each employee started to recall all the steps of the SARS-CoV-2 analysis to make sure that they did not make any mistake and they were not exposed to the virus. The creative thinking of the AVH COVID-19 steering committee to expand the lab capacity to perform SARS-CoV-2 testing was instrumental in supporting the hospital infection

control committee and helping to prevent the spread of SARS-CoV-2 in the different hospital units.

The quality of the SARS-CoV-2 testing provided by the molecular lab at AVH was well-noted by the medical staff and the IMOH that licensed the laboratory. In November 2020, AVH was asked by IMOH to expand its SARS-CoV-2 molecular testing and expand the laboratory capacity to do 500 samples a day. This additional capacity made it possible for AVH to provide testing for all East Jerusalem Hospitals and community as needed. In order to help East Jerusalem residents, the AVH COVID-19 steering committee decided to use the AVH Diabetes Center as a SARS-CoV-2 testing center. This testing center was equipped with "State of the Art" safety and testing equipment. In addition, AVH hired more medical technologists to cope with the SARS-CoV-2 work load.

The experience the AVH team built in SARS-CoV-2 testing was priceless as AVH is the only hospital in the West Bank and Jerusalem that currently can do molecular testing for the different variants that started to circulate in East Jerusalem and the West Bank. The integration of the SARS-CoV-2 testing with the infection control practices helped to protect the hospital personnel and the patients from experiencing a severe SARS-CoV-2 outbreak.



Photo by LWF

1. The current COVID-19 pandemic is caused by a coronavirus named SARS-CoV-2. Coronaviruses (CoVs) are a large family of viruses, several of which cause respiratory diseases in humans, from the common cold to more rare and serious diseases such as the Severe Acute Respiratory Syndrome (SARS) and the Middle East respiratory syndrome (MERS), both of which have high mortality rates and were detected for the first time in 2003 and 2012, respectively.

Patient Reflections on AVH Care during COVID-19 Pandemic

TESTIMONY 1:

Enas (25 years old), Suha (25 years old), and Yusra Darabei (20 years old) are sisters who suffer from kidney failure. They have been receiving dialysis for the last 11 years, 2 years, and 9 years respectively. They come three times per week from Hebron to Augusta Victoria Hospital (AVH) to receive kidney dialysis. The three sisters talked about their fears and frustration when the first cases of COVID-19 were discovered in the Bethlehem area. Their main concern was to continue receiving kidney dialysis as this is a lifesaving procedure.

“For two months, AVH secured for us an accommodation at a nearby hotel so that we are able to continue our treatment without any disruption and for that we are very thankful,” the three sisters said.

They explained how hard it was to be away from their home for two months for the first time in their lives, but at the same time they expressed their gratitude to AVH for providing them with this opportunity. “AVH is our second home,” they added.

The sisters also extended their gratitude specifically to the AVH psychosocial department which helped them to adapt to the new situation. They also mentioned that social workers would come to the hotels and lead stress relieving activities for the patients to help them better adapt with the new situation.

The three sisters managed to continue getting their treatment without being infected with COVID-19.



Photo by LWF

Three sisters Enas, Suha and Yusra Darabel patients at AVH

TESTIMONY 2:

Mariam Abu Shameh, from Hebron, is 29 years old and has been receiving kidney dialysis for the past 20 years.

When Mariam heard about the first cases of COVID-19 in the Bethlehem area on March 5th 2020, she was not that concerned about the continuity of her treatment, she said. She was sure that with the large number of kidney dialysis patients, Augusta Victoria Hospital would definitely find a solution that would guarantee the continuity of treatment.

Mariam was one of the first patients to stay at one of the hotels in Jerusalem where AVH arranged to accommodate patients coming from the West Bank and Gaza for treatment. AVH made it possible for Mariam to receive her kidney dialysis in a timely manner and helped to minimize her risks due to the virus. Mariam expressed how happy she was with the services provided by AVH during the pandemic. “Everything was secured during our stay at the hotels. Food was provided, hygiene kits, and even entertaining activities by AVH social workers,” she said.

Unfortunately, even with all of the precautions, Mariam was one of the patients infected with COVID-19. She contracted the virus in December 2020 and stayed at the AVH COVID-19 center for two weeks until fully recovered.



AVH Success Story

Ghada Safi – Lab technician

Written by Bisan Khair, Director of Resource Development, AVH



Since the beginning of the COVID-19 pandemic, those of us working in hospitals and as first-responders have needed to face our fears and continue on. Fears that something bad could happen to ourselves, our families and our friends. My name is Ghada and I am a wife, mother, and a laboratory technician at AVH. Being successful in these three roles requires a mixture of skills and emotions and lots of sacrifices. I have been working at AVH for the past 5 years.

On March 5th, 2020, the first case of COVID-19 was detected in the West Bank. Immediately, Augusta Victoria Hospital (AVH) activated its emergency preparedness plan where employees were separated into two groups; one group had to stay at the hospital for a consecutive 14 days while the other group quarantined at home for 14 days to avoid the spread of the virus.

Because I absolutely believe that serving patients is a noble human goal, and it is also my personal goal since I chose to specialize in the medical field, I did not hesitate for a moment to make the decision to accept the call of duty. So I went to my second home, AVH, leaving behind for the first time my children and my husband. My husband,

who is the greatest supporter a person can ask for, is a father and also a mother when necessary. He supported me with his encouraging and reassuring words, and was confident that I am in a safe place performing my humanitarian duty. At the same time, AVH provided us with everything necessary to help us cope during this emergency situation. The availability of dorms inside AVH campus made me feel safe, as well as the availability of personal protective supplies and equipment, such as sterilizers, medical masks, medical gloves and white gowns in abundant quantities. The constant urging by AVH management to adhere to all methods of prevention and social distancing was also reassuring.

I've never felt that I am compromising my safety to accomplish my job. On the contrary, AVH has provided us with everything necessary to protect ourselves and our patients to the fullest extent.

I am thankful to everyone who supported me during this hard time and thankful for the opportunity that made me part of the first defense line in this pandemic.

Tracking, Tracing, and Infection Prevention and Control



Written by Bisan Khair

Bisan Khair,
Director of
Resource
Development, AVH

The COVID-19 virus, announced as a pandemic by the World Health Organization (WHO) in March 2020, led to a global health crisis. “When the virus entered Palestine, Augusta Victoria Hospital (AVH) immediately activated its emergency preparedness plan to protect the healthcare workers and patients from the virus, and prevent as much as possible the cross transmission in the hospital,” said Dr. Ali Sabateen, the head of the AVH infectious disease unit.

Patients treated at AVH, suffering from chronic diseases such as cancer and kidney failure, tend to have a weakened immune system. This means that their susceptibility to viral infections increases significantly. It was therefore essential for AVH to establish and implement an emergency preparedness plan to ensure that these patients would be able to continue receiving life-saving treatment without exposing them to unnecessary risk.

The infectious diseases unit worked intensively around the clock to prevent any possible cross transmission of the virus.

The unit covered all areas related to screening, tracking and tracing the disease between the staff and the patients.

The screening process at AVH, in order to protect its patients, is systematic and thorough, according to Dr. Ali. Anyone who enters the hospital, including patients, companions, and staff, must first be screened for possible COVID-19 disease.

- Initial screening is done by contacting all patients by telephone to screen them for possible symptoms and signs of COVID-19 and to determine if they had been in contact with anyone infected with COVID-19.

- Patients are triaged prior to getting on buses that transport them to the hospital to receive their treatment.
- A final screening is conducted at screening tents at the entrance of the hospital. This screening is performed for patients, companions, and all staff.

In order to stop any outbreak, and to control cross transmission in the hospital, it is essential to carry out epidemiological investigations and to develop an epidemiological map in order to isolate all suspected cases and close contacts. The infection prevention and control team administered pharyngeal swabs to every confirmed COVID-19 case in the hospital in order to control the cases.

