

الإتحاد اللوٲري العالمى فى القدس

THE LUTHERAN WORLD FEDERATION

Department for World Service - Jerusalem



Annual Report | 2012

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Foreword

THE LUTHERAN WORLD FEDERATION

Department for World Service
Jerusalem Program

The LWF Jerusalem Program is one of the LWF's oldest and largest humanitarian programs, assisting Palestinian refugees for nearly 65 years. The LWF has helped to bring hope and healing through vocational training, scholarships, material assistance, and through Augusta Victoria Hospital and its village outreach program. It continues to astonish me how Lutherans and others, locally and around the globe, have hung in there all these decades, offering relief, strengthening institutions, advocating for negotiated, nonviolent solutions to the conflict, making quilts, assembling school kits, and gathering to pray for peace.

Support for Syrian Refugees

The LWF Jerusalem Program now includes one of the LWF's newest programs. In Jordan, the LWF supports Syrians who have escaped the violence in Syria and who have taken shelter in the Zaatari refugee camp.

When I was there in September 2012, with LWF President, Bishop Munib Younan, LWF General Secretary, Rev. Martin Junge, and LWF World Service Director, Rev. Eberhard Hitzler, the heat was overwhelming, whirlwinds churned up fine dust making it hard to breathe, and people were tense, already traumatized by what they experienced in Syria and afraid of how they would care for their children as the winter rain and sub-freezing temperatures approached.

In this trying and complicated environment our LWF team scrambled to provide 270

prefabricated shelters; winterization kits, heaters and gas bottles for 2,200 tents; more than 33,000 sets of warm clothes; and many thousands of student kits, blankets, quilts, and baby kits. (see pages 41-43)



During their visit to the camp in late September 2012, LWF President Bishop Dr. Munib A. Younan (left) and LWF General Secretary Rev. Martin Junge (right) met Nabeel, one of the children who make up 52 percent of the Zaatari refugee camp population. *Photo by T. Ekelund/LWF*

Setbacks in 2012 for Palestinian/Israeli Peace and West Bank/Gaza Economy

Across the globe, the LWF is working for a just, peaceful, and reconciled world, seeking to uphold the rights of the poor and oppressed. To fully grasp the enormity of the accomplishments of the LWF Jerusalem Program in 2012, I think it is important to look at the context in which our staff of 372 Palestinians must live and work.



Dr. Tawfiq Nasser, CEO of Augusta Victoria Hospital, spoke about access and permit issues to a delegation of "The Elders" on the Lutheran World Federation's campus in Jerusalem on October 22, 2012. The delegation was led by former U.S. President Jimmy Carter and included former President of Ireland and former UN High Commissioner for Human Rights Mary Robinson as well as former Prime Minister of Norway and former Director-General of the World Health Organization Gro Harlem Brundtland.

In a statement on The Elders website about their visit, Prime Minister Brundtland stated: *"As a medical doctor, I was particularly affected by our visit to Augusta Victoria Hospital in East Jerusalem, a Palestinian model of excellence for the entire region which faces enormous difficulties in treating those people nearest to it from the West Bank – never mind Palestinians from Gaza – due to Israeli travel restrictions. It tragically illustrates the direct human impact of the present deadlock."* (see full story on page 47) Photo by A. Johnson/LWF

There was much attention in 2012 on Israeli settlement activity and its impact on the possibility of a two-state solution. According to a report released by an Israeli group, Peace Now, in January 2013, "The current government, led by Benjamin Netanyahu, took office on March 31, 2009. In the period since, its policies and actions in the West Bank and East Jerusalem disclose a clear intention to use settlements to systematically undermine and render impossible a realistic, viable two-state solution to the Israeli-Palestinian conflict." While many of us celebrated the 29 November 2012 United Nations General Assembly vote on Palestinian statehood, the immediate reaction of the Israeli government was to announce additional settlement construction.

Early in 2013, Ha'aretz newspaper reported, "The European Union's consuls general in East Jerusalem and Ramallah are recommending economic sanctions against settlements in the West Bank and East Jerusalem." The EU Heads of Mission Jerusalem Report 2012 states that Israeli settlements are the single biggest threat to a two-state solution and that they are systematic, deliberate and provocative.

Terrestrial Jerusalem, an Israeli peace group that focuses on Jerusalem, reports that 2013 "has witnessed a settlement surge unprecedented in scope and intensity since 1967. No mere tactical move, this surge constitutes a strategic thrust to unilaterally determine a baseline border between Israel and Palestine, and has been euphemistically dubbed by Israeli authorities 'Spatial Shaping'." Terrestrial Jerusalem says, "The new base-line border creates a fragmented, discontinuous Palestinian 'State', dismembered into cantons and enclaves and with no connection to East Jerusalem."

The concerns raised by Peace Now, the EU, and Terrestrial Jerusalem are, of course, echoed in numerous Palestinian and United Nations reports and in conversations with Palestinians directly impacted by the settlement construction and increased number of settlers.

At the same time, the International Monetary Fund (IMF) staff report released in March 2013 regarding the economy of the West Bank and Gaza, says the WBG is in a “far more precarious situation than six months ago.” The report points to 1) increased unemployment (almost a quarter of the labor force at the end of 2012), 2) a deepening liquidity crisis that affects even core PA government functions and causes repeated delays in wage payments, 3) Israeli restrictions on movement and access that are “virtually unchanged and continue to hamper growth prospects in the WBG,” and 4) increased political uncertainty due to military confrontation between Hamas and Israel, continued settlement expansion, and outbreaks of unrest in the West Bank.

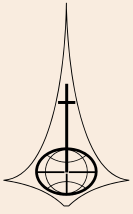
2012 was also marred by violence in Israel and Palestine. The death toll in November alone, related to the Israeli operation “Pillar of Defense” and rockets fired at Israel from the Hamas governed Gaza Strip, was four Israeli civilians and two Israeli soldiers killed and approximately 100 Palestinian civilians and 100 combatants killed. The LWF and 43 other aid agencies released a statement warning of a humanitarian disaster in Gaza if the military confrontation was not stopped. The agencies urged world leaders to take swift action to enforce a ceasefire in order to protect civilian lives and infrastructure and prevent another widespread humanitarian disaster in Gaza brought on by a prolonged military confrontation.

Toward the end of 2012 and early in 2013 there was a rise in Palestinian casualties resulting from the use of live ammunition by the IDF in the West Bank. In a January 2013 statement, the UN Humanitarian Coordinator James W. Rawley said, “The



2001 VTC graduate, Adnan Al-Qasim, instructs one of the 16 trainees enrolled in an auto-mechanics short course offered by the LWF Vocational Training Program in the village of Jamma'in, near Nablus. Jamma'in sits in the shadow of the settlement of Ariel, one of the largest Israeli settlements in the West Bank. Many farmers in the village face violence and harassment from the settlers, and lack of access to their olive groves has decimated the small village's economy. The VTP short course aimed to provide employment opportunities for youth who otherwise would have few options. *Photo by A. Johnson/LWF*

right of peaceful protest must be upheld and all protests should be kept strictly non-violent. The Humanitarian Coordinator urges maximum restraint in order to avoid further civilian casualties. Using live ammunition against civilians may constitute excessive use of force and any such occurrences should be investigated in a timely, thorough, independent and impartial manner.”



Members of the AVH support services pitched in to clear the snow after an unusually strong winter storm in Jerusalem. Their efforts are part of the overall AVH commitment to ensure patient and staff access to the hospital despite obstacles like storms, walls, and checkpoints. *Photo by M. Brown/LWF*

LWF Unwavering Service in the Midst of Turmoil

The pages of this report remind us of the importance of *sumud*, Arabic for steadfastness.

- Patients and staff continue to traverse multiple checkpoints each day to reach **Augusta Victoria Hospital**. AVH staff made amazing strides in 2012 to expand the services of the hospital, particularly in the area of cancer treatment. (see pages 7-20)
- Women gather in isolated West Bank villages to learn about the importance of prevention and early detection of breast cancer from the LWF/AVH **Mobile Mammography Unit**. (see pages 16-17)
- Young women and men from across the West Bank receive **scholarships** from the LWF to continue their university education. (see page 21)
- Young men and women who might not otherwise have entered the workforce are trained in the LWF's **Vocational Training Program**. In 2012, the VTP completed facility renovations and equipment installations in order to open three new vocations: catering, craftwork, and vocational secretary. (see pages 26-38)
- Unemployed teenagers in remote villages are learning the skills they need to find employment in a harsh economic environment through **VTP Outreach Courses**. (see pages 32-33)

Just as the olive trees dotting the LWF's Mount of Olives campus continue to produce fruit in an unsympathetic climate, so, too, does the LWF staff labor to provide glimpses of hope in the face of difficulty.

LWF Mount of Olives Campus

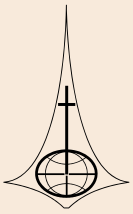
In the summer of 2012, the LWF completed the refurbishment of the **sports field** located at the southern tip of the west side of the LWF Mount of Olives property. The transformation of the rocky, dirt field into a safe and inviting environment for children in East Jerusalem was accomplished in cooperation with the United Nations Development Programme and with funding from the Islamic Development Bank and the Government of Sweden. Despite its rough condition, uncontrolled access, and the lack of organized programs, the field was, for many decades, one of the few locations where sports activities and training could take place in East Jerusalem. The installation of artificial turf in 2012 will hopefully be followed in 2013 with the installation of lighting that will substantially increase the amount of field time available to the youth.



Just outside of the LWF property, in the southeast corner, a **mosque** was built in the 1960s that for several decades extended dangerously into the busy road stretching from the Mount of Olives to Jericho. Over the years, the LWF and the neighborhood were in discussion about finding a solution. In 2012, after extensive conversations with LWF partners and local Islamic authorities, it was decided to allow the leaders of the mosque to use a small plot in the southeast corner of the LWF property to refurbish the mosque and thereby meet neighborhood needs and reduce the safety concerns related to the busy road.

The Lutheran World Federation Sports Field on the Mount of Olives is one of the few recreational areas of its kind in East Jerusalem. The newly installed artificial turf and security fencing provide a safe and inviting environment for the youth of East Jerusalem. The refurbished field serves as a healthy outlet for a community under duress and is a tangible sign of hope for a shared Jerusalem. *Photos by M. Brown/LWF*

At the same time, the LWF is working non-stop on plans for developing the hospital, adding a 120-bed **elder care facility** (see pages 12-13), building **affordable housing** for Palestinian Jerusalemites who may be forced from the city if they have no assistance with housing, and building a much-needed **sports facility** for the youth and families of East Jerusalem. The LWF will present detailed plans for the elder care facility and housing project to the Israeli authorities in early 2013. The process over the last five years, particularly in relation to the housing project, has been complicated and numerous adjustments needed to be made in the location and design of the project. We are hopeful that these projects will make significant progress in 2013.



Prayer Vigil for Peace in the Middle East

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

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

By engaging in this vigil we are declaring that God's grace is the source of all peace and through prayer we are humbling ourselves to God's will for all creation. We offer this prayer vigil as an opportunity for congregations to incorporate the welfare of the people of the Middle East into the heart of their church life: in their worship, in their learning, and in their advocacy.

We urge people to see this prayer vigil as an outpouring of concern for Palestinians and Israelis – Christians, Muslims, and Jews – whose lives are overtaken by broken

relationships and the conflict that flows from these divisions.

The vigil is coordinated by the ACT Palestine Forum. Go to: www.actpalestineforum.org and click on "Prayer Vigil for Middle East Peace" for updates on organizing in your community, for a list of other congregations involved in the vigil, and for prayer and activity ideas. Please sign up your congregation or organization as a vigil participant and get connected with others in your neighborhood and around the globe who are participating in the vigil.

Thank You

On behalf of the LWF Jerusalem Program, I would like to express our gratitude to all who have supported the work here with prayers, visits, financial contributions, volunteer work, and advocacy. Thank you for your encouragement throughout 2012. Your accompaniment makes it possible for us to continue to offer healing and hope where the needs are greatest.

Rev. Mark B. Brown
Regional Representative

Photo by K. Brown



AVH

AUGUSTA VICTORIA HOSPITAL

مستشفى المصّالغ (أوغستا فكتوريا)

Serious Medicine... Caring Staff

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

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

Specialty departments that account for the majority of work at the hospital are: The Cancer Care Center, the Hematology and Bone Marrow Transplantation Care Center, the Artificial Kidney Unit (dialysis), the Surgical Care and Ear, Nose, Throat Center, the Diabetes Care Center, the Specialized Center for Child Care, and the Skilled Nursing and Long-Term (Sub-Acute) Care Facility. These care centers provide specialized treatments that are not available in the majority of hospitals in Palestine.

The hospital is now focusing much of its strategic efforts on establishing a palliative care facility as well as a care center for the elderly. This approach is in line with the hospital's overall strategy to



Photo by M. Brown/LWF

establish health services otherwise unavailable to the Palestinian community and complements the existing services at the hospital.

AVH is the first and only hospital to provide radiation therapy for cancer patients in the Palestinian territories and is the only medical facility in the West Bank offering pediatric kidney dialysis. On a daily basis, these and other specialty services touch countless lives, both young and old, from communities across the Palestinian territories.

AVH: BY THE NUMBERS

- AVH is licensed for 170 beds and, on average, operates 102 beds a day.
- In 2012, 320 staff at AVH cared for 5,900 inpatients for a total of 17,700 days of hospital care.
- AVH provided 13,240 dialysis sessions, 9,600 chemotherapy sessions, and 14,100 interventions in the radiation oncology unit on an outpatient basis.



