



Health Work Committees

Annual Report 2015



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A Word from the Chairman Mr. Farid Murra

Thirty years have passed and Health Work Committees is still moving ahead confident and inspired by its past, aware of the reality, equipped with its vision, mission and values, committed, sincere patriotism, to its principles that are biased to the oppressed, the deprived and the poor. Health Work Committees have progressed with complete harmony and integration between its general assembly, board of directors, management, executive body, and its employees, and with the support of its local, regional and international friends and allies It progressed with loyalty to the Palestinian martyrs, injured and prisoners, and with loyalty to its late founders and leaders, and it stayed ahead in spite of all the difficulties and complexities it faced.

This year's most important features, globally, regionally and on a Palestinians level was the increase of conflicts, although accompanied with a series of breakthroughs or the glimpse of detente. This came tailored to the reality that the era of unipolar dominance is over and that the world is now under a multi-polar umbrella based on the different and mutual interests rather than ideologies. We have to realize, as Palestinians, that multi-polarity is an opportunity for us especially at the national level.

At a regional level, this year was a bloody year, especially in Libya, Yemen, Iraq and Syria. It also



reached throughout the Arab world, which has lost tens of thousands of people and hundreds of thousands were wounded. Hundreds of billions of dollars were lost due to the destroyed infrastructure, and disrupted developing societies, and in all of this a profit for the Zionist entity, despite that the situation is moving against its projects.

The dominance and division projects and the end of resistance projects failed during this year. However, the region is in need for development and dialogue and not to wars and exclusion.

At the Palestinian level, and as a result of the foregoing, the concern for our national cause have gone down at the official level globally, but it is progressing on the grassroots level, and the boycott, is the major indicator, which has become a serious threat to the interests of the Israeli occupation. Most Arab countries were preoccupied by either with their own problems, or by the serious and sincere action to support it or by using it to their benefit. We emphasize that our people have enough awareness to realize the distinction between people using the

Palestinian case and the people who are sincere, for all the faithful we express our gratitude.

On the internal level, the wound of the division is still bleeding although there were some positive steps, but not sufficient and remains below the minimum need. Our people are still suffering from the difficult economic conditions as the high unemployment rates, the low wages, multi-level demands, strikes and most recently the teachers' strike are indicators for the reality.

Here we emphasize the two main issues: first, is the need for national unity as an entry point for liberation, and second, the need for dialogue and the launch of freedoms and equitable distribution of resources, though limited, as a way out of the crises.

In spite of all the conflicting circumstances, the Palestinian people challenged and excelled. The current Jerusalem uprising came with continuous giving and persistent, where the occupant stood unable to understand and face up to now. An uprising that is led by a generation that grew up in the era of defeats and came to do adjustments for pointing a compass to indicates the main enemy despite of most of the media trying to lure attention from it.

Health Work Committees interacted with national and social events and was affected and influenced by these events. Many of the organization's health centers have an active role, especially in the South areas where health centers were raided for more than once by the Israeli Forces. Additionally, the work of the organization in Jerusalem was affected by a group of harassment by the occupation, where it closed one of our offices and arrested our staff.

Health Work Committees was present at the level of civil and social work where it has maintained an active role with the other civil society, where it is a member in more than one local network, Arab coalitions as well as international.

Administratively, the organization maintained its comprehensive progression where it worked on the review and development of its strategic and operational plans, and provided its annual and semiannual reports that are prepared in a scientific and professional way to be discussed and approved by the board of directors. The organization implemented a range of administrative and financial interventions and work to improve the quality of services constantly. HWC is in the process of preparing for the opening of Dr. Ahmed Maslamani Hospital in Beit Sahour, with the aim of raising the proportion of self-reliance under the current decrease of external financing. One of the

Organization's policy that was given high importance is voluntary work through active participation of the general assembly, which is being activated to take an active, real and effective role.

Finally, I would like to express our appreciation and thanks to all our friends, partners and supporters at the local, Arab and international level, for believing in our organization's mission and for supporting and promoting our vision which has an impact on the progress of work of the organization. We look forward to a new year with lots of hope at all levels.

A Message from the General Director Ms. Shatha Odeh

With distinction and determination, Health Work Committees continued provision of its development and health programs' services through its permanent centers and the mobile clinics during the year of ٢٠١٥. This great will and determination are considered the locomotive for its staff working in different specialties and geographical locations.

During this year, the organization has expanded its local and international relations. In addition, it has sought to make new partnerships with the aim for improving what it has been providing for the citizens who are suffering from the scourges of the Israeli occupation, policies of impoverishment, and closures along with the increase of settlers' attacks. During the current conditions, the organization was subject to the Israeli's offense, where one of the organization's employees in the occupied Jerusalem was arrested and banned from working in the city by order from the intelligence agency. This harmed those who benefits from its youth, development, and health services especially school students who has been receiving school health services by the organization.

During the last quarter of ٢٠١٥, the Palestinian territories have witnessed dramatic development on the ground represented by the uprising of the Jerusalem Intifada, which occurred as a response



to the Israeli violations against the land and the holy places. The Israeli occupation army faced this uprising with more violations and field executions that affected youth, women, and children along with thousands of arrests of citizens. Then, there was the terrorist act that was carried out by settlers burning a family in their own house in the village of Duma in the north of the West Bank, which led to the victimization of Dawabsheh family. The entire aforementioned situations have challenged development and health services providers in Palestine including our organization, which made its centers and services on standby to deal with any emergency conditions. These centers and clinics became main treatment stations for the injured due to the clashes in various governorates. Our health staffs, who were working on the ground treating the injuries, have faced systematic violations evident by what the happened to the staff of Hebron Emergency Center, who were subject to breaking in, spraying with wastewater, and detention more than once.

The work of the organization was accompanied by financial challenges due to the economic crises that

affected partners and donors of the organization all around the world, as well as the continuous Palestinian political division. In addition, the wars and conflicts that occurred within different areas in the world, where many organizations and donors are approaching for help. This led to decline of attention to the Palestinian cause, when it was a main priority at the international arena for a long time.

Despite local and global changes, which require further deep analysis and addressing solutions and alternative to avoid any harm, what we are concerned about is the assurance of the continuous contribution of our organization while ending its thirtieth year of giving that is considered to be the real capital of the organization represented by its staff, employees, and friends who are determined to be committed to its moral, professional, and patriotic values. During its tenure, the organization has good reputation and strong relations at the local, regional and international level.

Yes, our organization still committed to a system of patriotic, humanitarian, and cultural values to our people and our Arab nations. The organization always gives priority for volunteering work values and seeks toward reclamation the volunteering work as a high patriotic and humanitarian value. Also, the organization works based on strategic plan that is renewed every few years to comply with the new challenges and the ongoing needs of our nation. Health work Committees's administrative and financial decisions are subject to monitoring and questioning by the board of directors, which is elected by the general assembly, and by internal and external auditors based on transparency and good governance.

The organization always focuses within its work on promoting the continuous education and the development of its employees' capabilities that guarantee the excellence and quality in providing services and programs based on the right and duty principles toward our citizens.

The year of ٢٠١٥ ended, and here we place in your hands our report that reflects the organization work's accomplishments represented by its specialized units, Primary Healthcare Department, Community and Development Department, Public Relations Department and Media, and the Administrative and Financial Department. The report's content is a result of the effort of all organization's staff and committees; therefore, we ought to appreciate and thank them since they are the main pillar and the capital of the organization. Without the support of the friends, the partners, and the supporters of our organization and its mission, the work will not be continued or developed, thanks to all of them for their solidarity and stances firstly, and to their support secondly.

Finally, we hope that the organization remains at the lead in its eagerness towards citizens' rights, including the poor and the marginalized groups at the forefront, and work on the commitment to accomplish these rights; especially, the right to health and development, and the right to receive high quality health services specially for poor and marginalized groups.

Health Care Department



The Health Care Department is one of the largest departments within the organization and a major pillar of the organization. It seeks to provide high quality and comprehensive health care services in response to the growing health needs and rights within the Palestinian society, especially, the poor and the marginalized in all their various locations. This is possible through the department's staff in all of its health centers and mobile clinics spread out in several isolated and marginalized locations starting from the north to the south of the West Bank. The organization provides emergency and general medicine, woman health, laboratory, and diagnostic radiology services through its health centers and clinics in addition to specialized medical services, and daycare surgery services in Beit Sahour Health Center and Qalqilya Health Center.

The department is in charge of many specialized health programs such as the School Health program and the Women's Health program. In order to strengthen the efficiency of its performance, it oversees the health projects of its centers, clinics, and programs, and develops the quality control committees including the pharma-

ceutical committee, laboratories committee, nursing committee, Health awareness and education committee, environment committee, and physician's committee.



Geographical Distribution of Health Centers and Clinics

- **Qalqilya Governorate:** Qalqilya Health Center.
- **Nablus Governorate:** Medical Compound of the old city of Nablus, Salem Health Center, Awarta Health Center, and Al-Bathan Health Center.
- **Tubas Governorate:** Al- Shifa Health Center, and the mobile clinic in the Northern Jordan Valley
- **Ramallah & Al-Bireh Governorate:** Al-Mazr'a Al-Sharqiya Health Center, Bili'n Health Center, the mobile clinic in Rantis, Ras Karkar, Al-Lubban Al-Gharbi, and Dunya Women's Cancer Center.
- **Hebron Governorate:** Hebron Emergency Center, Halhoul Health Center, Sair Health Center and the mobile clinic.
- **Bethlehem Governorate:** Beit Sahour Health Center.



Continuous Education and Training

The Health Care Department continuously works on improving the abilities and skills of its working staff, as they are the main pillar for the quality services and the sustainability of the organization. Accordingly, many workshops and trainings conducted based on the needs of the organization and its working staff in different fields. Some organized by the organization, others by invitation organized by other organizations. Around 98 staff members from the health care department in all locations have participated in many conferences, courses, and workshops related to the work of the department.

The department participates in different committees and national collations such as, Social Determinants Committee, Combating Smoking Committee, Breast Feeding Committee, National Committee for Health Awareness and Education, Chronic Diseases Committee, Palestinian Non-Governmental Organization Against Domestic Violence Against Women (Al Muntada), Safe Abortions Collation, Maternal Morality Committee, Reproductive Health Committee, the Committee for Updating the Protocol for Family Planning, National AIDS Committee, and the Health Cluster led by the World Health Organization.

Health Services' Quality Development Committees:

HWC rely, when conducting its health work, on various organizational committees, which take the lead in facilitating the work and meet the necessary requirements for that propose, in accordance to adopted and updated international systems and protocols:

Laboratory Committee

This committee works on monitoring and evaluating the professional work of all the medical laboratories within the organization. Its work depends on external monitoring program as well as internal. The committee aims to improve the technical abilities through continuous education and trainings and to unify approaches and methodologies through the development of standardized procedures manual for the organization's laboratories.

Nursing Committees

This committee works on implementing protocols and adhering to the nursing procedures, taking into account the recent scientific development of the science of nursing. The committee aims to educate and train staff in all nursing fields.

Pharmaceutical Committee

The committee aims to develop methods of providing medicine and medical supplies for all the health centers and clinics of the organization with the appropriate quantities, in a timely manner, preservation ways, and implementing policies regarding medicine consumption rationalization.

Physicians Committee

This committee aims to develop the professional performance in all organization's health centers and clinics.

Environmental Committee

The committee aims to follow up with the process of medical waste disposal and the cleaning of the health facilities.

Health Awareness and Education Committee

This committee is considered one of the main pillars of the organization's performance in the development and health sector. In addition, the committee focuses on evaluating the materials of the health awareness and education of the organization and working on developing new educational materials that are suitable to the needs of the development and health sectors.

General Health Indicators

In the year of 2015, the centers of the Primary Health Care Department have provided more than 329 thousand medical and diagnostic services for more than 79 thousand persons.

The following table illustrates the general health indicators in 11 health centers:

Health Indicator	Number
Total Number of Patients	79,758
Number of follow-up Visits	166,182
Number of all Health Services	163,224
Number of Visits to Specialized Clinics	70,910
Number of Surgical Operations	647
Number of laboratory Services	60,243
Number of Radiology Services	22,937

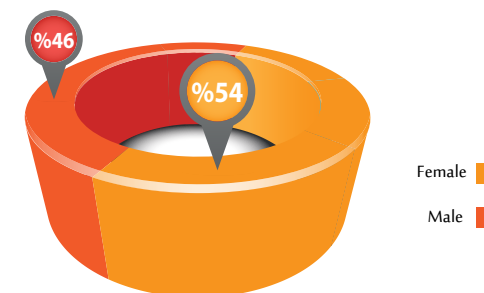
Specialized Health Clinics

Specialized health services are provided in most of the organization's clinics and health centers, where more than 30 specialties are available. There are more than 100 specialists working in these health clinics. More than 35 thousand persons benefited from these services, and the number of total visits to the clinics reached 70,910 visits. The most

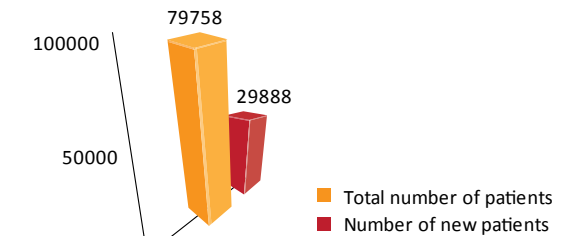
visits were to the orthopedic clinic, ear, nose, and throat (ENT), pediatric, women's health, optometry, dermatology, cardiology, general surgery, physiotherapy, and internal medicine clinics respectively.