Dr. Ali explained the mixed emotions he and his team experienced since the start of the outbreak in the Bethlehem area on March 5, 2020, when they had to pack their things, say good-bye to their families and leave for an uncertain amount of time. Dr. Ali clarified that he chose to study medicine for times such as these. “I am willing to put myself at risk for the sake of treating patients,” he added. During the pandemic, all patients were treated with dignity, respect, sympathy, and passion, Dr. Ali concluded.

Dr. Ali Sabateen is an infectious disease (ID) specialist who completed his ID fellowship in 2012. He is board certified in ID from the Palestinian Medical Association, since Jan 2015 till now he is the head of infectious disease unit at Augusta Victoria Hospital. He is also the Head of infection Prevention and Control Committee at AVH.



HIGHLIGHTS OF THE YEAR



Photo by LWF

The Real Madrid Foundation provided children fighting cancer at the Augusta Victoria Hospital with the opportunity to become football stars and allow them to learn values and habits that will surely shape their future as they grow. At AVH, physical and recre-educational activities are part of the treatment plan aiming to maintain hope for our sick children.



Photo by LWF



Photo by LWF

AVH won the “Ahmad Abu Ghazaleh” Award for Excellence in the Health Sector offered by the Welfare Association.

Dr. Felicia Adeeb, member of the selection committee, Sieglinde Weinbrenner, LWF Representative, Walid Nammour AVH CEO, Dr. Mamdouh Akel, Board member of the Welfare Association, Yara Salem, Director of the Welfare Association



Photo by LWF

Challenge #Jerusalema# from the Augusta Victoria Hospital on the Mount of Olives in Jerusalem

This #jerusalema# dance comes with an olive branch - native of the Mount of Olives - to represent our quest for peace. It is our aspiration for a new Jerusalem characterized by love, peace with justice, equality and tolerance to all and by all. TOGETHER, let us keep it the way it was meant to be, "A City of Hope" encompassing the multiplicity of all three monotheistic religions, living side by side with mutual respect and understanding. This is the beautiful mosaic of Jerusalem.



Photo by LWF

Since the onset of COVID-19, the medical and paramedical teams opted to serve as a protective human shield for their patients, and thus AVH recognized its employees for their dedication and commitment.



Photo by LWF

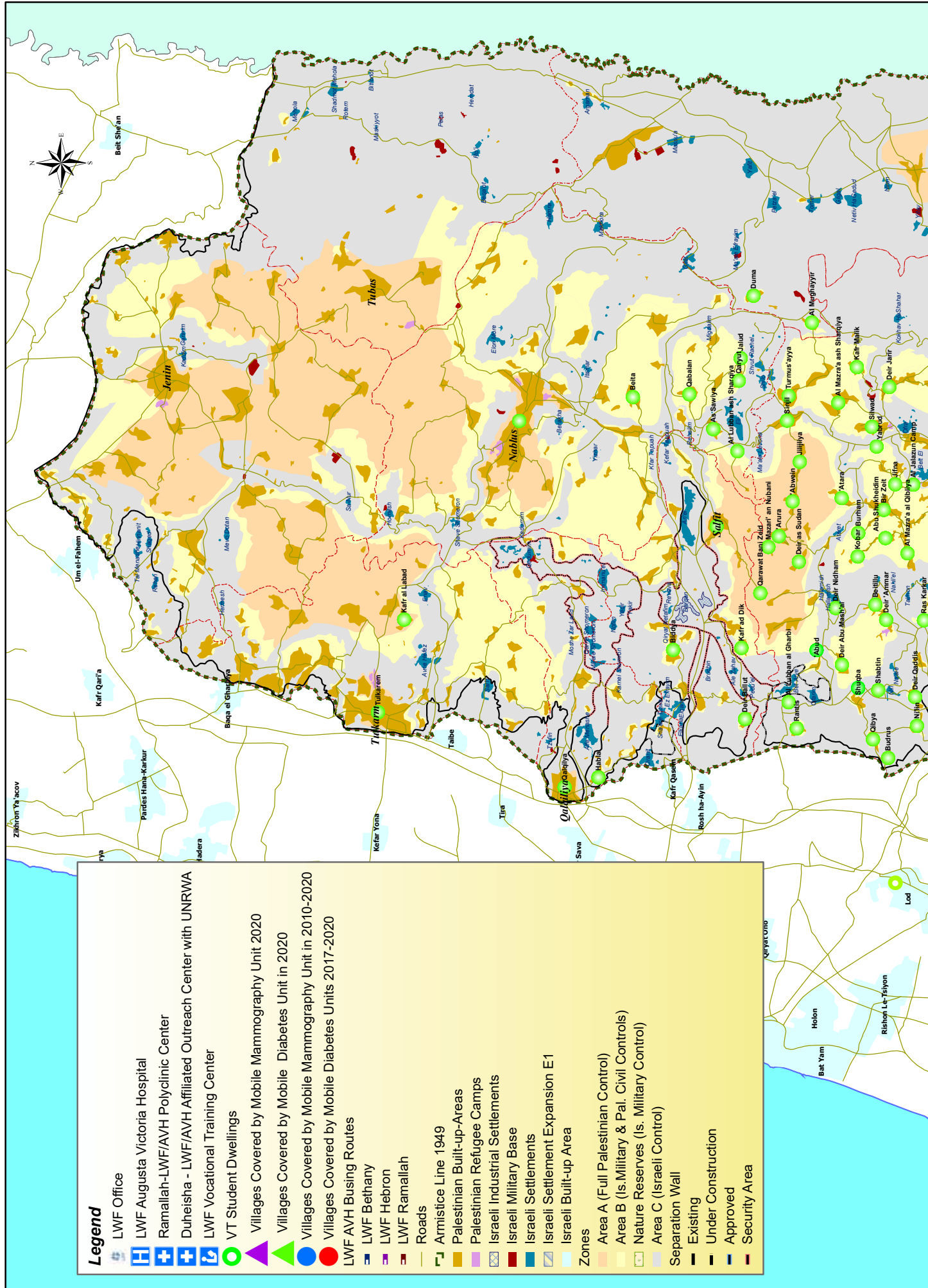
Bishop Sani-Ibrahim Azar, Evangelical Lutheran Church in Jordan & the Holy Land, and Sieglinde Weinbrenner sign a Memorandum of Understanding over the use of the School of Hope to be transformed into a modern vocational training center.

