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# Health Work Committees

## Mission

As a Leading Palestinian Non-Governmental Health and Developmental Organization, Health Work Committees works in a Rights-Based Approach providing Health Services and building development models to all segments of the Palestinian Population particularly the poor and the marginalized; and, lobbying and advocating in support of favorable policies and legislations for the realization of free democratic society and its citizens enjoying their social rights.

## Vision

A Free Palestinian Society Enjoying its Health and Development Rights Based on Equity and Justice (Social Justice).

## Values

- Primary Healthcare department Community Development Department and Programs Advocacy and policies department Financial and Administrative Department Public Relations Department.
- Provision of healthcare services on a right based approach Provision of community development services from a right based approach Building distinctive right based models in both cases Lobbying and advocacy in order to modify the rules, systems, developmental, health and national policies.

## A word from President

### Ali Hassouneh

The annual conference for HWC's general assembly meeting is an important stop in HWC's lifecycle to reaffirm the continued work based on the set of values and goals developed by the first founders of HWC. It is also an opportunity to conduct an annual evaluation on the alignment of HWC's activities with its mission and vision to realize our dream of a Palestinian society that enjoys health and development rights and characterized by social justice, and work through a rights-based approach in delivering healthcare services based on human rights concepts and build development models.

HWC profoundly believes in true partnership with all components of the Palestinian society, in the complementary relationship with governmental institutions and in the highest level of networking and coordination with civil society organizations, particularly those working in health related fields, in order to promote our combined capacities in supporting our people and building our Palestinian society.

In 2018, work was paralleled with increased complexity at the political level, which is reflected on the entirety of the Palestinian society and all its components. Such complexities include the US administration and Zionist entity's "deal of the century" that aims at eliminating the Palestinian cause in collaboration with Arab regimes racing to normalize with the Zionist entity, the attack on our people's human rights and their rights to freedom and independence with the continued Judization of Jerusalem, eliminating the issues of refugees and their right to return, the continued confiscation of Palestinian land and settlement construction, and the continued unjust blockade against our people in Gaza Strip.

At the internal level, the abominable separation still exists and seems to have almost become permanent. The legislative council was inactive and dissolved. The holding of elections soon seems highly unlikely in light of the decline in citizens' right to freedom of expression and the complete blockage of any political solution in the horizon.

Despite all the difficult international conditions, the rise of the far right in many countries in Europe and the world, as well as the difficult internal conditions, the victories of the resistance and the continued forms of resistance manifested in the great march of return activities, which constitutes a thorn in the occupations side along with the different forms of resistance in the West Bank and every location where Palestinians are present, still give us hope and a shining light at the end of the tunnel, and that the occupation will come to an end. We believe that the establishment of the National Democratic Coalition constitutes an important step towards gathering all democratic Palestinian forces. We have high hopes that this coalition will lead us to escaping the polarization at the national arena, which has caused over the previous periods marginalization of



broad sectors at the national level. The establishment of this coalition will certainly contribute to ending the division and returning the national Palestinian project to the forefront towards independence and liberation.

HWC has had numerous success stories and achieved excellence in the past year, including but not limited to, opening Dr. Ahmad Maslamani Hospital in Beit Sahour and launching the Mobile Clinic amongst other notable successes in health, development and human rights fields.

Such excellence and success stories would not have been achieved had it not been for the efforts and belonging of HWC's staff as its pillars and capital. We can only but extend our deepest gratitude and appreciation for their efforts and to sincerely seek to maintain and develop them and increase their job satisfaction.

The achievements of 2018 reflect the high credibility HWC has acquired at the local, Arab and international levels, as well as the great confidence it has earned socially. However, despite all these achievements, the greatest challenge faced by HWC is the remaining debts and financial commitments, which is the responsibility of the board of directors. In this context, the board of directors' relationship with the executive management has been characterized by great coordination and complementation, particularly in reducing expenditures through promoting rationalization policies, promoting internal resources, developing of services and their quality, contributing to creating relations and recruiting the necessary funds.

In conclusion, we must all remember the efforts of HWC's pioneers of martyrs and freedom fighters who established our values and approach, to which we are forever grateful for due to ensuring HWC's sustainability, development and strengthening its relations with our Palestinian society, which constitutes our beating heart.

We also extend our sincere appreciation to all local, regional and international friends and supporters.

We promise to remain loyal to our mission and values and to our people.



## A word from the General Director

### MRS. Shatha Odeh

The Health Work Committees has accumulated a new year in the course of its work in defiance of the general difficulties and conditions, including subjectivity and objectivity that cast a shadow over the organization and the general situation in Palestine, and the world in general.

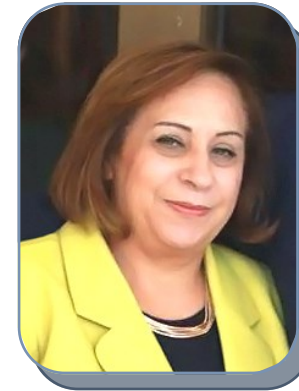
We are facing an increasingly difficult and complex situation that is related to regional and international changes and what they produce on the Palestinian situation in all its manifestations, especially what we are witnessing from the collusion of the American administration with the entity of the Israeli occupation to assassinate the Palestinian issue, within what is known as the deal of the century which bypass the Palestinian dream of establishing an independent state and transforming it from a state entity into a humanitarian relief entity, besides anticipating this by recognizing Zionist sovereignty over occupied Jerusalem and then on the occupied Syrian Golan under great fears that Washington will also recognizes Israel's sovereignty over the West Bank, or at least its eastern border and areas classified as C, which is 62% of the West Bank and other racist measures such as the passage of the Jewish Nationalism Law.

All of the above mentioned accompanied with the lack of funding, the state of fear and the imposed restrictions on the local and national Palestinian organizations from institutions, entities and countries that are controlled by the occupation entity and America under the pretext of fighting terrorism is causing funders to steer away to other areas of conflicts and wars. With this gloomy and sad reality we find ourselves facing great pressure to continue our work that is aimed to enhance the steadfastness and stability of citizens with all available means and energies. And in order to survive as people and individuals we need to have strength and togetherness to fight the battle of survival, preserve our heritage and counter the systematic denial of our entity.

Health Work Committees is based on the values it has adopted since its inception to provide the best services within the capabilities available to the poorest and most marginalized groups in its areas of work based on the strategic planning adopted by it, and with the financial crisis the organization and many civil society organizations suffers from, we strived in applying measures that would work to reduce the effects of the crisis in order to ensure our continuation to contribute.

In this annual report, you will read about the many ways Health Work Committees is engaging communities, the private sector, and civil society to provide health services and rights, helping countless people across Palestine improve their quality of life. This report will also reflect the work of each department and programs in detail, listing achievements, contributions, shortcomings supported by reasoning and offering sustainable solutions. However it's worth mentioning that some circumstances are beyond control such as the lack of available donor funds to Palestine and the absence of an effective integrated planning through national, regional and global collaboration.

Despite all the challenges and difficulties faced by the organization for years, insistence and determination of our loyal and dedicated staff and employees formed the backbone of our organization achievements and fingerprints which require recognition and respect. Through the Primary Health Care Department and its centers, HWC was able to open Dr. Ahmad Al-Musalmani Hospital for Surgery in Beit Sahour city, in addition to the implementation of the Pink Clinic, which is a mobile clinic for early detection of breast cancer that is managed by Dunya Woman Cancer Center, to reach marginalized and vulnerable areas. HWC also opened Ishraqa Center for woman development in Tubas to



provide its comprehensive services to women including health, social, psychological, legal, cultural and developmental services. This is in addition to the development of reproductive health services such as the introduction of pre-pregnancy planning (preconception) services, marriage counseling and the promotion of male participation in reproductive health and the issuance of studies, evidence and protocols related to health. In addition to the adaptation of health care centers to be suitable for women with disabilities to comfortably receive reproductive health services.

At the level of relations, HWC won the trust of the general assembly of the Palestinian NGO forum (PNGO) to be a member of the Coordinating Committee and elected to become Chairman of the Forum for the next three years. HWC also was elected to become the regional coordinator of the international People Health Movement. HWC has strengthened its relations in the existing national coalitions as well as funding and trying to open new opportunities that await the results.

The media played a role in reflecting the organization's work and its vision in the traditional and modern media. 2018 witnessed the birth of the lobbying and advocacy department to enhance its role in influencing health and social policies and laws, and joined several committees to cooperate in the preparation of shadow reports, including the Committee on the Convention of the Child, the Committee on the Convention on Women, and The Convention on the Rights of Persons with Disabilities, among others, the department has been able to carry out several studies on the reality of the right to health in Palestine and a study that reviewed the public health law from a human rights perspective.

I have to mention the efforts of the financial and administrative department that works with all departments, applying transparent accounting and administrative principles.

The above are just a few examples that show the determination and dedication of the organization's staff, who without their belonging, patience and tolerance of the conditions facing the organization, these accomplishments would not have been achieved translating the belief in the role of the organization and the process of giving without compromising or neglect the approach that organization have drawn and characterized by.

At the end of this presentation, I would like to thank the Board of Directors, who did not hesitate to do their part and to entrust the Executive Committee at all times. Once again, we record our pride and gratitude to our staff at all levels and workplaces who carried their concerns and endured the financial crisis that still exists and which requires that it should be the compass of our work towards ending it. We extend our thanks to our friends, supporters and donors for their support and appreciation for what they offer and for staying with us.