Distribution of Patients by Health Insurance / 2015:

Insurance status	Number	Percentage
Insured	71,934	90%
Non-insured	7,824	10%



Percentage of New Patients

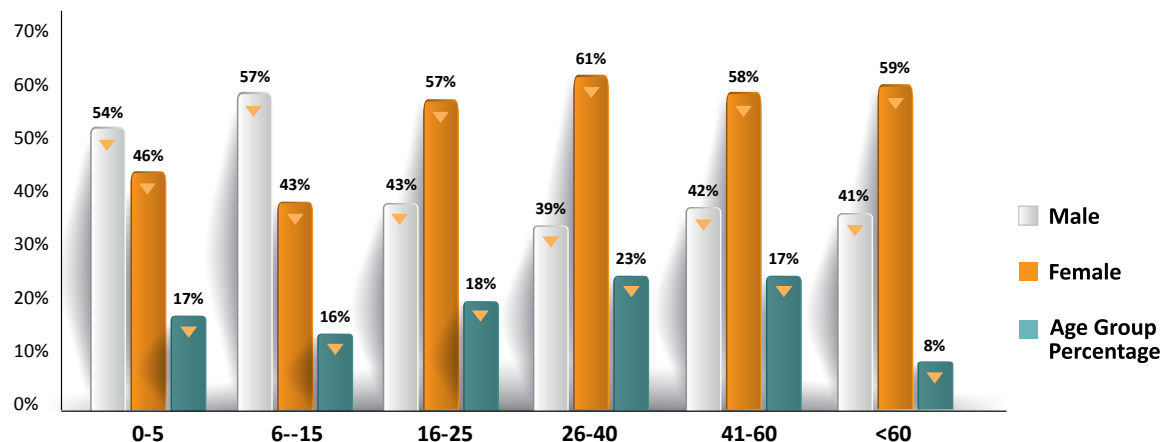


Total number of patients Number of new patients

Social Cases:

Total number of patients	Number of social cases	Percentage
79,758	4,285	5%

Distribution of Patients According to Age Groups



Health Programs

Mobile Clinic



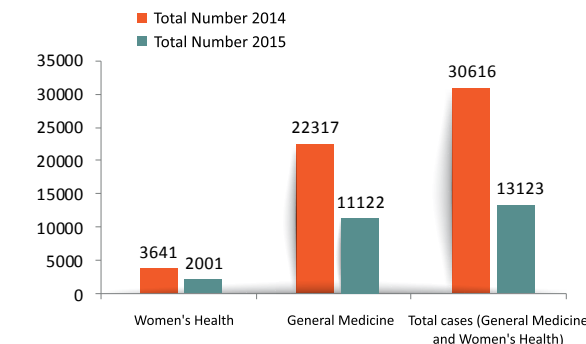
Based on the mission of the organization in serving the poor, the marginalized, and isolated communities; Health Work Committee provides health services that include: general medicine, emergency medicine, women's health, laboratory, health awareness and education services, and distributing medicine, free charge and periodically. The provision of these services are done through the mobile clinics in the northern valleys (7 locations), in the southern area (9 locations), and in the middle area (in the villages of Ras Karkar, Al-Lubban, and Rantis).

There are 38 staff members working in this program including general medicine, women health's nurses, health educators, and nurses. There were approximately 13 thousand persons benefited from the mobile clinic's services during the year of 2015. The percentage of male beneficiaries represented 42%, while the female beneficiaries accounted for 58%. It is worth mentioning that residents of these marginalized areas lack the

least necessities of life such as; health, education, shelter, and work. In addition, they lack security, and face difficulty on reaching out and attaining different services due to restrictions imposed by the Israeli occupation and settlers. The working staff in the mobile clinic faces difficulties on accessing these areas due to military checkpoints, Israeli closures, and rugged roads.

The following table illustrates the number of cases that served this year. compared to the last year, there is a general decline of the number of the cases served because of the decrease in the number of locations that the program serves (for the lack of financial resources) and due to the closures and difficulty to access those locations besides the short duration of the program for the year of 2015.

Distribution of Mobile Clinic Cases



Women's Health Program

The Women's Health program works based on the vision that every Palestinian woman has the right to enjoy attainable standard of health care in all her life stages passing from childhood to aging. Also, the program implements and adopts operational plans based on the organization strategic goals, which is based on the response to the growing rights of health and development for the Palestinian society, enhancing these rights for the Palestinian society, and achieving comprehensive quality in all fields of organization's work.

The program's services are implemented in 14-health center as well as the mobile clinics, which reached 16 locations in the northern valleys and in the southern of the West Bank.

Program Services:

The program's services target both males and females of various age groups in their different living locations which include:

Pre and Post- natal services: The program targets teenage girls and women at reproductive age, where services provided for women during and post pregnancy.

Family Planning: The program provides family planning services. After providing consultation for women about available family planning methods, and the advantage of each method, then, the freedom of choice will be given to the woman based on her decision and what is suitable for her health.

Menopause Services: one of goals that the program seeks to achieve is the provision of services for women during and post menopause. The team approaches the women and encourages them to do test for the early detection of cervical cancer and breast cancer. The staff reaches women through organizing free medical days, coordinated with the grassroots organizations in the local communities.

Health education and awareness: among the main activities that the program has been conducting is organizing awareness sessions for male and female students in secondary schools and universities and for women who are receiving services in the health centers of the organization. In addition, the program organizes trainings and awareness sessions in coordination with active organizations in local communities. Need assessment conducted



before the organizing the awareness activities, that are designed based on the outcomes of the need assessment. The organized awareness sessions are evaluated to assess the changes in terms of the attainment of knowledge and skills and changes in perception especially after working with certain group for long terms.

Male involvement in SRH: the Women's Health program seeks to target youth and men in order to take part in its activities. This is done through

integrating them in the awareness sessions and through encouraging husbands to accompany their wives when visiting the centers to get reproductive health services.

The work of the program with men has emerged due to the conviction that it is impossible to accomplish good health level for women with the isolation of men. It is important to raise men's awareness, modifying their approaches toward reproductive health issues, practices, and handling

responsibilities in their various roles in term of sexual and reproductive health issues.

Home Visits: one of the main activities that the program implements is home visits for postnatal women in order to examine the mother and the child after birth, and to provide the mother with information that she needs to maintain her health and the health of her child. In addition, home visits are opportunity to identify social determinants that are influencing women health. Thus, the interventions and instructions provided are concurrent with the condition that the woman lives in.

Early detection of woman cancers: the program offers screening services for the early detection of cervical cancer and breast cancer through organizing awareness sessions to provide women with knowledge and skills about the importance of breast self-examination and make the necessary tests to check on their health. Moreover, it organizes intensive focused awareness sessions especially in the month of October for breast cancer awareness in coordination with HWC's Dunya Women's Cancer Center for diagnosis of breast cancer.

Gender Based Violence services: the program provides intervention for women who are subject to violence, where these women are being identified; then, providing them with the necessary first aid support, and if needed, referred to specialized organizations when they are in need for further follow-up.

Program's Indicators

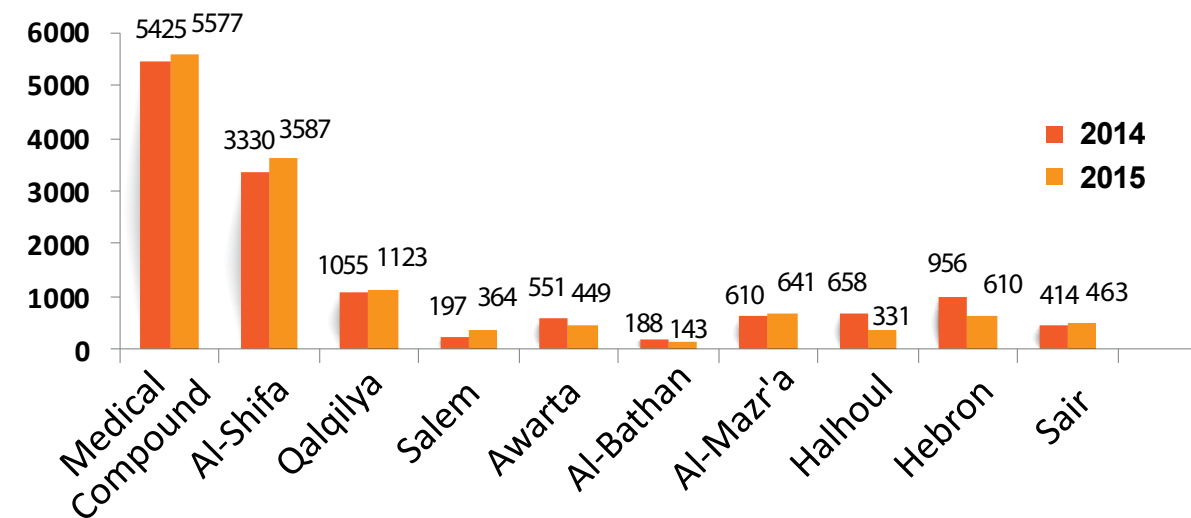
The number of follow up visits for this year reached 17,000 visits, including 12,000 follow up visits for pregnant women. The number of services provided for high-risk pregnancy was 1,730, which accounted for 14% of the total services provided for pregnant women. The number of women's health services was 4,172, which accounted for 24% of the total follow up visits. In addition, the number of family planning services was 2,365, which accounted for 14% of the total services provided. The number of cases of postnatal services was 330. While the number of Pap smear services was 340, among those, 297 cases referred for mammography. More than 400 development and health awareness sessions organized this year, and the number of targeted beneficiaries was approximately 6,198 persons.

Regional meeting

The program participated in the regional meeting of all the partners and funders including the Spanish organization "SI", the Arab Association for the Defense of Women in Jordan, People's Aid Development Foundation in Lebanon, Health Work Committees from Palestine, Palestinian Medical Relief Society and Women's Technical Affair Committee from Gaza Strip. At the meeting, adopted mechanisms and strategies to implement various activities, were discussed in addition to evaluation for the program in term of its strengths and the issues that need to be enhanced, and a study on male's perception towards sexual and reproductive health issues was discussed.

The program participated in a workshop on the definition of masculinity and the integration of men in the sexual and reproductive health issues. This annual regional meeting, which includes all partners, was very useful and fruitful in term of exchanging expertise and mutual learning among partners.

Comparing the number of cases in the Women's Health Program 2014-2015 per Center



Diabetic Care Program:

Diabetes, as it is the case of all chronic diseases, is a health burden and a real problem at the international and national level. According to some studies, the percentage of diabetes in Palestine is approximately 13%.

Based on the increasing number of patients with this disease, Health Work Committees sought to provide its services through this program as one of the main health enhancement programs that are suitable with the health needs of diabetics.

The program operates in 4 centers: Awarta Health Center, Medical Compound of the old city of Nablus, Al-Bathan Health Center, and Salem Health Center. This program offers its services to diabetic patients through conducting laboratories tests and follow-up treatments based on the manual and protocol of diabetics adopted by the organization. The health staff organizes education sessions to beneficiaries in addition to referring cases to specialists for follow up and treatment.

For this year, the number of the follow-up patients was 805 (81% females and 19% males) among this number there are 481 (402 females, 81 males) of these patients are with high blood pressure besides having diabetes. The most registered number of patients was at the Medical

Compound of the old city of Nablus, where there were 477 patients, which accounts for 59% of the total number of program's beneficiaries. The least number of registered patients were at Al-Bathan Health Center with 4% of the total number of the program's patients. The number of new patients was 19, and the follow-up visits were 2,500. There were 28 cases referred to health specialties such as diabetes specialist, ophthalmologist, nephrologists, neurologist and nutritionist, and hospitals. There were 577 patients benefited from the health awareness sessions on diabetes as 59 awareness sessions were organized.



School Health Program

This program focuses on promoting and increasing awareness on the school health issues in East Jerusalem schools. The program provides the following services: health awareness, health of the school environment, medical diagnosis, and dental health services, in addition to implementing the national vaccination program in 60 schools, which accounts for 28% of the total schools in Jerusalem, in coordination with the Palestinian Ministry of Health. The number of benefited students from this program was more than 21 thousand male and female students.

Program Services Indicators:

Early Detection of Diseases

The program provides diagnostic medical examination for first graders in 36 schools. The number of beneficences from the diagnostic medical examination was 1,390 students including 647 males and 743 females.

There were 191 cases of vision weakness, 3 cases of strabismus, 8 cases of suspicious heart disease (5 males and 3 females), one case of hernia, 4 cases of retractile testicle, 24 case of obesity (20 males, 4 females), 20 case of short stature (8 males 12 females). All of these cases were followed-up through ensuring diagnosis, treatments, and all this information were saved in the medical file of the students.

Dental Examination

There were 5,052 students including 2,998 females and 2,124 males, who received dental examination, from first, fourth, seventh, and tenth grades. The program aims to reduce the percentage of tooth decay among students. Fissure sealing for 352 male and female first grader students (5%) were covered.

The total number of student, with no teeth problem, was 699 male and female students, which accounts for 13.8% of the total students. Among fourth, seventh, and tenth grader students, there are 29% of them who need Orthodontic. 7.4% of them suffer from tooth decay and need teeth filling, 1.4% of them have missing teeth, and 1.7% of them have fillings.



Vaccination:

The vaccination team provided 46 schools with essential vaccinations. The number of students, who were vaccinated from first and ninth grades, was (2,500) male and female students out of (2,550) male and female students. This accounts for 99% of the total number of students.

Vision and Eye Examination

The program team provided vision test for the first, fifth, eighth graders. The number of students that were checked was 3,452 including 1,563 male students and 1,889 female students. There were



531 cases of weak vision (271 females and 260 males) 5 cases of strabismus and 354 diagnosed cases were verified. This means of 87%. About 243 students prescribed medical glasses

Health Awareness and Education

1. The program conducted 404 health lectures for students. There were 3,122 male students and 6,936 female students, who benefited from these lectures.
2. Around 38 health days were organized on personal hygiene and one drawing competition about healthy food were organized with 3,065 students and 154 of students' parents.
3. Around 1,741 students including 1,128 female students participated in 67 health trainings. These trainings were on nutrition, first aid, life skills, Adolescence health, road safety, violence, and safe evacuation.
4. The program organized six open days and two campaigns on hygiene and dental health.