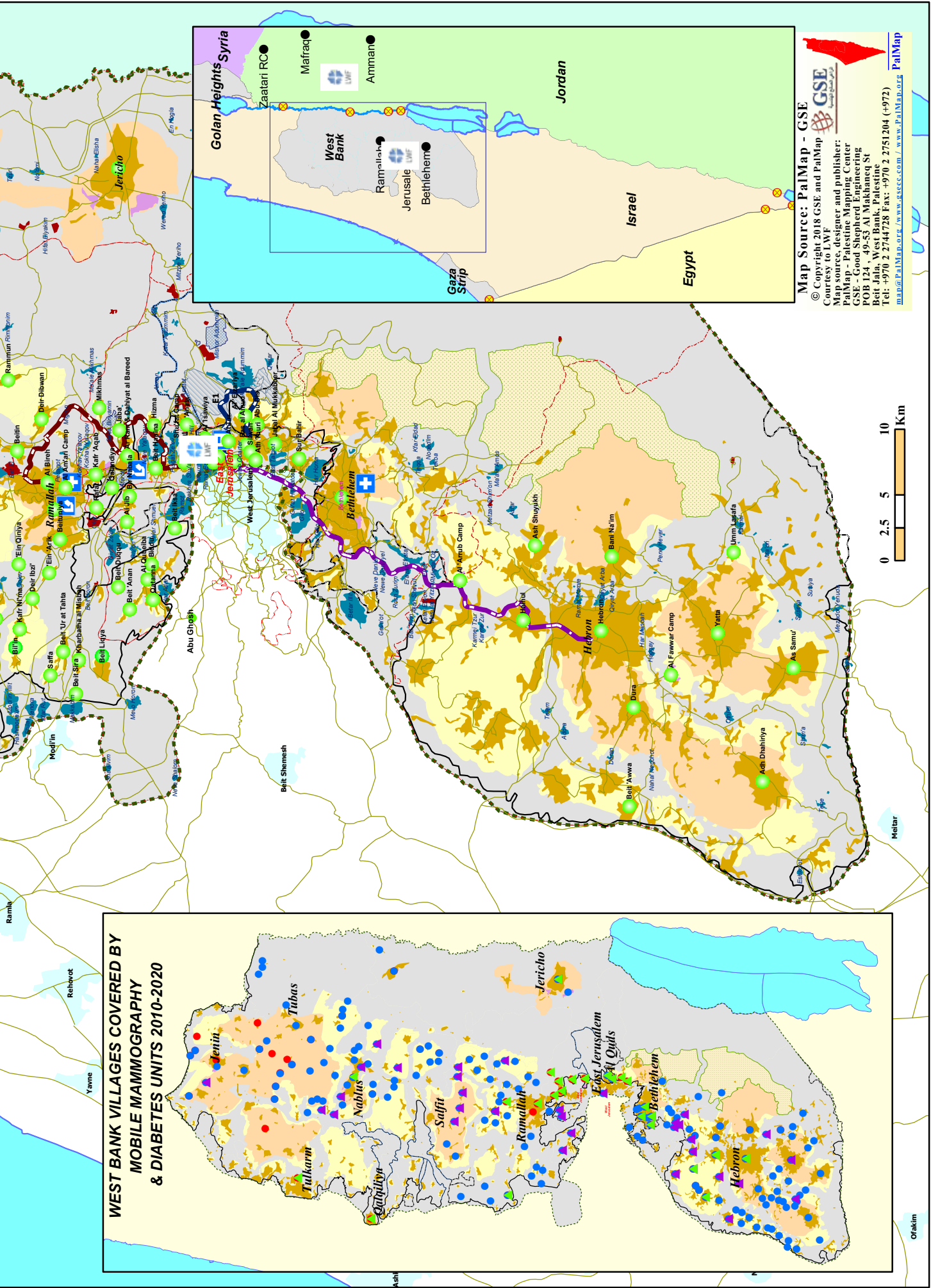


Photo by LWF

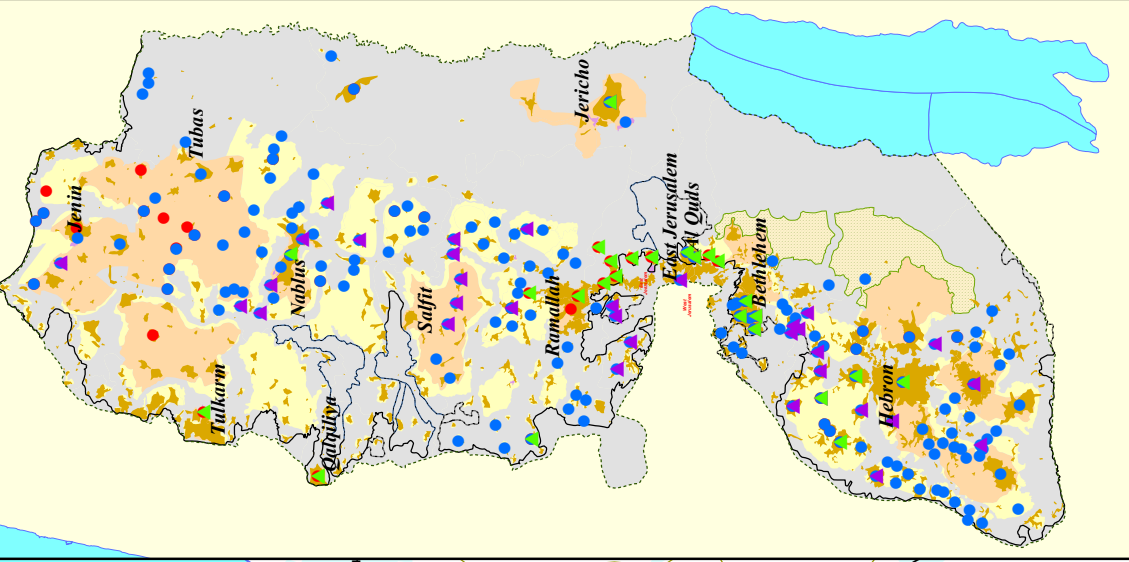
AVH collaborated effort with "Mariam Foundation" where together we organized several recreational programs and activities for more than 60 children suffering from cancer along with their families.

LWF JERUSALEM PROGRAM ACTIVITIES 2020





**WEST BANK VILLAGES COVERED BY
MOBILE MAMMOGRAPHY
& DIABETES UNITS 2010-2020**



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 Map source, designer and publisher:
 PaIMap - Palestine Mapping Center
 GSE - Good Shepherd Engineering Center
 POB 124 - 49-53 Al Makhaneq St
 Beit Jibrin, West Bank, Palestine
 Tel: +970 2 2744728 FAX: +970 2 2751204 (+972)
www.gsecc.com / www.PaIMap.org



Ofakim



RENOVATIONS

Bisan Khair, Director of Resource Development, AVH



Photo by LWF

AVH Kitchen:

In order to comply with the Israeli Ministry of Health's rules and regulations, Augusta Victoria Hospital needed to renovate its kitchen. To be able to do that, AVH had to establish a temporary kitchen outside the hospital to use until the renovation was completed. The cost of the temporary kitchen was covered by the Welfare Association.

Renovation of the old kitchen started on February 29, 2020. Due to COVID-19 pandemic, work started to slow down on March 5, 2020, and completely stopped on March 12, 2020, for a period of two months. Work resumed slowly and partially on May 10, 2020. Renovation ended in October 2020 and the new equipment was delivered and installed by the end of November 2020. At the beginning of December 2020, the kitchen was fully renovated, equipped, and fully functional. More than 600 meals are now prepared each day at the kitchen, serving patients, their companions, hospital staff, and visitors. The renovation was made possible by a generous donation from the Norwegian Representative Office in Jerusalem.

AVH Lab:

As a response to the COVID-19 pandemic, Augusta Victoria Hospital (AVH) took the decision to implement SARS-CoV-2 testing in the hospital laboratories in order to have fast COVID-19 diagnosis that will lead to better patient management and to help in controlling the spread of the virus. To do that AVH, had to procure the necessary medical equipment and PCR kits. On April 5 2020, AVH became the only hospital-based laboratory to be licensed to perform SARS-CoV-2 testing in the West Bank and East Jerusalem.

In November 2020, AVH was asked by IMOH to expand its SARS-CoV-2 molecular testing and expand the laboratory capacity to do 500 samples a day. This will allow AVH to provide testing for all East Jerusalem Hospitals and community as needed. In order to help East Jerusalem residents, the AVH steering committee decided to use the Diabetes Center as a SARS-CoV-2 testing center. This testing center was equipped with state-of-the-art safety and testing equipment. In addition, AVH hired more medical technologists to cope with the SARS-CoV-2 work load.

During the year 2020, the AVH lab performed a total of 3,269 tests as per the below table:

No.	Name of the test	Negative	Positive	Total	Notes
1	SARS-COV-2 RT-PCR	1939	602	2541	(covid-19 regular test)
2	Rapid Antigen Test for SARS-COV-2	104	66	170	Started using it on December 2020
3	Anti-Covid-19 Antibodies	133	425	558	To check immunity against the virus
	Total			3269	

Photo by LWF



Photo by LWF



Almanya Wing:

To further respond to the COVID-19 pandemic, AVH constructed a new facility and fully equipped it to be used for asymptomatic patients or infected patients with minor symptoms. The Almanya Wing contains six single bedrooms, each with its own kitchenette, wheel chair accessible bathroom, and living room. The construction was made possible through a generous donation from the German Government and the equipment was donated by the Welfare Association.

help shorten the time for diagnosis, referral, and treatment. Compared to the old unit, which could perform about 7 screenings a day, the new unit can perform 10 screenings per day. The new unit started officially operating on December 9, 2020. The first location for the mobile unit was at AVH, where the unit offered its services for the female staff.