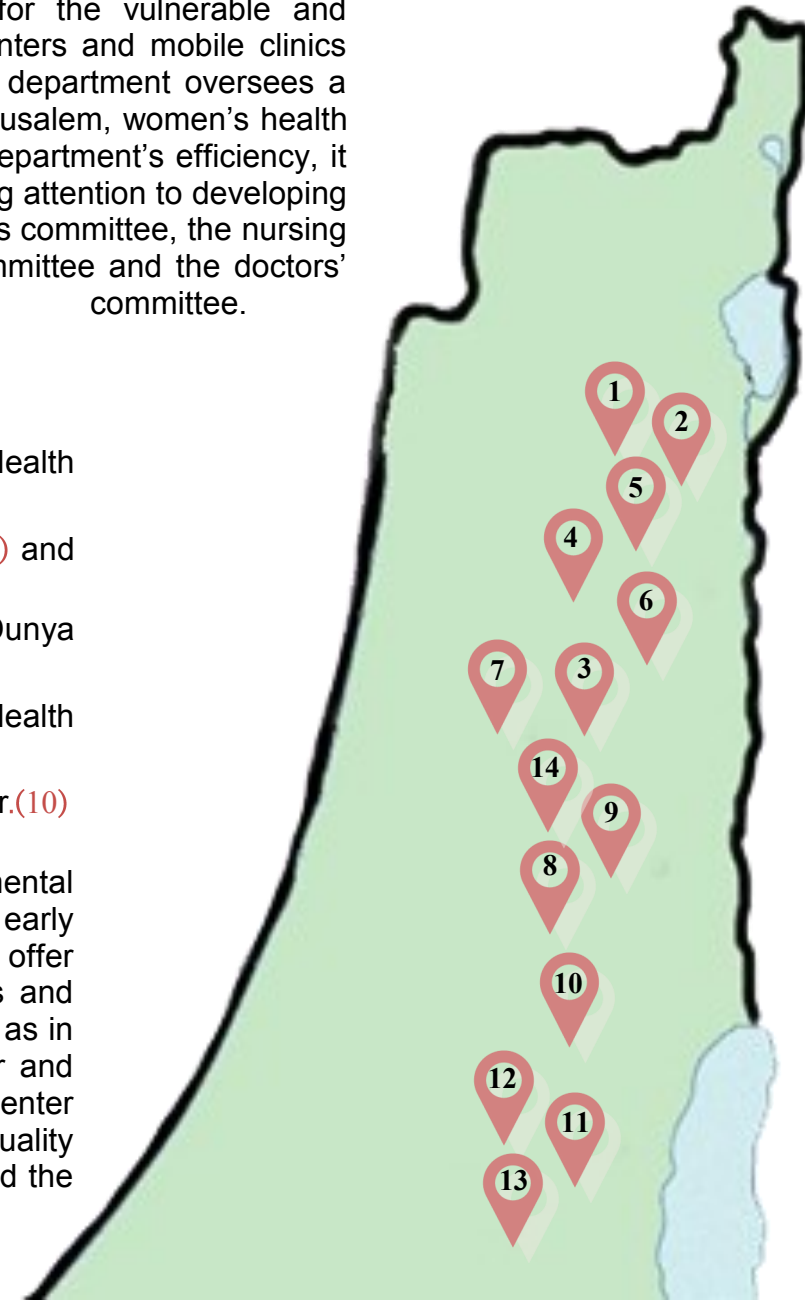
# Primary Healthcare Department

The Primary Healthcare Department is one of HWC's largest departments and its main pillar and resource. The department seeks to provide quality and comprehensive primary healthcare in response to the health related rights and increasing needs in our Palestinian society, particularly for the vulnerable and marginalized groups in all areas, through the efforts of its staff at all health centers and mobile clinics distributed around isolated and marginalized areas around the West Bank. The department oversees a number of specialized health programs, such as the school health program in Jerusalem, women's health program, chronic diseases program and healthy child program. To promote the department's efficiency, it supervises health projects relating to centers, clinics and programs as well as giving attention to developing the quality control committees, such as the medications committee, the laboratories committee, the nursing committee, the health promotion and education committee, the environment committee and the doctors' committee.

### The geographic distribution of clinics and centers

- **Qalqilia District:** Qalqilia Health Center and Ishraqa Center.(7).
- **Nablus district:** the Medical Complex in the old city in Nablus.(3), Salem Health Center.(6) and Awarta Health Center.(4).
- **Toubas District:** Al-Shifa' Center.(1), Ishraqa Center.(2), Al-Bathan Center.(5) and the mobile clinic.
- **Ramallah and Al-Bireh District:** Al-Mazra'a Al-Sharqiya Center.(9), Dunya Women's Cancer Clinic.(8) and the mobile clinic.(14).
- **Hebron District:** Hebron Emergency Center.(13), Ishraqa Center, Halhul Health Center.(11), Sa'eer Clinic.(12) and the mobile clinic.
- **Bethlehem District:** Dr. Ahmad Maslamani Center and Hospital in Beit Sahour.(10)

The centers and clinics offer general medicine, emergency, women's health and mental health services, in addition to Dunya Clinic and the mobile clinic, which offer early detection services for breast cancer. Laboratory services are also provided, which offer radiology services as well in 7 health centers. Specialized medication services and development, cultural and social services relating to girls and women are offered, as in Ishraqa centers (safe space for women) in Qalqilia, Hebron Emergency Center and Toubas. Surgical services (operations) are provided at Dr. Ahmad Maslamani Center and Hospital in Beit Sahour and at Qalqilia Center. The department supervises quality health programs at its centers and clinics, such as: Women's Health Program and the School Health Program in Jerusalem.



## Strategic Goals

Health centers and programs at HWC work in accordance with a strategic plan adopted at the beginning of the year with the participation of all teams. Accordingly, operational plans were developed for each center and program. Through this plan, HWC seeks to realize its overall long-term goal, which is to improve the health conditions of men, women and children in all areas of intervention by HWC. To realize this goal, 6 long-term key outcomes and 13 short-term outcomes were set forth. The main outcomes include:

- Improve access for individuals and receiving quality therapeutic and preventive health services, specialties services, emergency services and diagnostic services while keeping in mind environment friendly policies and procedures at HWC's centers.
- Early detection of breast cancer for women in the West Bank.
- Reduce psychological disorders amongst children, men and women.
- Improve reproductive and sexual health for women in areas where HWC operates.
- Individuals have better knowledge, approaches and tools to deal with chronic diseases.
- Improved health and practices amongst school students in Jerusalem.

Over 54 quantitative indicators were adopted, some of which are measured at the end of the plan, while others are measured annually and others periodically. To reach these indicators, a detailed operational plan that includes all necessary activities that should realize the long-term strategic goal was developed.

## Achievements and areas of excellence

### Ishraqa Center (safe space for women):

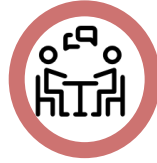
At the end of 2018, Ishraqa center was established and opened in Tubas district in order to provide services relating to women's health, development, cultural and social issues as part of HWC conviction in the importance of providing comprehensive quality services for women and its belief in women's rights, capacities and creativity that need support. It is worth noting that there is an Ishraqa Center in Qalqilia district and another in Hebron district (the old city) which were established in 2016/2017. These centers provide services through a competent and specialized team of doctors, nurses and health educators, as well as specialists in mental health, social services, nutrition and human rights.





## Programs and activities offered by “Ishraqa”:

Health services for women and girls throughout the different stages of their lives.



Discussion and awareness raising sessions on health, social and development related issues and topics.



Social and legal support and assistance to women and girls subject to violence.



Space to practice different sports exercises, games and yoga.

Nutrition counselling.



Presentation and discussion of meaningful films.



Recreational activities and events.



Holding different health related and national events.

Ishraqa Centers indicators: 519 awareness raising sessions were held on gender based violence and how to prevent and combat it. Around 8402 women benefited from the sessions and 255 women subject to violence were identified. These women were provided individual counselling. Moreover, 25 legal counselling sessions and 110 mental health counselling sessions were offered. 80 sport sessions were implemented, from which 80 women benefitted.

## Opening Dr. Ahmad Maslamani Hospital for General Surgery

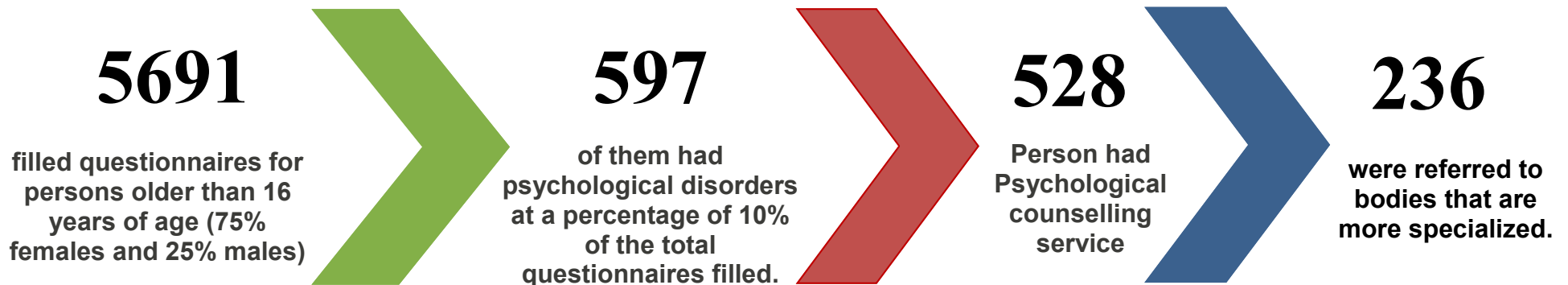
In early 2018, HWC sought to develop its secondary healthcare services in Bethlehem district. Accordingly, Dr. Maslamani Hospital was equipped with the latest devices and medical staff qualified in different fields, including orthopedic surgery, general surgery, otorhinolaryngology (ear, nose and throat surgery), dental surgery, laparoscopy, eye surgery, and urinary tract surgery. The hospital has the capacity for 13 patients at the moment and will be expanded to accommodate 25 patients. It is also planned to introduce kidney stone removal services as well as arthroscopy and surgical intervention through arthroscopy.



## Mental Health Services

The shortage of specialists in mental health in Palestine, particularly with the increase in psychological disorders amongst citizens as a result of the difficult political, economic and social conditions as well as other factors that affect the health of individuals, motivated HWC to seek solutions to reduce the gap between the shortage of mental health specialists and the increased need for mental health services and to reduce psychological disorders. Accordingly, HWC trained and educated its staff at general medicine clinics and women's health program (doctors, nurses and social services specialists) on the psychological disorders manual and how to provide counselling and therapy at primary healthcare centers in the second half of 2017. Since early 2018, mental health services are provided at all HWC healthcare centers

### Results of monitoring mental health data for general medicine and women's health clinics



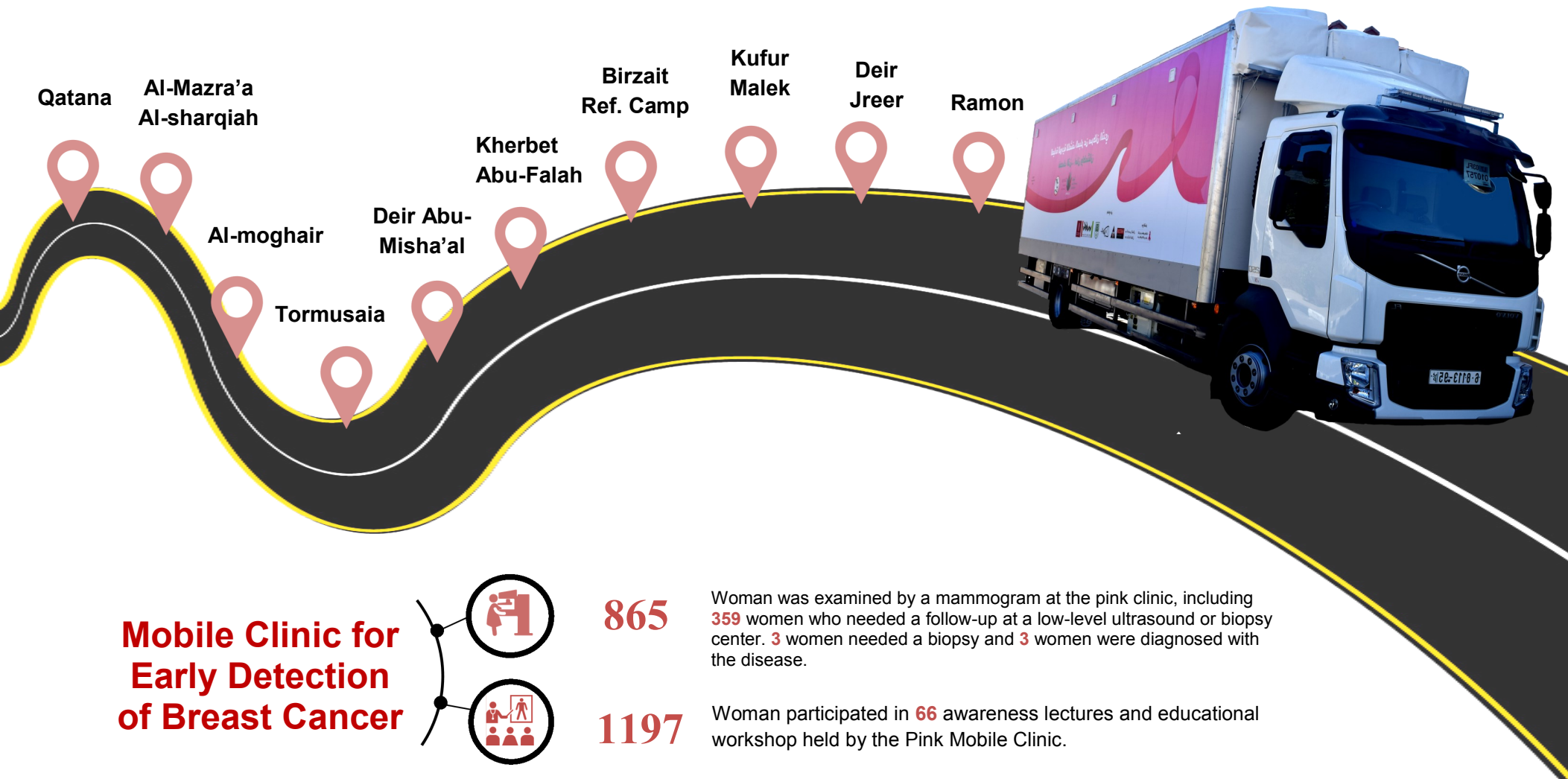
## The Mobile Clinic for Early Detection of Breast Cancer



## The Mobile Clinic for Early Detection of Breast Cancer

The Pink Clinic is considered one of HWC's and Dunya Center's most important achievements of this year. The mobile clinic for early detection of breast cancer was launched and started working in marginalized areas in Ramallah and Al-Bireh district in August of this year. It is worth noting that the clinic is equipped with the latest medical equipment and has medical, nursing and education staff, as well as a radiology technician. The clinic will be working in all remote and marginalized areas in the West Bank.