Health Committees

The program organized 226 morning school radio broadcasts on personal hygiene, soft drinks, dental health, and benefits of fruit and vegetables. In addition, 122 wall magazines developed on behavioral and health issues.

First Aid Services

The number of cases that received first aid services in the clinics was 837 male and female students and 129 faculty members.

Coordination and networking:

The program continued to network and coordinate with various relevant working agencies such as the directorate of education in Jerusalem governorate, the directorate of Health in Jerusalem governorate, and the local community and its organizations. More than 48 meetings were conducted during the year of 2015.



Health Centers

Beit Sahour Health Center

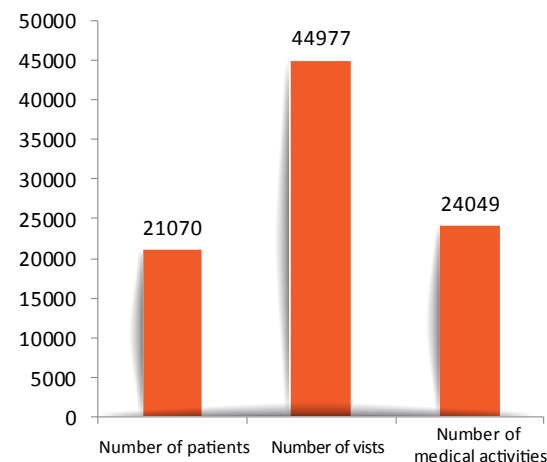


The center was founded in 1988 and it was developed through the years to become one of the largest health facilities of the organization within the city of Beit Sahour. The center includes specialized clinics and operation rooms equipped with the most advanced equipments. The center has 26 full time staff members and 10-part time.

The center provides general medicine, emergency medicine, dental services, day surgery, laboratory, radiology, medical imaging, and ambulance services. It provides specialized services (23 specialties). The center works seven days a week from 8:00 am to 10:00 pm. It is important to mention that Dr. Ahmad Mslamani Hospital will be opened in 2016.

The center has good relations with the local society and its organization as well as its international, foreign, and Arab relations.

Selected Indicators:



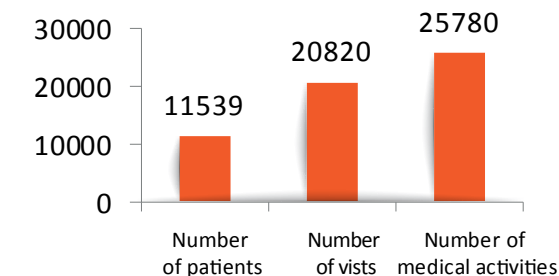
Qalqilya Health Center



It is one of the largest centers of the organization founded in 1990. The new building of the center opened at the beginning of 2004. The center's working hours are from 8:00 am to 11:00 pm seven days a week. The center has 22 staff members.

The center provides services including general medicine, emergency medicine, women's health, day surgery, laboratory, radiology, medical imaging and ambulance services, in addition to the provision of specialized clinic services (14 specialties).

Selected Indicators:



Center's Activities

The center organized 20 health awareness sessions with more than 333 beneficiaries. It conducted training on first aid course for 40 male and female students from Al-Quds Open University students.

The center was active in organizing various educational activities especially during the days of the specialized clinics' operation in the center. In addition, the center's staff has made 199 home visits for patients who cannot reach the clinic for health reasons.

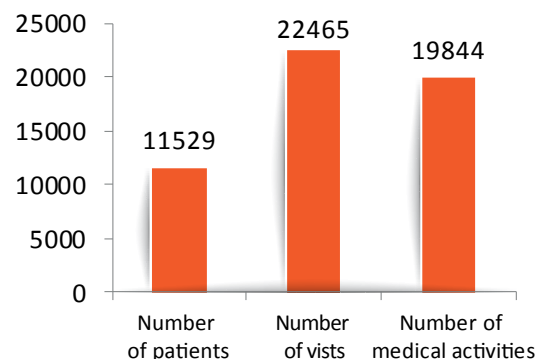
Center's relations:

The center is distinctive by its good relations with the local society and its organizations. For example, it has strong relation with Amman Cairo Bank, as the Bank adopted the center as a center for treatment of the bank's employees, in addition to good relations with various insurance companies. The center participates in the emergency and health committee in the governorate and its director participates as a member of the committee for the construction and development of the UNRWA's hospital.

Halhoul Health Center

The center was founded in 1998. New building, which consists of three floors, added in 2005. The center provides general medicine, emergency medicine, woman health, laboratory, radiology, and radiology services. It provides specialized services (13 specialties). The center provides services through the community based rehabilitation unit (CBR). The center operates seven days from 8:00 am to 10:00 pm. In addition, it serves the residents of Halhoul City and its neighboring communities.

Selected Indicators:



The staff of Halhoul health center has been active with volunteer work and health awareness all year around. The center is distinctive for its good relations with the local society and its organizations especially the municipality of Halhoul and other nearby municipalities, and the northern Hebron health directorate. The center had significant role during the recent uprising represented by declaring the state of emergency and alerting the health staff and volunteers. Thus, the emergency unit opened 24 hours to receive injured people and provide them with the necessary aid.



Hebron Emergency Center

The old city of Hebron is one of the most struggling areas in the West Bank due to the settler's harassment and crimes, arrogance of the Israeli occupation, and the large number of military checkpoints and repetitive closures.

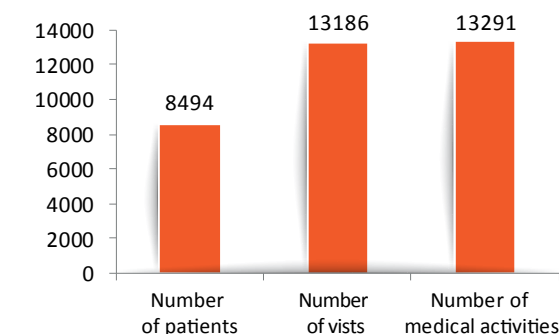
Therefore, HWC established, in 2002, Hebron Emergency Center based on its mission to provide health and development services to marginalized people in order to enhance their steadfastness. Since 2012, the center became the only health facility, in H2 area, that provides general medicine, emergency medicine, women's health, laboratory, and radiology services, in addition to providing specialized services (11 specialties).

The center operates from 8:00 am to 11:00 pm. The center is in the middle of an area of clashes. Since the start of the popular uprising in October 2015, the Israeli occupying forces closed and raided the center several times. They attacked its staff and harassed the patients. This has made the work of the health staff challenging in term of the provision of services besides the difficulty of reaching

the center by the staff and the accessibility to the health services by people.

The staff organized health awareness activities and first aid trainings in the old city of Hebron. The number of beneficiaries was 476 citizens, in addition to conducting home visits the nurses and the physician to patients with chronic diseases in the area especially during closures. The center is distinctive for its good relation with the Old City Construction Committee, Hebron municipality, and the local community.

Selected Indicators:

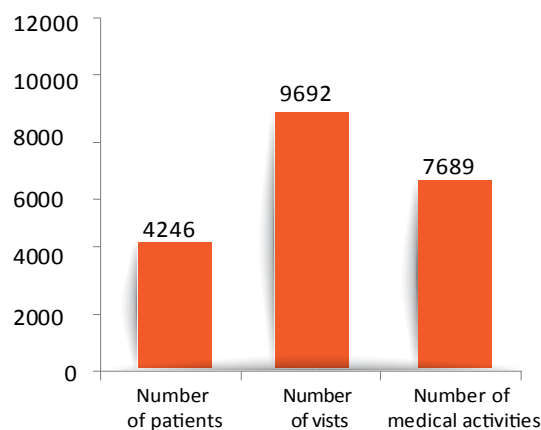


The Medical Compound/Nablus

Established in 1989 in the old city of Nablus city, the center provide services for the poor and the marginalized. It provides services of general medicine, emergency medicine, women's health, dental, diabetes care program, and well baby program services. This is in addition to the provision of specialized services (6 specialties) and laboratory services.

The center has 14 staff members. It has been active in organizing medical days and awareness sessions especially on chronic diseases such as diabetes. It operates from Saturday until Thursday from 8:00 am to 2:00 pm.

Selected Indicators:



The center's staff has organized 115 awareness activities on diabetes, reproductive health, heart diseases and its prevention, proper nutrition and others. The number of beneficiaries from these activities was 1221 people. In addition, it implemented 26 health courses to the parents, where 460 citizens. Additionally, it organized 26 health trainings, which benefited 460 people.

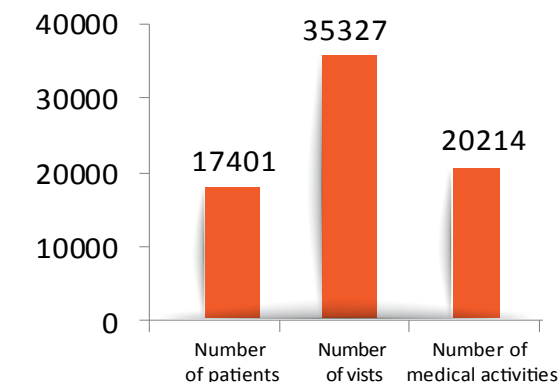


Al- Shifa Health Center/Tubas

The center was established in 1996. It has been providing general medicine, emergency medicine, women's health, well baby, dental, laboratory, and radiology services in addition to the provision of specialized services (12 specialties). The center has 13 full time staff members and 4-part time.



Selected Indicators:



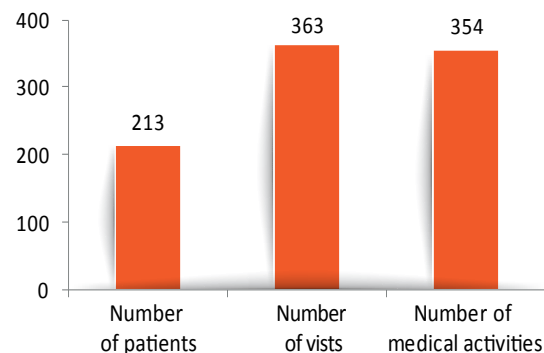
In 2015, the health staff became active in organizing health awareness sessions on various topics specially through the women's health program, which organized more than 93 sessions in participation of 2400 beneficiaries. Additionally, it has organized four health trainings on various topics, benefited more than 250 women.

Al-Bathan Health Center



Since its establishment in 1989, Al Bathan center has been providing services of general medicine, women's health, and diabetes care program. At the center, there are four staff members, who work at the center two days a week (Monday and Tuesday from 8:00 am to 2; 00 pm).

Selected Indicators:

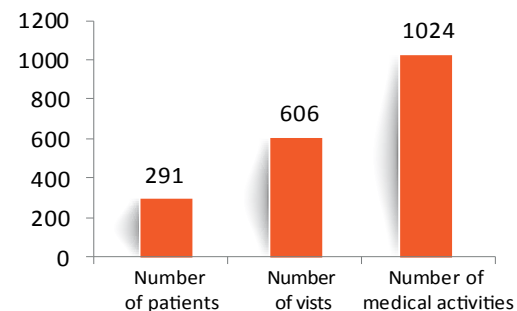


Salem Medical Center



The center was established in 1988 in response to the health needs of the residents of the area. The center provides general medicine, emergency medicine, women's health, laboratory, and diabetes patients care program services. It has five staff members and its working days are Sundays and Thursdays starting from 8:00 am until 2:00 pm.

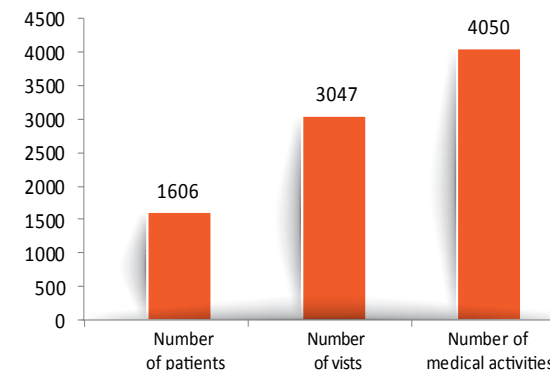
Selected indicators:



Awarta Health Center

The center was established in 1994 as a woman health program's clinic, it was then developed in the new location (current) in 2001. The center provides general medicine, emergency medicine, women's health, well baby program, diabetes care program, dental, and laboratory services. The center's staff has been organizing many awareness sessions. The center operates Saturdays, Wednesdays, and Thursdays from 8:00 am to 8:00 pm.

Selected Indicators:



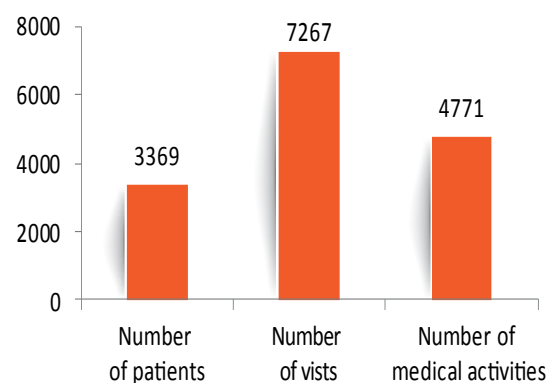
The staff has organized 18 awareness activities on the nutrition for the pregnant and reproductive health, which benefited more than 150 women.



Al-Mazr'a Al-Sharqiya Health Center

The center established in 1989 and completed in 2008 in partnership with the Palestinian Ministry of Health. It is the only health center in the area in term of the comprehensive services that it is providing such as general medicine, emergency medicine, women's health, dental, laboratories, and radiology services. This is in addition to the provision of specialized services (6 specialties). The staff of the center has been active in conducting home visits and the health awareness sessions. The center works from Saturday until Thursday, starting at 8:00 am to 8:00 pm. The center has seven staff member.