Digital Mobile Mammography:

In order to enhance the community outreach program, the LWF procured a new digital mobile mammography unit with the support of the German Government. The new mobile mammography unit will be operating live exchange screenings in order to enable the medical team at the hospital to provide immediate feedback to the mobile team and issue a printed report on the spot. This advanced technology will

Equipment:

During the year 2020 many new pieces of medical equipment were purchased to cope with the ongoing expansions and advancements at the hospital and to respond to the COVID-19 pandemic. Major equipment was bought for the lab department to facilitate the COVID-19 PCR testing and to equip the new COVID-19 center with twelve beds and all other needed medical equipment to treat patients and staff infected with COVID-19 and in need of intensive medical follow up.

Photo by LWF

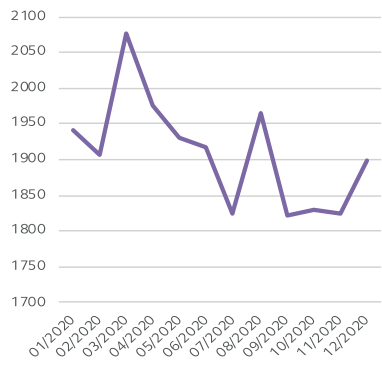


Almanya Wing at night



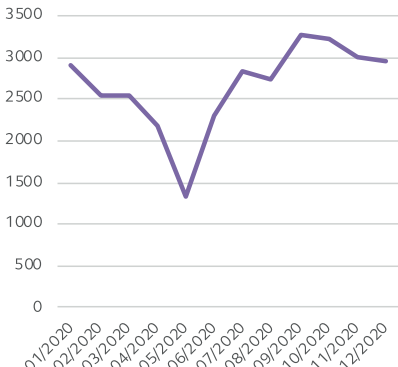
AVH STATISTICS 2020

Dialysis Sessions by Month



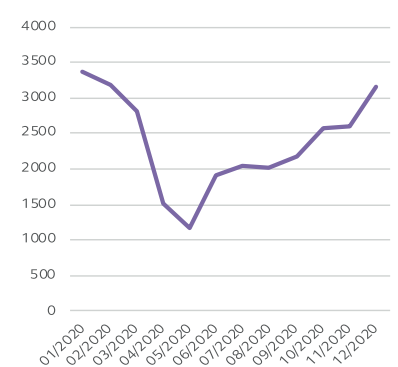
Number of sessions

Radiation Therapy Sessions by Month



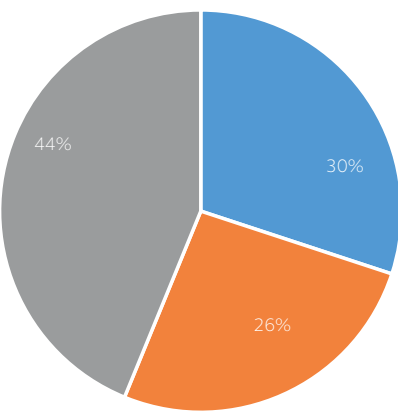
Number of sessions

Chemotherapy Sessions by Month



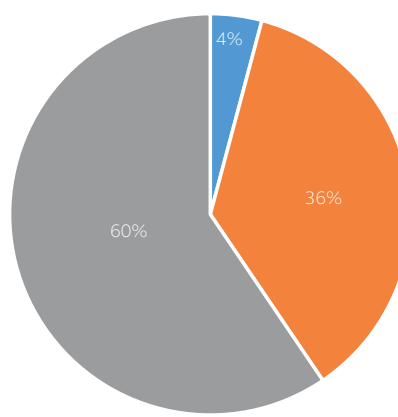
Number of sessions

Dialysis Sessions by Age



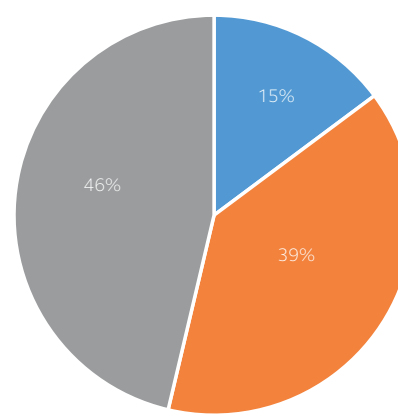
1-18 years 19-50 years 50 and above

Radiation Therapy by Age



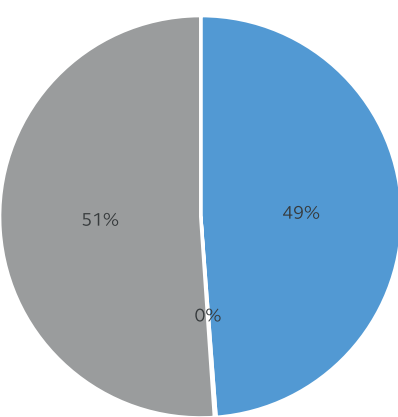
1-18 years 19-50 years 50 and above

Chemotherapy Sessions by Age



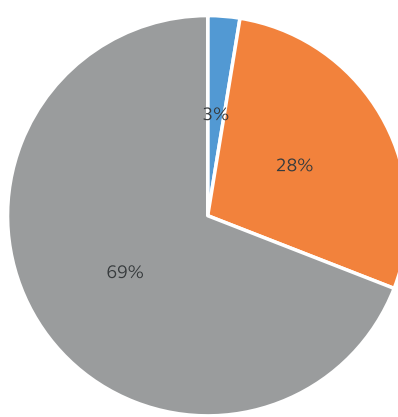
1-18 years 19-50 years 50 and above

Dialysis Sessions by Location



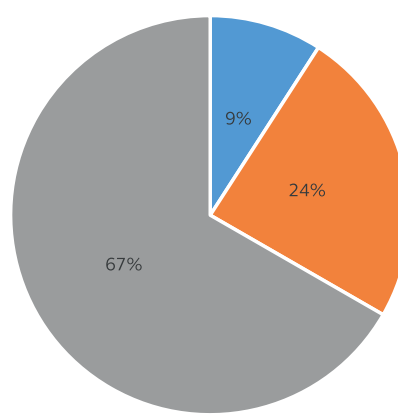
Jerusalem Gaza West Bank

Radiation Therapy by Location



Jerusalem Gaza West Bank

Chemotherapy Sessions by Location



Jerusalem Gaza West Bank

A LONG-STANDING **PARTNERSHIP** YIELDS SUSTAINABLE RESULTS

The German Protestant Church and related development agencies support the LWF Jerusalem Program for more than three decades

An Interview with **Lutz Wollziefer**, Head of MENA Department, Brot für die Welt, Berlin.



Courtesy Bread for the World

Q: The history of the LWF Jerusalem Program's cooperation with the Protestant Development Service/EED, which in 2012 merged with Brot für die Welt, goes back more than three decades. Do you know when your organization got involved with the LWF Jerusalem Program and why your organization got involved in the first place?

A: That is a very good question, since the very start of our partnership surely goes back to the last Millenium, back to a time before digitalization, it is hard to find out the exact date of the start of the cooperation. However, this shows the long history of partnership between the LWF and Augusta Victoria Hospital and Brot für die Welt (BfdW) and its predecessor organizations, including EZE/Evangelische Zentralstelle für Entwicklung

and EED/Evangelischer Entwicklungsdienst. As today's Brot für die Welt is the globally active agency of the German Protestant Churches for development cooperation and relief work worldwide, you can see how important the LWF's programs in Palestine were for them and now are for us in BfdW. Health care services and education back then were important pillars of development programs of church related agencies and still today they are not less important.

Q: Brot für die Welt supports Augusta Victoria Hospital in the acquisition of very important treatment and diagnostic equipment, including the hospital's first medical linear accelerator in 2004/2005 and a PET/CT in 2018/2019. It also supports the hospital's Community Outreach



Program and the LWF Vocational Training Program. Just recently the LWF completed the rehabilitation of the vocational training center in Beit Hanina to make it accessible for students with special needs and the refurbishment of the AVH kitchen, just to mention two examples of recent LWF/BfdW cooperation. Can you explain what you like most about the LWF Jerusalem Program and in particular about the different projects? And what changes you would like to see?