AUGUSTA VICTORIA HOSPITAL DEVELOPMENT UPDATES

Radiology Department

The progress made in 2012 on the refurbishment of the radiology department has already improved Augusta Victoria Hospital's diagnostic and therapeutic capacities. These new capabilities are marked advances for the hospital and also for the Palestinian people who frequently have difficulty accessing diagnostic medical procedures and are thus forced to seek such services abroad. The renovation of the radiology department, made possible by the generosity of the Islamic Development Bank, is projected to be complete by the end of the first quarter of 2013. Once finished, the department will house six imaging rooms, including a PET-CT or PET-MR.



Photo by M. Brown/LWF



Pathology and Laboratory Medicine Department

Thanks to a grant from the French government to the Palestinian Authority, the Pathology and Laboratory Medicine Department will continue to be developed in 2013. By the end of the summer of 2013, the Pathology and Laboratory Medicine Department is expected to be a state-of-the-art facility and one of the largest labs in the country. The services provided by the lab will include a general clinical lab, cytopathology lab, apheresis lab, molecular and stem cell lab, and a tissue culture lab. The department will also include bio-banking and a donor center, making it one of the foremost medical laboratories in the region.

Intensive Care Unit

The first phase of a two-phase plan to expand the Intensive Care Unit (ICU) got underway in 2012. The ICU expansion plan is funded by a grant from the Faddel/Noor Foundation in Saudi Arabia. Ultimately, with specialized equipment and facilities, the ICU will be able to provide the best possible care to severely ill patients. In addition, the ICU will be able to assist the oncology department and other departments at AVH with particularly difficult cases, such as those involving multi-organ failure, neutropenia fever, sepsis, and other complications. Currently in the first phase of the plan, the facility in the unit is being improved and updated. In the second phase, more advanced technology will be installed. Phase I is expected to be finished by the first quarter of 2013 and the second phase of the expansion plan will be launched shortly thereafter.



Photos by M. Brown/LWF



AVH OPENS NEW HEMATOLOGY AND BONE MARROW TRANSPLANTATION CARE CENTER

THE NEW CHAIRMAN OFFERS HIS VISION

Consistent with Augusta Victoria Hospital's goal of providing comprehensive cancer treatment and care to the people of Palestine, patients and staff are preparing for the unveiling of the Hematology and Bone Marrow Transplantation Care Center. The new department is designed to hold sixteen patients at capacity, with up to four in isolation. The opening of the hematology unit is the next step in the hospital's strategy to combat cancer and the new unit complements several existing departments. For example, the transfer of hematologic patients from both the oncology and pediatric oncology wards will enable these departments to take on new patients in need of care. The department will also contribute blood bank services that will be particularly useful to the surgical departments.



Dr. Hussam Ghoti and senior physicians and nurses in the Hematology and Bone Marrow Transplantation Care Center discuss patients during morning report. The new department will be the first of its kind to serve Palestine and its people and will further increase Augusta Victoria Hospital's capacity for cancer treatment. *Photo by M. Brown/LWF*

The unit is led by the new head of the department, Dr. Hussam Ghoti, a Gaza Palestinian hematologist and a transplant expert, formerly of the Wolfson Medical Center in Tel Aviv. He is joined by a senior head nurse, Rehab Hadweh, who has been with Augusta Victoria Hospital for the past four years. Currently, the staff consists of four doctors, two of whom

are specialized hematologists, and seven nurses, all of whom have significant experience in oncology. However, the staff numbers are likely to increase, especially once bone marrow transplantations are underway. Additionally, due to their experiences in the field, both Dr. Hussam and Nurse Rehab understand that there is more to the healing process of hematological cases than the treatment prescribed by medical staff. Both stress the importance of the psycho-social element of recovery. They hope to add a psychologist and a social worker to their team in the near future to provide individual and group support in the form of counseling, support groups, and other types of therapies.

The opening of the Hematology and Bone Marrow Transplantation Care Center is a

forced to seek education abroad, making hematology a rare specialty. Dr. Hussam explains that while patients do receive treatment for hematological diseases and disorders in Palestine, they are rarely treated by specialists and often do not receive the highest standard of care. The really advanced or complicated cases are commonly referred out of the country, one of many practices that Dr. Hussam hopes will soon become less frequent with the opening of the new department.

Despite the large amount of work involved in simply opening the department, Dr. Hussam and Head Nurse Rehab are already looking ahead. They both hope to quickly grow the department and expand its scope of practice beyond patient treatment and into other relevant areas. Education, for example, is a high priority, and Dr. Hussam in particular hopes to build a hematology residency program to increase the number of hematologists serving the Palestinian population. Once all services are up and running, he also hopes to expand into research in order to garner accurate epidemiological data, improve hospital protocols, and advance treatment by conducting clinical trials. Overall, Dr. Hussam and Nurse Rehab hope that the new Hematology and Bone Marrow Transplantation Care Center at Augusta Victoria Hospital will further increase the hospital's capacity for cancer treatment and represent a new standard of care in the treatment of blood disorders in Palestine.



Bone marrow transplant patients will be placed in protective isolation rooms at AVH. These isolation rooms are equipped with ventilation systems designed to protect patients from airborne contaminants and pathogens.

positive step in terms of healthcare; the department will be the first of its kind to serve Palestine and its people. Although epidemiological data is scarce, there appears to be an unusually high incidence of Hodgkin's lymphoma and myeloma in the Palestinian population, making the demand for hematologists high. However, with a total lack of local training programs for the concentration, Palestinian doctors are



One of the rooms in the AVH isolation unit is designed for patients and staff to meet with family members. Much care was taken in the refurbishment of the room to maintain the historic character of the room while ensuring that the room meets all health codes and standards. *Photos by M. Brown/LWF*



The Skilled Nursing and Long Term Care Center at AVH provides a caring environment for patients, but the demand for the center far exceeds its capacity. To address the growing need for elderly care for Palestinians, AVH is in the process of developing a plan for a brand new, environmentally friendly, palliative care facility that will accommodate approximately 120 patients.
Photo by M. Brown/LWF

AUGUSTA VICTORIA HOSPITAL UNDERTAKES ITS BIGGEST CHALLENGE: ELDER CARE AND PALLIATIVE MEDICINE INSTITUTE (THE PAVILION)

In keeping with Augusta Victoria Hospital's commitment to providing comprehensive healthcare to the people of Palestine, the hospital's latest undertaking is to open a palliative care unit. Focusing mainly on the alleviation of symptoms of serious illnesses, or the side effects of the treatments thereof, palliative care is a multi-disciplinary field centered on emotional and physical patient relief. Together, allied* health and medical professionals work in conjunction to relieve agitating symptoms, particularly pain, of patients who are in need of constant medical attention, and help both the patients and their families cope with the difficulties of their circumstances.

Palliative care is especially relevant to the elderly population since many of their medical and nursing needs exceed the resources available to them at their homes, or from family caregivers. In addition, economic circumstances are often limiting factors in the at-home care of elders. Because most households require multiple incomes, families simply cannot

* | All health professionals aside from nursing and medical staff

afford to stay home to attend to their aged relatives and finance their necessary medical expenses, while adequately providing for the rest of their families. Even when families do make such a sacrifice, the mental toll of putting stress on their families is harmful to the emotional health and happiness of the patient. Additionally, most homes do not have adequately large or safe spaces appropriate for the movement or exercise of the elderly, which is highly important for the maintenance of their physical health and comfort. Consequently, even with adequate medical attention, home environments are rarely conducive to the overall welfare of the elderly, necessitating the development of residential care facilities.

In light of this need, AVH is in the process of developing and proposing a plan for a brand new, environmentally friendly, palliative care facility that will accommodate approximately one hundred and twenty patients. The building will be designed specifically with the needs of elderly patients in mind, and will conform to the Israeli Ministry of Health Standards for Geriatric Care. It will feature an array of amenities, such as wheelchair accessible patios and gardens intended particularly for the patients' enjoyment. In addition to the building itself, patients will receive specialized care from teams of specialists including physicians, nurses, physiotherapists, psychologists, social workers and other allied health professionals. Treatment teams will work cooperatively to provide not only medical, but emotional support to patients battling serious illnesses through services such as drug therapy, physical therapy, counseling, and more.

Although programs like the palliative care unit are greatly needed, the establishment of such a treatment program is not without challenges. For example, some methods of treatment involved in palliative care, such as counseling, are not widely recognized as valid and even carry social stigma, making patients reluctant or unwilling to receive care from professionals in disciplines like social work or psychology. Potential social resistance to treatment makes education an additional component of opening a palliative care facility. However, AVH is no stranger to such challenges and has successfully incorporated similar educational initiatives into several other hospital departments and programs, including the Diabetes Clinic and the Mobile Mammography Unit.

The creation of the elder care facility has significant implications not only for current elders who demand such services, but also for future generations. With the vast majority of the Palestinian population under the age of sixty-five, the hope is that launching the palliative care unit now will help jumpstart a medical specialty that will become more crucial as the majority of the population ages and life expectancies increase. In other words, the opening of a palliative care unit will not only help serve those immediately in need of palliative services, but will help establish the trained and practiced staff, a tested facility, and a tradition of palliative care services at Augusta Victoria Hospital for generations to come.



Now just a grassy field on the side of a hill, this view shows the site on the LWF property where the Elder Care Pavilion will be built to house 120 patients for elder and palliative care. The building will feature an array of amenities, such as wheelchair accessible patios and gardens intended for the patients' enjoyment. Treatment teams will work cooperatively to provide not only medical, but emotional support to patients battling serious illnesses through services such as drug therapy, physical therapy, counseling, and more. *Photo by M. Brown/LWF*



EMPOWERING AVH NURSES, ENHANCING CARE

As Augusta Victoria Hospital (AVH) works to further distinguish itself in patient care, the hospital's attention has recently turned to the nursing staff. Administrators understand that nurses bear the majority of the responsibility for the patients' experiences and thus have always held their nursing staff to a high standard. However, as the hospital expands, adding new departments and growing existing ones, the demands on the nurses have increased. Not only are more nurses needed, but more specialized nurses are required for highly specialized departments. In order to address potential challenges that may arise due to such progress, the CEO assembled a taskforce which launched a nursing empowerment initiative that aims to prepare nurses to work in highly specialized departments, create new positions allowing for increased upward mobility, and improve leadership, particularly in nursing management positions.

There are no nursing specialization programs in Palestine that prepare nurses for the existing departments at AVH. Aware of the need to prepare nurses for work in highly specialized departments, AVH hopes to create a series of in-hospital courses designed to prepare the nurses to provide the best possible care to patients in highly demanding departments such as the Intensive Care Unit and the Hematology and Bone Marrow Transplantation Care Center.

Nurses at the AVH specialized centers provide high level, serious nursing care while attending to the most basic human and social needs of patients. *Photo by M. Brown/LWF*



In addition to clarifying policies for continuing education for nurses, the hospital intends to provide courses to help nurses, especially those who work in highly specialized departments, maintain basic nursing skills that they may use with less frequency than general nurses. According to Director of Nursing William Hadweh, the hospital hopes that these training courses may represent the beginning of nursing specialty programs and increase the standard for nursing skills throughout Palestine.

As the number of nurses and departments increase, more leadership positions will become necessary. Not only will these new positions increase the organization of the nursing infrastructure, they will also increase nurses' opportunities for growth and upward mobility within the hospital by



Highly specialized nurses give care to over 70 dialysis patients per month. As the hospital develops more and more specialized departments, the need for increasingly specialized nurses rises. In order to address such challenges, the hospital has launched a nursing empowerment initiative aimed at preparing nurses to work in highly specialized departments. *photo by M. Brown/LWF*

expanding their fields of practice. Thus, in addition to medical skills-based courses, the hospital plans to develop leadership and management courses specific to nursing. These classes would also provide nurses with the tools necessary for assuming new responsibilities, such as running a team of fellow nurses, through enhanced organizational communication, and other management skills. Through these classes nurses would be encouraged to work cooperatively with physicians as peers, and to be advocates, as primary caregivers, for their patients.

Overall, the nursing initiative at AVH is aimed at empowering the nursing staff through an increase in education and level of responsibility within the hospital, and, like all of AVH's projects, increasing the standard of healthcare for the people of Palestine both now and in the future. According to Mr. Hadweh, the creation of programs that further the profession of nursing at the hospital is not only important for the nurses who work there but to all Palestinian nurses. He and his taskforce hope that the programs they initiate at AVH will help inspire other facilities to do the same and eventually lead to the creation of graduate level education and specialization programs for Palestinian nurses, as well as nationwide programs, such as a nurses national council that will help maintain and improve standards of practice in the field. Most importantly, Mr. Hadweh, along with everyone else at Augusta Victoria Hospital, hopes that improvements for nurses will lead to an overall increase in respect for the profession and the best possible healthcare for the Palestinian people.



At a remote village in the West Bank, female staff educate women in self-care and breast cancer screening and promote early detection by encouraging women to make an appointment at the LWF/AVH Mobile Mammography Unit. Photo by A. Johnson/LWF

WOMEN'S HEALTH AND EMPOWERMENT REMAINS FOCUS OF THE MOBILE MAMMOGRAPHY UNIT

When Aisha came with her fiancé to Augusta Victoria Hospital for cancer treatment, she had no idea that her cancer would be at a very advanced stage. She had felt a lump in her breast but waited to say anything for fear that it would interfere with her future plans as a young bride at the age of 28. Aisha and many other women in Palestine have been denied the proper education and access to a good, equitable, and dignified breast cancer early detection program.

LWF/AVH, since it started cancer care in 2002, has been facing serious challenges with early detection and getting women to access the service. In late February 2010, AVH introduced a Mobile Mammography Unit (MMU) and a full team to pilot and implement an education and screening program for Palestinian women. The MMU works to explain the importance of prevention and early detection and provide ultrasounds and mammograms for women in rural clinics and villages. By the end of 2012, the MMU had reached over 300 villages throughout the West Bank.