### The clinic track in the villages of Ramallah and Al-Bireh from July to December 2018



## Development Committees for the Quality of Health Services



### The Laboratories Committee:

This committee monitors and evaluates the professional performance of all medical laboratories at HWC. It depends in its work on an external monitoring program as well as internal monitoring. The committee aims at raising technical capacities through continuous training and education, and seeks to unify work methodologies through the standard operating procedures for laboratories at HWC.



### The Nursing Committee:

This committee applies protocols and follows the nursing procedures manual while keeping abreast with the latest developments in the nursing profession. It also aims at training and educating staff in all nursing fields.



### The Medications Committee:

This committee aims at developing mechanisms for the provision of medicine and medical supplies for all HWC's centers and clinics with sufficient quantities and in a timely manner. It also aims at developing mechanisms for storage of such supplies, applying policies to rationalize the use of medicines as well as applying the medicine related policies and procedures issued by the General Administration of Pharmaceutical Care at the Palestinian Ministry of Health.



### The Doctors Committee:

This committee aims at developing professional performance at HWC's clinics.



### The Environment Committee:

This committee aims at monitoring the integration of environmental policies at HWC's centers and clinics, including disposal of medical and non-medical waste in accordance with national protocols.



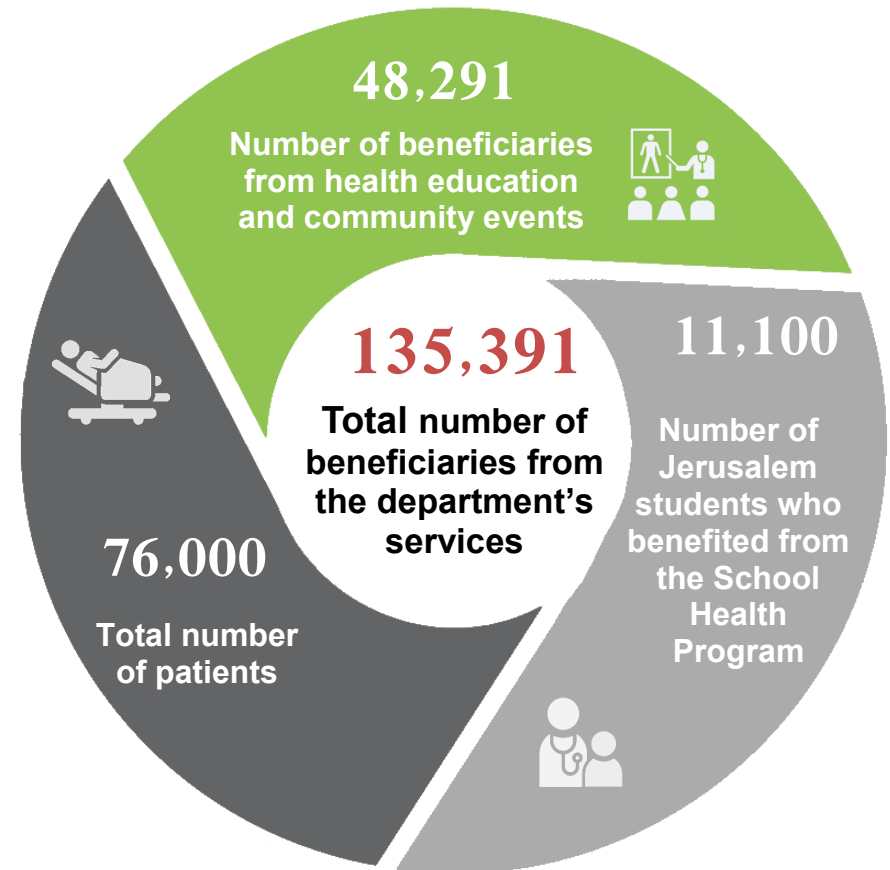
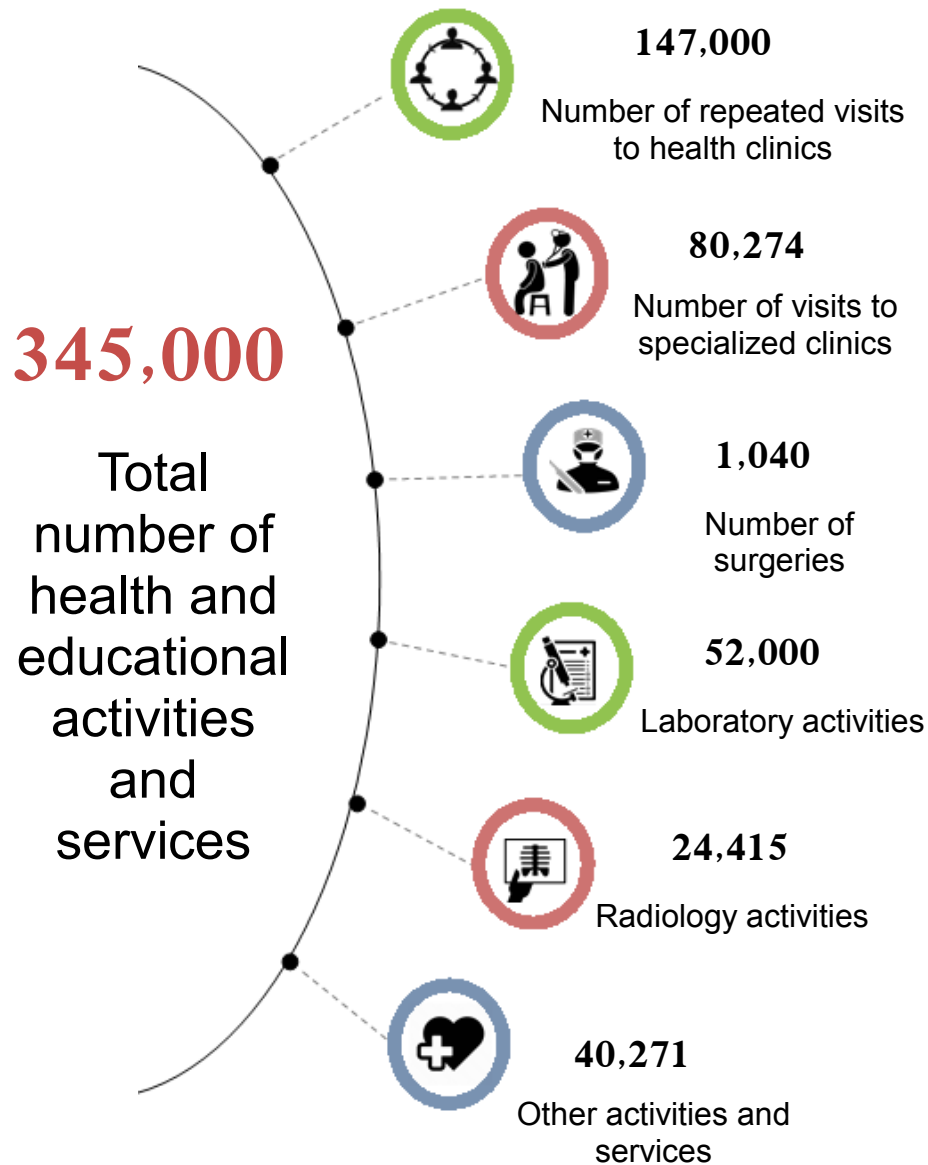
### The Health Promotion and Education Committee:

This committee is considered a main pillar in HWC's work in the health and development sector. It is involved in studying the health education and promotion materials at HWC as well as produce new materials in accordance with the needs of the health and development sector. The committee was restructured and activated in the second half of 2018. In the second half of this year, a health education coordinator was appointed, where she developed over seven educational materials on chronic diseases that were disseminated at all centers. She also participated in preparing educational leaflets in the women's health program. Pre and post-evaluation forms were developed for the beneficiaries of lectures and templates were created to monitor health education data.



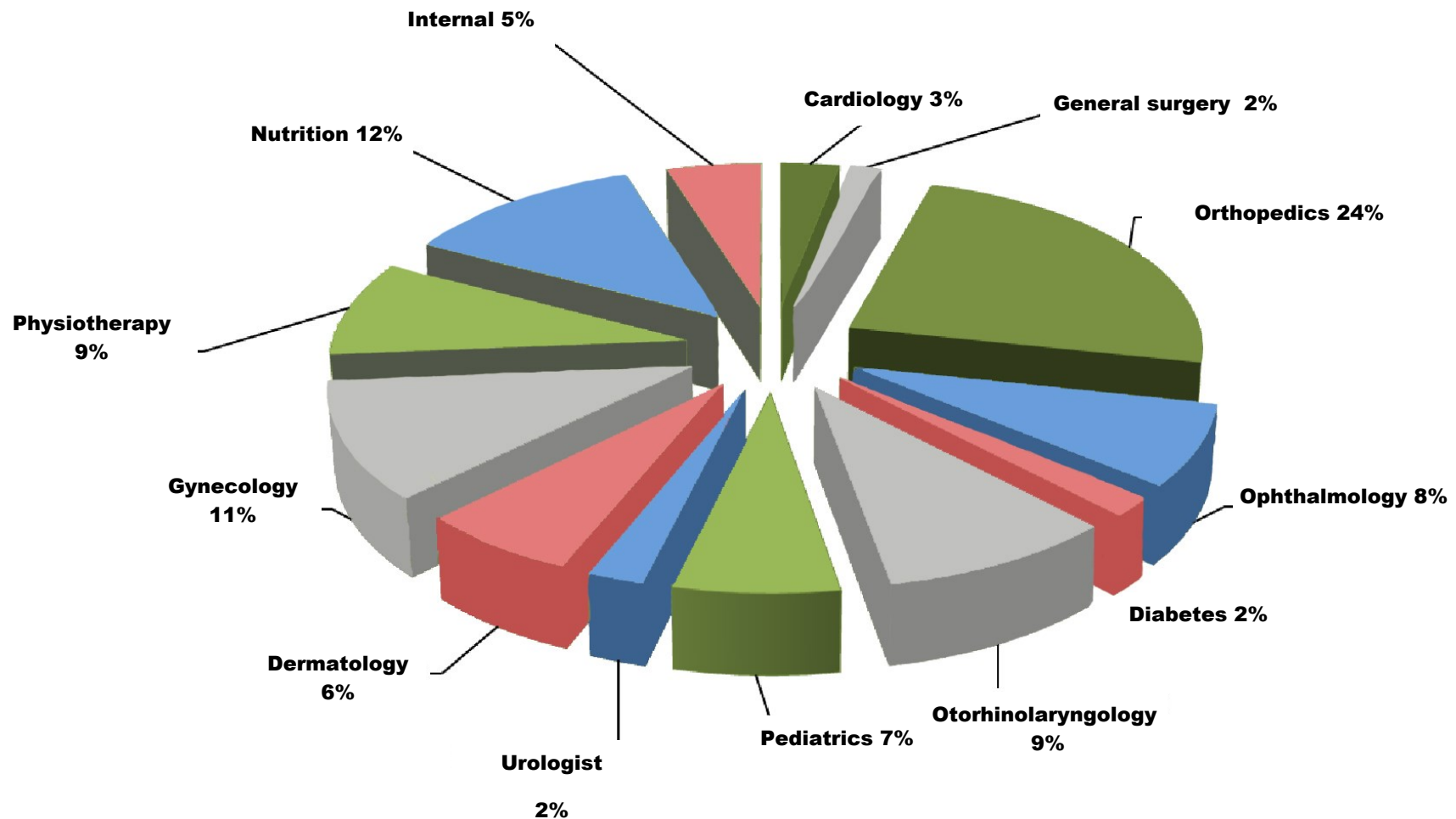
## General Health Indicators

In 2018, the Healthcare Department provided over 345 thousand medical, diagnostic and educational services to over 135 thousand citizens through its teams at centers and clinics and its programs.