Selected Indicators



In 2015, 40 awareness sessions on development and health issues organized inside the center for both genders and with the presence of more than 813 citizens. Additionally, the staff made 61 home visits for patients who cannot reach the clinic for medical reasons.



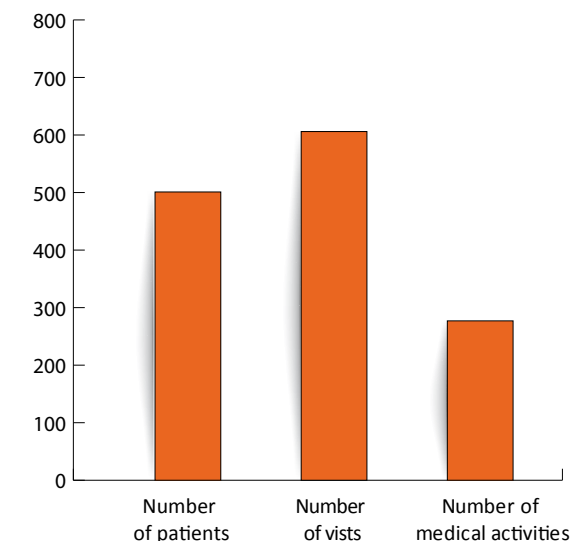
Bili'n Health Center

Bil'in is Palestinian village of Ramallah and Al-Bierh governorate. It is located 12 km north the city of Ramallah, in the middle of the West Bank, at 4 km distance from borders of 1948 lands, and nearby the Israeli Apartheid wall in the West Bank. Bil'in has a population of 1,800 persons according to the Palestinian Central Bureau of Statistics. Based on HWC's mission in providing development and health services in marginalized in isolated areas, the Health Center of Bili'n was established in the second half of 2015 to provide services of general medicine, emergency medicine, women's health, dental, and laboratory services



The center was established after closing Kufr Nieme Health Center in Kufr Neimeh village that was opened in partnership with the Palestinian Ministry of Health since 1989. HWC closed the center at the beginning of 2015 after the Palestinian Ministry of Health decided to take care of that area with full services and end its partnership with HWC.

Selected Indicators:



Dunya Women's Cancer Center

Dunya Women's Cancer Center is one of the main centers of HWC. It is a nonprofit center established in 2011. The center is the first and only specialized diagnostic center in Palestine that provides diagnostic services for breast and gynecological cancers. It works on developing and promoting relations with organizations and individuals with positive and responsible approaches toward the Palestinian society at the local and international levels.

The center provides high quality services for the early detection of breast cancer and other gynecological cancers in accordance with international protocols and standards through motivated and high-qualified team. This is based on the principle of "The Right to Health for All" and to contribute to decrease cancer deaths and improve the quality of life for Palestinian women by promoting early detection.

The center operates five days a week from Sunday until Thursday, starting from 8:00 am and 4:00 pm. It has 13 staffs including seven full time and 5 part time members. In the center, there are women's health physicians, radiologist, and laboratory and radiology technicians and in addition to oncologist and onco-surgeon consultants.



Services

Dunya Center offers high quality diagnostic services for the early detection of breast and gynecological cancers for affordable prices. These services include:

- Clinical examination
- Mammography
- Breast Ultra sound
- Gynecological examination and pap smear service
- Cytology laboratory service
- Oncologist consultation service
- Comprehensive laboratory service

In addition, Dunya provides distinctive diagnostic services that are not available anywhere else in Palestine, for the early detection, which means high survival rate, through the following services:

- Ultrasound guided biopsy
- Wire localization: This is placing a mark to help the surgeon locate the tumor before the surgery

Breast tissue marker : This is placing a mark to identify the tumor location before chemotherapy

- Cervical endoscopy, and biopsy from the cervix.
- Complementary services, such as physiotherapy and psychological support.



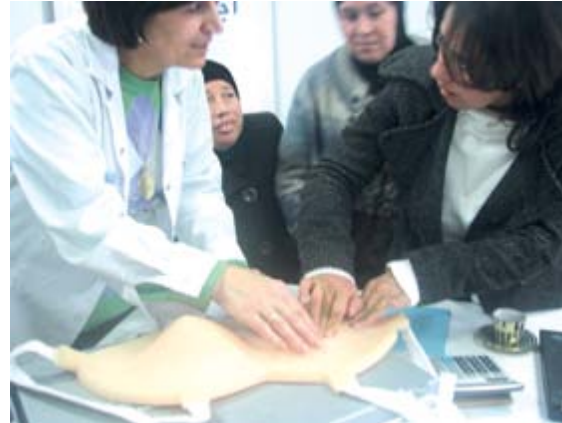
Human Resource Development

The center provides attention to the development of its staff to ensure efficiency and professionalism; thus, many of its staff attended trainings, workshops, and conferences through the organization and through invitations from others. The staff has been adhering to international protocols.

Service Indicators

The center has distinctiveness in the provision of diagnostic and supportive services with high quality and affordable prices. During 2015, the center provided services to 1,959 women including 919 new patients. In addition, more than 600 women diagnosed with benign tumors and needed continuous following up according to international protocols. Around 62 biopsy procedures performed during 2015, and 20 women were diagnosed with breast cancer. Two-third of the diagnosed patients were at early stages, this indicates that the total of interventions that are done by the center including education, promotion, awareness campaigns, and accuracy in examination contribute to early detection of breast cancer, it also increase the reputation of the center, and the trust of people approaching it.

Furthermore, 24 wire localization were placed on the breast (a wire placed inside the breast in



case the tumor is very small or very deep which helps the surgeon to access it with high accuracy; thus, early diagnosis and high chance of cure). The center provided 400 women for free, or with a discounted rate and considered social cases.

Develop and enhance the center's relations at the local and international levels

The year 2015 was distinctive with large network of local and international relations. Many partnerships formed with the center through the participation in most of the center's activities, partners supported awareness activities and social cases and some participated in the volunteering campaigns. In addition, the media played an

important role in raising the awareness about the importance of early detection.

At the international level, the center welcomed many international delegations whether they were representatives from other organizations or individuals including delegation from Spain, UK and USA, American Federation of Ramallah, and Heart of Mercy Association. The delegations introduced by the staff to the center and expressed their willingness to cooperate and support it financially or technically.

At the local level

The center has distinctive relations with local government such as the Governorate, the Municipality and national banks, companies, and universities; aiming for technical, moral, and financial support especially supporting social cases and sponsorship awareness media campaigns on the early detection of breast cancer.

Cooperation with local universities and colleges:

Relations with universities (Al-Quds University, Birzeit University, Al teereh community college, Ibn Sina College) featured this period; the center became a reference for most universities in regard breast cancer, where many researches and graduation seminars completed through the Dunya Women's Cancer Center.

Charity event

The center hosted a charity event for the benefit of purchasing a diagnostic machine and covering social cases. The charity dinner witnessed large participation from local bank's representatives (9 banks), private companies (23 companies), organizations, and legal figures.

Friends of the Center Committee

Friends of the center committee was founded aiming at supporting the center at the logistically and financially at the local and international levels to ensure the sustainability of the center and cover its running costs.

Social enhancement and community education about early detection of breast cancer

In 2015, the center has implemented awareness and media campaigns to promote the importance of the early detection of breast cancer. More than 69 awareness workshops were conducted in HWC's areas of operation, in the north, center, and south of Palestine, in corporation with the women's health program, local women organizations, schools and universities. The awareness lectures have benefited more than 2,000 women. Through the awareness activities and lectures, cases were sorted based on the potential and the risk of having breast cancer. Then, some cases



were referred to Dunya Women's Cancer Center for basic diagnostic examinations.

The annual October Campaign for early detection of breast cancer awareness: this year, the campaign was distinctive with the participation of many governmental and non-governmental national organizations; Ramallah and Al-Bireh governorate, Ramallah Municipality, Bank of Palestine, Ajyal Radio Network, National Beverage Company, Nissa FM, Palestine TV, and universities

and schools participated in the campaign. The participation of these companies was of vital importance as they contributed to the coverage of social cases, delivering awareness messages for women through distributing health education and awareness brochures, TV and Radio messages, and interviews and hosting at TV and radio talk shows. During this years the center managed to form "Survivors Supportive Group". This group is consisted of women survivals of breast cancer, whom were diagnosed at Dunya Women's Cancer

Center or follow up at the center . They have been providing psychological support for newly diagnosed patients at the center as they started receiving the necessary training on the subject matter.

Primary Health Care Department's Projects

1- "To response to the medical and health needs of 75 families in 3 governorates in Palestine. Funded by Qatar Charity and United Nations Development Program UNDP- DEEP , the project aims to provide comprehensive medical and health services for families benefited from DEEP project, which was funded by Qatar Charity. The number of families benefited from the project was around 189 families in the south of the West Bank, Tubas, Qalqilya, and the middle of the West Bank area. The project completed on 20/09/2015.

Through this project, HWC centers provided more than 9,562 services. The services including 1,910 general medicine services, 2,051 specialized services, 1211 laboratory services, 636 radiology and ultrasound services, and 2,949 medicine provision services in all the locations of the project for all adopted cases, And the project guaranteed the provision of medication for more than 6 months for 75 emergency cases of patients with chronic diseases. The project also covered 27 hospital surgeries (ophthalmology and orthopedic). Through the project, assistive devices were provided including



32 Hearing Aid devices, 62 eyeglasses, 3 electric chairs, 12 wheelchairs, 13 medical beds, 11 medical mattresses, 5 medical shoes, and one speaking clock. 1,965 bags of diapers and 8 lower artificial limbs were distributed for people with disabilities. It is important to mention that the project's services had significant impact on the lives of the beneficiaries, where many chronic medical cases and complicated disabilities needs successfully met.

2 "Improvement of Palestinian women's access to integral sexual and reproductive health and rights knowledge and awareness in Tubas and Qalqilya". The project was funded by the Spanish organization "Acsur" supporting issues related to reproductive health through the women's health program. The project aimed at improving and facilitating the accessibility to sexual and reproductive health services. In addition, it aimed

at raising the awareness on women rights. The project completed in March 2015.

3- “Medical emergency services in the frame of the School Health Program for primary and secondary students in occupied East Jerusalem, Occupied Palestinian Territory – III Phase” funded by the Basque Country. The project, in its third phase, supports the school health program in the occupied East Jerusalem. The project started at the end of 2014 and the project’s activities varied to include all the components of the school health program.

4- “Support Woman’s Health Program Services in 11 HWC Health Centers in the West Bank” project funded by Swedish Organization for Individual Relief “IM”. The project adopted part of the women’s health program’s activities for 3 years and it focuses on social development issues within the program, advocating for woman’s health rights.

5- “Supporting Dunya Woman Cancer Center staff, Patients and Survivors” project funded by the Austrian Government through their representative office in Palestine . The project aims for training Dunya Women’s Cancer Center on psychological issues and support the Survivor Support group at the center.



6- “Promoting sexual and reproductive health rights among women through improving women’s access to sexual and reproductive health services and awareness of women’s rights”. Catalan Government funded the project, through the Spanish foundation “Helia”. The project supported activities from the women’s health program including provision of services, organizing awareness sessions, raising awareness, and formation of women groups at HWC’s locations.

7- “The 16 days campaigns on combating violence” project executed during the last quarter of 2015. The activities implemented for one month with the support of “Miftah” and UNFPA. The activities implemented in area “C” of the Northern Jordan Valleys. It aimed at combating gender-based violence through organizing awareness sessions and targeting youth, women, and men in order to



raise their awareness and motivate them to end gender-based violence especially the one against women.

8- Establishing psychological support unit and enhance Dunya Woman Cancer Center’s activities” project funded by the World Bank through the NGO Development Center. The project covered the cost of screening for early detection of breast cancer to 400 women. It also covers training of the staff on psychological support, and how to deal with breast cancer patients during the diagnostic stage.

9 – “Providing Vaccum assisted biopsy machine for Dunya Woman Cancer Center”. By establishment a relationship with the Palestinian Communication

Company “Paltel”, where they donated to support Dunya Women’s Cancer Center for the purchase of modern diagnostic device, and the implementation of the project was completed in the second half of 2015.

10- “Supporting the Mobile clinic services “ project which was funded by Care International and served 16 communities in marginalized locations in area “C” ; 7 areas in the northern Jordan valleys, and 9 areas in the south of the West Bank. The program duration in 2015 was only for 4 months. The organization works very hard to continue the provision of various services in those marginalized locations.

Community Development Department



Community Development Department

Based on the strategic plan of Health Work Committees, the Community Development Department has been operating with the goal of building a right-based advocacy models for the most marginalized groups including people with disabilities; whether by recognizing their rights or by redressing them legally. The department works with the goal of making the society play an active role on integrating and rehabilitating people with disabilities according to community based rehabilitation model. Additionally, the department aims at supporting the rights and needs of the elderly and promoting dignified life for them by enhancing the social responsibilities towards the elderly mainly by supporting the “Elderly Club” model at the local level. Moreover, the department works towards activating the social role towards the elderly people especially the local support for the model of elderly club. On the other side, the department continues on developing active youth leading model within the Palestinian community specifically in Jerusalem and Bethlehem (Beit Sahour) through Jadal and Nidal centers for culture and community development. Also, the department has been managing model for providing rehabilitation and vocational training for people with moderate mental disabilities through the Oasis Center in Beit Sahour. Along with that the department has continued to develop the Shepherd’s Field Kindergarten and Nursery to meet up to date and modern standards.