A: As mentioned before, health care services and education are at the core of every developmental approach. Augusta Victoria Hospital has been developed from a hospital for basic health care for Palestinian refugees into a center of excellence for cancer care, nephrology and diabetes care and has become one of the pillars of the Palestinian health system. This development shows the strength of Augusta Victoria Hospital and its ability to adjust its services to the needs of the people, to gain the trust of donors and the Palestinian people, and to effectively operate highly advanced technology. During the pandemic, AVH has also been entrusted by the Israeli Ministry of Health to provide COVID-19 PCR testing and to administer the vaccine. Fighting poverty and strengthening women's rights and social position is part of the Brot für die Welt strategy. The LWF vocational training program is also a long-standing partner of Brot für die Welt because it provides young men and women with skills that are relevant to the job market and help them to get a gainful employment. Youth will be able to make a living and to become active members of their society. Regarding the changes that we would like to see, it is important that more young men and women become interested in vocations that are related to the protection of the environment and to prevent climate change. Regarding AVH, we hope that Palestinians, especially from Gaza, will have equal access to quality health care and we believe that there is a need for more advanced cancer care in Gaza itself.

Q: The LWF Jerusalem program wants to reduce the CO2 emissions in its operation and wants to become more environment-friendly. What are your visions and recommendations for the program to become more sustainable in the future?

A: Nowadays, all of us know that Climate Change is the number one global challenge of our time. It is a challenge for us today, but our children

and grandchildren will have to bear the negative consequences of our behavioral patterns today and for years to come. It is a key area of work for Brot für die Welt. I appreciate it very much that LWF Jerusalem is preparing itself to share this global responsibility. This has a technical or infrastructural side, but also a behavioral side. A holistic approach is recommended for this process toward more sustainability in the future, including securing green power supply, reducing electricity consumption, ensuring fresh and wastewater management, engaging in climate friendly procurement and catering, reducing waste, and changing the behavior of staff on all levels. It will be a strenuous effort, for sure, but mother earth and our next generations deserve it and will be grateful.

Q: What is your earliest memory when you got involved with the LWF Jerusalem Program?

A: When I recall my earliest memory of the Program, which was on 1st of May, 2007 -- my first visit to Augusta Victoria Hospital on the Mount of Olives--I remember how warmly we were received and taken on a tour through the hospital by Mark Brown, then the LWF Country Representative and the late Dr. Tawfiq Nasser, then the AVH CEO. My expectation was to see an ordinary hospital, functional construction, and architecture -- like a modern hospital. But I was so impressed by the historical building, and how a historical building from the beginning of the 20th century has been turned into a modern clinic with all what it takes, like a fire protection system, X-ray systems and other diagnostic equipment, radiation protection and locks. The tower of the Augusta Victoria Hospital is a Jerusalem landmark and can be seen from all sides, from the Old City of Jerusalem as well as from the Dead Sea. And then I discovered that this first impression reflected the uniqueness of AVH as the only hospital for Palestinians to receive radiation cancer treatment and the dedication of the whole staff, the nurses, doctors, lab technicians etc. This was impressive and also the fact that so many people from Gaza are treated at Augusta Victoria Hospital.

Lutz Wollziefer heads the MENA department at Brot für die Welt in Berlin. He has studied Economics and holds a master's in political science. He has vast experiences with development programs in different countries of the MENA region.

VTP Vocational Training Program

Empowering Youth, Building Civil Society



By Yousef Shalian Director of the LWF Vocational Training Program/LWF

The Vocational Training Program (VTP), a longstanding project of the LWF Jerusalem Program, has provided vocational training to Palestinian youth since 1949. The VTP, which began on the grounds of Augusta Victoria Hospital, originally offered young men a three-year training program in carpentry and metalwork. In 1964, the VTP moved from the LWF Mount of Olives campus to a new and larger facility in Beit Hanina, a northern neighborhood of Jerusalem, where it continues to operate today.

In 2000, the VTC became a co-ed institution and began training women in the profession of telecommunications. Since then, over 1000 women have graduated from the VTP.

In 2004, construction of the Israeli-built separation barrier between the West Bank and Jerusalem began. This prevented access to the VTC in Beit Hanina for many students coming from the West Bank and the VTP immediately addressed this issue by expanding the program. In the fall of 2004, a new training center in the industrial zone of the West Bank city of Ramallah was added and began offering numerous vocations, including carpentry, auto-mechanics, aluminum work, and electronics. 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 the outreach to women. In 2012, the VTP opened three new departments: catering and craftwork departments at the VTC and a vocational secretary department at a branch of the VTCR in downtown Ramallah.

LWF VTP started a new project known as “GRIT” – Gender-Responsive and Inclusive Technical and Vocational Education and Training – in October 2019 that will run through 2024. GRIT is funded by the Government of Canada, through Global Affairs Canada (GAC), and in partnership with Canadian Lutheran World Relief (CLWR). The LWF Jerusalem Program will provide training and awareness-raising at the institutional

level to challenge negative perspectives and behaviors relating to gender. By identifying new courses and vocations that are market-relevant, productive, and deliver a fair income, the LWF Jerusalem Program, in partnership with other local partners, will help women, girls, and women with disabilities, secure a sustainable livelihood.

LWF VTP by the Numbers in 2020

- Between January and December 2020, 738 trainees (551 males and 187 females) received training through the LWF Vocational Training Program
- 178 trainees (130 (73%) males and 48 (27%) females) graduated from the two-year and one-year programs in June 2020
- 109 two-year program male trainees started their second-year training at the VTC in Beit Hanina
- 75 two-year program male trainees started their first-year training at the VTC in Beit Hanina
- 22 one-year program trainees (2 (9%) males and 20 (91%) females) started their training at the VTC in Beit Hanina
- 63 one-year program trainees (39 (62%) males and 24 (38%) females) started their training at the VTCR in Ramallah
- 46 male trainees started their study in the tenth grade
- 245 trainees (150 (61%) males and 95 (39%) females) participated in a short course or skills upgrade course offered by the VTP
- 1610 students (934 males and 776 females) benefited 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-electronics, auto-mechanics, carpentry, catering, craftwork, metalwork, plumbing and central heating, telecommunications, and vocational secretary skills.



VTP Takes on the Challenges of E-Learning

Written by Bana Husseini, LWF Program coordinator



Photo by LWF

Heyam, during one of the online training session

Heyam Faqeh is an IT trainer at the LWF's Vocational Training Center in Beit Hanina/ Jerusalem. At the outset of the COVID-19 pandemic and the lockdown that followed, Heyam, like many teachers across the globe, had to shift to teaching virtually. In the beginning, Heyam was involved in setting up WhatsApp groups for communicating and sharing educational materials with the students. She trained her colleagues on using Zoom so they could offer online classes. And lastly, she supported developing the VTC portal that served as a tool for information sharing with students, document depository, and an administrative tool for trainers and staff to insert grades.

The main challenge that Heyam faced was the lack of adequate infrastructure at her home that would enable her to access the internet. With assistance from the VTP, she purchased an internet package that solved the access problem, but then she and her students faced the globally familiar challenge of online learning: the lack of adequate space and privacy at home. Students'

families and the families of the trainers often became part of the class and, as a mother, Heyam struggled to meet the needs of her children while also having to perform her duties as a teacher.

Students and trainers did not all have the necessary devices that enabled them to participate in the e-learning. Therefore, the VTC ensured that all staff had a laptop at their disposal and a survey was conducted among the students to assess their needs and to help ensure that students in need were provided with internet and laptops so that they could equally participate in online classes and continue their education.

Heyam continued supporting trainers and trainees to overcome technological obstacles and ensured in between lockdown periods when it was possible to meet face-to-face that both staff and students were supported, their questions about using the different platforms were addressed, and they were able to utilize the knowledge they gained in case of a recurring problem.

VTP Students Persist in order to Finish Up Challenging Year



Photo by LWF

Ahmad Abdelnabi introducing his graduation project

During the COVID-19 pandemic, trainees enrolled in the LWF's Vocational Training Program have been concerned about their futures and whether or not they would be able to continue their training. Second-year trainees who invested nearly two years in the program at the vocational training center (VTC) in Beit Hanina were especially anxious because they were uncertain if they could finish their training and receive their degrees. All schools in Palestine had to close for a few months due to the pandemic. This placed additional pressure on the students in the two-year program who must present a graduation project in order to fulfill the requirements of the National Examination. The graduation projects must be related to one of the topics they had studied throughout the two years.