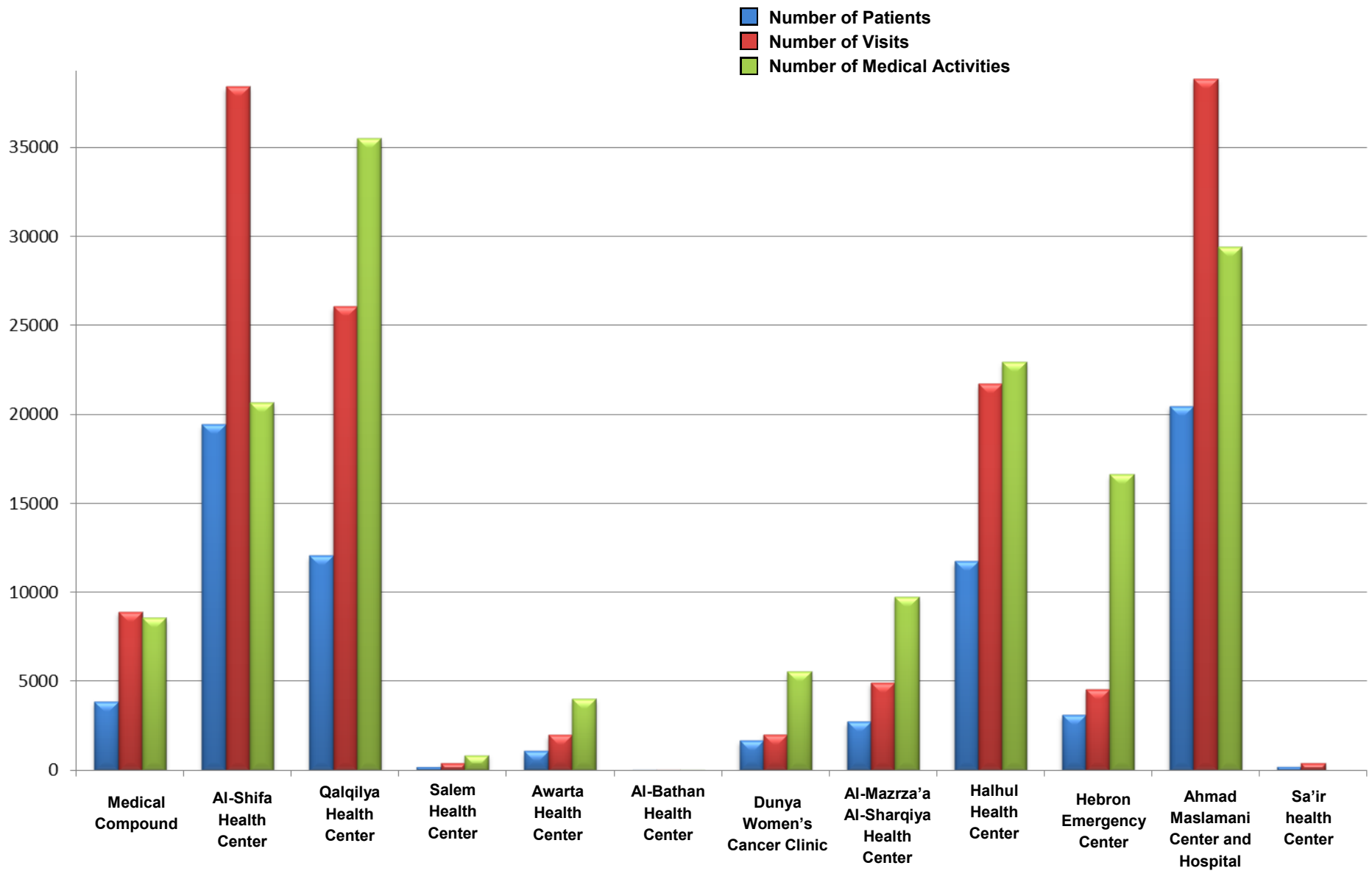
## Specialized Medical Clinics:

Specialized medical services are provided at the majority of HWC's centers and clinics. The number of specializations amounted to 26. Over 100 specialists work at these clinics. Over 41 thousand patients benefited from these services, and the number of repeated visits to these clinics reached 80274 visits.

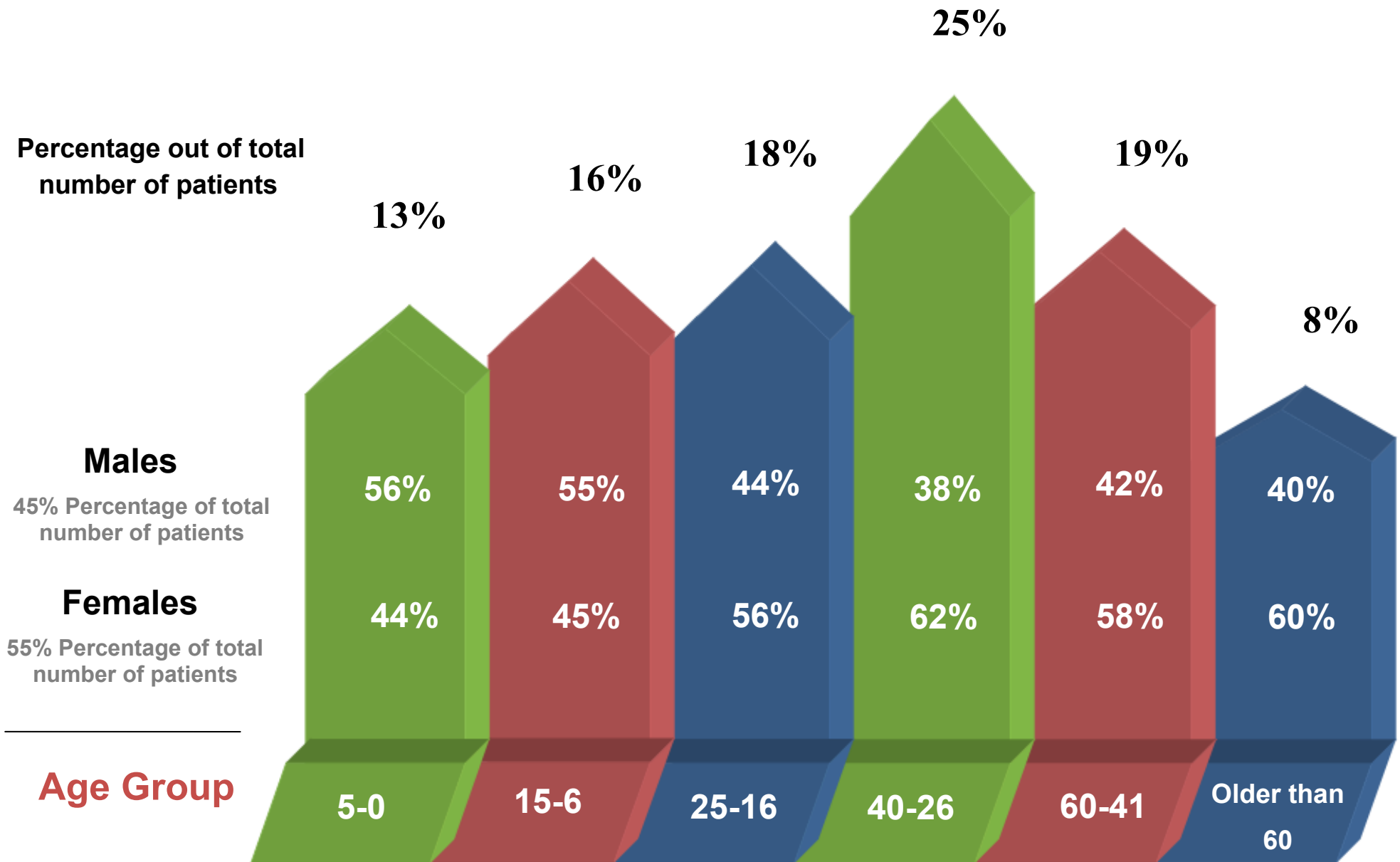


**Percentage of each specialty for specialized clinics 2018**

## Selected Health Centers Indicators:



## Distribution of Patients based on Age:





## Health Programs:

### Women's Health Program

Women constitute half the population and have particular conditions and needs, which makes them worthy of attention. The special needs of women are not only biological, but also in terms of women specific health problems which require special care. Women also suffer from numerous social and psychological problems that result from social discrimination. Accordingly, there is special attention to gender cases in order to give women a suitable and equal space to perform their social roles.

As such, the Women's Health Program is considered one of HWC's vital programs, as it provides reproductive and sexual health services that include special care for women in all stages of their lives through 14 fixed centers and clinics in the North, Middle and South of the West Bank, in addition to development, cultural and social services at Ishraqa centers, which are based on HWC's strategic goals that are responsive to health and sustainable development rights for the Palestinian society, the promotion of such rights and realizing comprehensive quality in all areas of HWC's work.

### The Program's Services and Activities:

The program targets teenage girls, women in reproductive age and women going through and after the menopause stage. It also target youth and men and includes them in the program's events and activities through integrating them in awareness raising sessions and by urging women on bringing their husbands in their visits and during their receipt of reproductive health services. The program works with men due to its conviction that a good level of health for women cannot be achieved without working with men, raising their awareness as well as changing their approaches and practices with relation to reproductive health issues, and encouraging them on assuming responsibility for their different roles in reproductive and sexual health issues.



## Women's Health Program

The program also provides intervention with women subject to violence, provides them the necessary support and refers them to specialized organizations in cases that require follow up.