The Community Development Department prioritized their work for the year of 2015, through its programs and community centers, to develop and promote the scope of its community work. The department utilized all of its energy and invested in all its available resources to form and train many support groups and community volunteers groups. Along with that, the department invested in the capabilities and potentialities of the communities where it is located, to implement several of its activities and events that targeted the youth, the elderly, the children, people with disabilities, and women groups. Furthermore, the department focused on forming of advocacy and support groups to defend the rights and the needs of the most marginalized and poorest community groups; to promote outreach and community awareness concepts.



The department was very active during this year in organizing several community events; most importantly, campaigns that demand to activate the law related to people with disabilities that was adopted in the year of 1999, as well as, shedding light on the skills and capabilities of this group. Also, various youth campaigns were launched in Jerusalem and Beit Sahour that aimed to focus on role of the youth in the society, and changing the social perspective towards the youth's role as being unnecessary role. On the other side, the department has organized trainings for the youth on the importance of community participation and community volunteer work services towards advocating and supporting the most marginalized groups in the communities such as the elderly, women groups, and children. In this regards, the community development department executed several local and national activities.



The department was attentive towards its partnerships with grassroots and civil organizations. And it has participated in joint organizational activities and programs. This is in addition to attending and representing the work of the department in all the workshops and conferences to which the programs and centers of the community development department were invited to.

The department maintained its participation in the different national and social occasions due to its belief in the importance of the public dimensions and appreciating it in all aspect. A distinguishable occasion for the department is when implementing different training workshops for the department's staff to develop their capabilities, which had positive outcome on the scope of the development work.

The community development department hosted many undergraduate and postgraduate students to train them in its various fields of work. The department has been considered a base for teaching and providing several students with practical skills, as well as, linking it with theoretical frameworks and concepts taught to them during their different academic studies. The community development programs received much admiration and appreciation from volunteers. The department works very hard to organize and invest this role,

where the number of volunteers and trainees reached 220 persons from both genders at the community development centers and programs in the year of 2015.

The main accomplishment of the community development department based on its work divisions:

The Community-Based Rehabilitation (CBR) Program

The CBR program was established in 1994, based in communities in the South. It endeavored on promoting the rights and needs of people with disabilities through the different activities and services, which it has been provided. This was done through the department's connection and partnerships with local organizations and communities that exist within the department's working area and by focusing on the importance of investing in the human resources and others to contribute on achieving desirable results, as well as, making a change and societal movement in different aspects based on the foundation of a systematic process for sharing. Furthermore, the program adopted for long years the advocacy and support approach in its work to activate all laws, international agreement and convention related to people with disabilities; most importantly, the Palestinian law for people with disabilities for the

year of 1999, and the international agreement for the year of 2006 to put them into effective and advance position.

The program provided different health and medical services for these groups based on evaluations and interventions, which were made by the program's staff at the rehabilitation, social and psychological levels. Also, the program implemented some physical rehabilitation to ease the integration process of people with disabilities in their communities without disregarding the intellectual dimensions that are related to the integration process; therefore, the program implemented different community awareness and workshops to promote the positive perspective toward the disability issue. Finally, the program delivered various kinds of assistive devices for people with disabilities.

Social responsibility has been scored its financial and moral role in all the activities and services that were organized for the needs of this group. This is a positive indicator that illustrates the extent of the societal and grassroots organizations change, mainly local authorities and municipalities, in dealing with the disability issue. Also, documenting all these contributions with all its media and institutional aspects, as well as, talking about it as special success stories within the scope of work with people with disabilities, and

recruiting many volunteers and supportive groups. This resulted in collective pressure on different organizations including official ones, to activate the role of providing some services to people with disabilities. This program has been consulting and cooperating with municipalities in 8 locations within the Hebron governorate, based on signed memorandum of understanding between Health Work Committees and these municipalities, in order to ensure the sustainability of its work with people with disabilities and make it priority when designing its budgets, and strategic plans of these municipalities, which already accomplished a great deal on its work with people with disabilities.

The main achievements of the program for the year 2015, was the training and increasing the capacity of support groups on monitoring and documenting violations against people with disabilities within its different aspect. Also, shedding the light on these violations in order to support and advocate their various rights and needs through people and local activists. The program provides its services through the rehabilitation unit and the CBR program. The main achievements of the program are the following:

1. The Rehabilitation Unit:

The rehabilitation unit is located in Halhoul Health Center. It has been providing rehabilitation services to people with disabilities in coordination

with the CBR program through home and field visits in the program's targeted communities (Beit Ummar, Sa'ier, Halhoul, Beit Kahil, Beit Ula, Tarqumiyah, Idhna, and Deir Sammit). Additionally it has been providing physiotherapy services, occupational therapy services, speech therapy services, and psychological services for patients who have been referred by different organizations, private and governmental clinics. The rehabilitation unit provides awareness and training workshops for people with disabilities and their families to contribute to improving their physical, psychological, and independence capabilities. Also, the unit plays a vital role regarding evaluating and providing assistive devices and needed adaptations based on the needs through coordinating with the CBR program and the services that have been provided through Halhoul Health Center.



2. The CBR Program

The program's services and activities cover 8 communities in the rural area of Hebron governorate (Beit Ummar, Sa'ier, Halhoul, Beit Kahil, Beit Ula, Tarqumiyah, Idhna, an Deir Sammit) through 8 social workers under the supervision of technician supervisor and program coordinator, to accomplish the program's goals targeting people with disabilities, their families, and local society and through its participations with municipalities.

This program aims to achieve independence and comprehensive integration for people with disabilities within their communities through direct field work with them and their families, through increasing the societal awareness to promote positive perspective towards the disability issues and people with disabilities, and through working towards integrating them from the physical and mental aspects in their communities. One of the main events that were done by the social worker in the field: home visits and training for parents, following up with their needs, providing them with assistive tools, referrals, early detection of disabilities, and house adaptation to make it easier for people with disabilities to move in their homes. Also, connecting and coordinating with local and national organizations to ensure the provision of variable and accomplish comprehensive services. Also, the program helps and essence

the fields work of the rehabilitation unit, where services provided by the unit are considered a complementary tributary to the work of the program and supervisors in the field.

Indicators of the program for the year of 2015:

Files statistics:

- Number of active files: 189 files (117 males and 72 females).
- Number of following up files: 366 files (168 males and 168 females).

Referrals:

- Number of referrals: **2,476** referrals.
- The number of beneficiaries from the referrals: **1,209** individual.

Referrals for Medial and Rehabilitation Services:

- The number of referrals for medical and rehabilitation services: 2,476 referrals.

Number of rehabilitation sessions

Occupational Diagnosis	326
Consulting and Psychological Services	39
Speech- Evaluation	413
Physiotherapy	456
Total sum: 1,234 services: 641 people with disabilities were benefited (307 males/334 females).	

Assistive Devices

- Number of assistive devices: 288 devices as a social contribution.
- Number of people with disabilities who received assistive devices: 121 persons.

Activities with the Community

- Around 228 activities were implemented including winter camps, days of joy and fun, and activities aimed at diagnosing and early detection of disability. Also, there were

theater shows, gathering activities, and activities for the support and advocacy for the rights of people with disabilities; 3,219 individuals benefited from these activities including 2,249 females and 970 males.

- Numbers of home visits were approximately 3,896 visits in order to follow up and provide the support and help for people with disabilities and their families. Also, to provide home programs that aim to follow up with the progress of the disability; 2,373 people with disabilities were benefited from these visits (1,258 males and 1,115 females).



Development Centers

Elderly Club/Beit Sahour:

The elderly club in Beit Sahour is considered to be a leading and unique model. The club became a model for social responsibility, which should be adopted by the Palestinian society towards the elderly. The club is a destination for many people to learn, take part in its activities and events, and witness its continuing work in all its aspects. Therefore, the club implemented series of programs and activities such as activities of engagements and open meetings between the elderly people and others of different social age groups as a form of entertaining and networking activities during national and social occasions such as Women's Day, Earth's Day, celebrating the different holidays and traditional festivals, and celebrating with the personal occasions for the elderly such as birthday parties. Such activities

made the elderly more optimistic about life and more energetic.

The club has organized different educational and cultural sessions related to physical and psychological personal care, in addition to conducting regular laboratory check-ups and the necessary medical follow-up for its members. Besides, the morning exercises and meeting session, which aim at raising the awareness of the elderly on general social issues especially the ones related to the rights of the elderly and their inherited role to complete building the society. These activities created motivation and feelings among the elderly that they have more to give to complement their role with others of different age groups. The club organized many local and



international recreational trips. Other activities that were organized for the elderly people such as meeting many of local and international groups of volunteer, which helped the elderly to integrate with all different age groups.

This club is considered an arena for advocating and supporting the rights of the elderly and its activation, through the ongoing visits to the club by various officials and decision makers at the official and non-official level. Most of these visits, there were open discussions and recommendations between club attendees and hosted officials to deliver the attendees’ recommendations to make a presidential decree/ law to maintain a dignified

life for the elderly in Palestine, and this is what Health Work Committees is hoping to achieve.

The club incomers are considered the international media representatives for the Palestinian model for the role and the generous endless giving of the elderly. This is due to the high number of the foreign groups that visit the club from different countries in the world. This created an investment balance in advocacy from these countries towards the rights of the elderly. Also, the club takes on the responsibility of providing all the daily needed services to its attendees including healthy meals, medical insurance service through the health centers of the Health Work Committees in the area



of Beit Sahour and other areas. Also, following up with the personal needs of the elderly with their families and children whom the club organize periodic meetings and group discussion for them. Then, they come up with recommendations that can complement the work and support the elderly in both the club and their homes or any place the elderly individuals living at. The Elderly Club has been supervising the formation and monitoring of different elderly committees, such as the social and health committees, among others, to communicate and organize periodic visits to the elderly after the end of their day at the club. Also, the club has been networking with different local and international organization to recruit different forms of support to ensure the continuation and sustainability of the giving of the club that was established in the year of 1998.

The club formed a traditional singing artistic group for the Palestinian Folklore from some of its members. The group hosts concerts during national and social occasions. The group received excellent support and popularity within Beit Sahour communities, Bethlehem, and other areas. The group presented number of shows that received support and good turnout by their audience, which is indicator of the endless ability and support that can be provided by the elderly.

Main Achievements of the elderly club for the year 2015:

Indicator	Number
Number of beneficiaries	(112 females and 22 males)
Number of groups visited the center	45 groups
Number of organizations the club cooperate with.	12 organizations
Number of medical supervisions for the supervision elderly	13 medical
number of activities organized for the elderly (trips)	7 trips
Number of lectures	36 lectures
Number of volunteers	67 volunteers
Number of activities organized with the local society	23 activities
Number of home visits to elderly patients	21 visits
Number of projects in support for the club	4 projects

Shepherd's Field Kindergarten and Nursery/Beit Sahour

Shepherd's Field was established in 1996, which functions based on continues research and pursuing to develop the educational and academic experience for children suitable with their mental, sensory, and interactive abilities and is compatible with their living conditions and the changes that has been affecting the role of the local and international kindergartens.

During this year, the kindergarten and nursery made some changes regarding its work strategies through engaging families and the local society of Beit Sahour in all of its programmatic and constructive activities and events. These activities and events are used to teach and educate children. This approach has expanded the social responsibility of building the skills for the young generations. Also, it promoted the family and social role as the main role in educating the children.

The kindergarten and nursery expanded its communication network and activated it through organizing nonacademic activities with number of kindergartens in Bethlehem. The kindergarten and nursery implemented number of activities collectively in the presences and the engagement of families and volunteers, who are concerned about the needs and issues children.

In addition, the kindergarten and nursery adopted approach that aims at connecting the child with his or her social surrounding and improve his or her role and awareness of this reality. This was done through engaging group of children in implementing some team work such as providing the children with the opportunity to participate on olive harvesting season, and to interact with different segments of the society such as the elderly, youth, and among others; as well as, to attend most of the social and national occasions and to participate during the religious occasions. These activities enhanced the children learning of various skills through participation and observation which is different from the traditional learning and educating methodology that administration try to avoid through periodic evaluation and update of existing methods and by bringing ways of new innovative tools and periodic updating, based on HWC's strategic objective.

The kindergarten and nursery provides periodic medical check-ups and laboratory tests and health insurance services to children. Also, it prepares and implements educational plans relying on the outcomes of the kindergarten and the nursery with taking into consideration the protocols made by the Palestinian Ministry of Education. It has increases the capacity of the working staff through organizing various training and through networking with other kindergartens,

nurseries, and organizations that are specialized in this field. Furthermore, the kindergarten and nursery develops plans and integrates them with the Palestinian Ministry of Education plans (early childhood program). The Kindergarten and nursery works on the evaluation forms of the children attending the kindergarten and nursery in periodic bases and send these forms to their families. Moreover, the kindergarten and nursery followed a scientifically research method through readers enlightenment activities, the literature shows for families and children, as well as, using storytelling form, handcrafts, drama, and other educational modern method in the teaching process. In addition to implementing several awareness sessions to children's mothers and families such as; the training on communication skills with children, different aspects of taking care of children, and other educational workshops. Along with that, the kindergarten and nursery worked towards finding a group of families and local members of the society to advocate for the rights and needs of children, forming a group of initiatives and social contributions and utilize it to ensure the sustainability of the work of the kindergarten and nursery in Beit Sahour.

During the year, the kindergarten and nursery made effort to increase the number of children with special needs within the groups of other children. This attempt aimed to integrate children

with special needs both physically and mentally and possibility of working on changing the negative social perspective toward them and made the necessary resources available for such approach through contributions made by the communities and trained students, and volunteers. The administration and staff of the kindergarten and nursery hope to expand the work children with special needs. And the kindergarten and nursery has made the necessary research and needed discussion for the possibility of including music in the curriculum, as well as, organizing groups of meeting with families to take their opinion on the subject matter. This will be followed up with the possibility of becoming implemented in the next year.