The members of the MMU's all-female team arrive at Yatta, a village south of Hebron, after a long and difficult journey, crossing at least two Israeli checkpoints. For the staff, the long journey becomes worthwhile when the first woman steps in to be screened. The staff realizes that this woman could be yet another example of a life saved through early detection and education. Word has quickly spread from village to village that the services provided by the MMU are comfortable, free, and easy to access, and many women await the arrival of the MMU team to their village.

The van and the team are always welcome because of the long tradition of the LWF's work in rural Palestinian villages, providing the best possible care with dignity and respect to the individual and the community. The mammography program managed by the administration and medical staff of AVH has partners from all over the world. It was initially funded with a grant from the Norwegian Ministry of Foreign Affairs, but later generated interest and funding from the USAID, Finnish Government, and most recently American Charities for Palestine.

The staff worked hard to screen over 6,000 women in 2012, offering more than 3,000 ultrasound exams with the mammography. Equally important, the team hosts close to 40-50 women on a daily basis to learn about prevention and early detection and share their experience with other women.

The clinic's waiting room is always crowded with women of all ages, many with children clinging to their arms. A staff nurse demonstrates skills for self-examination and provides a lecture on the same subject. She tells them about the importance of performing these exams regularly so as to detect any abnormal developments as early as possible. When she finishes the group lecture, she and the physician continue with a thorough and caring individual examination for women ages 40 and over.

Since it hit the road in 2010, the LWF/AVH Mobile Mammography Unit has provided almost 16,000 Palestinian women with educational sessions about breast cancer and breast exams.

There are 14 stationary mammography machines in hospitals in large cities or towns in the West Bank. For many women, access to these facilities is culturally and financially difficult. Therefore, the LWF/AVH mobile program aims to serve poor and remote communities throughout the West Bank, particularly in Bedouin areas and refugee camps, where women do not have adequate access to health clinics. The outreach through the mobile model adopted by LWF/AVH has proven most effective in reaching a large number of women and empowering them to access health as a fundamental right.

The LWF/AVH model continues to prove its efficacy in reducing the rates of late breast cancer detection. It is empowering women to be more assertive about their health rights, and offering a venue for women to access a Healthy Breast Program when other programs have proven to be inaccessible for socio-economic and cultural reasons.



The technician in the LWF/AVH Mobile Mammography Unit waits for her next patient to arrive for screening. The MMU screened over 6,000 women in 2012. *Photo by A. Johnson/LWF*



AVH STRIVES TO ENSURE PATIENTS' RIGHTS IN QUALITY AND SAFETY

Hoping to add yet another credential to an already impressive list, Augusta Victoria Hospital (AVH) is readying for review by the Joint Commission International Accreditation. The Joint Commission International (JCI) is the international branch of the Joint Commission, a non-profit, non-governmental organization, and the most prominent health care accreditor in the United States. With the help of international committees comprised of physicians, nurses, healthcare administrators, and public policy experts, among others, the JCI has developed a set of international healthcare regulations and standards of practice for healthcare facilities and professionals that must be met, and continually upheld, in order to receive accreditation. JCI now works in over 90 countries worldwide.

JCI recognition has long been a goal for Augusta Victoria Hospital. After receiving its International Organization for Standardization (ISO) accreditation in 2008, preparations began for JCI accreditation and have been in the works ever since. Over the past few years, the hospital has launched several initiatives to ensure its readiness for the inspection. In 2009, the hospital officially began the road to accreditation through EU/WHO. The hospital hired a management representative on quality and created eight separate taskforces to oversee various spheres of the hospital including committees on quality, morbidity and mortality, infection prevention, surgical anesthesia, patients and family rights, public safety, and drugs and therapeutics, as well as an ethics and review board. In addition to these committees, the hospital recently acquired a new information technology system that will improve data capture and keep the hospital in compliance with the JCI documentation standards.

Now in the final stages of preparation, staff is working hard to ensure the hospital's readiness for the reception of the JCI inspection. As a final exercise, the hospital conducted a mock inspection, the results of which are helping the staff to address any last minute adjustments they wish to make. With such extensive preparatory measures under its belt, the hospital is looking forward to welcoming the actual inspection team and has high hopes for receiving accreditation. Such an international credit would be the next logical step in Augusta Victoria Hospital's drive to provide the best possible care to the people of the State of Palestine. It would serve as a mark of recognition of the quality of services that the hospital provides and has been providing for years.



Staff complete training in basic life support as part of the Joint Commission International (JCI) accreditation program. The JCI is the international branch of the Joint Commission, the most prominent health care accreditor in the United States. The hospital is in final stages of preparation for the inspection and is looking forward to completing the long road to accreditation, which began in 2009. *Photo by M. Brown/LWF*



Photo by M. Brown/LWF

Recipe from the CEO's kitchen

LENTIL SOUP WITH GARDEN SALAD

“Sahtain” is the Arabic equivalent of “Bon Appetit” and is derived from “Siha” meaning health. “Sahtain” means two health(s) and is intended to emphasize the sincerity of the person wishing you double the good health. Enjoy this soup and salad combo! Sahtain!

Soup Ingredients

- 1 cup lentils (red lentils work best, although brown are also fine)
- 1/4 cup rice
- 6 cups water
- 1/2 tsp salt
- 1/2 tsp cumin
- 1/8 tsp black pepper
- 1 large diced onion
- 1/4 cup olive oil (from the finest LWF Mount of Olives oil)
- 1/2 cup chopped parsley
- 1/2 cup toasted cubes of pita bread sprinkled with olive oil

Soup Preparation

Boil the lentils and the rice in water and bring to a simmer for at least one hour and a half. Make sure the lentils are soft.

Blend the lentils and the rice with the remaining water and if the mixture is too thick, add another half cup of water.

Place the mixture on very low heat and add salt and all the spices.

Sauté the finely diced onion with the olive oil until onion is translucent and soft. Add it to the lentils and cook all on very low heat for 10 minutes.

Pour in a soup bowl and garnish with parsley and pita cubes.

Serve the soup with a typical Palestinian garden salad:

Salad Ingredients

- 4 cucumbers
- 4 tomatoes
- 1 romaine lettuce
- 1/2 cup fresh mint
- 4 spring onions
- 4 small radishes
- 2 tsp salt
- 2 cloves finely minced garlic
- 1/2 cup olive oil
- 1/4 cup lemon juice
- 1 Tbsp vinegar

Salad Preparation

Chop all vegetables in small cubes and add minced garlic, olive oil, lemon, salt, and vinegar mix and serve with the soup.

* These two recipes are made to serve | 4 | persons.

by: Dr. Tawfiq Nasser
CEO of Augusta Victoria Hospital.



AVH STATISTICS 2012

The Lutheran World Federation AUGUSTA VICTORIA HOSPITAL BOARD OF GOVERNANCE

(in alphabetical order)

Rev. Dr. Robert Bacher*

ELCA / Executive for Administration
(Retired)

Dr. Rainward Bastian

German Institute for Medical Mission

Ms. Leni Björklund

Church of Sweden

Rev. Are Blomhoff

Managing Director, Stiftelsen / Hospitalet
Betanien

Rev. Mark Brown (Ex-officio)

LWF Regional Representative

Rev. Wyvetta Bullock*

ELCA / Executive for Administration

Mr. Robert Granke

Executive Director, Canadian Lutheran
World Relief

Rev. Eberhard Hitzler (Ex-officio)

Director, LWF Department for World Service

Ms. Gunvor Kronman

Director, Hanasaari – The Swedish-Finnish
Cultural Centre

**Dr. Nasser Al-Kudweh (AVH Board Vice
Chairperson)**

Dentist, Executive Director Y.A. Foundation

Mr. Georg Kulenkampff **

Kaiserin Augusta Victoria Stiftung

Dr. Kirsten Lee

DanChurchAid

Propst Wolfgang Schmidt ***

Kaiserin Augusta Victoria Stiftung

**The Rt. Rev. Dr. Munib Younan (AVH Board
Chairperson)**

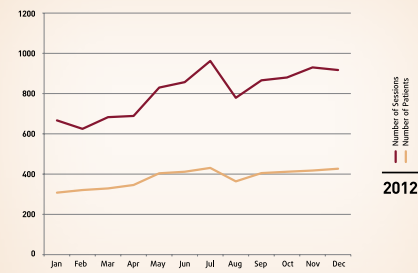
Bishop, Evangelical Lutheran Church in
Jordan and the Holy Land

* Rev. Dr. Wyvetta Bullock joined the VTAB in
December 2012, replacing Rev. Dr. Robert Bacher.

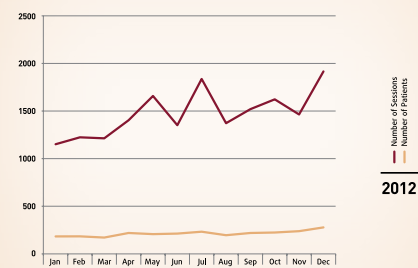
** Mr. Georg Kulenkampff joined the AVH Board in
December 2012, replacing Rev. Rainer Kiefer

*** Propst Wolfgang Schmidt joined the AVH Board
in July 2012, replacing Propst Uwe Gräbe.

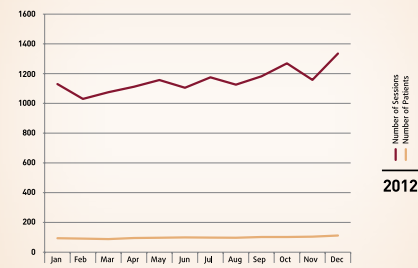
Chemotherapy Treatment by Month



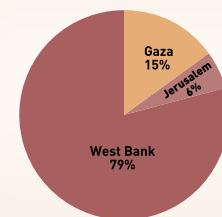
Radiation Oncology by Month



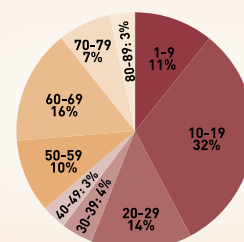
Dialysis Treatment by Month



2012 Chemotherapy, Radiotherapy Sessions, and Hospital Days by Area



2012 Dialysis, Chemotherapy, and Radiation Sessions by Age





A woman in Bethany helps the LWF distribute quilts to Bedouin families living on the outskirts of Jerusalem. Bethany is one of the East Jerusalem villages whose access to Jerusalem has been cut off by the Separation Barrier. *Photo by A. Johnson/LWF*

MATERIAL AID

Since the early 1950s, the Lutheran World Federation has served as a distribution center for material aid resources sent from donor organizations to assist Palestinian refugees. Today, much of the Palestinian population remains in need of basic materials, and the LWF continues to distribute such aid.

The LWF works with contacts in the West Bank to distribute goods to communities, families and individuals most in need. Throughout 2012, school kits and quilts donated by Lutheran World Relief (LWR) were distributed to hospitals, elderly care centers, local orphanages, schools and community centers.

Additionally, in 2012, school kits, blankets, quilts and baby kits were distributed to Syrian refugees in the Zaatari Refugee Camp in Jordan.

SCHOLARSHIPS

As part of its commitment to protecting the rights of those most marginalized, the LWF promotes access to higher education through educational loans awarded to Palestinian youth. In 2012, the LWF Jerusalem Scholarship Program awarded financial aid to 27 youth - 16 women and 11 men from Jerusalem and the West Bank - to attend university.

A total of 15,131.55 Euros was awarded in 2012. The recipients are studying at Palestinian universities in the fields of accounting, applied chemistry, arts, business administration, dentistry, economics, education, French literature, geography, hotel management, law, medicine, media and journalism, nursing, pharmacy and political science.



FROM TREE TO TABLE

Olive Oil from the LWF Jerusalem Campus Supports Augusta Victoria Hospital

Following a winter of heavy rainfall, by October the olive trees on the LWF Mount of Olives campus drooped with the weight of their bountiful fruit. With the help of LWF staff and volunteers, the olives were collected in burlap sacks and taken to the Latroun Monastery to be pressed.

The abundant harvest produced 26,000 pounds of olives on the west side of the LWF campus. Some of the oil is used throughout the year in the Augusta Victoria Hospital kitchen, while the rest is available to LWF visitors and friends. Accompanied by hand-blown glass bottles made with recycled glass by Palestinian artisans working in Hebron, the oil is distributed around the world to raise money for Augusta Victoria Hospital.

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

Support AVH through the Olive Tree!

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

Order Olive Oil

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

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

Minimum order of \$300. While supplies last.