**6480**

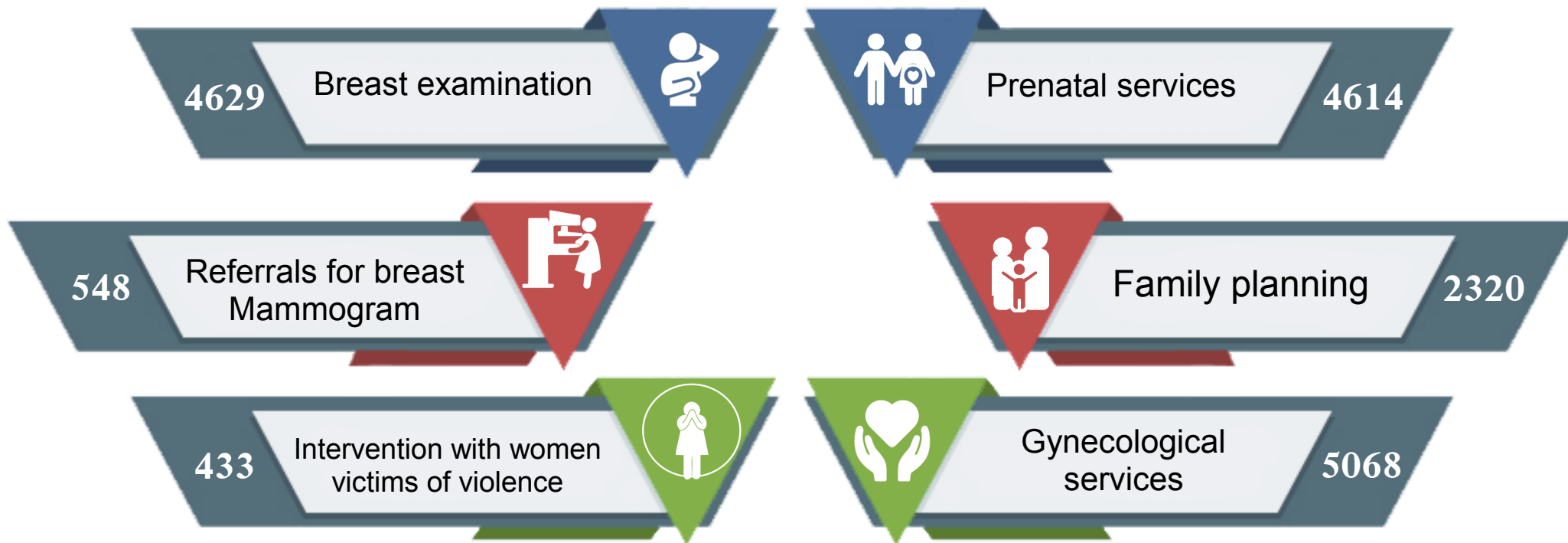
women who benefited from the program. **22279** medical services and activities were provided to them



**30,197**

Women who benefited from education sessions. The number these sessions was **1837**

Following is a table that shows the distribution of some beneficiaries from the Women's Health Program based on the service provided:



## Project entitled: “Promoting Reproductive and Sexual Health Based on the Right to Health in Palestinian Society”

The project aims mainly to provide comprehensive and qualitative reproductive health services to women at different stages of their lives, as well as providing health services and awareness rising for male youth and men.

### Detailed Project Objectives:

- Support and develop the quality of service provided in the field of reproductive health through Health Work Committees' health centers and clinics .
- Develop and improve the capacity of partner institutions in the areas where the project will be implemented.
- Support, strengthen and increase men's involvement in the process of genuine participation in reproductive and sexual health in the project targeting areas.
- Increase community awareness in project targeting areas on reproductive and sexual health based on the rights.

The project relies mainly on building partnerships with community and grassroots organizations in the targeted communities, as all activities are planned and implemented , evaluated and developed in partnership with them, and based on the results of their assessment, feedback and ideas they provide.

What distinguishes this project is adding new quality services in addition to the services that were provided within the women's health program, these new services are: preconception care, marriage counseling, awareness-raising and intervention on sexuality, as well as the provision of reproductive health services for women with disabilities.

The project has also given special importance to women at menopause stage, where diagnostic tests are done for women during this phase for general checkup, early detection of breast and cervical cancer and osteoporosis.

In addition, the project staff has the knowledge and skills to provide support and intervention with women who are subjected to GBV and to provide them with social and psychological support, and refer them to the competent authorities if needed. What distinguishes this project is also the provision of psychological service to women, through the assessment of their mental state based on the Edinburgh model used globally, and based on the results of the evaluation, support and appropriate psychological service necessary is provided.

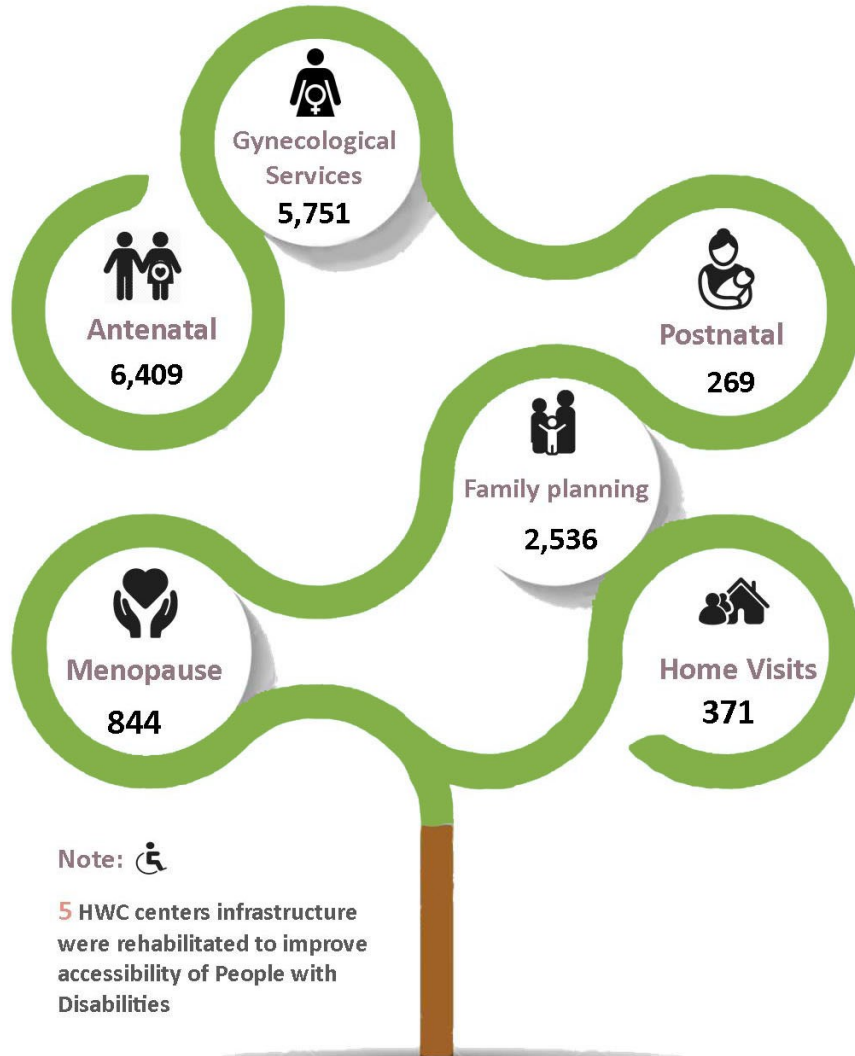
On the other hand, through the various activities of the project, many awareness materials have been produced, including brochures, posters and guidelines, as well as short videos to be used to raise the awareness of the different groups we work with.



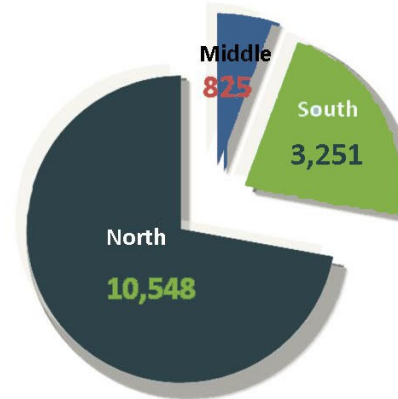
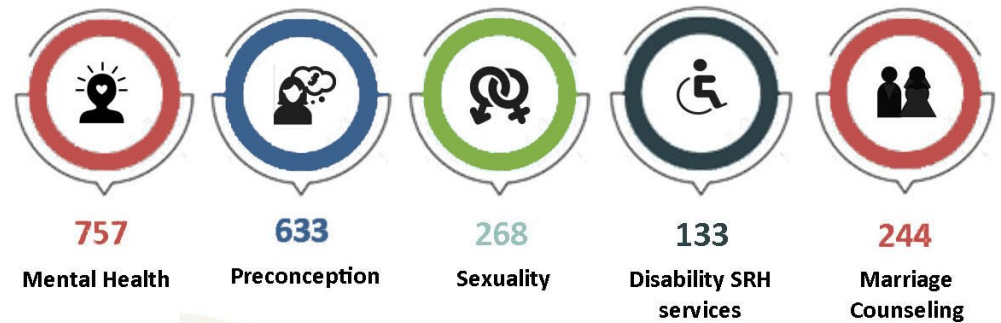


## Promoting Sexual and Reproductive Health and Rights among Palestinian Society in 2018

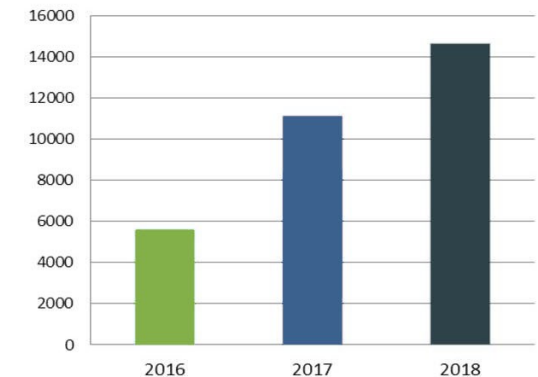
Number of health services provided by the project at HWC centers in 2018



Number of new services provided by HWC staff in Palestinian society:



Distribution of health services in the West Bank by region in 2018



Increase in number of beneficiaries visiting HWC centers from 2016 to 2018

**34,921**

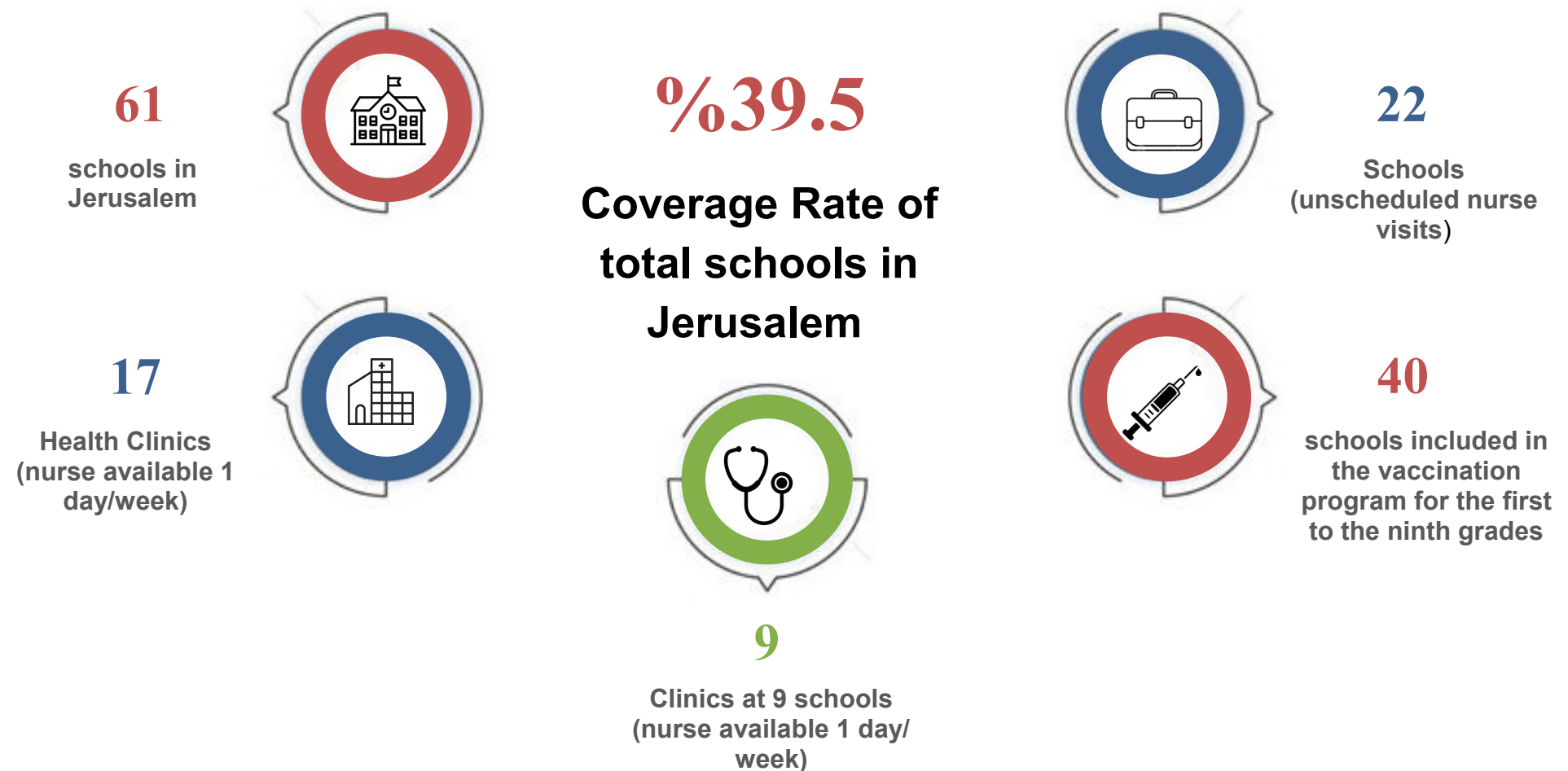
Beneficiaries reached by the 2,025 awareness session conducted within the project

**14,624**

Beneficiaries received Health Services

## The School Health Program:

The School Health Program is part of the General Health Program implemented at 61 schools in Jerusalem with a coverage rate of 39.5% of total schools in Jerusalem. The program aims at raising the health standards at the school community. It is also considered a tool that establishes schools' cooperation with the family in raising individuals. The program focuses mainly on school health promotion and awareness raising, as it provides health education and school health environment awareness, medical screening, mouth and dental health services as well as the implementation of the Unified National Vaccination program in coordination with the Palestinian Ministry of Health at 40 schools with a coverage rate of 26% of Jerusalem schools. The percentage of vaccinated students amounted to 99% at the 40 schools.



## School Health Services Indicators



### Medical Examination and Screening

for the first grade at 29 schools. The number of students was 889, 366 males and 520 females. 8 cases of short stature, 32 cases of obesity and 16 cases of thinness were discovered. All cases were referred to specialists.



### Dental Examinations

for grades 1, 4, 7 and 10: 4255 students (40% males and 60% females) were examined, 430 were referred to orthodontists. Fissure sealing were covered for 278 students (77 males and 201 females).



### Eye Examination

for grades 1, 5 and 8: 2750 students (39% males and 61% females) were examined, 344 students had weak eyesight (152 males and 192 females).



### First Aid

the number of cases that received First aid services was 1316, 508 males and 808 females. The injuries were cuts and bruises and stomachache. Services were also provided to 212 teachers.



### Health Committees

The program conducted 421 morning radio episodes that addressed different topics relating to general health. Moreover, 227 billboards were created addressing health and behavioral issues



### Health Promotion and Education

- 564 health lectures were held for students benefiting 11034 students (3911 males and 8023 females).
- 25 health days were implemented for the benefit of 4168 students and 97 parents.
- 18 health trainings were held for students, and the number of participants amounted to 439, 351 of which were females. The trainings were on first aid, healthy nutrition, road safety, teenage health, evacuation training.
- 421 morning radio episodes that addressed different topics relating to general health were broadcasted by the health committees. Moreover, 227 billboards were created addressing health and behavioral issues.



## Health Centers

### Qalqilia Health Center

Established in 1990, the center is considered one of HWC's largest. Its new building was opened in early 2004. The center operates from 8am to 10pm throughout the week and is staffed by 18 employees.

The center provides services that include: general medicine, emergency, women's health, mental health, specialized services (14 specialties), Day care surgeries, radiology, medical scans and ambulance services. In addition to the health, development, educational and social services at Ishraqa Center.



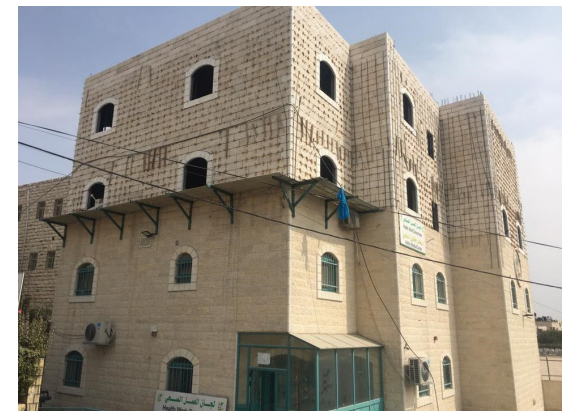
### Dr. Ahmad Maslamani Center and Hospital/ Beit Sahour

The center was established in 1988 and developed to become one of HWC's largest health facilities, and one of the largest in Beit Sahour. It includes specialized sections and two operation rooms equipped with the latest devices. It is staffed by 32 employees. The center provides services that include general medicine, emergency, dental, women's health, mental health, specialized services (20 specialties, surgery, laboratory, radiology, medical scans and Ambulance services. The center operates 24/7. It is worth noting that Dr. Ahmad Maslamani hospital was opened in the second half of 2018 and can accommodate 13 patients in the first phase, and will accommodate 25 patients in the second phase.



### Halhul Health Center

Hahoul Center was established in 1998 and in 2005, the new three story building was constructed. The center provides services that include general medicine, emergency, women's health, mental health, specialized services (10 specialties), laboratory, radiology and medical scans. The center operates throughout the week from 8am to 10pm and serves the residents of Halhoul and neighboring towns. It is worth noting that two floors were constructed through support from the local community; one floor will be equipped for day care surgery and the second will be allocated for the community based rehabilitation unit.





### Hebron Emergency Center:

The old city of Hebron is one of the most distressed areas in the West Bank because of settlers' violence and crimes, the violations of the Israeli occupation, and the numerous military checkpoints and closures. Accordingly, HWC sought, as part of its philosophy aiming at providing health and development services to the marginalized and promote their resilience, to establish Hebron Emergency Center in 2002 in the area. The center has become a prominent health facility that provides general medicine, emergency, women's health, mental health, specialized services (6 specialties) laboratory and radiology services. The center operates from 8am to 8pm. It also provides health, development, educational and social services to women and girls through Ishraqa Center.



### Al-Shifa' Health Center/ Toubas:

Established in 1996, the center provides services that include general medicine, emergency, women's health, mental health, dental, specialized services (11 specializations) laboratory and radiology and medical scans. The center staffs 25 employees.

It is worth noting that Ishraqa Center was opened in Tubas at the end of this year. Work is also underway on establishing daytime surgery services at Tubas Hospital.



### Al-Bathan Health Center:

The center was established in 1989 and provides women's health services chronic disease program for diabetes patients. The center works one day per week.



### The Medical Complex/ Nablus:

This center was established in the old city in Nablus in 1989 to provide services for the poor and marginalized. The services provided at the center include general medicine, emergency, women's health, dental, mental health and laboratory. It also provides chronic disease program for diabetes patients and healthy child program. The center staffs 13 employees.





### Awarta Health Center

The center was established in 1994 as a clinic and was later developed. The new (current) location was purchased in 2001. The center provides general medicine, emergency, women's health, care for diabetes patients, mental health and laboratory services.



### Salem Health Center

The center was established in 1988 with the outbreak of the first Intifada to meet the medical needs of the community. The center provides services that include women's health, laboratory and care for diabetes patients. The center operates one day per week from 8am to 2pm.



### Al-Mazra'a Al-Sharqiya Center

The center was established in 1989 and the current building was finalized in 2008 and used in 2009 and is shared with the Palestinian Ministry of Health.

The center is the only one of its kind in the area in terms of comprehensive services it provides, such as general medicine, emergency, women's health, mental health, dental, specialized services (7 specialties), laboratory and radiology. The center operates from Saturday to Thursday from 8am to 8pm and is staffed by 7 employees.



### Dunya Women's Cancer Clinic

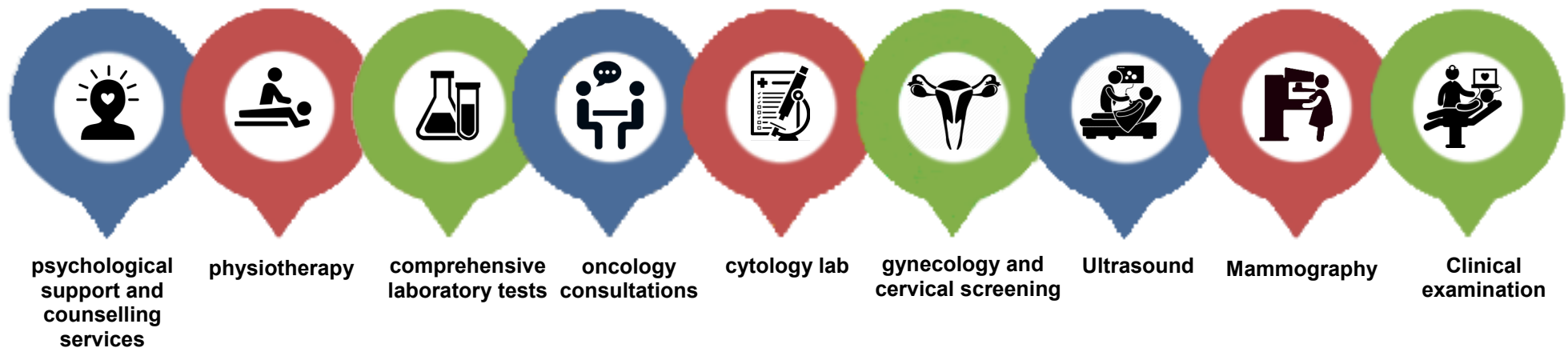
Dunya Women's Cancer Clinic is one of HWC's clinics and the first one in Palestine that specializes in providing early detection services of breast cancer and women's cancer. It is a non-profit clinic that was established in 2011 and works on developing and promoting relations with local and international organizations and individuals with positive and responsible approaches towards the Palestinian society. It provides early detection services of breast cancer and diagnosis of other women's cancers with high quality and in accordance with international standards and protocols. Its services are provided through a highly motivated and efficient team that works based on the principle of "health is a right for all" and to contribute to reducing the death rate as a result of breast and gynecological cancer and improving Palestinian women's quality of life.



The center operates five days a week from Sunday to Thursday from 8am to 4pm. It is staffed by 14 employees and has a women's health doctor, radiologist, radiology technician, laboratory technicians, a physiotherapist and an oncologist consultant.