The Oasis Center /Beit Sahour:

The center was established in 1998 and aims to work with people with moderate mental disabilities, where the number of its members has reached 24 persons. The center works on rehabilitating those individuals vocationally through some simple workshops such as recycling papers, manufacturing wax and ceramics, and other simple workshops. This is in order to shed the light on the skills and capabilities of these groups and to ensure that they are able to become active and productive if they receive the appropriate training and rehabilitation. In the general framework, there are work done regarding supporting the legal and development issues of this group in order to build models for supporting and advocating for the rights and issues of this group primarily in regards to issues pertained to vocational training.

The main activities and events of the center:

The organization works on taking care of the medical and psychological needs of the center's members, exchanging visits with the member's families to discuss the needs of their children and overcome all obstacles that they are facing when dealing with their children because of their mental disabilities. Moreover, conducting several educational meetings, entertaining activities, and nonacademic activities for center's members ,as well as organizing several

recreational and educational trips aiming at enhancing the vocational training experience, and communicating with the network of organizations that are specialized in working on disability issues in order to exchange experiences and expertise.

The center has scored various successful and unique achievements in 2015 especially in terms of succeeding on networking and building partnerships with local communities in its implementation of several activities. Also, the center has investment on this approach by sending letters for different actors within the community, in order to provide support and advocacy in favor for the rights of people with disabilities especially with regards to issues related to vocational training. The staff of the center has used different skills and tools to enhance the use of this approach. This is based on its belief on this approach for the community development process especially



on terms of its goals and objectives towards its member of people with disabilities and issues of disabilities. As a result of this approach, the center was able to organize activities that have integrated people with disabilities, their families and the staff of the center. Some of these activities included inviting families to become part of the center's staff for one day in order to enhance the mutual understanding and cooperation between member's families and the staff of the center. In addition, the center has invited family members to become in charge of the supervision of the center for one day. This is in addition to other activities such as organizing open discussions between the staff and the families to discuss the compatibility between activities organized at the center and the needs of its members. The center organized recreational trip to be away from the working environment and as an opportunity to participate and meet outside the work setting.

Main achievements of the center for the year of 2015:

Indicators	Number
Number of direct beneficiaries.	21 beneficiaries (ages 18-45 years)
Number of male beneficiaries.	10 beneficiaries
Number of female beneficiaries.	11 beneficiaries
Number of workshops	2 workshops (At the University of Bethlehem and Algeria)

Number of production lines.	7 Wax+ sand+ paper+ ceramics+ carpets+ paper baskets, painting on children's clothes
Number of local groups that visited the center.	19 groups
Number of foreign groups that visited the center.	6 especially the Ukrainian group
Number of organization that have partnership with the center.	14 organizations
Number of shows, which the center participated at.	4 shows especially the show of Algeria for the handicrafts
Number of trips, which the center organized.	3 trips
Number of beneficiaries, who participated in the trips.	21 trips



Jadal Center for Culture and Development /Beit Sahour:



The center worked toward organizing number of community based campaigns, inside and outside Beit Sahour, in order to shed the light on the skills and the leading role of youth in their societies and change the traditional societal perception towards the role and the status of youth. Also, the activities that were implemented by the Jadal center aimed at enhancing and consolidating the relationship

between the youth and all other groups of the society.

Many volunteer works have been implemented in the community of Beit Sahour such as campaigns that are related to the cleaning and the beauty of the city, the youth participated in decorating the city in preparation for different national and religious occasions. This is in addition to organizing some visits to various organizations to exchange experiences on the nature of the activities that were implemented by these organizations, as well as, conducting group of constructive entertaining sessions for members of some of these organizations.

Furthermore, the youth of Jadal Center organized awareness campaigns on the dangerous and harmful effects of the use of drugs, which is considered to be one of the greatest problems that is faced by the youth. During the campaign, the youth has distributed posters on the doors of stores and different organizations in Beit Sahour in addition to organizing group of awareness meetings for youth and families. The majority of the participants in this campaign showed their admiration and respect for the role and status of the youth in facing all challenges of the society since they are aware of the dangers that threatening the Palestinian and Arab Society. The youth



organized series of evenings, seminars, small lectures in the hall of the Jadal center in which the youth hosted a group of speakers, researchers, and artists to discuss different updates and changes on the Palestinian and Arab region such as the popular uprising that has started at the beginning of October.

Jadal center hosted workshop on the social determinants of health for 20 of the center's volunteers. The workshop addressed the social and economic factors that determine the overall

health of the community. Lastly, the youth of Jadal center along with the youth of Nidal Center in East Jerusalem has participated in the volunteer youth camp, which was held in Beit Sahour under the slogan of "communication."

As a result of these activities and the space, which HWC has provided for the youth through Jadal Center, the youth became able to involve in decision making and to organize community initiatives consistently. This is in addition to its commitment to play active role in participating and influence different decisions.

Nidal Center for Culture and Development/ East Jerusalem

The year of 2015 is considered to be one the most aggressive years due to the Israeli Occupation forces as it suppressed and prevented the implementation of the activities through Nidal center for culture and development and the development programs of Health work Committees in Jerusalem, as well as, following the staff and arresting them. This is a natural result for the goals and objectives of the occupation to Judaize the city and to prevent the provision of various services and the development activities in the city. Furthermore, the goal behind the occupation's prosecution is to prevent the Palestinian organizations from decreasing the suffrage, supporting the citizens of Jerusalem, and strengthening their resisting under all the attempts of marginalization, exclusion, and deportation practices. Moreover, the Israeli occupation tries to cover the fact of the lack of different services including health, educational, and residency, as well as, the lack of work opportunities which caused by the existence of the occupation in the city.

Despite all these obstacles; the organization's ability and through the development programs' in Jerusalem has continued as one way of protesting

and refusing to comply and giving up, and that it is the right for everyone to practice his or her role, life, and destiny. This is the case for many Palestinian organizations that are steady in Jerusalem. In this perspective, the development programs have kept on going, with the support of youth groups and *Tawasul* network, as it has organized different activities such as conducting several seminars on the education status in Jerusalem and ways of improving it in a ways that matches the Palestinian educational approaches and models. This is in addition to implementing various activities such as dabkka , drama , and theater and organizing number of seminars, and cultural evenings and education, which talk and discuss the living conditions of Jerusalem citizens. Furthermore, the implementation of some campaigns such as



resisting and fighting of the drug abuse problem, which is spread out among youth people. These activities included implementing number of youth visits to few of the displaced Palestinian villages, in order to strengthen the relationship with the location and time with the young people memories and increase the level of belongings and awareness of youth people regarding the history and geography of Palestine.

Collectively, the youth of Nidal Center and Jadal Center has participated in winter camp under the slogan of "Tawasul" through "Kanan" project for four days with the coordination of the organization in Jerusalem through "Kanan" project. Through coordination with Burjluqluq Social Center in Jerusalem, sport events have been organized on its playground. Three sport teams have participated in the event as they have played four matches. The objective of the event was to promote the team work and sportsmanship between the participants.

Finally, the development projects and programs in Jerusalem under the supervision of the organization through Kanan project, has organized conference titled "Jerusalem: the sign of resistance and steadfastness" in Ramallah through two days, with participation from Palestinian organizations

led by Jerusalemites organizations, in addition to several prominent national and religious persons and many human rights activists and youth groups. During the conference, all the obstacles and challenges that have been faced by the Palestinians due to the Israeli occupation systematic practices were discussed. The conference has ended with several recommendations, which was adopted and translated into programs and new work approaches, in addition to implementing number of activities in order to sustain the steadfastness of the Palestinian society including its organizations inside the occupied city.



Public Relations and Media Department



The focus of the Public Relation Department is to recruit the needed resources from local, regional and international societies, for the continuity and sustainability of the organization. This is in addition to initiating new relations and strengthening existing relations with organizations and donors, and promoting the organization and its services in various ways and approaches. The department is assigned to receive incoming groups and accompanying partners to locations where projects have been implemented. Also, it works on enhancing the main role of the organization on the general patriotic work and the advocacy for the Palestinian's rights through its presence on international, regional, and national coalitions in coordination with all other department and the board of directors. Both traditional and modern media are considered the main arena for highlighting the work of the organization and its activities and approaches and for promoting the organization and its national, development and health missions.

The Department's Accomplishments in 2015

1. Public Relations at the Local Level

Within the strategic plan of the organization is to promote the right to health for residents of Area "C". Accordingly, the organization was actively present in the WHO Health Cluster participating in their meetings and by demonstrating its experience on working in these areas and the importance of focusing on the continuous provision of health services such as the mobile clinics and improving the development and rehabilitation programs in these areas. The organization worked on implementing awareness projects related to women's health in the Northern Jordan Valleys. At the same time, there was a focus on uncovering the violations against our citizens in the old city of Hebron and the violations against Hebron Emergency Center and its staff. Those violations have been reported to the Temporary International Presence in the city of Hebron and World Health Organization. HWC implemented medical days in the most marginalized locations. Therefore, we can state that the right to health in the marginalized location and Area "C" has been cross cutting issue in all of the organization's work and the coalitions that it has been part of. This was brought to the attention of many donors including Spanish

donors, who agreed to fund in the implementation of women's health and awareness project in Tubas city and other marginalized communities.

In term of taking part on existing local coalition and networks, the organization became part of three local coalitions (The Coalition for Accountability and Integrity (AMAN), Palestinian Media Civil Forum, Palestine Social Forum for Youth, which is being established). It has been promoting its role in the existed coalitions through the intensive follow-up and reports that are provided about the role of the organization and its activities within the 10 existed coalitions. This is in addition to the specialized national committees that are being targeted by the organization's departments such as the Primary Health Care Department and the Community and Development Department.

The role of the organization in the main coalitions:

Palestinian NGOs Network: the organization is a member of the steering committee (Treasure). It has many contributions through its commitment to all the activities and meetings, which are conducted by the network. During this year, a technical paper was developed on the role of the network in supporting the popular uprising. The organization is part of the consulting team for the civil society index study team as it participates in

workshops and discussions about designing indicators (index) for monitoring the status of the civil society as it participates in the strategic planning for the network and prepares its advocacy plan. HWC represented the network in the meeting the prime minister with the network's coordinator to discuss outstanding issues with the government, in addition to participating in various meetings and activities with the Anti-Corruption Commission, HWC is also in the steering committee of coordination with nongovernmental international organizations in Palestine among other activities.

The organization had a significant role in the specialized committees of the Network including the Health Sector Committee as it plays an important role through designing initiatives and implementing activities. The same is held true for its membership within the Jerusalem Committee. HWC joined the training on the audit of the NGO code of conduct and evaluated itself on the extent of its commitment to the code of conduct and asked for external audit to be held in 2016.



Civil Coalition to Defend Palestinian Rights in Jerusalem

The coalition was registered in the Palestinian Ministry of Interior. The organization was member of the founding committee with two members in it. After one year, a board of directors was elected for the coalition. It is member a in the board of directors and it is leading the secretary of the coalition. Also, the organization is committed to the meetings and participates in the coalition's activities.

Jerusalemite Women's Coalition:

Jerusalemite Women's Coalition is composed of 15 Jerusalemite Women organization; in 2010, it was established to unify the work of the organizations in Jerusalem. It is working mainly for alleviating the humanitarian suffering and the violence against our nation, women, and children. Furthermore, it works with communities to face any violations imposed upon it. During 2015, the organization was commitment to all the meetings of the coalition, which accounted for 15 meetings. The coalition became more active during the popular uprising through publishing statements that show the suffering of our people and the violations imposed upon them. Published statements were sent to international justice organizations. HWC participated in all of the solidarity activities with male and female prisoners and the injured in addition to the solidarity events with the injured female prisoners.

Finally, HWC participated in the rallies and solidarity campaigns for restoring the corpse of Palestinian martyrs, which have been detained by the Israeli occupation.

The coalition visited the Swedish Council to express its appreciation for its stances. In addition, it welcomed the Italian parliament delegation and briefed the delegation about the current conditions in Palestine especially in Jerusalem. Moreover, it has issued a publication on how schools can deal with emergencies primarily in the schools in which Health Work Committees have been working. It also conducted workshops to discuss the publication and it has organized 3 "Open Days" for Jabal Mukaber, Al-Aqsa, and Bab Hatta students

Education Coalition

The organization's representative at this coalition is the chairman of the board of directors, who participate in all its meetings, and in its strategic planning. The chairman has participated in its activities and conferences on the right of education for people with disabilities. The Oasis Center of Health Work Committees was presented as a model for people with moderate mental disabilities at the conference. The organization's representative

provided a conceptual paper about education as a tool for liberation.

The Civil Team for Supporting Public Budget Transparency:

The organization is affiliated with this team since two years. It participated in all its meetings with active, influential, and committed role. HWC participated in the questioning session for the Minister of Finance about the budget of 2015, with the participating of the media and a team from Gaza. The team issued a positional paper about the budget of 2015 highlighted the legal and administrative irregularities within the budget. Also, the team issued a positional paper emphasizing the rationalization and transparency policies within the PLO budget. The organization participated in two trainings that were conducted in this field.

Occupied Palestinian and Syrian Golan Heights Advocacy Initiative (OPGAI)

The organization's representative in OPGAI is the director of the Community and Development Department. The representative participates in its meeting at the level of executive authority and highest committee. OPGAI has published statements and organized workshops on the changes

that have been occurring at the regional level especially the evolving of extremist ideology.