William Hadweh, Augusta Victoria Hospital's Director of Nursing, is one of the many staff members who volunteer to help with the annual olive harvest. 2012 marked Mr. Hadweh's 25th year of service at AVH. Photo by K. Brown

Donate an Olive Tree

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

Volunteer for the Olive Harvest

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

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

Rev. Mark B. Brown

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

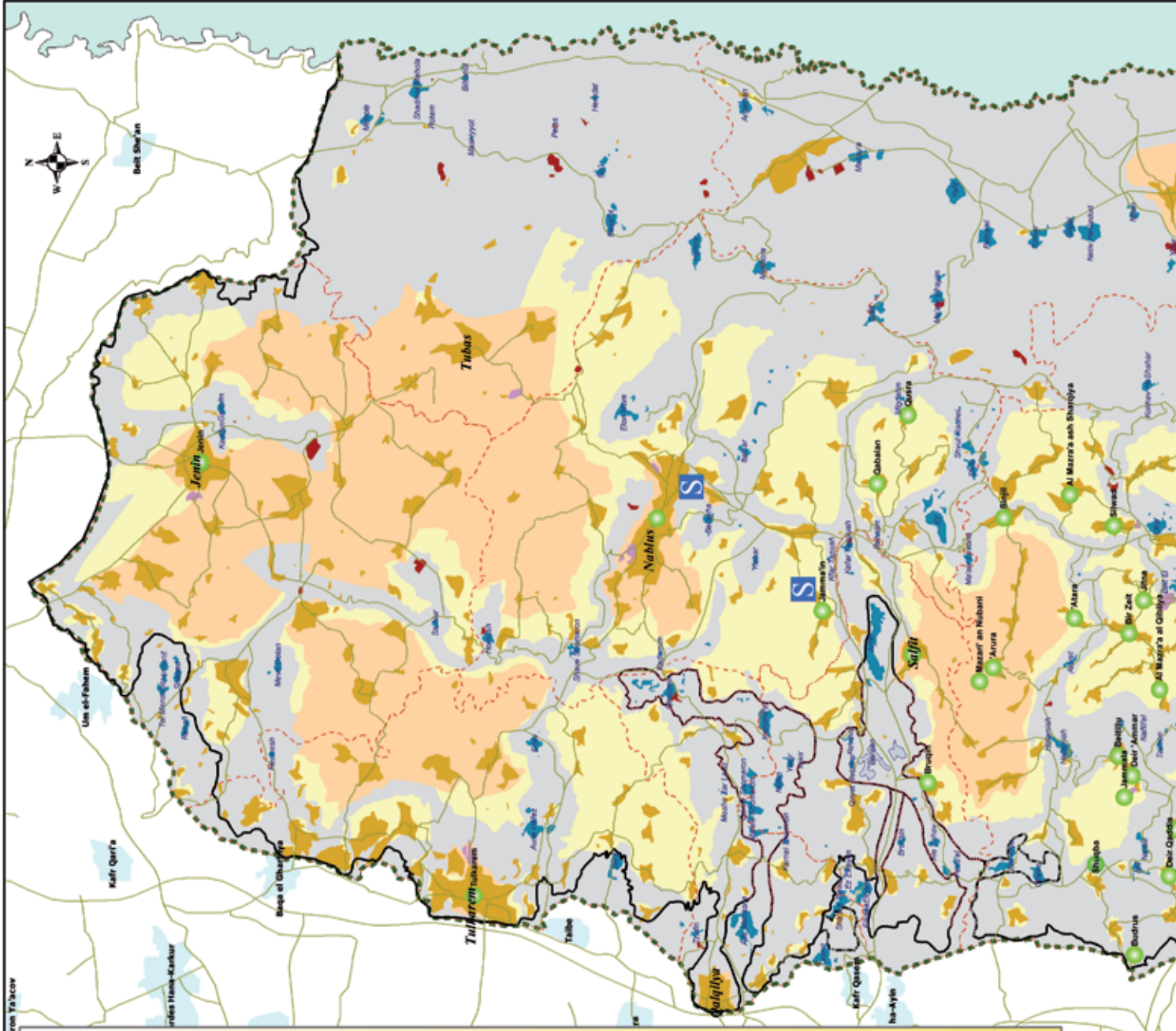
Contact us at:

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



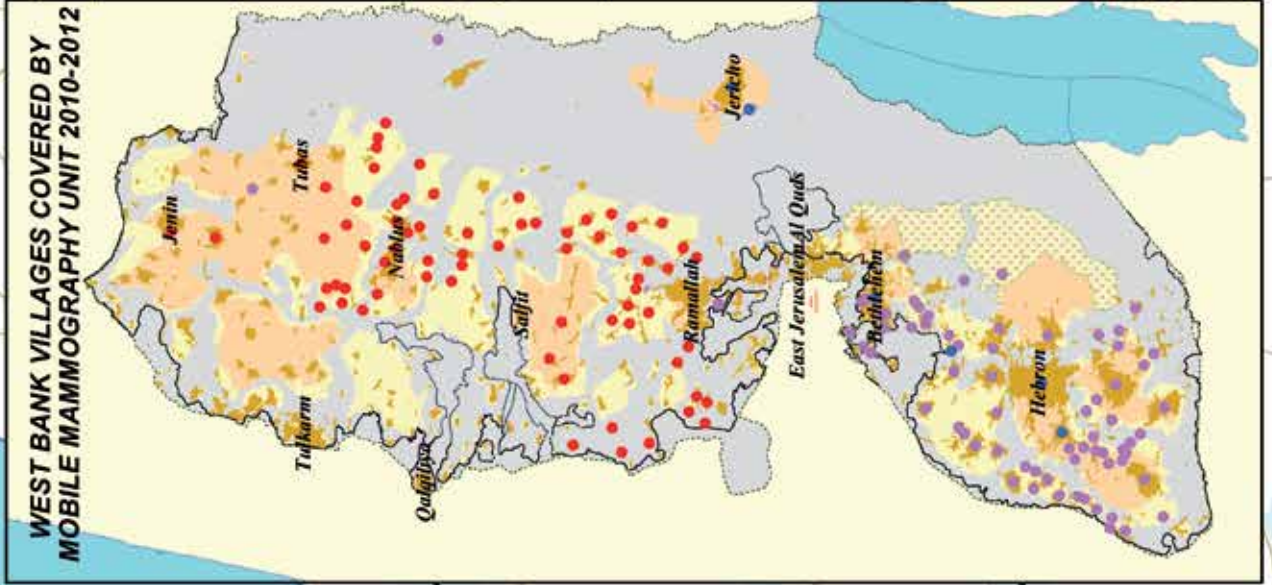
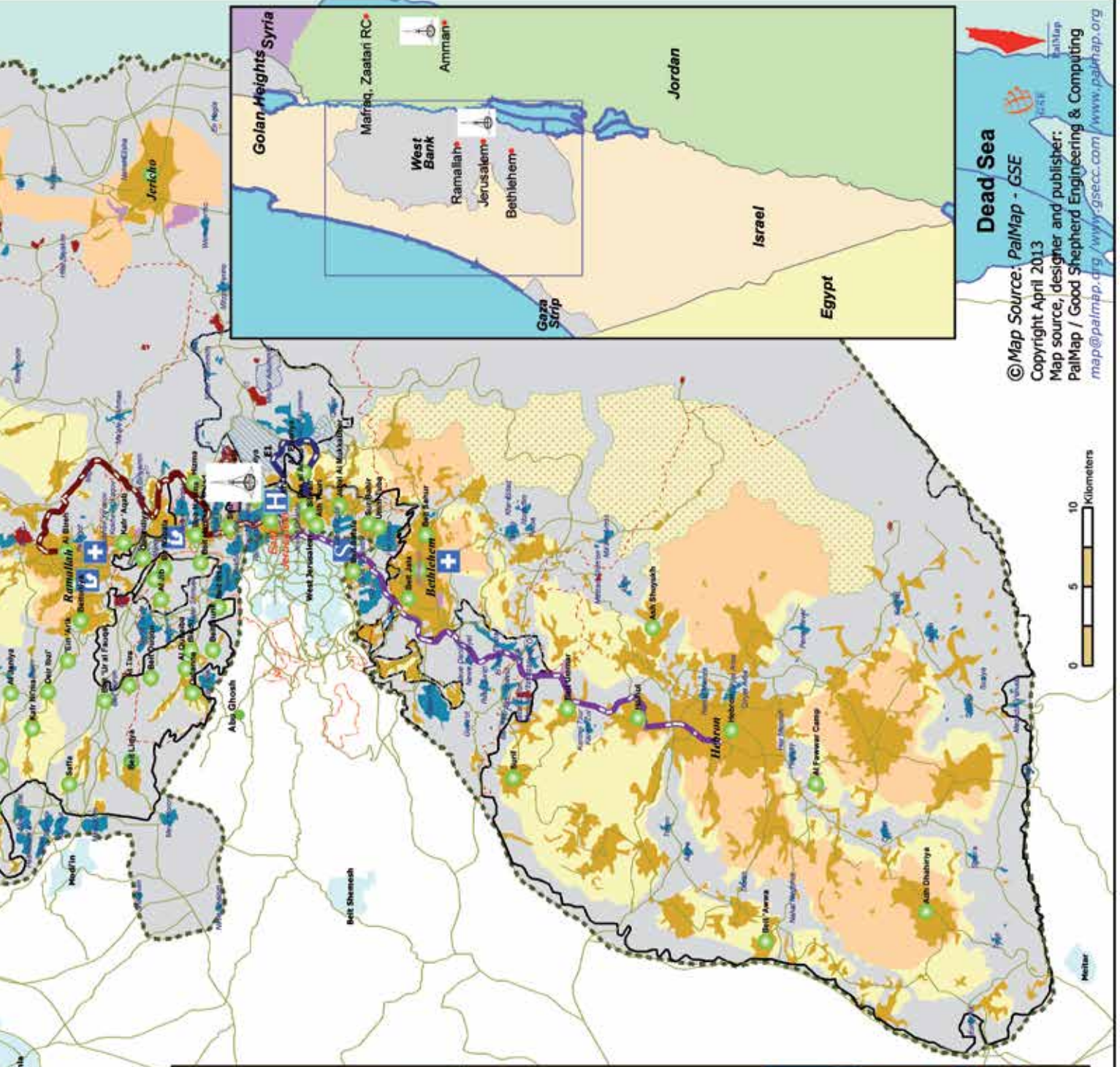
Members of the LWF Jerusalem central office and Augusta Victoria Hospital senior staff gathered on a blustery November day to harvest olives on the LWF campus. Despite the hard labor it requires, the olive harvest is an age-old tradition for Palestinian families and a time of celebration and fellowship. The annual harvesting day has become a tradition for the LWF staff who gather in the olive grove each fall to support the hospital. *Photo by M. Brown/LWF*

LWF JERUSALEM PROGRAM ACTIVITIES 2012

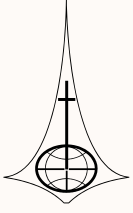


Legend

- LWF Office
 - LWF Augusta Victoria Hospital
 - Ramallah-LWF/AVH Polyclinic Center
 - Bethlehem-LWF/AVH Affiliated Outreach Center with UNRWA
 - LWF Vocational Training Center
 - LWF Vocational Training Short Course (held in addition to short courses at the VTC & VTCR)
 - VT Student Dwellings
 - Villages Covered by Mobile Mammography Unit in 2010
 - Villages Covered by Mobile Mammography Unit in 2011
 - Villages Covered by Mobile Mammography Unit in 2012
 - Roads
 - LWF AVH Busing Routes
 - LWF Bethany
 - LWF Hebron
 - LWF Ramallah
 - Armistice Line 1949
 - Palestinian Built-up-Areas
 - Palestinian Refugee Camps
 - Israeli Settlements
 - Israeli Industrial Settlements
 - Israeli Military Base
 - Israeli Settlement Expansion E1
 - Israeli Built-up Area
- Zones**
- Area A (Full Palestinian Control)
 - Area B (Is. Military & Pal. Civil Controls)
 - Nature Reserves (Is. Military Control)
 - Area C (Israeli Control)
- Separation Wall**
- Existing
 - Under Construction
 - Approved
 - Security Area
 - Existing Trench



Dead Sea
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 Map source, designer and publisher:
 PalMap / Good Shepherd Engineering & Computing
map@palmap.org / www.gsecc.com / www.palmap.org



VTP

VOCATIONAL TRAINING PROGRAM

برنامج التدريب المهني

EMPOWERING YOUTH, BUILDING CIVIL SOCIETY

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

In 2000, the VTC became a co-ed institution and began training women in the profession of telecommunications. Since then, over 150 women have graduated from the VTP.

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

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

Telecommunications graduate Sarah Salem addressed her peers and the audience on behalf of the graduates at the 2012 LWF Vocational Training Program graduation. She thanked the LWF and the VTP staff for their support for trainees and for providing graduates with skills and experience. *Photo by K. Brown*



LWF VTP By the Numbers:

- In 2012, 710 students received training through the LWF Vocational Training Program
 - 159 students graduated from the program in 2012
 - 111 second-year trainees continued at the VTC in Beit Hanina
 - 271 new students enrolled for the 2012-2013 school year
 - 169 participants completed a short course or upgrade course offered by the VTP
- 126 female trainees were served by the program
- Students training year-round in the VTP can choose from ten courses of study: aluminum work, auto-electronics, auto-mechanics, carpentry, catering, craftwork, metalwork, plumbing and central heating, telecommunications, and vocational secretary.

VTP Celebrates Graduation of 60th Class

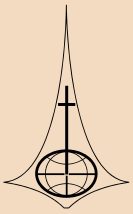
The LWF Vocational Training Program (VTP) celebrated the graduation of its 60th class with dignitaries' speeches, music, awards, and well-earned diplomas on July 2, 2012, at Ramallah's Cultural Palace. Each of the 159 male and female vocational students receiving diplomas had successfully completed one or two years of theoretical training and an apprenticeship in the field of their choice. As a group, the 60th class boasts the highest number of female graduates to complete training with the VTP and the first in which every graduating member finished an apprenticeship.

The graduation ceremony, held under the auspices of the Right Rev. Dr. Munib A. Younan, LWF President and Bishop of the Evangelical Lutheran Church in Jordan and the Holy Land, was also special in that it was the first in the history of the LWF program at which two ministers representing the Palestinian Authority were present: Ms. Lamis Al Alami, Palestinian Authority Minister of Education, and Dr. Ahmad Majdalani, Palestinian Authority Minister of Labor. Nearly five hundred family members and friends of the graduates responded to the invitations issued by the Rev. Mark B. Brown, LWF Regional Representative; Mr. Yousef Shalian, Director of the LWF Vocational Training Program, and the VTP administration and staff. Everyone enjoyed three musical performances by Issa Khair from Beit Sahour in between speeches.