### Services:

Dunya Clinic provides high quality and affordable diagnostic services for early detection of breast and women's cancers, including:



Dunya center also provides renowned diagnostic services in Palestine that assist in diagnosing tumors in its early stages, which gives higher chances of recovery through the following services:

- Tru cut biopsy guided with ultrasound.
- Wire Localization to assists surgeons in identifying the location of the tumor before the surgery.
- Breast markers to identify the location of the tumor before chemotherapy.
- Colposcopy: taking a biopsy from the cervix.



# **Community Development Department**



## Introduction:

The department's efforts in youth work have achieved a strong start in terms of expanding and networking with different organizations in the field of institutionalizing and systemizing work with youth from both genders. This work has become well known amongst youth and different organizations as a result of the increase in the number of youth participants in different activities. This area is the most prominent work of the department this year in addition to other areas of work at the department with elders, children and persons with disabilities. Work with youth may be the main area of HWC's community development department's work due to the vitality, importance and energy of this category and its important role in community and developmental work and in inflicting creative community changes. This is not impossible for this sector due to their prominent and various capacities that have been clearly shown at different activities, training courses and initiatives implemented by youth, and in their participation in local and international symposiums and conferences.

The department has high hopes for a great role in the coming stage with relation to setting up a rights-based approach, particularly the right to defend health in all fields of work and services it provides for elders, children and rehabilitation of persons with disabilities and youth of both genders.

## Achievements of the Community Development Department in Accordance with its Goals and Work Components:

### First: Elders enjoying better living standards and increasing the satisfaction of elders and their families

The elders club, along with other centers, constitutes a model and prospect of HWC. The club continued to cover and implement all community and developmental activities for its beneficiaries. It even exceeded the planned activities since the beginning of this year due to investing the efforts of numerous volunteers and visitors who visited the club to provide activities and support its staff in the provision of the best services for elders. This has promoted the values of the elders club and what it constitutes, as it is a safe psychological, social and health club for all beneficiaries whose number exceeds **95 elders**.



48

elders participated in public ceremonies at the Russian Institute, Beit Sahour Municipality, Saint Joseph School, Roman Catholic School and Life Gate to present their experiences and abilities in the field of arts. They presented cultural songs through the elders club cultural band, which has been well received and admired by all.

13

Medical examinations were conducted for around 91 elders in the fields of osteoporosis, healthy nutrition and chronic diseases. HWC and other health institutions and volunteer specialized doctors participated in conducting the examinations. Free medications were distributed to the beneficiaries and some cases were referred for follow-up in the areas of osteoporosis and chronic diseases.

14

cultural and social activities were implemented, including a number of lectures on arthritis, Alzheimer's, diabetes and blood pressure, the importance of sports activities for elders, the fundamentals of healthy nutrition, loneliness and its negative effects on elders, and how to care for the health of the mouth and dentals.

27

visits to the club aiming at being introduced to the club's experience and work, and to invite beneficiaries to share their life experiences as well as to implement group recreational activities. The visits were made by some institutions and development organizations.

## Achievements of the Elders Club

5

community activities were implemented, including a celebration on the international elders' day and participation of family members of elders in lectures and recreational trips. The number of participants from the families of elders amounted to 199 persons. Moreover, regular social visits were made to the family members of elders to follow-up on them and interact with them through the club.

10

recreational activities were implemented: recreational trips were organized for elders inside and outside Beit Sahour. They were hosted at some local restaurants and parks. Around 431 elders benefited from these activities.



## Second: Promoting the Social, Rights-based and Economic Role of Youth and Women:

A number of activities have been implemented to this end in order to contribute to raising and developing the skills of youth in lobbying and advocacy, establish youth coalitions such as the National Youth Coalition to Defend the Right to Health, raise the level of participation and community movement of youth locally and regionally, and improve the economic conditions of youth by providing job opportunities in different fields.



### Achievements:

1

The developmental programs of the department in 2018 relating to youth, and through the different trainings held, were able to empower youth through the provision of two job opportunities for its volunteers. This has contributed to promoting and empowering the role of youth at national organizations, and to improving their living conditions.

2

Three awareness-raising activities were implemented in Qalqilia on the dangers of smoking to youth, in Al-Duheisheh Refugee Camp on the dangers of drugs, and at Al-Quds University on early detection of breast cancer. These activities were implemented by 25 youths for around 200 youths from both genders. Moreover, six community initiatives were implemented in different cities in the West Bank on different issues, such as Our Health is in Our Hands at Birzeit University, Palestine Free from Diseases at Al-Quds University, Our Joy with You at Al-Duheisheh Refugee Camp, as well as the dangers of smoking, particularly on children. Furthermore, persons with disabilities were involved in the puppet theater. These initiatives were implemented by 70 youths from both genders for the benefit of 1000 persons, including youth, school students and women.

3

HWC held several trainings on a number of topics, including: gender, project management, youth initiatives, the concept of the right to health, leadership and influencing skills, lobbying and advocacy mechanisms, youth coalitions work mechanisms, and cybercrimes. Around 210 youth from both genders participated in the trainings.

4

Participation of youth in the coordination committee (secretariat) of the National Youth Coalition to Defend the Right to Health. The coalition is a coordinative framework for all progressive grassroots youth groups and institutions involved in health as a fundamental right guaranteed in international and local laws and conventions. The coalition works jointly and collectively to establish a fair, comprehensive and sufficient healthcare system through raising public awareness on the right to health and transform this right to a popular concept, as well as influencing policies and legislations on the health sector in order to ensure the realization of healthcare justice for all Palestinian citizens. There are currently four young persons from HWC's groups out of eight members in the Coalition's secretariat.

5

Participation of the coalition's members in implementing some voluntary work at Al-Aqaba village in Toubas as part of the International Health Day activities in partnership with Bisan and with the participation of over 80 volunteers from both organizations. Some members of the coalition also participated in the activities of Land Day at Jabal Al-Baba, which is close to Al-Eizariyah east of occupied Jerusalem. Two members of the coalition participated in the health economy training held by the Peoples' Health Movement in Jordan in June. 10 youth participated in HWC's celebration of the International Labor Day organized by HWC in Battir. There was also participation in the national festival to honor volunteers in Palestine (Awneh) organized at Birzeit University.

6

A group composed of 20 young volunteers from both genders participated in a number of local symposiums and conferences, such as Bethlehem University's conference on the role of community service in the society, Al-Quds University's conference on the role of community service towards youth and promoting the values of democracy, as well as participation in a symposium entitled Building the Capacities of Local Councils and Civil Society Organizations. They also participated in AMAN's conference on combatting corruption and in the youth summit entitled What do Youth Want held by Sharek Forum in Ramallah.

7

80 youth from both genders participated in the summer camp activities in Bethlehem entitled “Our Health in Our Hands 2” as part of the Right to Health Project in partnership with Bisan. The summer camp included a number of recreational activities as well as lectures, trainings and voluntary work.

8

Four young persons participated in the activities of the International Social Forum in Brazil and presented papers on topics relating to the reality of youth in Jerusalem in terms of education and health, and the role of youth in the social change process. They also participated in regional Arab workshops on the margin of the forum in order to activate the role of youth in the Arab World, where they presented the challenges youth face by the Israeli occupation. They also participated in “Health for Everyone Now” training in Bangladesh, as well as the Peoples’ Health Movement conference also held in Bangladesh with the participation of volunteers.

9

The participation of youth in alternative tourism tours in Jerusalem and adjacent displaced villages in order to strengthen youth’s identity and attachment to land and self-determination. 11 tours were held with the participation of 150 youth from both genders. Youth also participated in a workshop and seminar on cybercrimes and methods of extortion through social media. Around 60 youth from both genders participated in these workshops.

10

The participation of youth in the Palestinian NGOs Network celebrating International Youth Day. The activities included some tours in the old city in Jerusalem as well as participation in awareness raising workshops on the concept of Palestinian identity and some voluntary work. The number of participants from HWC was around 30 youth from both genders.



### Third: Promoting Opportunities for the Participation of Persons with Disabilities in the Labor Market and Social Rehabilitation

In 2018, HWC took the most important step with relation to the rights of persons with disabilities to work through the provision of three opportunities for its beneficiaries. It also expanded the scope of institutional support to the mission and goals of HWC. This constitutes actual institutionalization for the rights and developmental dimension for the most marginalized and poorest category through Al-Waha Center for Persons with Intermediate Mental Disabilities in Beit Sahour, which works with **24 persons with disabilities**, as well as the community based rehabilitation program for persons with disabilities, which the department seeks to renew work on it in the southern areas through HWC's management. Since its establishment in 1998, Al-Waha Center has been entrusted with the importance and legitimacy of the rights of persons with disabilities in all fields, mainly the integration of these categories in their social, familial and institutional surroundings. The center focuses on professional integration of persons with disabilities, particularly persons with intermediate mental disabilities, through implementing a number of recreational and awareness raising activities. They also implemented six technical workshops at the center: (sand, wax, paper, ceramics, laser, drawing on children's clothes). The center also makes continuous efforts with regards to work tools and methodologies that are included in HWC's strategic approaches throughout the years in order to improve social participation of persons with disabilities and promote job opportunities for them.



**Achievements:****3**

job opportunities was provided for its beneficiaries. These jobs were in the field of crafting and sculpting olive tree wood, another was in a wedding hall in Beit Sahour, and the third was at a printing house in Al-Doha/Bethlehem. These opportunities raised the beneficiaries' self-confidence, realized social integration, and made them believe that they have capacities that can be invested like others in the society. Providing job opportunities is a pioneering experience in providing them with a fixed income and giving them independence.

**3**

vocational trainings was implemented by the center; one at Al-Waha center for ten of its beneficiaries on the work mechanisms on laser machines. The second was in cooperation with Beit Al-Raja' for the Blind, where 22 persons with disabilities were trained on the work mechanisms of household appliances. The third targeted two of the center's beneficiaries and was in the field of printing.

**60**

community activities implemented, aiming at supporting persons with disabilities, such as celebrating the International Day for Persons with Disabilities. A number of visits were conducted to organizations, universities and schools to discuss the rights of persons with disabilities and their role in the society. Many local and international delegations were received to discuss and see Al-Waha Center's experience with regards to integrating and empowering persons with disabilities in all fields, particularly in terms of job opportunities.



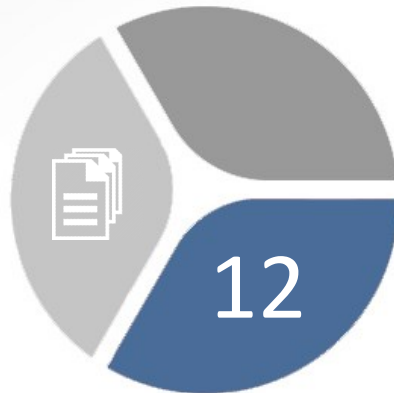


#### Fourth: Improving Access to and Educational Services for Children:

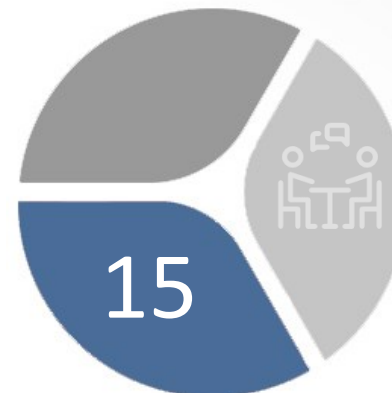
This objective is one of the department's approaches. It seeks to provide educational services to children from day on and up to 5 years through the Shepherd's Field Nursery and Kindergarten in Beit Sahour, which was established in 1996. The number of children enrolled at the nursery and kindergarten until mid this year was around **110 children**. It is one of the fields that have received great support and mobilization from HWC's grassroots efforts in Beit Sahour to build and implement a number of educational activities aiming at promoting the capacities of children and documenting familial and social relations between the child, parents and surrounding environment. The waiting lists for enrolling at the nursery and kindergarten have increased in recent years to reach **30 children**. This is due to the staff's keenness on following educational and creative methods in developing children's talents and personalities; the quality of childcare services for young children and newborns (the nursery); keenness on sending staff to attend continuous training courses with the Ministry of Education – kindergarten and nurseries division – and with kindergartens of other organizations such as Caritas and others.