NGO Forum for Combating Violence against Women "Al Muntada"

The organization representative at this forum is the director of the Woman Health Program. It is also member of the small follow-up committee. HWC is committed to the meetings and activities organized by the Forum continuously. Because of its continuous present and commitment, the organization was elected to be the hosting organization for the Forum from the beginning of 2016. One of the main activities that were implemented by the Forum is the "I Witness" conference on the occupation's violence and its impact on women. Two papers were delivered by the organization at the conference. The conference was part of the international campaign for combating violence against woman. In the 8th of March, workshops were conducted to discuss the existing sanction laws and its gaps. Then, group of lawmakers were trained on the law and its gaps in order for them to become the leader for making changes. Furthermore, the forum has published statements on killing of women, and conducting meetings with members of legislative council to encourage them

to take their roles towards combating killing of women.

Palestinian Civil Media Forum for Human Rights:

It was established at the beginning of the year. The organization is part of the foundation committee of the forum. The general director represents the organization in the forum by participating in its meetings and activities. The organization has presented a paper during the forum's first conference on the role of the civil society and its relations with media organizations. While during the second conference of the forum on public freedom and freedom of expressions, the organization was active in the preparatory committee for the conference and managing some of its sessions. Two employees of the organization attended the conference that was conducted in Bethlehem. Also, the organization participated in developing the forum's internal system and in its strategic plan.

Palestinian Social Forum (to be established): The organization's representative at this forum is the administrative and financial director. A conceptual work paper was developed for the forum, which focuses on the principle of the international Social Forum. All of its meetings were attended. The Palestinian Forum was active in organizing and partic-

ipating in the international Social Forum in Tunisia.

Palestinian Social Forum for Youth: (to be established): It is expected to be an extension for the international social forum specifically for the Palestinian youth in order to activate their local role and raise their issues at the international forum, where many youth organizations can participate.

Health work committees were able to take its active role in the local regional and international coalitions, sectorial and specialized committees through participation in the meetings, active participation in activities and providing initiatives, and high seriousness of representatives. All these factors led to enhancing the reputation of the organization and its civil and specialized role.

Volunteering in the Organization

Health Work Committees just finished the work on the study and the volunteer work manual which was used to develop HWC's volunteering policy that was discussed with its staff and board of directors during workshops and was approved. Strategic plan and introductory file for the volunteers were developed as well as a database for the volunteers that will be updated periodically.

During 2015, around 217 persons volunteered, international and local, including 56% females. The majority were volunteers at the community and development department and East Jerusalem "Tawasul" network, while others were in the primary healthcare department, Public Relation Department and the Administrative and Financial Department.

Partnership Relations with Local Organizations (Universities, Media Organizations, Companies, Banks...etc.)

The department has been feeding the names of the local organizations and companies' database, which will be targeted by Health Work Committees. The mission and strategies of those local organizations and companies have been analyzed to what extent it has been compatible with the work of Health Work Committees. The public relations department has been continuously searching for companies and organizations to visit and introduce the organizations' work. These efforts have been successful evident by the charity event, which was organized for Dunya Women's Cancer Center. The event was attended by 9 representatives from local banks and 23 representatives from private companies. This is in addition to a num-

ber of prominent personal. One of the major outcomes of the event was the signing a contract with Paltel Group to support Dunya Center to purchase a Vacuum-Assisted Core Breast Biopsy.

In addition, the Palestinian Economic Council for Development and Reconstruction (PECDAR) was invited and visited the organization's centers in the south of the West Bank.

During 2015, HWC succeeded in signing a Memorandum of Understanding for a strategic partnership with the National Bank (TNB) and Maan News Agency

During October Breast cancer awareness month a campaign was organized in partnership with Bank



of Palestine (BOP) and Maan News Agency whose media stations had excellent contribution during these campaigns. Health Work Committees was selected to become member of the consulting committee for a project lead by Maan Network. HWC has contributed to the development of media projects' ideas on development and social issues, and illustrating the efforts that have been made by civil organizations. Furthermore, the general director of HWC has been committed to attending all of the consulting committee's meetings.

In term of universities, many efforts were made to develop an MOU with Bethlehem University and Al-Quds University-Abu Dees/ Faculty of Health Professions, in addition to the Institute of Community and Public Health of Birzeit University. The organization's relation with universities has been promising especially at the level of guiding students to conduct their researches about on issues that are of concern to the organization, and through conducting mutual researches. Moreover, students of universities have been trained on the organization's facilities and have been volunteering in its centers. Graduates of the Nursing collage of Bethlehem University conducted researches relevant o Women's Health Program of Health Work Committees. Students from Bethlehem University,

Al-Quds-Abu Dees University, Palestine Ahliya University, and Hebron University have been trained at the organization's center including Dunya Woman's Cancer Center.

Raising Funds Locally

The department has mapped potential organizations, companies, banks and individuals to become donors for the organization and contribute to the financing and support of the organization's projects and programs. The efforts have succeeded on providing local financial assistant for Dunya Women's Cancer Center and the Elderly Club

2. Public Relations at the Regional Level

During 2015, the organization did not take part in any new Arab coalitions. There are opportunities for becoming member of new Arab coalitions in 2016 such as the Coalition Against Human Trafficking, and another coalition for protecting children from being militarized, which is going to be established. The organization has been an active member in the Arab coalitions and networks including:

Arab Women Network (ROA'A)

The organization has been an active member of the Arab Women Network (ROA'A) for many years.

HWC is the national coordinator for the network. During the year, the organization has participated in many of the network's activities including the General Assembly Meeting where administrative and financial reports were presented. Woman's issues in the Arab region have been discussed besides, network's strategies for increasing the capacity and effectiveness of other organizations on issues related to the presence of ISIS and its effect on women in response to members of the network's request. The organization has participated with the network's delegation on the international social forum, which was held in Tunisia. During the Forum, the organization has presented a paper on the status of Arab women in addition to its active participation on the exhibition, which was organized by the network.

The organization has participated in the regional conference on human trafficking, where a lawful and theoretical framework was provided for the concept of human trafficking. Many of countries' experiments in the Arab region illustrated the danger of this phenomenon. A Palestinian vision was provided by the organization which discussed new types of human trafficking such as human organs thefts and medical experiments on the Palestinian

prisoners made by the Israeli occupation, female workers in settlements and the Israeli occupation's promotion for human trafficking. The national coordinator for Palestine demanded the expansion of the Palestinian organizations' participation in the network as two organizations were nominated and will attend the next meeting as an observing member for one year until they get approval for their membership by the public administration in the meeting, which will be held in 2016.

The effectiveness of the organization in the Arab Women Network (ROA'A) and our strong and influential attendance had led to Health Work Committees' nomination by the Jordanian Woman Union to become member of other regional coalitions. This reflects the good reputation and respect for the organization and its active and influential staff in this field. Along with that the organization was selected to present the network in international conferences and present working paper on behalf of the network including the UN woman conference in New York in 2014.

During 2015 the department visited the Moroccan Embassy and introduced the Ambassador to the organization's work, and ways of future cooperation.

3. Public Relations at the International Level :

The organization hosted, through its international partners, many volunteers from Belgium, Brazil, and Spain to work in different specialties such as trauma and other specialties. Others have worked with youth groups in Jerusalem, and at the surgery department of Beit Sahour Health Center (Day Surgeries).

International Coalitions

People's Health Movement: the organization is a member of People's Health Movement. It is active with the movement's coordination office. HWC has managed to participate in the social and international forum in Tunisia with a delegation from the Health Movement/ Arab region and attended the movement's activities. The director of the Primary Health Care department was the regional representative of the movement in the Forum. The organization communicated with the People' Health Movement in a continuous way through sending its statements and positions that were published in its webpage in both Arabic and English.

World Social Forum

The organization participated in the World Social Forum in Tunisia with a delegation of 6 persons, two of them represented youth. The group's ac-

tivities were divided according to their specialties. The organization joined Al-Marsad organization in organizing workshop on the health conditions in Gaza. The workshop was conducted by the director of the Primary Health Care Department and was administrated by the general director of Health Work Committees. Moreover, HWC chairman participated in the education workshop on liberal education. The youth had an active role in workshops that talked about their reality and conditions in Jerusalem. The director of the media department of the organization had a role of presenting documentaries about the toxic gasses that were used by the Israeli occupation against Palestinian. The organization was active in attending all preparatory meetings of the Palestinian delegation, which were held before conducting the Forum. The organization's representative in Europe has contributed to all the preparation related to the Palestinian tent and organized sessions for the Palestinian group, in addition to preparing the tent under the name of Health Work Committees and the Association of Heritage/ French, where the publication of the organization and the works of Oasis Center were presented.

Euro-Mediterranean Forum: Health Work Committees is a member of this forum and has been participating in all its meeting. The last meeting was held in Lebanon.

Promotion and Fundraising Resources for the Organization

The department has submitted many projects to the organization's friends and supporters including a concept paper about the youth. The department has worked on opening new relations with new countries including Austria and Sweden. Along with that, the department has developed short, medium and long term projects based on the current and emergency needs of the organization, which were presented to different organizations in coordination with other departments, centers, and programs of the organization.

Through the PR department, invitations were sent to donors, international organizations, and representatives to visit the organization and to get a closer look at its work. Besides, part of the webpage and social media pages have been dedicated for promoting the organization's projects and needs, and to build and develop a database of donors and potential countries as social media was used for the promotion process.

The Public Relation Department has organized visits to councils and country representatives such as the Embassy of Austria and the Embassy of Malta as part of the department's efforts for visiting councils and country representatives in Palestine



in order to initiate relations and cooperate with them. A group from the Ukrainian embassy made a visit to Oasis Center and the Elderly Center in Beit Sahour. Furthermore, the representative of Embassy of Malta visited Dunya Center and representative from the Russian Embassy visited Beit Sahour Medical Center.

The organization welcomed several international delegations from Spain, Belgium, and Germany. These delegations have visited the organization's centers including Hebron Emergency Center, Halhoul Health Center, and Beit Sahour Medical Center.

During 2015, the organization was qualified to become partner with the United Nations Population Fund as strategic partner to work on

issues related to sexual and reproductive health, youth, gender based violence, and integrating men on the sexual and reproductive health as a result of long procedures and coordination efforts.

Promotion Tours outside the Country :

The Spanish representative of the public relations

department has made two tours to Spain. These tours led to the opening of new relations with organizations and manage to get funds for the women's health program (Helia Organization in Barcelona) and the starting of relationship with the Province of Seville, and other Spanish organizations and Municipalities. Along with



that she has organized several lectures on the Palestinian cause, the current conditions in Jerusalem, and the work of the organization for parliamentarians from the Basque region.

Furthermore, a group from the organization represented by the general director and staff from Dunya Woman Cancer Center were invited to Belgium, where they visited Brussels University's Hospital and group of organizations working on issues related to women cancer including breast, The tour resulted in visiting specialists in psychological and physical therapy to Palestine, who trained staff from Dunya Center and Woman Health in the psychological and physical therapy dimensions (where the physical therapy colleges in Palestine and Augusta Victoria Hospital were invited) in addition to Dunya center. The training aims to integrate the psychological dimensions of its work and the physical therapy.

Organization's Media

The organization's media varies with its two approaches: traditional and modern. The traditional media tools are active in newspapers and websites as well as the visual and audio media. Besides, the social media tools such as the webpage and Facebook page, where there are two

electronic pages one for the organization and the second one is for Dunya Woman Cancer Center, as well as, Facebook page for the majority of the development and health center.

Main Media Achievements:

Short news: There was 92 news, which were distributed along with pictures compared to 51 news in 2014.

Reports and extended reportage: There was 26, compared to 9 in 2014.

Journalist data: the organization published 16 statements in public, national, and health occasions, compared to seven statements in the year of 2014.

Visual and audio media: the local and international visual and audio media tools strongly attended the organization's activities, where the organization hosted and published materials and media reports on their own by 79 visual appearances and participation including 35 audio. The media tools worked on covering many of the organization's activities including different conferences and workshops as well as hosting specific issues/topics and occasions. The role of the organization with what it provides during the popular uprising from

hosting injured and providing emergency services in all organization's center especially in the old city of Hebron and Halhoul received huge media concern and brought the attention of local and TV media. However, the year of 2014 the visual and audio attendance reached 41.

Publications: The organization implemented 11 publication discussed two studies including a study specific to the diabetes program and the second study specific to the woman health program. Also, the organization implemented reports as well as a group of various educational publications that are related to the organization's programs. In addition, the organization prepared two films: the first one is a documentary and the second one about the idea and creation of The Elderly Club.

Social Media:

8 videos were uploaded on the YouTube channel of the Health Work Committees.

149 posts were published on the Facebook page of the Health Work Committees.

65 posts were published on the Facebook page of Dunya Women's Cancer Center.

Online Publication

Since the beginning of the year, 12 of organization's online publications were developed and distributed. These publications were distributed externally including to the organizations' friends. The monthly newsletter of the organization has been followed-up widely as it has been a way of communicating and monitoring the activities and the work of the organization.

Administrative and Financial Department



Health Work Committees faced and still facing difficult conditions t and faced internal and external challenges due to its vision, mission, and goals that are enhancing the resistance development factors, as well as, being more attached with the concerns and needs of its beneficiaries of poor and marginalized individuals. Also, the organization works with deterrent steps to protect its humanitarian, national, and social identity to reach a free Palestinian society enjoys health and development rights on the basis of justice and equity.

The Financial and Administrative department is considered one of the most important units within the organization. Also, it represents the backbone through its intersection and interaction with the different units and departments. There are qualified staffs working in the department including 15 male and female employees, who are working in the different financial and administrative fields, which are falling under the department structure as the following: Department of Accounting, Procurement and Tendering Department, Fixed Assets and Warehouse Department, Human Resources Department, and Information System Department.

Health Work Committees has 205 working staff where 61% of the staff are females, in addition to this number, there are more than 100 specialists working in different specialties according to a contract system.



Organizational Structure for the Organization:

Health Work Committees has a well-established and clear organizational structure that combines between centralization and decentralization, as well as, it determines duties and specialties in a clear way, where there is no duplication or conflicting duties and responsibilities. In addition, the organizational structure takes into account the following:

Hierarchy: one head for each subordinate.