During his address to the 2012 LWF VTP graduates, Minister of Labor Dr. Ahmad Majdalani stated his belief that technical and vocational training will play a major role in the future and he praised the increased number of women enrolling in vocational training.
Photos courtesy of the LWF VTP

Minister of Education Lamis Al Alami attended the LWF VTP graduation and addressed the graduates, stressing the importance of vocational training as a key ingredient to economic growth for any country.



VOCATIONAL TRAINING PROGRAM LAUNCHES NEW DEPARTMENTS

In 2012, the Lutheran World Federation's Vocational Training Program (VTP) opened three new vocations intended to increase female enrolment at the VTP. Unemployment among Palestinian woman was nearly 30% in 2011¹. Over the last four years, the VTP has worked to realize its strategic objective of increasing access to vocational training for women by providing training in relevant vocations.

The process began with a training needs assessment which included information collection, meeting with government representatives, community-based organizations, and surveying female school students. Based on these factors and a market survey of both the Jerusalem and Ramallah areas, the VTP decided to open three new vocations: catering, craftwork, and vocational secretary.

In the fall of 2012, the three new departments began instruction with full classrooms. Twenty women started learning about mosaics, ceramics, and other handicrafts in the craftwork department, 24 trainees entered the VTP's brand new industrial kitchen to learn the intricacies of catering, and the vocational secretary department opened two courses to accommodate 34 new trainees.



The LWF Vocational Training Program completed facility renovations and equipment installations in order to open three new vocations in the fall of 2012. The new courses in catering, craftwork, and vocational secretary are the next step in an ongoing strategy to increase female enrolment in the VTP. *Photos by A. Johnson/LWF*

CATERING

The students on the VTC's Beit Hanina campus are now treated to the aroma of sumaq, saffron, thyme, and other spices wafting from the kitchen of the VTC's new catering department. The construction of the brand new, fully furnished kitchen was supported by the Faisal Hussein Foundation, the Islamic Development Bank through the United Nations Development Programme, and the SIDA project.

In only three months, the trainees in the catering course had made over 100 dishes, both Arabic and European in style. In addition to teaching the students to make soups, sauces, appetizers, salads, entrees, and pastries, Chef Amir Babeesh instructs the students on necessary hygiene routines in kitchens, how to manage a fridge for a small catering business, and how to serve food in a professional manner.

1. Palestinian Central Bureau of Statistics, 2012. Palestine in Figures 2011. Ramallah – Palestine.



The catering students at the LWF's Vocational Training Center in Beit Hanina pose with Chef Amir Babeesh and VTP Director Yousef Shalian after serving the Vocational Training Advisory Board its first meal catered by the new trainees. The course prepares students to work in restaurants or to start their own catering business in their homes. *Photo by M. Brown/LWF*

Yousef, a 16-year-old from Bethlehem, started working after school in a small restaurant in Bethlehem when he was 14. Yousef learned about the VTC course from a friend who was planning to attend the program, and was excited by the opportunities the program offered.

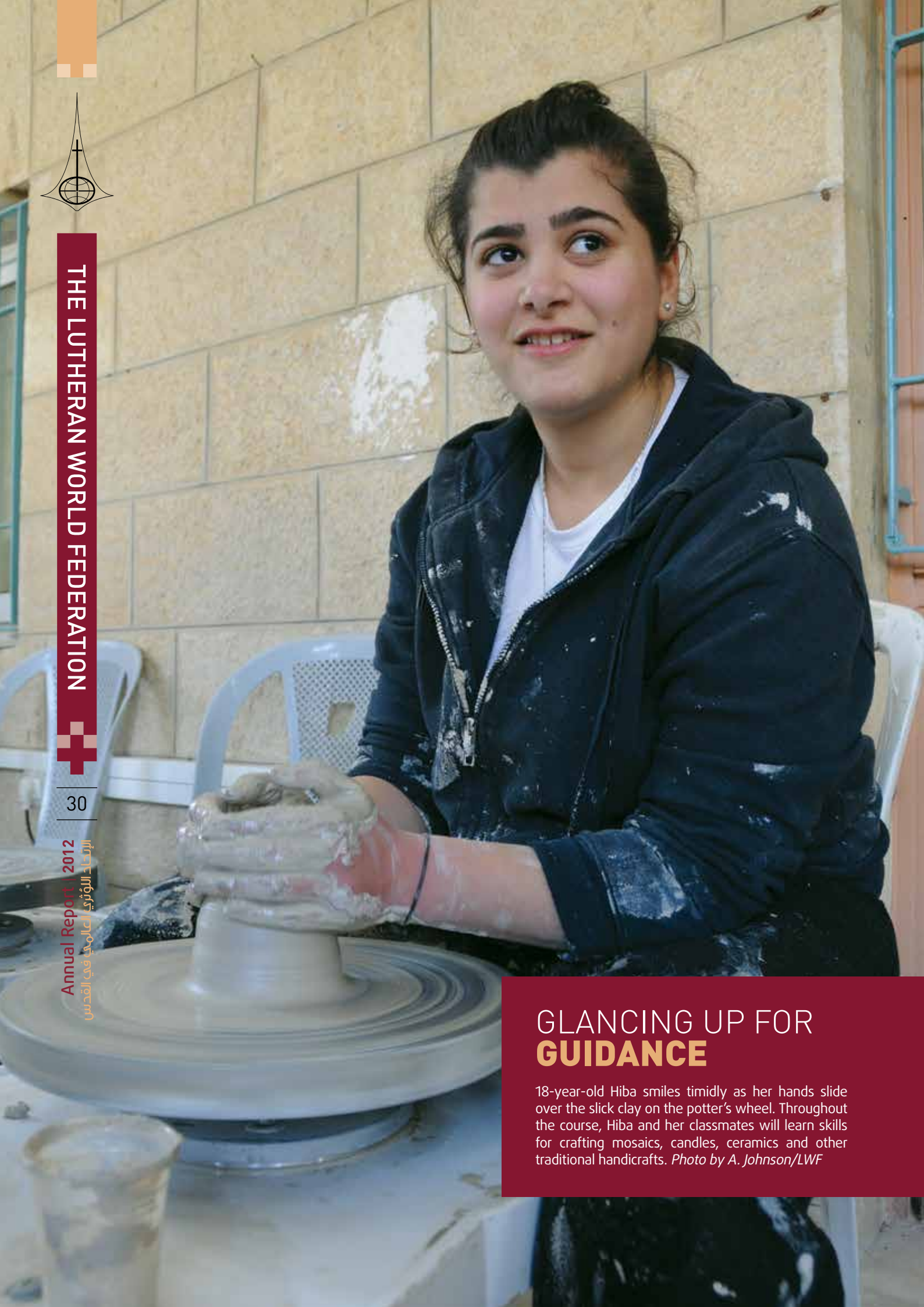
VTP Partners with the Church of Sweden to Significantly Increase Capacity

In November 2011, the LWF Vocational Training Program started a new project with the Swedish International Development Agency (SIDA), through the Church of Sweden. With a total budget of 1.2 million Euros, the two-year project is supporting the VTP in providing quality vocational training, increasing its capacity by developing new market relevant vocational training courses, and promoting vocational training to Palestinian youth. Funds from SIDA have helped the VTP to open its three new vocations, renovate the VTC boarding section, and provide support to VTP graduates.

Since Yousef is from Bethlehem, he stays at the VTC boarding section. At the boarding section, he helps to prepare breakfast and dinner for the other boarding students. He enjoys getting to use his new catering skills, and the other boarding students appreciate the greater variety of food served by the catering students.

The restaurant Yousef works at in Bethlehem is a basic fast food restaurant, but at the VTC he has learned many more skills and can cook full meals. He hopes to use the skills he has learned at the VTC to get a job as a Sous-Chef in a nice restaurant in order to continue learning the tricks of the trade. He dreams of one day opening his own large restaurant, or even a hotel.

After several months of study in the VTC, Yousef and his classmates will spend three months in apprenticeships in the local market, with one day of classroom education each week.



GLANCING UP FOR GUIDANCE

18-year-old Hiba smiles timidly as her hands slide over the slick clay on the potter's wheel. Throughout the course, Hiba and her classmates will learn skills for crafting mosaics, candles, ceramics and other traditional handicrafts. *Photo by A. Johnson/LWF*

CRAFTWORK

Eighteen-year-old Hiba gently caresses the whirling clump of clay on the potter's wheel in the VTC's new ceramics studio. Though she has not worked with clay before coming to the VTC, Hiba is starting to enjoy the satisfaction of molding lumps of slippery clay into bowls, pots, and other useful items.

Hiba commutes to the VTC from her home in Anata. Though traditionally a part of Jerusalem, Hiba's neighborhood has been cut off from the rest of Jerusalem by the separation wall, making a checkpoint a daily part of Hiba's routine.

Growing up, Hiba faced many challenges with reading and writing in school. She started a program designed for students with learning difficulties, and it is through this program that she came to the VTC. Hiba and her classmates attend secondary school part-time and spend the rest of their time learning vocational craftwork skills at the VTC.

Hiba is enjoying learning new skills at the VTC and says that if she has an opportunity to work in the field of ceramics, she would be excited to explore this new path.

VOCATIONAL SECRETARY

The Vocational Secretary Department specializes in training women for secretarial work in settings such as auto-mechanic companies, auto part dealers, carpentry facilities, and aluminum craftwork facilities, as well as providing the skill set for being an executive secretary in any setting.

Asil, 18, finished high school before enrolling in the vocational secretary course. She chose the VTCR course because it is the only course in Palestine offering secretarial training with a focus on vocational work. Asil says the skills she is learning in the field of carpentry, aluminum work, and auto-mechanics will enable her to seek jobs in many fields. "I chose this training because I have no money to go to university," Asil says. "This course will assist me in getting a good job quickly and if I can save up money, I will continue my studies at the university in the future."



Asil, 18, works on a project in the brand new computer lab located in the VTCR's new space in the center of Ramallah. Learning design programs on the computer is just one part of the VTCR's vocational secretary course that Asil believes will equip her well to find a job after graduation from the program. *Photo by A. Johnson/LWF*

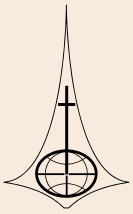
Nabiha, 31, is enthusiastic about her future because of the skills she is gaining through the VTCR. Nabiha got married at a young age, dropped out of school, and moved to Chicago with her husband. She lived in Chicago for eight and a half years before getting divorced and returning home to Palestine. Nabiha is living with her family but is motivated to study and get a job so that she can be independent.

Nabiha's day starts early, when she takes a service (shared taxi) from her family home in the village of Jamala to the VTCR. After classes finish in the afternoon, she goes to her job at a store that sells baby clothes, before again making the 25-minute trek home.

Though she has a job, Nabiha is studying at the VTCR because she wants to be able to have a career that will allow her to be independent. "I need a good future," she says. "I want to open my own business. Not just a small business, but a huge company! Many people will work with me." Nabiha has discovered an interest in designing through the course at the VTCR, and would like to become an architect. If she is able to get a job and advance in this field, she is eager to continue her studies in this direction. She is confident that the skills she is learning at the VTCR will prepare her well for employment after graduation.



Nabiha, 31, attends carpentry, auto-mechanics and aluminum work classes alongside her computer and administrative courses as part of the VTCR's new vocational secretary course. The course aims to prepare female trainees for a variety of opportunities in Ramallah's economy. *Photo by Y. Shalian/LWF*



VTP SHORT COURSES: INNOVATIVE APPROACH OFFERS HOPE TO PALESTINIAN YOUTH

Responding to staggering rates of unemployment among Palestinian youth, the Vocational Training Program is broadening the depth and breadth of its outreach courses and short courses. In 2012, the VTP reached out to drop-outs, unemployed and unskilled youth through eleven short courses offered in remote villages and refugee camps, as well as in the Beit Hanina and Ramallah centers. Cooperation and support for the courses came from partners such as the Swedish International Development Agency (SIDA) through the Church of Sweden, the Palestinian Red Crescent Society, and USAID through Arab Thought Forum and Catholic Relief Services.

2012 VTP Short Courses

- Aluminum Course for Deaf Students (VTCR) – 12 trainees
- Plumbing Course (VTC) – 16 trainees
- Auto-mechanics Course in Jamma'in Village – 15 trainees
- Mosaics Course for women in Beit Safafa – 12 trainees
- Metalwork Course (VTC) – 29 trainees
- Air-conditioning Course in Balatah Refugee Camp – 11 trainees
- Auto-mechanics Course (VTC) – 17 trainees
- Air-conditioning Course (VTCR) – 16 trainees
- Auto-mechanics Course (VTCR) – 13 trainees
- Auto-electrics Course (VTCR) – 13 trainees
- Auto-mechanics Upgrade Course (VTCR) – 15 trainees

Spotlight: Aluminum Course for Deaf Students

The Vocational Training Center in Ramallah (VTCR) partnered with the Palestinian Red Crescent Society to equip boys and young men who are deaf with the knowledge and practical skills they will need to succeed in the aluminum trade. Over the course of 13 weeks, the 12 trainees, aged 15-21, received 120 hours of training from a VTCR instructor. While in training, the VTCR works to connect trainees with job prospects and former VTCR graduates who can provide hands-on opportunities. The VTP and the Red Crescent Society determined that aluminum was a viable vocation for youth who are deaf because it is comparatively less dangerous and easier to communicate about than other vocational trades. Some trainees hope to open a shop together because, one states, "it's easier to work with others with the same condition."