The graduate in the photo above is former VTC student **Ahmad Abdelnabi**. Ahmad is a 17-year-old from Sha'ufat, a neighborhood of East Jerusalem. He chose the specialty of auto electrical repair at the VTC. The title of his graduation project was, "The Sound System in Cars." With Support from the VTP, Ahmad completed the National Examination and received outstanding grades. The graduation project allows students to demonstrate what they have learned and gives them a chance to be creative. The projects are worked on by the students with the guidance of their teachers. Ahmad is glad that he was able to complete his education and training. He appreciates the support he received through the VTP during this challenging time and is looking forward to applying the skills he gained at the VTC to secure a livelihood.



Graduating during a Pandemic: Shireen Ahmad, Class of 2020



Photo by LWF

Shireen Ahmad in her workplace

Shireen Ahmad is 20 years old and is part of the LWF VTP graduating class of 2020. Shireen comes from Deir As-Sudan, a small village located 20 kilometers northwest of Ramallah. Shireen finished high school in 2018 and enrolled in a nursing program at a local college. Due to financial challenges and other hardships, she was forced to drop out of college. During the same period, a LWF VTP counselor visited her village and shared information about the training opportunities that exist through the LWF VTP. Shireen was very interested in pursuing the vocational secretary course, but didn't think that she would be able to afford it. When she learned that scholarship support was available to help finance her training, Shireen decided to enroll in the program.

Shireen started her training in September 2019 and by February 2020 she had started an apprenticeship at Arab Motor Trade Company in Ramallah, a Kia dealership in Palestine. Like all Palestinian youth, VTP trainees were negatively affected by COVID-19 lockdowns and movement restrictions. Shireen's training was interrupted for one and a half months and she was fearful of contracting COVID-19. Transportation to and from her training was an additional barrier as there were fewer transportation options available, and

those that were available had increased in price. Despite these challenges, Shireen persevered and was determined to finish her training. As part of her training, she learned about how to protect herself and reduce the spread of COVID-19, which made her feel more safe and confident to continue with her training and her apprenticeship.

After completing her one-year training, the Arab Motor Trade Company offered her a position as an Administrative Assistant and Accountant. The Company didn't hesitate to hire her as the knowledge and skills she gained through her training at LWF VTP — including accounting, administration and management, cars and auto mechanic subjects — was exactly what they needed. They were also confident in Shireen's skills and abilities as she had completed her apprenticeship at the Company, and they were able to participate in her training.

Shireen said, "Some of my family and friends told me that vocational training has no future. But now they see that I didn't just have an equal opportunity, but an even better opportunity than university graduates, to find a job with such a big company."

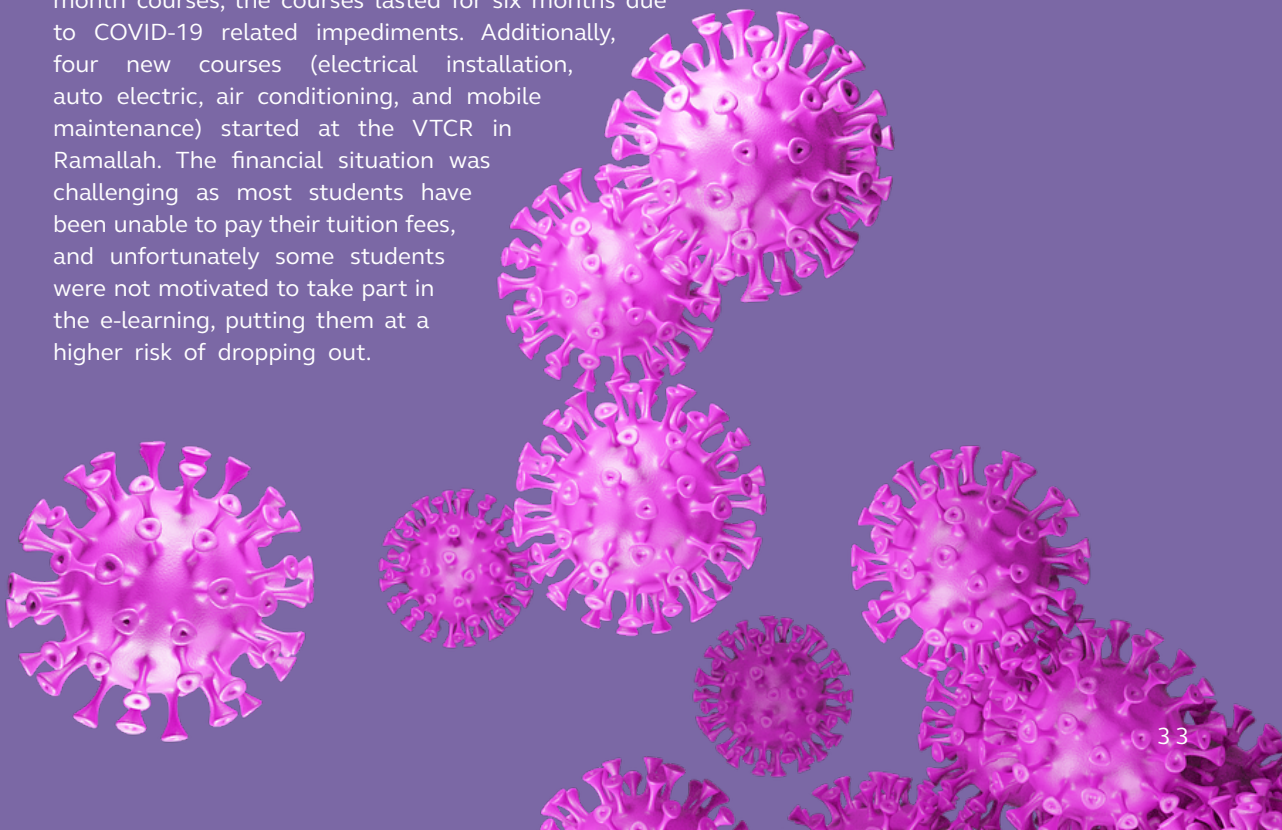
LWF Vocational Training Program and the COVID-19 Pandemic

Similar to schools and other institutions across the globe, the activities of the LWF's Vocational Training Program (VTP) were disrupted by lockdowns and restrictions in 2020 due to the COVID-19 pandemic. The LWF vocational training centers in Jerusalem (VTC) and in Ramallah (VTCR) were closed between March and May 2020, and the center in Jerusalem was closed during September, October and December 2020.

In order to continue the process of learning, the VTP introduced E-learning and a number of steps were taken to support trainers and youth and prepare them for the shift to virtual learning. The VTC upgraded its school portal to function as a base for the E-learning process, providing trainers and teachers, students and parents access through personalized usernames and passwords. Specialized online training was conducted for the trainers by an external consultant to build their capacity to use the portal effectively.

A satisfaction survey was conducted in the summer of 2020 to assess the satisfaction of students and trainers from E-learning, and as a result, during November and December, with the support of the Ministry of Education in Israel, 34 students and 12 trainers were provided with laptops and a connection to the internet and the VTC IT infrastructure was upgraded to have better internet connectivity.

The VTP was able to complete the short courses that started in 2019 and continued into 2020. However, instead of the usual three-month courses, the courses lasted for six months due to COVID-19 related impediments. Additionally, four new courses (electrical installation, auto electric, air conditioning, and mobile maintenance) started at the VTCR in Ramallah. The financial situation was challenging as most students have been unable to pay their tuition fees, and unfortunately some students were not motivated to take part in the e-learning, putting them at a higher risk of dropping out.