The scope of responsibility: appropriate activities and task for each job, where an employee can fulfill his or her tasks with the required qualification.

Specialization Principle: where similar works combined under one organizational department.

The principle of assigning power/term of reference: through a clear job description determines the authority limits and decision making.

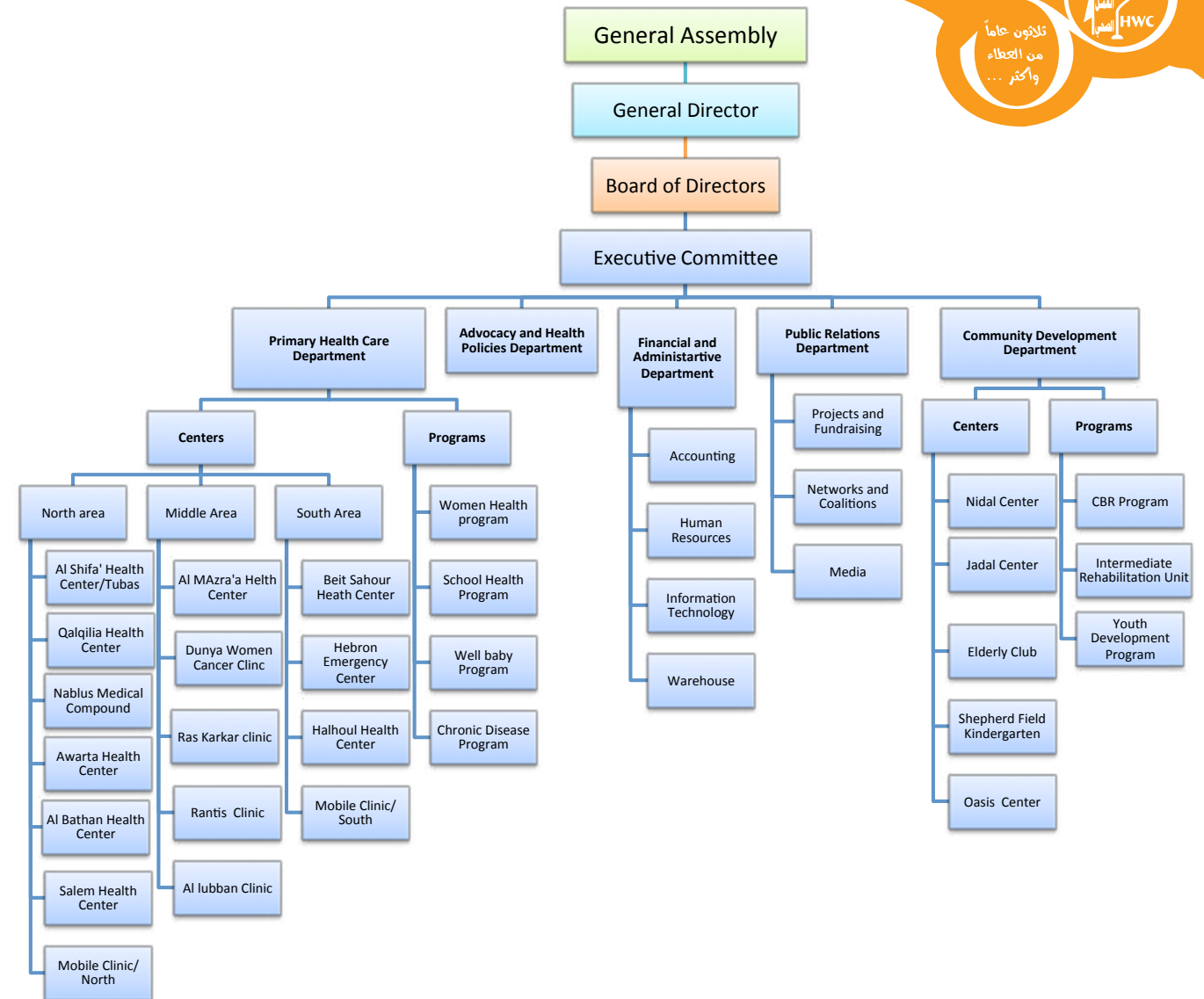
Within the organization's system and structure, the organization follows up with the general assembly consisted of 150 members, meets annually and discusses financial and administrative reports and



approves them. Also, it elects every two years, adhering to the law of NGOs, a board of directors consisted of 9 members including a chairman. The board of directors meets monthly and oversees the organization's administration and contributes in placing general policies and the organization's work's approach.

The organization is managed by an executive body consisted of department's directors and led by the general manager of the organization, who supervises all works of the executive body, department's work, and departments based on a strategic plan; to achieve the goals, vision, and mission of the organization.

The work of the administration relies on the code



of conducts of the NGO and the transparency and good governance.

Administrative and Financial System

Health Work Committees has been working on consolidating the organizational work in various aspects in order to achieve the good governance and transparency Also, it is subject to accountability and questioning systems regarding its financial and administrative actions.

HWC worked on drafting systems and guidelines for administrative and financial policies, based on international accounting standards to ensure transparency and the division between task and



powers. Also, the organization prepared systems for work based on the Palestinian Labor law that takes into consideration all workers' right and ensures the fair policies in hiring, salary scale, and holidays. The organization depends on the important system in evaluating workers, and it has been linked to the functional staff, salary scale, and incentives.

The organization integrated technology and information system within its work, and created electronic systems to follow up work including: central system for patients registrations and file archiving, electronic system for human resources, system for saving and following up with fixed assets, and a system for following up with purchases along with accounting system.

Administrative and Financial Committees:

In addition to the executive committee that is considered the main body in managing work and different organizational matters, the organization founded various committees to follow up on financial and administrative issues in the organization including:

-Central Tenders Committee: The committee is composed of three members of the board of directors along with the General Director and Financial & Administrative Director. The committee

oversees all bids and purchases that value more than 1000 USD.

-Internal Auditing Committee (Financial Committee):The committee composed of three members from the board of directors (Treasurer, Chairman of the Board and Vice President) supervising the financial action and enforce all financial operations including payments and receipts with the coordination of financial and administrative director and general director, who ensure to implement the financial system in the organization.

Beside the internal auditing committee, there is an external auditor, who is independent, appointed by the board of directors, and approved by the general assembly in its regular meeting. The external auditors work on reviewing and auditing the organization's accounts periodically, and establish audited financial statements yearly.



Independant Auditors' Report



Global Company for Auditing and Accounting

شركة تدقيق ومحاسبة عالمية

Independent Auditors' Report

To M/s the Head and members of Board of Director
Health Work Committees
Ramallah – Palestine

We have audited the accompanying financial statements of **Health Work Committees**, which comprise the statement of financial position as of December 31, 2015, statement of activities and change in net assets and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Management responsibility for financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reposting Standards. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit; we conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.


We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of the **Health Work Committees** as of December 31, 2015 and of its financial performance and its cash flows for the year then ended, in conformity with International Financial Reporting Standards.

Without qualifying our opinion, change in net assets for the year 2015 represents a deficit in the amount of NIS 2,933,643 which reduces the net assets in the same amount; moreover, current liabilities exceeds current assets in the amount of NIS 9,472,141.

Talal Abu-Ghazaleh & Co.
License No. 251/1997


Jantel Milhem
Certified Accountant License # (100/98)
Ramallah, on March 21, 2016



Statement of Financial Position as of December 31, 2015 Exhibit "A"

<u>Assets</u>	<u>Note</u>	<u>2015</u>	<u>2014</u>
<u>Current assets</u>		<u>NIS</u>	<u>NIS</u>
Cash and cash equivalents	(3)	571,554	1,845,118
Patients' receivables - Net	(2c)	1,174,739	1,493,272
Donors' (pledges) receivables - Net	(4)	896,405	964,054
Inventory	(5)	1,321,909	1,556,659
Other receivables	(6)	209,381	247,054
		00000000	00000000
Total current assets		4,173,988	6,106,157
		00000000	00000000
<u>Property, plant and equipment</u>			
At cost	(2e, 7)	45,111,398	43,385,659
Accumulated depreciation		(20,722,660)	(19,351,368)
		00000000	00000000
Net book value		24,388,738	24,034,291
		00000000	00000000
Total assets		28,562,726	30,140,448
		=====	=====
<u>Liabilities and Net assets</u>			
<u>Current Liabilities</u>			
Accounts payables –medical services suppliers		2,381,312	1,823,550
Other accounts payables	(8)	10,598,282	9,572,943
Donations received in advance	(9)	0	871,867
Deferred revenues	(10)	666,535	574,053
		00000000	00000000
Total current liabilities		13,646,129	12,842,413
		00000000	00000000
Provision for End of service indemnity	(2g, 11)	6,172,401	5,620,945
		00000000	00000000
Total liabilities		19,818,530	18,463,358
		00000000	00000000
<u>Net assets</u>			
Net assets – Exhibit "B"		5,146,465	8,079,359
Re- evaluation of fixed assets reserve		3,597,731	3,597,731
		00000000	00000000
Total net assets		8,744,196	11,677,090
		00000000	00000000
Total liabilities and net assets		28,562,726	30,140,448
		=====	=====

"The accompanying notes constitute an integral part of these financial statements"

Statement of Activities and change in net assets for the Year Ended December 31, 2015 Exhibit "B"

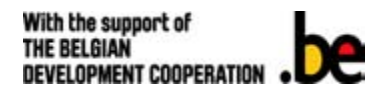
		2015		2014	
		Temporary			
	Note	Unrestricted	restricted	Total	Total
		NIS	NIS	NIS	NIS
Revenues					
Operating revenues	(12)	12,477,679	0	12,477,679	12,020,217
Grants revenues	(13)	0	2,701,006	2,701,006	5,596,625
Donations revenues	(14)	4,049,755	0	4,049,755	4,390,104
In-kind Donation	(15)	584,625	0	584,625	809,308
Other revenues	(16)	7,261	0	7,261	128,210
Amounts released from temporary restricted revenues to unrestricted		2,161,518	(2,161,518)	0	0
		00000000	00000000	00000000	00000000
Total revenues		19,280,838	539,488	19,820,326	22,944,464
		00000000	00000000	00000000	00000000
Expenses					
Operating expenses	(17)	(17,208,409)	0	(17,208,409)	(15,017,362)
Projects expenses	(18)	(2,161,518)	0	(2,161,518)	(5,243,285)
General & Adm. expenses	(19)	(1,689,598)	0	(1,689,598)	(1,757,963)
Depreciation of fixed assets	(7)	(1,371,968)	0	(1,371,968)	(1,499,560)
Currency differences		(322,476)	0	(322,476)	(20,063)
		00000000	00000000	00000000	00000000
Total expenses		(22,753,969)	0	(22,753,969)	(23,538,230)
		00000000	00000000	00000000	00000000
Net change in net assets during the year		(3,473,131)	539,488	(2,933,643)	(593,766)
Prior year adjustment		749	0	749	0
Net assets at beginning of the year		5,974,099	2,105,260	8,079,359	8,673,125
		00000000	00000000	00000000	00000000
Net assets ending of year – Exhibit "A"		2,501,717	2,644,748	5,146,465	8,079,359

"The accompanying notes constitute an integral part of these financial statements"

**Statement of Cash Flows for the Year Ended
December 31, 2015** *Exhibit "C"*

<u>Cash flows from</u>	<u>Note</u>	<u>2015</u>	<u>2014</u>
<u>Operating activities</u>		<u>NIS</u>	<u>NIS</u>
Change in net assets during the year – Exhibit B		(2,932,894)	(593,766)
Adjustments to reconcile changes in net assets during the year to net cash flow			
Depreciation of fixed assets	(7)	1,371,968	1,499,559
Addition on end of service indemnity during the year	(11)	976,824	1,099,679
Adjustments on accumulated depreciation of fixed assets		(676)	0
Changes in current assets and current liabilities			
Patients' receivables		318,533	(214,690)
Donors' (pledges) receivables		67,649	(818,502)
Other receivables		37,673	(3,485)
Inventory		234,750	50,946
Accounts payable		557,762	17,621
Other accounts payable		1,025,339	(212,029)
Donations received in advance		(871,867)	(251,525)
Deferred revenues		92,482	84,150
Paid to employee from provision end of service indemnity during the year		(425,368)	(708,417)
		00000000	00000000
Net cash flows provided from operating activities		452,175	(50,459)
		00000000	00000000
Cash flows from investing activities:			
Procurement of fixed assets	(7)	(1,725,739)	(557,184)
		00000000	00000000
Net cash flows used in investing activities		(1,725,739)	(557,184)
		00000000	00000000
Net (decrease) in cash and cash equivalents during the year		(1,273,564)	(607,643)
Cash and cash equivalent at beginning of year		1,845,118	2,452,761
		000000	000000
Cash and cash equivalents at the end of the year	(2b+3)	571,554	1,845,118
		=====	=====

"The accompanying notes constitute an integral part of these financial statements"





2015

Annual Report

الوطني TNB


Ayuntamiento Real Sitio
san fernando
de henares


Mundubat

 diakonia
PEOPLE CHANGING THE WORLD



United Nations Population Fund

 Oxfam
Solidarité - Solidariteit


مؤسسة التعاون
WELFARE ASSOCIATION



Beit Sahour
Medical Center
in Palästina
Hilfe zur Selbsthilfe


DIPUTACIÓN
DE ALICANTE


Ordiziako Udala


قطر الخيرية
Qatar Charity



Ayuntamiento de
Fuenlabrada


Italian Ministry of Foreign Affairs
Consulate General of Italy in Jerusalem
PALESTINIAN MUNICIPALITIES
SUPPORT PROGRAMME

 SII
Nazioarteko Elkartzasuna
Solidaridad Internacional

 SODEPAZ Balamil
desde 1997