Many of the trainees finished tenth grade at a local school for deaf students before beginning the course. Talib, from a village near Ramallah, had even received basic training in carpentry elsewhere. Yet he eventually found that his style of communication was better suited for the more straightforward demands of the aluminum trade. Since beginning the course Talib has been working in his home village with a VTCR graduate who opened an aluminum workshop.

Trainees Salam and Talib receive instruction from the VTCR aluminum instructor and the course's interpreter. The aluminum short course for the deaf is the first VTP short course in many years to specifically target students with special needs. The VTP hopes to offer similar courses in the future. Salam says he hopes to open his own workshop with fellow deaf trainees from the course. *Photo by A. Johnson/LWF*



This course, a result of partnership between the LWF and the Red Crescent Society, is the first VTP short course in many years to specifically target students with special needs. The VTP hopes to offer similar courses in the future.

Spotlight: Auto-mechanics Course in Jamma'in village

Located in the heart of the West Bank, the village of Jamma'in sits across the valley from one of the largest settlements in the West Bank. The olive trees dotting the horizon have traditionally sustained the village with their sour fruits and valuable wood. Today, frequent attacks by Israeli settlers make harvesting these olives a dangerous and sometimes impossible task, causing the humble village economy to crumble.

In July 2012, as part of a push to increase short course trainings offered in small villages, the VTP conducted a 150-hour auto-mechanics course for drop-outs in Jamma'in and surrounding villages.

By the end of 2012, nine of the fifteen trainees in the short course had found employment in auto-mechanic garages. Most of these garages are in Huwwara, an industrial area on the outskirts of Nablus.

One such student, 16-year-old Muhammad, had dropped out of school and was working at an auto-mechanics garage when he heard about the VTP short course from friends. He registered for the course in order to learn more about the theoretical components of auto-mechanics and to practice with more advanced methods.

After receiving his certificate from the VTP course, Muhammad was able to get a better job in another garage. He dreams of opening his own garage one day soon. Several of the students from the Jamma'in course hope to open a garage in their village, which currently does not have any auto-mechanic garages.



Leaning against a car he was repairing in his new job and grinning broadly, 16-year-old Muhammed proudly showed off the skills he learned in the VTP auto-mechanics short course offered near his village in July 2012. By the end of the year, over half of the course's trainees had found employment in local garages. The course took place in the village of Jamma'in which sits just south of Nablus and adjacent to an Israeli settlement and Israeli-only roads. *Photo by A. Johnson/LWF*



VTP HELPS GRADUATES TO LAUNCH CAREERS

A trainee's journey with the LWF Vocational Training Program does not end when they graduate from the program. The VTP continues to cultivate relationships with its graduates so that they might lend a hand to their fellow alumni. Many graduates who start their own businesses host apprentices from the VTP and often hire other VTP graduates in their workshops. Additionally, the VTP provides support to graduates through market connections, upgrade courses, and occasionally small grants to start or improve their own businesses.

In 2012, with support from the Swedish International Development Agency (SIDA) through the Church of Sweden, the VTP launched a new program to support its graduates. This included contacting all of the graduates to assess interest in starting their own businesses. Interested graduates were provided training in skills needed to run a business, such as management and accounting. The graduates finished a feasibility study for their project, which was used to select ten graduates to receive financial and technical support from the VTP to start their business.

Bilal, 26, was part of the second group to graduate from the Vocational Training Center in Ramallah in 2006. Before graduation, Bilal spent eight months apprenticing in one of the garages in Ramallah and he continued working in the same garage for five years after graduation. He left this garage to work in another garage for one year. In 2012, with encouragement and support from the VTP, Bilal started his own garage in Ramallah.



26-year-old Bilal stands proudly in front of the car lift he was able to purchase for his garage with help from the Vocational Training Program (VTP). The VTP assists its graduates both technically and financially. There is a growing network of VTP alumni who have started their own businesses and are eager to give back to fellow graduates of the program. *Photo by Y. Shalian/LWF*

THE LUTHERAN WORLD FEDERATION VOCATIONAL TRAINING ADVISORY BOARD

Rev. Dr. Robert Bacher*

ELCA / Executive for Administration
(Retired)

Ms. Gudrun Bertinussen

Norwegian Church Aid

Ms. Ulrike Birkle

LWF - Germany (DNLWKZW)

Rev. Mark Brown (Ex-officio)

LWF Regional Representative

Rev. Dr. Wyvetta Bullock*

ELCA / Executive for Administration

Ms. Emilie Della Corte**

The Lutheran World Federation, Department
for World Service

Mr. Robert Granke

Canadian Lutheran World Relief

Dr. Charlie Haddad

Evangelical Lutheran Church in Jordan and the Holy Land

Ms. Fadwa Hussein***

Community Representative

Ms. Ulrika Persson (VTAB Chairperson)

Church of Sweden

Staff:

Ms. Randa Hilal

Vocational Training Consultant

Mr. Yousef Shalian

Director, LWF Vocational Training Program

* Rev. Dr. Wyvetta Bullock joined the VTAB in December 2012,
replacing Rev. Dr. Robert Bacher.

** Ms. Emilie Della Corte joined the VTAB in December 2012.

*** Ms. Fadwa Hussein joined the VTAB in April 2012.



*Photos by. A Johnson/LWF
and Y. Shalian/LWF*

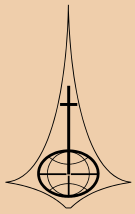


BEFORE



AFTER

The VTC offers on-site boarding to trainees who are unable to reliably access either of the two LWF vocational training centers on a daily basis. Fully renovated in 2012 to become a much more welcoming space for the trainees, the boarding section has capacity for 60 students. The boarding students are also enjoying the new catering section kitchen, which provides three meals for them each day.



LWF VOCATIONAL TRAINING PROGRAM DATA 2012 (LWF VTP)



LWF VTC, Jerusalem: 2-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2012/2013 ¹		No. of 2012 Graduates ²
		First Year	Second Year	
Auto-Mechanics	1964	19	18	19
Auto-Electrics	2003	20	18	16
Carpentry	1950	18	18	15
Electronics/Telecommunications (Female)	2000	7	4	4
Electronics/Telecommunications (Male)	2001	17	14	8
Plumbing & Central Heating	1988	20	19	13
Metalwork (Welding, Forging and Aluminum Works)	1950	20	20	12
		121	111	87

LWF VTC, Jerusalem: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2012/2013
Craftwork (Female)	2012	20
Catering (Female)	2012	15
Catering (Male)	2012	9
		44

LWF VTCR, Ramallah: 1-Year Apprenticeship Training Program

Department	Year the department was established	No. of Trainees 2012/2013 ³	No. of 2012 Graduates ⁴
Auto-Mechanics	2004	19	17
Carpentry	2004	17	11
Electronics/Telecommunications (Female)	2004	8	22
Electronics/Telecommunications (Male)	2004	10	9
Aluminum Works	2005	18	13
Vocational Secretary (female)	2012	34	
		106	72

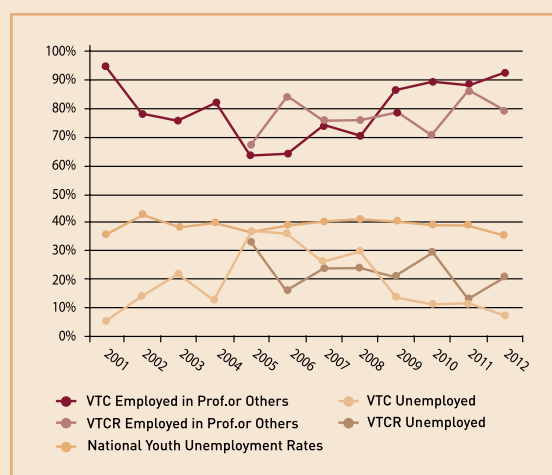
1. All trainees for the 2012/2013 scholastic year as of Dec 2012.
2. 2011/2012 graduates, graduated July 2012.
3. All trainees for the 2012/2013 scholastic year as of Dec 2012.
4. 2011/2012 graduates, graduated July 2012.

Short Courses (Outreach and Upgrading)

System	Type	Duration	# of trainees
Aluminum course for deaf students (VTCR)	Short Course	Feb 2012- June 2012	12
Plumbing course (VTC)	Short Course	April 2012- June 2012	16
Auto-mechanics course in Jamma'in village	Outreach Course	May 2012- July 2012	15
Mosaics course for women in Beit Safafa	Outreach Course	June 2012- Aug 2012	12
Metalwork course (VTC)	Short Course	June 2012- Aug 2012	29
Air-conditioning course in Balatah Refugee Camp	Outreach Course	July 2012- Aug 2012	11
Auto-mechanics course (VTC)	Short Course	Sep 2012- Dec 2012	17
Air-conditioning course (VTCR)	Short Course	Sep 2012 –Feb 2013	16
Auto-mechanics course (VTCR)	Short Course	Oct 2012- Feb 2013	13
Auto-electrics course (VTCR)	Short Course	Oct 2012- Feb 2013	13
Auto-mechanics upgrade course (VTCR)	Upgrading course for graduates, engineers, workshop owners, and employees	Nov 2012- Feb 2013	15

LWF VTP 2012 Graduate Employment Statistics⁵

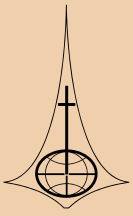
The LWF VTP 2012 employment rates showed an increase above the national numbers, as indicated in the adjacent graph. Overall, 85.9% of all VTP graduates are employed or self-employed within six months of graduation (92.4% of VTC graduates and 79.4% of VTCR graduates), in comparison to the 64.3% employment rate among all youth of the same age in Palestine. The Labor Force Participation Rates (LFPR), or the percent of all persons actively engaged in work or in seeking work, reached 93% among VTP graduates, compared to 28.5% of Palestine's youth in the same age group.⁶



As the graph above indicates, the VTC employment rates remained over 85% for the fourth year in a row. These high rates are largely achieved due to an increased link between training and the local market, achieved through the apprenticeship system now used by all departments in the VTC, as well

5. Annual tracer study is done for graduates within six-months- to 1 year of graduation. 93% completed the survey.

6. Source for national figure is the PCBS, Labour Force Survey, Annual Report 2011.



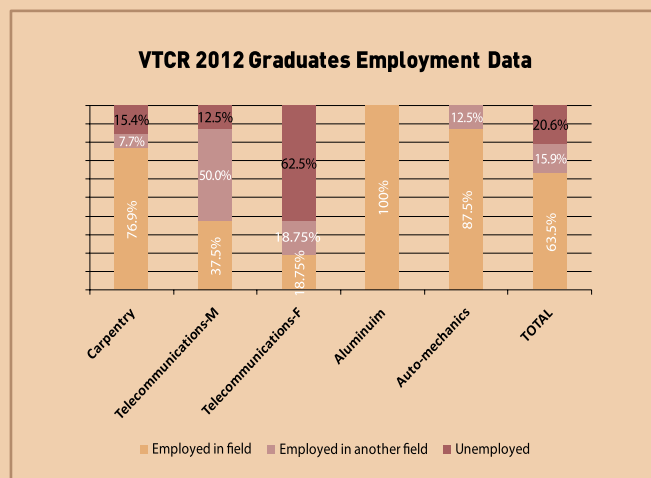
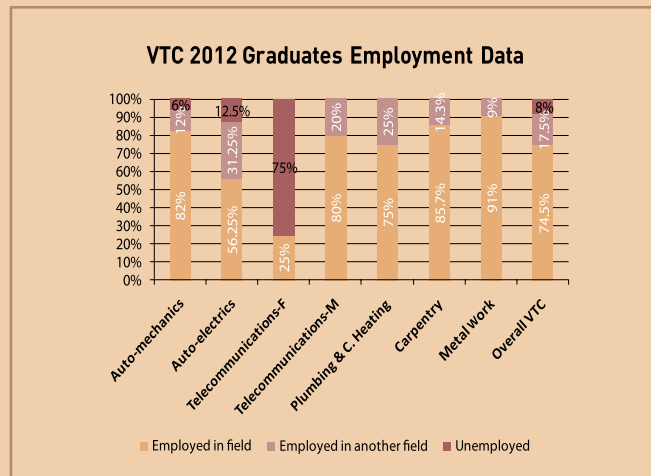
as to planned and monitored training of trainees within industry. 38% of the VTC graduates who are now employed within their professions are working in the same place in which they trained. Similarly, 23% of the VTCR graduates employed in their professions are working in the same place in which they trained. In addition, internship programs through the Chamber of Commerce, funded by the Welfare Association and the UNDP, assisted in increasing the VTC graduates' employment rate by 8.6%.

The VTCR employment rates have fallen this year to 79.4% from 87% in 2011, due to deterioration of economic status in the West Bank and the fiscal crisis of the Palestinian Authority, which has affected all economic sectors. In the fourth quarter of 2012, the unemployment rates among youth rose to 39.5% compared to 35.7% by end of 2011. Nevertheless, graduates employment rates remain higher than the national youth employment rates, although average salary of graduates remains slightly below the minimum wage adopted by the PA this year. This indicates the need to advocate for just labor laws, worker protection, and monitoring of the work environment. The 2013-2018 strategic plan adopted by the Vocational Training Program includes an advocacy component.

EMPLOYMENT Statistics by Profession

Metalwork and carpentry continued to be the highest employment fields for male graduates in the VTC. These fields are linked to the highly active construction industry. The VTCR graduate employment data reflects the highest employment in the profession of auto-mechanics and aluminum.

As in previous years, for both the VTC and the VTCR, employment of women remained the lowest. This highlights the need to review the telecommunication program and curricula as well as the importance of providing support for women graduates entering the labor market. This issue is included as an objective in the 2013-2018 VTP Strategic Plan.