VTP Stories of Change

by **Suhad Kasbari**, GRIT project manager



Ambassadors of Technical and Vocational Education and Training (TVET) promote TVET in targeted communities, with a focus on reaching women, women with disabilities (WWD), and their families



Walaa A'lqam in the ambassadors' training

Photo by LWF



Walaa A'lqam presenting her TVET experience in the ambassadors' training

Photo by LWF

TVET ambassadors are trainees and graduates of the LWF Vocational Training Program (VTP) and TVET partner institutes who play a key role in raising community awareness about the benefits and opportunities available through TVET and in encouraging women to participate in vocational training. Ambassadors share their real-life success stories in order to have an impact on women, girls, men and boys in West Bank communities.

Through the VTP's "GRIT" project (Gender-Responsive and Inclusive Technical and Vocational Education and Training), 23 ambassadors have been trained to acquire the skills needed that would enable them to share their own success stories and narrate their TVET journeys within their communities.

Walaa A'lqam, one of the TVET ambassadors, said:

"I am 24 years old. When I was 19 years old, I was expelled from school because of fighting with others. My school principal was not supportive and told me that I would never be successful at anything. I chose not to listen to him and to pursue my passion in making food. I never imagined myself pursuing academic specialties and therefore, I enrolled at a culinary arts course at the YWCA. After graduation, I joined the Lutheran World Federation (LWF) Vocational Training Program and completed a one-year culinary arts degree. Afterwards, LWF VTP offered me a position as a Chef Assistant and I've been working there ever since". Walaa played a good role while participating at the first vocational camp that was held last summer at the LWF-VTC Jerusalem, passing on her great experience in TVET to other participants.



Jehad Baba presenting her TVET experience in the ambassadors' training

Photo by LWF



Jehad Baba during group work in the ambassadors' training

Photo by LWF

Jehad, another participant as a TVET ambassador, said: “I am 29 years old. I originally trained as a make-up artist; however, I was not passionate about pursuing this profession after graduation. I knew about the Lutheran World Federation (LWF) VTP and I applied to the Telecommunications Program. I joined LWF VTP and received hands-on

work experience in a telecommunications repair store for three months as part of my training. Upon graduation, I received a job offer from the store and I have been working there ever since.” Jehad is looking forward to participating in the GRIT awareness program to share her experience.

Short Course on Culinary Art



Photo by LWF

Rahma and Hana during the practical training in the Culinary Art short course

Culinary art is one of the main sectors that is considered a market need. This was clearly addressed in the market analysis that was conducted at the beginning of the GRIT project. Through the project, the LWF VTP cooperated with its partner, the Episcopal Technological and Vocational Training Center (ETVTC), to initiate a short course in Culinary Art in light of the great interest in such a course by youth from marginalized communities.

In November 2020, a short course started with 16 female participants. Most of them were from north east Jerusalem and rural areas around Ramallah and coming from families facing difficult financial circumstances. Theoretical and practical trainings were delivered to them during this six-month training.

When chatting with participants, **Rahma** from Biddu village told LWF staff: “I joined the Culinary Art course through the GRIT project because I love cooking and wanted to develop my skills to open my new business and to improve my income. I am so enthusiastic to start my own business”. Similarly, when LWF staff met with **Hana** from Beit Surik, she

said: “I am Hana, a mother of four girls. One of them with a disability and another has cancer. I am an entrepreneur, and my hobby is cooking and I would like to improve my skills through this course. I am looking toward increasing the income of my family by opening my own business.”

It is very evident that it is important to ensure that market-relevant training options are made available for women and WWD, and that such training prepares them adequately for employment or self-employment.



Photo by LWF

Hana in the practical training in the Culinary Art short course



VTP Scholarship Program for Students in Need

Bana Hussein,
Program Coordinator,
Lutheran World
Federation, Jerusalem
Program



The Vocational Training Program (VTP) aims to increase the participation of women in technical vocational education training (TVET). Women need equitable access to training centers as well financial support from their families. From experience, families are hesitant to invest in the TVET education of their daughters, especially as the Palestinian economy continues to be harshly impacted by the ongoing Palestinian-Israeli conflict and is currently on the brink of collapse as families are faced with additional economic burdens due to COVID-19.

Donor support of the education of a female at the VTP makes possible a life changing experience for a youth who would be able to successfully compete in the labor force market after participating in a holistic training incorporating soft and hard skills that are market relevant and necessary to pursue employment. LWF's VTP ensures youth receive training that is not only focused on theoretical skills, but combines practical skill-based learning, work-based learning and supplementary training in market relevant areas where they can develop professional linkages, while being coached and trained in entrepreneurship, career guidance, human rights and life skills.

Women will be prioritized for VTP scholarships. However, marginalized men may also be awarded scholarship support on a case-by-case basis. The VTP manages an open application process. Applications are assessed fairly based on financial and social vulnerability criteria including disability status, survivors of violence, at risk of dropout, and place of residence in rural or remote communities.

Please support LWF VTP's scholarship program. Help us to reduce barriers faced by women in accessing TVET education and to increase women's participation in the labor market. Be part of a life changing opportunity to help Palestinian young people pursue their dreams, become successful, fulfilled and living in dignity!

The Lutheran World Federation

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Mr. Yousef Shalian
Director
LWF Vocational Training Program

*Joined VTAB in 2020

**completed service on the VTAB in 2020



VTP STATISTICS 2020

LWF Vocational Training Program Data 2020 (LWF VTP)

LWF VTC, Jerusalem: 2-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2020/2021 ¹		No. of 2020 Graduates ²
		First Year	Second Year	
Auto-Mechanics	1964	13	16	18
Auto-Electronics	2003	16	19	14
Carpentry	1950	13	19	10
Electronics/Telecommunications (Female)	2000	0	0	5
Electronics/Telecommunications (Male)	2001	11	16	14
Plumbing & Central Heating	1988	8	19	11
Metalwork (Welding, Forging and Aluminum Works)	1950	14	20	11
		75	109	83

LWF VTC, Jerusalem: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2020/2021 ¹	No. of 2020 Graduates ²
Craftwork (Female)	2012	10	6
Catering (Female)	2012	10	12
Catering (Male)	2012	2	3
		22	21

LWF VTC, Jerusalem: Tenth Grade

Department	Year the department was established	No. of Trainees 2020/2021 ¹	No. of Trainees 2019/2020 ¹
Tenth Grade	2016	46	38

LWF VTCR, Ramallah: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2020/2021 ¹	No. of 2020 Graduates ²
Auto-Mechanics	2004	16	15
Carpentry	2004	10	12
Electronics/Telecommunications (Female)	2004	6	4
Electronics/Telecommunications (Male)	2004	6	13
Aluminum Works	2005	7	9
Vocational Secretary (Female)	2012	18	21
		63	74

Short Courses (Outreach and Upgrading)

System	Type	# of Courses	# of Trainees
Air Conditioning (VTCR)	Short Course	1	15
Auto-Electrics (VTCR)	Short Course	2	30
Electrical Installation (VTCR)	Short Course	2	24
Mobile Maintenance (VTCR)	Short Course	1	9
Hair dressing for Males (VTC)	Short course	2	41
Catering females (VTC)	Short Course	4	50
Catering Males (VTC)	Short Course	1	7
Hair dressing for females (VTC)	Short Course	2	34
Arabic Calligraphy females (VTC)	Upgrade Course	1	14
Surveillance cameras (VTC)	Upgrade Course	1	21
		17	245

1. All trainees for the 2020/2021 scholastic year as of Dec 2020

2. 2019/2020 graduates, graduated June 2020



How to **Donate** to the **LWF** Jerusalem Program

Thank you for wanting to donate your resources so that we may continue our work for the Palestinian people. Not only do your financial contributions help pay for the actual work being done, but—perhaps more importantly—your support buoys our spirits and encourages us to continue when times are difficult.

For all donations to the LWF Jerusalem Program, please fill out our Contribution Form, which can be found on our website, jerusalem.lutheranworld.org. This contribution form, which can be sent by mail to the addresses below or by email to info.jerusalem@lutheranworld.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.

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

To make a tax-exempt gift to the LWF Jerusalem Program, contact us for instructions using the contact information provided below.

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: Melanie Freiburghaus
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, or email us at info.jerusalem@lutheranworld.org for more information.