FROM TOURIST TO PILGRIM

How differently the text and photographs of this Annual Report appear in contrast to the media reports in the United States about Jerusalem and Palestine. It is the difference between good news and bad news, hope versus despair, positive action versus denial. From 1997 to 2012, I was privileged to serve on two of the boards supporting the work you see in these pages: Augusta Victoria Hospital (AVH) and the Vocational Training Program (VTP).

Over the years, I have arrived at the airport in Tel Aviv to make the journey to Jerusalem looking for the first sight of the Tower of the Church of the Ascension located next to the hospital. This Tower serves as a beacon and issues an invitation, "Come and see the extraordinary things happening here".

These "extraordinary things" are lovingly presented in this Annual Report. I will never forget the people I have met, worked with, and learned from. Like so many, I arrived as a spectator only to be transformed into a participant, supporter and advocate. You might say changed from tourist to pilgrim.

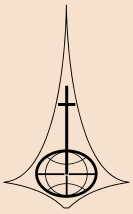
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Members of the LWF Vocational Training Advisory Board (VTAB) stand in the Vocational Training Center (VTC) garden after a delicious catered meal from the VTC catering students. The VTAB meets twice each year to offer counsel to the Vocational Training Program (VTP) administration. *Photo by A. Johnson/LWF*

Front row, L-R: Alex Kuttub, Wyvetta Bullock, Emilie Della Corte, Robert Granke.

Back row: Randa Hilal, Robert Bacher, Ulrike Birkle, Charlie Haddad, Mark Brown, Ulrika Persson, Yousef Shalian.



> FROM TOURIST TO PILGRIM

Why this change? Let me share four reasons: diakonia, resiliency, institutions and cooperation. **First, the experience of the full meaning of diakonia** is at work. Diakonia is a Greek word used to describe an essential task of the church, and is usually translated as service but is so much more. At a celebratory conference in 2010 at the hospital, 60 years of diakonia through the Lutheran World Federation (LWF) was recognized and 100 years through the hospital facility. A fuller meaning of diakonia was held up to capture what goes on “to listen carefully and to respond in ways that meet immediate needs, promote human dignity, and challenge systems that perpetuate suffering and injustice” (Annual Report, 2010). In the United States there is much meeting of needs but much less challenging of unjust systems. The United States (and the rest of the world) can learn from those engaged in all aspects of the ministry of diakonia.

Second, there is the resiliency of people living under oppression. The dictionary defines resilient as being “capable of withstanding shock without deformation or rupture.” Time and again I have seen and heard this capability expressed far beyond what I believe I would do in a similar situation. On a daily basis, injustice is met with resolve, intelligence, humanity, and even humor. Always there is the hope that things will change, even as those with the power to change the situation turn their backs, suffer “fatigue”, or escalate the means of injustice. The witness of a resilient people is attractive and inspiring.

A third reason is the effects of viable institutions. In an age of anti-institutionalism as more people turn off institutions-government, business, nonprofit, church-the collection of institutions at work in the activities described in this Annual Report are worthy of trust and support. How is it that the work continues after 60 or 100 years in the presence of forces designed to crush it? Individuals can accomplish many good things. However, it takes a concerted and coordinated effort over time that does not shrink when things get tough. Over the years, many churches, agencies, nations, coalitions and others have joined with local churches and agencies, to provide the leadership and resources needed. Together they have stepped up, and do not go away when the work gets difficult.

Finally, there is the positive impact of cooperation. Read where the board members, donors and visitors listed in these pages are from. Many nationalities, many groups, many interests come together to form a “coalition of the willing.” It is hard to beat anywhere the cooperative spirit, willingness to contribute, a setting aside of self-interest, than operates among these people. There has been a confluence of local Palestinian and church leaders, together with representatives from all over the world to get the work done. In a world overrun with competition, suspicion, prejudice, and warfare, it is good to know that cooperation is possible, and effective.

As you can tell, I am one who has been drawn in, being changed from tourist to pilgrim. The words of St. Paul to the congregation in Philippi seem appropriate, “I thank my God every time I remember you constantly praying with joy in every one of my prayers for all of you from the first day until now...it is right for me to think this way about all of you, because you hold me in your heart.”

For fifteen years, my heart has been held.
And now, I will hold all of you in my heart.

Robert Bacher

THE LWF AIDS SYRIAN REFUGEES IN JORDAN

In March 2013, two years after conflict broke out in Syria, the United Nations High Commissioner for Refugees (UNHCR) reported over one million Syrian refugees worldwide. In August of 2012, the Lutheran World Federation responded to the refugee crisis by establishing an office in Jordan and immediately started providing aid to Syrian refugees in the Zaatari Refugee Camp. The camp, located 70 kilometers from the Syrian border, is struggling to meet the needs of its swelling population. As the number of Syrians fleeing the intensifying conflict at home has continued to increase dramatically throughout the last months of 2012 and the first few months of 2013, the LWF has strengthened its assistance to the refugees.



The Jordanian government is in great need of support in assisting the people fleeing the fighting in Syria. The Lutheran World Federation (LWF) is present in Zaatari Camp in northern Jordan providing relief and support for young people like Noor and Reem and their families. When visiting the Zaatari refugee camp, LWF General Secretary Martin Junge and LWF President Munib Younan tried to get a picture of what life is like and what the needs are in the camp. *Photo by T. Ekelund/LWF*



Children in the Zaatari refugee camp play outside their newly installed winterization shelter. In 2012, the LWF provided 2,200 tent winterization kits, including shelters, gas heaters and gas bottles, to Syrian refugees in northern Jordan. *Photo by A. G. Riisnes/NCA*



Summary of LWF Emergency Response in Jordan

The Lutheran World Federation deployed international emergency staff to Jordan in August 2012 to establish a local office in the capital Amman in order to manage the LWF emergency operations in Jordan in response to the Syrian refugee crisis. At the same time, the LWF was included as a requesting member in the actalliance SYR121 Appeal in August 2012 for the period of September 2012 – August 2013. In revision 3 of the Appeal, the LWF requested a total of US\$ 3,821,392 for shelters, non-food items (NFIs) and psychosocial interventions in camps and host communities. As of the end of December 2012, the LWF received a total of US\$ 1,956,000 through the ACT Appeal and one back donor, the Czech Republic. The total expenses of the program as of January 2013 were approximately US\$ 1,619,000.

The main donors to LWF's Appeal for the Syrian refugee crisis in Jordan were the German Ministry of Foreign Affairs, the Ministry of Foreign Affairs of the Czech Republic, the Evangelical Lutheran Church in America (ELCA), Dan Church Aid (DCA), DANIDA, Evangelical Lutheran Church of Mecklenburg, Church of Sweden, United Church of Canada, and the Diakonisches Werk.

The main achievements of 2012 were focused on the distribution of emergency non-food items which included:

Items procured locally

- 270 prefabricated shelters
- 2,200 tent winterization kits for building 2,200 porches
- 2,200 gas heaters
- 2,200 gas bottles
- 21,667 sets of winter clothing- training suits
- 11,500 sets of winter underwear

In-kind donations

- 7,500 student kits
- 6,750 quilts
- 4,500 blankets
- 1,800 baby kits

Summary of Objectives for the period of February to April 2013

- Implement the NFI distribution project, funded by the Czech Republic
- Conduct a needs-assessment in host communities
- Establish a satellite LWF office in Zaatari Camp
- Appoint a psychosocial specialist and produce a psychosocial workplan, based on the ACT Appeal, for implementation over the remainder of the year through the Social Mediation Committees inside Zaatari Camp.
- Implement additional NFI distributions in the event LWF receives any new funding from back donors.

STORIES FROM ZAATARI REFUGEE CAMP

Salwa, 25, is from the restive city of Daraa. Salwa's father died three years ago. She crossed the border to Jordan along with her mother, Fatima, 45 years old, and her brother, Muhammad, 14 years old. Her mother is presently in the hospital. They all walked about 10 kilometers at night with live bullets flying over their heads until they reached the Jordanian border around 4:00 a.m. "While hiding in the house of one of our neighbors, our house was bombed by the Syrian army and nothing was left for us to stay for," said Muhammad. He also added, "We decided to escape from the city in order to save our lives and be in a safe place".

Salwa and her brother Muhammad received a Tent Winterization Kit from the Lutheran World Federation (LWF) in order to build a warm place annexed to the tent. The porch makes their life in the tent easier and safer. When LWF staff asked Muhammad about the difference the porch has made, he said, "Before building the porch, the tent was very crowded with our belongings and we could not move around. We were also not able to install a gas heater, but now we have a warm space that we can spend time in and prepare our food." Salwa spoke to LWF staff members while she was organizing the cooking utensils inside the porch. She said, "Cooking was completely unsafe. Since we built



the porch, we moved many of our belongings to the aluminum extension and the aluminum partitions safeguard heating in the tent making the cooking safer." Salwa added, "I am not worried now at all when I cook." Smiling, she continued, "I believe that my mother will be happy when she sees it, after she gets out of the hospital. Thank you."

Omm Yaser is a 55-year-old mother and grandmother. She sits under her family's Winterization Room, which is connected to her family's prefabricated shelter, in addition

to another four shelters attached to one another for the rest of her family of over 20 persons. Omm Yaser said, "In our tents, before we got the prefabricated shelters, the wind and the torrential rains used to flood our tents and even the cold air used to slip inside from everywhere. As an old woman, it used to make me sick, as well as the children. Our mattresses and blankets were always cold and wet. Since we got the prefabricated shelters, everything changed." With tears lighting up her eyes, Omm Yaser continued, "We worried we would not get prefabricated shelters before a strong snowstorm we heard of was coming. Before the snowstorm, flooding rains fell. Two days before the snowstorm, the LWF brought us the prefabricated shelters. We received the shelters during the rain, but before the snowfall. Our first night in the prefabricated shelter was the first night we felt safe and warm in Zaatari Refugee Camp. We were warm throughout the freezing snowstorm."



Photos by M. Hanoun/AP

Amjad, the 30-year-old son of Omm Yaser, was listening to the conversation while he was connecting a propane heater also provided by the LWF. He said, "We were always worried about the kids of our family playing outside. The only outdoor spaces are basically in the street where camp vehicles are operating, making it dangerous for them to play. When we received the six prefabricated shelters, we arranged them to make an inner courtyard which became a safe playground for the children to play. When the Lutheran World Federation brought us the propane heaters and their staff informed us of its safety features such as an automatic shut off when tipped over, it was an additional assurance to us. Things changed for us and the temporary living in this camp became more bearable."



THE LUTHERAN WORLD FEDERATION

DEPARTMENT FOR WORLD SERVICE – JERUSALEM PROGRAM

INDIVIDUAL AND GROUP DONORS 2012

The LWF is grateful to the many groups and individuals who have supported Augusta Victoria Hospital, the Vocational Training Program, the Mount of Olives Housing Project, and other projects of the Jerusalem Program in 2012. These supporters include:

Alma Stenberg • Anders Hermansson • Anne Marie Aagaard • Arlissa Reynolds • Arlyn & Marcia Lanting • Arthur & Vera Schultz – In Honor of Frederick & Faith Foltz • Rev. Barbara Rossing • Benneth Husted • Bernard Courvoisier • Beth Kohal • Bethesda Lutheran Church, New Haven, Connecticut • Bethlehem Lutheran Church, Minneapolis, MN • Bishop David De Freese • Bob Gast & Lu Ann Meeker-Gast • Brian Duss • Bruce Moyer & JoAnn Bowman – In Memory of Glen & Phyllis Brown • Calvary Lutheran Church, Grand Forks, North Dakota • Central Lutheran Church, Portland, Oregon • Central Lutheran Church Women, Eugene, Oregon • Christ the Good Shepherd Lutheran Church, San Jose, California • Christ The King Lutheran Church, Nashua, New Hampshire • Concordia University, Seward, Nebraska • Connection Church, Grand Junction, Colorado • Cornelis van Dorp • Courtney Weller • Rev. Craig Hunter • Dale & Janet Crouse • Daniel H. Walther • Debra Johnson • Dennis Carter • Diane Steen-Hinderlie • Dolores R. Johnson • Edda Freidank • Rev. Elizabeth McHan • Evangelical Lutheran Church in America • Evangelical Lutheran Church in Geneva • First Evangelical Lutheran Church, Chadwick, Illinois • First Lutheran Church WELCA, Bothell, Washington • Rev. Fred & Gloria Strickert – In Memory of Phyllis Grace Brown • Friends of Sabeel – Colorado • Friends of Sabeel – UK • Gail Marie Chupick • Gary & Sylvia Campbell • Gary Gillespie • Giacomo Morelli • Greg Buck • Gregory & Mary Steeber • Harold Pergler • Harry Keatts Chenault • Herbert Haferman • I. Ruth Hansen • Inga Eisenbach • Rev. Ivan Gunderman • J. R. Esser – In Memory of Cynthia Burnside • James & Deanne Gerking • Jana Hughes • Jen Walter • Rev. Jens Dale • Jerusalem Expat Network • Jenny Zetterqvist • John & Sandra Stumme • Kathy Burkett • Rev. Kathy Gerking • Kevin E. Somerville • Kirsten Lee • Laretta K. Stutzman • Laura Perry • Lutheran Church of the Redeemer English Speaking Congregation, ELCJHL, Jerusalem • Lynn Bozich Shetzer • Mag. Art Niels Jorgen Poulsen • Margaret Kiekhafer • Maria Shlederer-Maciel • Rev. Mark & Susanne Brown • Rev. Mark & Marcia Holman • Mark & Melissa Steiner • Martha Parra • Martin B. Hillila • Max Forbush • Megan Buchholz • Margareta Sidenvall • Michael Spath Group • Mount Olive Lutheran Church, Minneapolis, Minnesota • Murray & Helen Rowe • Nicole Bostic • Oscar Sander • Patricia Sellick • Paula Carlso • Peter Lohman • Peter Miller • Prince of Peace Lutheran Church, Hot Springs, Arizona • Rachel & Chris Leslie • Ralph & Laurel Doermann • Remius Connour • Raschel Blufarb • Rawi Meron • Rebecca-Abigail Circle of St. John's Lutheran Church, Northfield, Minnesota • Richard Dowhower • Rick Rouse Group • Robert Granke • Robert Shaff • Ron Rude Group • Rudolf Rogg • Ruth Circle of Zion Lutheran Church, Iowa City, Iowa • S. Pfeiffer • Satoru Tawara • Sheila Cook • Shepherd of the Lake Lutheran Church, Prior Lake, Minnesota – In Honor of Mark & Marcia Holman • Soderstrom Family Charitable Trust – In Memory of Virginia & Phyllis • South Central Synod of Wisconsin – In Memory of Cynthia Burnside • Spirit of Joy Lutheran Church, Sioux Falls, South Dakota • St. John's Lutheran Church, Shiremanstown, Pennsylvania • Saint Stephen's Lutheran Church, Monona • Rev. Stacie Fidler • Stefan Nilsson Olive Picking Group • Stephen Weeks • Stephanie Masterson • Sveinn Runar Hauksson • Rev. Sven & Susan Oppegaard • Svetlana Broulette – In Memory of Earl Broulette, Sr. • T. Nachbar • Tami Zander • Rev. Thomas Schattauer • Tom Prinz Group • Trinity Lutheran Church, Valparaiso, Indiana • Tyler Hauger • Members of the U.S. Consulate Olive Picking Group • Vin Traverso • Virginia Pence • Wartburg Theological Seminary Group • Wesley Seminary Group • Rev. Wyvetta Bullock • Zoar Evangelical Lutheran Church, Canby, Oregon