Name of Account	: The Lutheran World Federation
Account Number	: 9110 463015 592
Account Currency	: EURO
Bank Name	: Arab Bank
Branch	: 861
Branch Name	: Al Ram
Address	: Al Ram Main Road - West Bank - Palestine
Swift Code	: ARABPS22110
IBAN	: PS31ARAB00000009110463015592

Questions? Contact us at:

Email: info.jerusalem@lutheranworld.org

Phone: +972-2-628-2289

Fax: +972-2-628-2628

Olive Oil from the LWF Jerusalem Campus on the Mount of Olives

The Olive tree so common in Palestine is a magnificent tree. It is a tree that produces an oil which is known the world over for its health and nutritional properties. Its oil provides a staple food for the people of Palestine. Today, there are more than 12 million olive trees in Palestine.

This amazing tree knows how to track the sun and the design of its leaves is an amazing feat of creation. The undersides of the leaves are a deep white while the upper side are a deep green where the photosynthesis takes place. It is a rare and unusual tree which has this important feature.

Olive oil in Palestine is known to make one strong and healthy. A well-known Palestinian proverb says: "Eat oil and knock down the wall."

Olive trees are mentioned first in the bible when the dove returned to Noah's ark carrying an olive branch in its beak (Gen. 8:11). The olive branch has been a symbol of "peace" in the expression, "extending an olive branch" to another person as a desire for peace.

Olive oil is a part of the fabric of Palestine and no location in all of Palestine is more significant or well-known than that of the Mount of Olives. In fact, some of the oldest olive trees in Palestine are in the Garden of Gethsemane, which mean oil press in Hebrew, on the Mount of Olives.

LWF continues its ministry of farming its olive grove of more than 800 trees. These trees play an important part in LWF Jerusalem's strategy to reduce our carbon footprint in

Palestine. In 2020, these trees yielded between 4,383 kilos of olives, which were pressed into 613 liters of olive oil. We make this oil available to you to continue our ministry of health care through Augusta Victoria Hospital. The income from selling LWF Mount of Olive Oil of 6,768 EUR in 2020 helped to cover the costs of patients that are otherwise not insured.

With a minimum order of \$300 USD, olive oil can be shipped as far away as the United States.

Sizes of bottles available	Cost in USD (\$)
250ml of LWF Campus olive oil in a plastic bottle	15
750ml of LWF Campus olive oil in a plastic bottle	35

You can also be a permanent part of this ongoing and essential ministry to support our health programs. For a donation of \$1,000, we will plant an olive tree on the Mount of Olives in your name and place a plaque in our lobby in appreciation and recognition of your support.

Contact us at: info.jerusalem@lutheranworld.org for more information. Thank you so much for your support of this long-standing ministry.





INDIVIDUAL AND GROUP DONORS 2020

The LWF is grateful to the many groups and individuals who have supported Augusta Victoria Hospital, the Vocational Training Program, the Affordable Housing Project in Jerusalem, and the other projects of the Jerusalem Program in 2020.

These supporters include:

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THE LUTHERAN WORLD FEDERATION

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Bread for the World - Protestant Development Service	446,172
Canadian Lutheran World Relief	732,498
Catholic Relief Services	21,751
DanChurchAid	57,674
Diakonie Katastrophenhilfe	2,373,640
Juzoor for Health and Social Development	21,841
Lutheran World Relief	6,207
Ministry of Education - Jerusalem	511,807
Ministry of Foreign Affairs - Netherlands	500,000
Norwegian Church Aid	34,840
Norwegian Representative Office	847,513
Olive tree	4,144
Other Income / Donor	212,265
Other Income / Donor - AVH	146,650
Paces Charity	28,390
Palestinian Medical Relief Society	24,842
The Arab Fund for Economic & Social Development	120,426
United Nations - Office for the Coordination of Humanitarian Affairs	155,421
United Nations Development Programme	53,037
University of Illinois at Urbana Champaign	1,016
VIS - Volontariato Internazionale Per Lo Sviluppo	29,205
Welfare Association	430,425

Donations In Kind: (in Euro)	
PPEs, medical supplies, and medical equipment Al Quds Committee	22,625
Beit Al Maqdes - Morocco	5,162
International Committee of the Red Cross	4,055
In Kind Donors	243,113
Medical for Palestinians (MAP)	4,856
Ministry of Health	1,040,748
Palestinian American Medical Association	10,633
Red Crescent - Palestine	32,165
Red Crescent - Qatar	55,026
Sister Hospital - USA	78,553
Tareq Rabi'	9,892
Turkish Fund	50,414
WHO, EU and ECHO	99,352

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Church of Sweden	215,705
Evangelical Lutheran Church in America	278,955
Various donors	22,140
Sub Total	560,300

COMPARATIVE FINANCIAL DATA (in Euro)	2020	2019	2018	2017	2016
Revenues					
Vocational Training Program	1,663,058	1,585,265	1,482,150	1,534,477	1,416,851
Scholarship Program	18,891	16,343	16,716	16,903	18,267
Augusta Victoria Hospital (Operations)	47,580,451	61,846,206	46,674,004	49,386,123	43,674,292
Village Health / Outreach Clinics	101,711	73,877	133,898	81,271	87,281
Expenses					
Vocational Training Program	1,663,058	1,585,265	1,482,150	1,534,477	1,416,851
Scholarship Program	18,891	16,343	16,716	16,903	18,267
Augusta Victoria Hospital	45,629,241	45,888,589	44,571,709	46,615,292	34,763,524
Village Health / Outreach Clinics	101,711	73,877	133,898	81,271	87,281



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Dr Yousef Hammareh	Deputy Chief Medical Officer
Ms Maha Tarayrah**	Chief Nursing Officer
Ms Lana NasserEddin	Director, Department of Community Outreach Programs
Ms Kholoud Ashhab	Director, Department of Pharmaceutical Services
Mr Muhammad Khweis	Director, Department of Public Services, Buildings & Grounds

III. VOCATIONAL TRAINING PROGRAM (VTP)

Mr Yousef Shalian	VTP Director
Mr Thaer Shqair	VTC Deputy Director, Ramallah
Mr Mahmoud 'Adarbeh	VTC Deputy Director, Beit Hanina
Ms Anwar Khatib	VTP Projects/graduates unit Coordinator
Mr Amer Khalaf	VTCR Short Courses Coordinator
Ms Suhad Kasbari	GRIT Project manager

**completed service at AVH in 2020.



THE
LUTHERAN
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FEDERATION

The Lutheran World Federation has been serving the needs of Palestinian refugees in the Palestinian Territories for over 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.

actalliance is a coalition of 135 churches and faith-based organizations working together in over 120 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.

Editor: Mark Brown

Associate Editor: Sieglinde Weinbrenner

Contributing Authors/Editors: Dr. Fadi Atrash, Mark Brown, Dr. Mousa Hindiyeh, Bana Hussein, Suhad Kasbari, Bisan Khair, Ezdihar Shaheen, Yousef Shalian, Hania Taha, Sieglinde Weinbrenner

Photography: Ezdihar Shaheen

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Photo by LWF



Front Cover

Amani Hababeh is 12 years old. She has been on kidney dialysis for five years now. She is attended by AVH nurse Najah Almur.

Photo by LWF



Back Cover

Culinary art classes in times of Corona. Students prepare the local speciality of Kubbe, semolina balls filled with meat



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 148 member churches in 99 countries all over the world representing over 75.5 million Christians.

The Lutheran World Federation World Service (WS) is the humanitarian and development arm of the LWF. Drawing on a firm commitment to uphold the rights of the poor and oppressed, WS works in 28 countries with local and international partners to alleviate suffering, combat injustice and poverty, and lay the foundation for a life in dignity for all.

The LWF is a founding member of the

actalliance

(Action by Churches Together).



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World Service

member of **actalliance**

P.O. Box 19178
Jerusalem 91191, Israel
Phone: +972 2 628 2289
Fax: +972 2 628 2628
Email: info.jerusalem@lutheranworld.org
jerusalem.lutheranworld.org
Facebook: LWFJerusalem
Instagram: LWFJerusalem
Twitter: LWFJerusalem