THE LUTHERAN WORLD FEDERATION
DEPARTMENT FOR WORLD SERVICE – JERUSALEM PROGRAM

FINANCIAL DATA 2012

Donations Received Through Geneva: (in Euro)	
Bread for the World	125,888
Canadian Lutheran World Relief	10,062
Church of Sweden	1,085,462
DanChurchAid	27,757
DanChurchAid / Danida	134,645
Diakonie CCE	87,772
Diakonie Katastrophenhilfe	482,869
Evangelical Lutheran Church In America	356,227
Evangelischer Entwicklungsdienst e.V.(EED)	100,000
Finnish Evangelical Lutheran Mission	50,000
GNC-HA Deutscher Hauptausschuss	60,000
Evangelical Lutheran Church In Great Britain	369
Evangelical Gemeinde Deutscher	699
Sub Total	2,521,750

Income Received Locally: (in Euro)	
Welfare Association	1,160,718
Norwegian Church Aid / Norwegian Ministry of Foreign Affairs	1,035,089
PNA - Ministry of Finance	483,583
Evangelical Lutheran Church In America	205,161
DanChurchAid	181,508
Stiftelsen Betanien Bergen	71,460
Representative Office of Finland	67,260
Lutheran World Relief	47,337
Norwegian Church Aid	47,120
United Nations Development Program	38,760
National Beverage Company	18,939
Yasser Arafat Foundation	9,470
Donations in Kind	
Islamic Bank through the Welfare Association	15,962
Various suppliers	77,422
WHO	15,962
Sub Total	4,074,293

Comparative Financial Data: (in Euro)					
	2012	2011	2010	2009	2008
Revenues					
Vocational Training Program	958,165	942,366	862,302	817,701	791,091
Scholarship Program	21,598	17,981	16,089	17,308	21,670
Augusta Victoria Hospital (Operations)	16,447,549	16,131,607	12,424,725	9,538,652	9,432,445
Village Health Clinics	100,312	99,918	98,069	147,614	190,676
Emergency through ACT	0	44,585	33,716	0	0
LWF-Jordan (ACT Appeal SYR 121)	804,271	0	0	0	0
Expenses					
Vocational Training Program	958,165	942,366	862,302	817,701	791,091
Scholarship Program	21,598	17,981	16,089	17,308	21,670
Augusta Victoria Hospital	16,447,549	15,815,273	11,160,358	8,922,481	8,293,867
Village Health Clinics	100,312	99,918	98,069	147,614	190,676
Emergency through ACT	0	44,585	33,716	0	0
LWF-Jordan (ACT Appeal SYR 121)	804,271	0	0	0	0



THE LUTHERAN WORLD FEDERATION DEPARTMENT FOR WORLD SERVICE – JERUSALEM PROGRAM

VISITORS 2012

In 2012, the LWF Jerusalem Program received hundreds of visitors who came to witness the LWF's work in the region. Many of them toured Augusta Victoria Hospital and the site of the Mount of Olives Housing Project, traveled to see the Vocational Training Centers in Beit Hanina and Ramallah, or helped in the olive harvest.

The visiting individuals, churches, delegations and groups included:

Rev. Mary Albing & Rev. Erik Strand Group, Redeemer Lutheran Church & Edina Community Lutheran Church, Minnesota • Rev. Dr. Monte Luker, Lutheran Theological Southern Seminary, Columbia, South Carolina • Mr. Goran Rask Group from Skara Diocese, Sweden • Anna Jonasson, Church of Sweden • Rev. Dr. Philip Quanbeck II, Augsburg College Alumni, Minneapolis, Minnesota • Rev. Dr. Barbara Rossing, Lutheran School of Theology at Chicago, Illinois • Rev. Dr. Thomas Schattauer, Wartburg Theological Seminary, Dubuque, Iowa • Armin van Buuren Feat. Markus Schulz - The Expedition • Jo Simister, Living Stones Pilgrimage • Mrs. Ban Soon-taek, United Nations • Rev. Dr. Olav Fiske Tveit, World Council of Churches • Sveinn R. Hauksson, Iceland • Pnina Lizorkin, Norwegian Church Ministry to Israel, Haifa • The Swedish Theological Institute • Calvary Lutheran Church Group, Grand Forks, North Dakota • Danish youth organization • Rev. Mark Holman, Shepherd of the Lake Lutheran Church Group, Prior Lake, Minnesota • Jeff Burrows • American Jewish Committee Group • U.S. Ambassador to Norway • Rev. John Lindner, Yale Divinity School Group, New Haven, Connecticut • Rev. Ron Rude, Lutheran Campus Ministry, University of Arizona • Church of Norway Delegation • Delegation of Finnish Bishops • Kjell Magne Bondevik, President of the Oslo Center for Human Rights and Former Norwegian Prime Minister • Medecins du Monde Group, Switzerland • Bishop Bruce Burnside, South Central Synod of Wisconsin, ELCA • John Nduna, ACT General Secretary • Church of Sweden Delegation • Mel Lazareck, Special Representative to Israel for Economic and Community Relations, Manitoba, Canada • LWF Delegation led by Rev. Martin Junge and Bishop Munib Younan • Nicole Hark & Dave Fuerst, Lutheran World Relief, Baltimore, Maryland • Satoru Tawara, Japan • Jens Dale Group, Norway • Our Father Lutheran Church, Colorado • Norwegian Football Association • Bishop David de Freese & Rev. Dr. Mary Jensen, Nebraska Synod Group, ELCA • Eniko Ferenczy, Union Presbyterian Seminary Group, Richmond, Virginia • Cornelia Füllkrug-Weitzel, Christoph Püschner, and Angelika Söhne from Diakonia Germany • Canadian Lutheran World Relief delegation led by Bishop Susan Johnson • Wesley Seminary Group, Washington, District of Columbia • Rev. Craig Hunter, Trinity Presbyterian Church, Denton, Texas • Presiding Bishop Frank July, Evangelical Lutheran Church in Württemberg, Germany • Eidsvoll College, Norway • Nesbru High School, Norway • Arnie Voigt & Joy Lapp, Sabeel North America Group • Rick Rouse Group • Mark Meehl Group, Concordia University, Nebraska • Rev. Dr. Mark Hoffman, Lutheran Theological Seminary at Gettysburg, Pennsylvania • Go Palestine Group • Jim Cohick • Rich Stazinski, Telos Group • Karin Larsson, Sweden • Rollaug Waaler, Bergen Diakonissehjem Group, Norway • G.C. Heitinga • Church of Sweden Youth Group, Diocese of Gothenburg, Sweden • St. Andrew's Presbyterian Church, Newport Beach, California • Rev. Nick Doversberger, Zoar Evangelical Lutheran Church, Canby, Oregon • Bishop Gerhard Ulrich & Rev. Inken Woehlbrand, Germany • Rev. Stacie Fidler & John Califf Group, Illinois • Rev. Becker & Hurst Group, California • Johan & Sonja Hinderlie Group, Minnesota • Rev. Ivan Gunderman Group, California • ELCA Young Adults in Global Mission, Jerusalem / West Bank • Gary Gillespie Group, Utah • Lutheran Church of the Redeemer English-Speaking Congregation, Jerusalem • Seeds of Peace • Jerusalem Expat Network • U.S. Consulate in Jerusalem • Anglican International School Jerusalem • LWF Augusta Victoria Hospital Board of Governance • LWF Vocational Training Advisory Board • LWF Mount of Olives Housing Project Committee • Ambassador Rolf Willy Hansen, Norway • Rev. Tom Prinz Group, Virginia



FORMER U.S. PRESIDENT JIMMY CARTER LED DELEGATION ON VISIT TO THE LUTHERAN WORLD FEDERATION IN JERUSALEM

A delegation from the group “The Elders” visited the Lutheran World Federation campus and Augusta Victoria Hospital on October 22, 2012. The delegation was led by former U.S. President Jimmy Carter and included former President of Ireland and former UN High Commissioner for Human Rights Mary Robinson as well as former Prime Minister of Norway and former Director-General of the World Health Organization Gro Harlem Brundtland.

Dr. Tawfiq Nasser, CEO of Augusta Victoria Hospital (AVH), and Rev. Mark Brown received the guests and briefed them on the work of the Lutheran World Federation in the areas of education and health, as well as the issues of access to healthcare facing Palestinians.

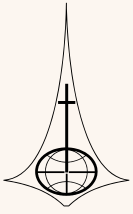
Dr. Nasser and Rev. Brown emphasized the role of Augusta Victoria Hospital as a specialty care facility providing access to treatment for Palestinians from the West Bank and Gaza. The delegation visited the \$4.9 million medical linear accelerator provided by USAID and housed in a radiation-safe facility built with support from the Norwegian Government, as well as the hospital’s Specialized Center for Child Care, where they met young Palestinian children receiving dialysis or cancer treatment at AVH.



Rev. Mark Brown discussed the work of the Lutheran World Federation in Jerusalem with former U.S. President Jimmy Carter, former President of Ireland Mary Robinson, and others in “The Elders” group that visited the LWF’s Jerusalem campus and Augusta Victoria Hospital on 22 October 2012. *Photo by A. Johnson/LWF*

In an Op-Ed published in the New York Times on November 25, 2012, former U.S. President Jimmy Carter and former Prime Minister of Norway Gro Harlem Brundtland called for member countries to approve the Palestinian statehood bid at the United Nations and talked about their visit to the Lutheran World Federation campus in Jerusalem:

“A month ago, we stood together on the Mount of Olives in East Jerusalem, on the grounds of the Augusta Victoria Hospital. This medical facility is a Palestinian model of excellence for cancer treatment and is only a few miles from the rest of the West Bank, yet Palestinians face enormously complicated Israeli permit requirements simply to access care. From the hospital’s vantage point we looked over vast Israeli settlements spreading across the West Bank, as well as the wire fences, high walls and roads that increasingly separate the Jewish and Arab populations.”



The Lutheran World Federation

Department for World Service-Jerusalem Program

JERUSALEM PROGRAM SENIOR STAFF



I. LWF CENTRAL OFFICE

Mark Brown	Regional Representative
Alex Kuttab	Director of Finance
Atif Rimawi	Director of Human Resources

II. AUGUSTA VICTORIA HOSPITAL (AVH) and OUTREACH PROGRAMS

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

III. VOCATIONAL TRAINING PROGRAM (VTP)

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

• VOCATIONAL TRAINING CENTER – BEIT HANINA (VTC)

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

• VOCATIONAL TRAINING CENTER – RAMALLAH (VTCR)

Thaer Shqair	VTCR Deputy Director
Amer Khalaf	Short Courses Coordinator

IV. SCHOLARSHIP PROGRAM

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

Nader Duqmaq	Emergency Program Director
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(Senior Staff as of 31 December 2012)



Front Cover:

The Lutheran World Federation (LWF) is present in Zaatari refugee camp in northern Jordan providing relief and support to refugees from Syria. Amal and her son were apprehensive about the approaching cold and wet winter days. Providing the necessities of water, food, clothing and shelter is the main challenge facing NGOs and governmental organizations. *Photo by T. Ekelund/LWF*



Back Cover:

Grinning as he works on his coloring, this little boy is one of the many children who received dialysis at the Augusta Victoria Hospital Center for Specialized Child Care in 2012. AVH is the only hospital providing pediatric dialysis to children from the West Bank. *Photo by M. Brown*

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

LWF Jerusalem 2012 Annual Report

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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 143 member churches in 79 countries all over the world representing over 70.5 million Christians.

The Lutheran World Federation Department for World Service (DWS) is the relief and development arm of the LWF. Drawing on a firm commitment to uphold the rights of the poor and oppressed, DWS works in 32 countries with local and international partners to alleviate suffering, combat injustice and poverty, and lay the foundation for a life in dignity for all.

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

actalliance



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