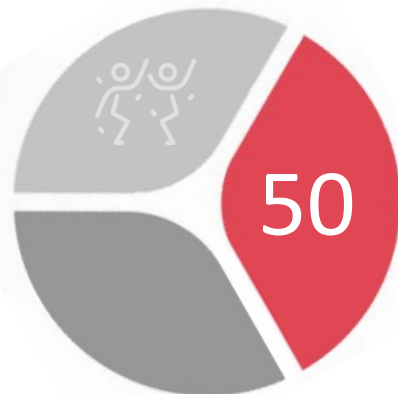
Leaflets on education and health were prepared, the topics included communication means, mechanisms to monitor children, healthy nutrition, and investing children's time. Stories were distributed to parents.



Expertise exchange sessions were organized with nurseries in Bethlehem, such as the Women's Union, Caritas, the Directorate of Education in order to develop the skills and capacities of the nursery and kindergarten staff.



Recreational activities and celebrations were implemented for the nursery and kindergarten. Parents participated in some activities such as celebrating Mother's Day, international women's day and other national and religious occasions. Around 630 parents and members of the local community in Beit Sahour participated in the activities.



## Shepherd's Field Nursery and Kindergarten Achievements

Children with special needs were included in the nursery and kindergarten's work.



Workshops participated by the nursery and kindergarten staff on preparing educational means from the children's surrounding environment, modern educational methods, the fundamentals of healthy nutrition for children, and communication skills.



Recreational trips facilitated by the nursery and kindergarten for children with their parents.





## Fifth: Activating and Institutionalizing the Voluntary Work and Volunteers Program to Mainstream the Voluntary Culture:

By building on the volunteering policy and manual formerly prepared by HWC, HWC prepared volunteering models that clarify the type, duration and objectives of voluntary work. Voluntary work is being institutionalized through an automated information system that requires follow-up, development and feedback. During the year, there were **258 volunteers**, most of whom were youth, school and university students, some individuals from other organizations and international volunteers.



# **Public Relations and Media Department**

The Public Relations and Media Department aims at establishing a positive image about HWC in the society at the national and international levels in order to build a positive and supporting social and institutional position that contributes to the sustainability of HWC. The department builds relation to contribute to promoting and supporting HWC and its activities through networking and building relations with local, Arab and international organizations by exchanging visits and invitations and receiving delegations. The department also works on recruiting financial resources to develop HWC's work and fund its programs in order to ensure sustainability through drafting project proposals, following-up on donor requirements, communicating with current donors and seeking new donors. Through traditional and modern media, we seek to promote and circulate HWC's vision, mission, goals and activities on a wide scale that contributes to promoting positive images about HWC on all levels.

## Achievements vs. Goals

The department worked in accordance with a work plan based on HWC's plan and strategy for the years 2018-2020, and in accordance with the goals and outcomes to achieve the planned indicators, mainly with relation to HWC's vision and goals, in order to become well known at the local and international community. The second goal is to promote HWC's sustainability and recruit financial support. Accordingly, the following achievements were realized:

## Promoting HWC's Vision, Goals and Activities

### At the international level

The main stops in the delegations' field visits were HWC's work locations, such as the old city in Hebron, by visiting Hebron emergency center that serves approximately 50 thousand citizens who face difficult conditions due to the violations of settlers and the occupation army. They were also introduced to the impact of the occupation army on the center's work and medical teams' access, as well as the targeting of the center with raids and poisonous gas. Furthermore, there were visits to Jaber and Tal Rumeida neighborhoods to introduce them to the suffering of civilians in both locations.

Dunya Center for breast cancer diagnosis was also an attractive stop for visiting delegations, particularly because of the diagnosis services offered to women and the quality awareness raising campaigns that are well received locally. The same applies for the HWC's development centers, including the elders club that provides quality and distinguished programs and services for its beneficiaries, including health, cultural, psychological, recreational, sports and physiotherapy services, as well as Al-Waha Center for Persons with Intermediate Mental Disabilities, which is highly regarded and encouraged by visiting delegations for the services it provides to the beneficiaries and the products produced by the beneficiaries themselves.





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## 25

### International delegations

HWC received from different countries, including: Brazil, Spain, Belgium, Britain, Denmark, the United States, France, as well as UN and international organizations. The delegations included specialized persons in the fields of health, law, humanitarian work and rights, and they included politicians and members of the parliament. Of the UN and international organizations, there was a visit by UNOCHA, OHCHR, MDM France and Switzerland, WHO and UNESCO. The objective from receiving the delegations was to introduce them the reality of HWC and the Palestinian context, as well as the impact of the occupation and its violations on the reality of health.

## 100

### National delegations

HWC received at its health and development centers and its headquarters from different organizations with various specializations, some were educational, from universities, media and others.

Meanwhile, a number of delegations visited Ishraqa centers who provide health, psychological, social and legal services to women. These centers are integrated in our health centers at Hebron emergency center, Qalqilia health center, and Al-Shifa' health center in Toubas. They provide services to women victims of violence and implement a number of different activities that help women release the stress they are under. The delegations were interested in the Northern Jordan Valley area and Al-Shifa' health centre in Toubas (patients are referred to the center by mobile clinics), they were also interested in our services provided by the mobile clinic in "C" areas in the Jordan Valley, whose residents live in difficult conditions due to the lack of services and difficulty in movement and accessing their land for agriculture and construction, that is not to mention that part of these lands is confiscated for Israeli military training purposes.

### Following are the key results of the delegation visits:

- The delegations were introduced to HWC and the political reality and its impact on HWC's work, particularly the occupation violations against HWC, mainly in Hebron.
- Creating new opportunities for new project and renewal of existing projects.
- Promoting relations with UN and international organizations and introducing them to HWC. This was highlighted by their interest in the reports they received on violations against Hebron emergency center, particularly that of WHO, who published the report on their website. WHO also visited the location and are in constant communication with HWC to track any violations.

### At the local level

The visits of the delegations focused on the prominent models at HWC, such as Dunya Women's Cancer Clinic, Al-Waha Center for Persons with Intermediate Mental Disabilities, the elders club and Shepard's Field Nursery and Kindergarten. The efforts made in previous years to promote the private sector's social responsibility succeeded in recruiting a number of companies and local and governmental organizations.

Dunya Clinic was characterized by its ability to recruit the local community and now has an attractive reputation for people to visit. Local organizations and companies address HWC and the clinic in order to cooperate and provide support, or participate in the clinic's activities.

### Key results of local delegations' visits:

- Better knowledge of the work of health and development centers by the visiting delegations.
- Conducting joint agreements, such as Istishari Arab Hospital, to explore genetic factors and their impact on breast cancer and refer cases to them, while at the same time referring women from the hospital to Dunya Clinic for mammography. Quality activities and donations were provided to support Dunya Clinic. There were also interactive activities with the beneficiaries of Al-Waha Center for Persons with Intermediate Mental Disabilities, which contribute to social integration, as well as the purchasing of products made by the beneficiaries of the center. This also applies to promoting interaction with the beneficiaries of the elders club by visiting delegations.
- Support provided by Paltel to Al-Waha Center to move to the new location.



## Promotional activities on HWC's mission and goals:

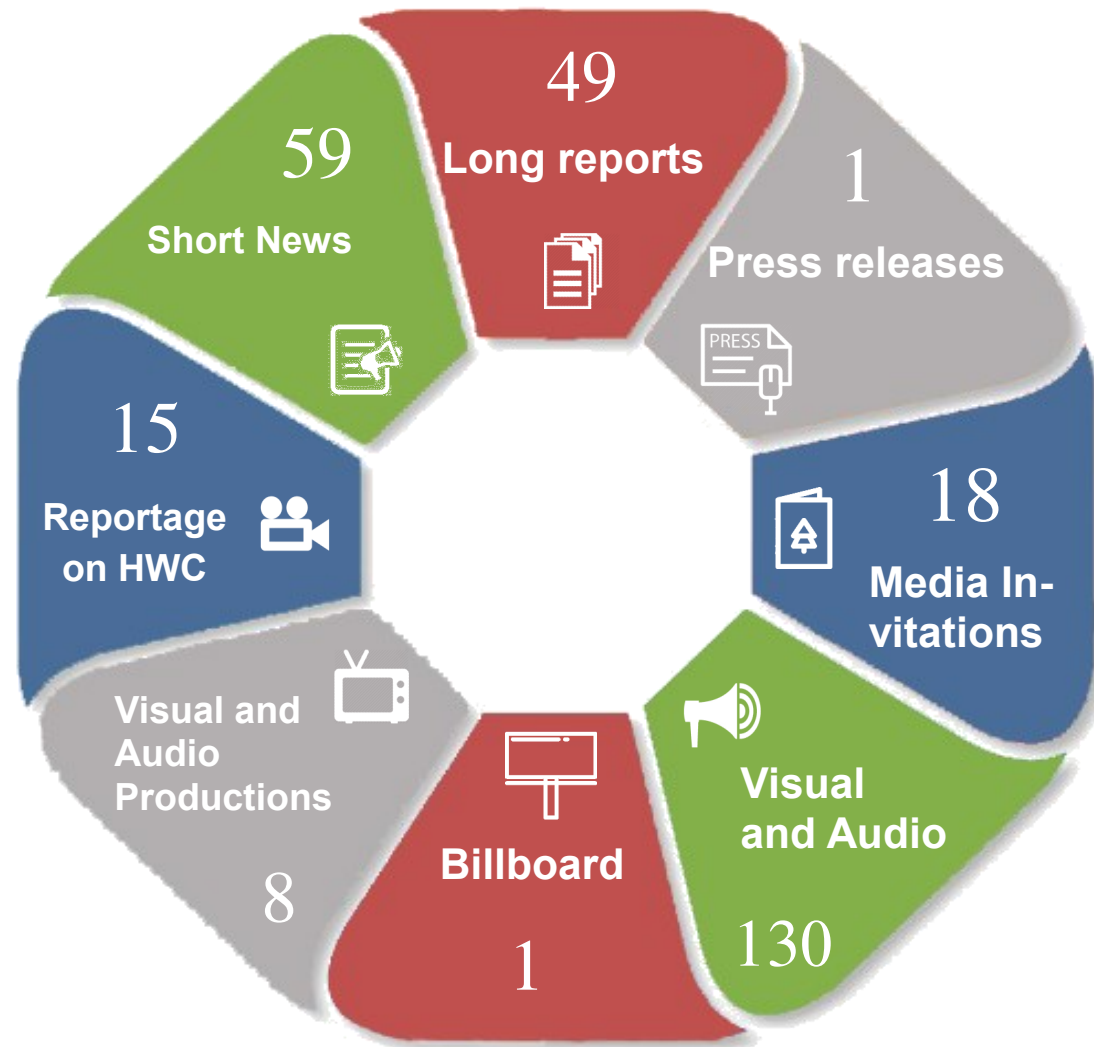
- Activities were conducted to promote HWC's vision and goals through visits abroad, including the head of Spanish relations' visit to Spain, where she presented 15 lectures through which she explained the political reality in Palestine and its impact on health and the health of specific categories in the society, including women and children. This activity ensured that HWC's vision and role were delivered to different locations and communities in Spain.
- In the same context, through the visit of the general director and the directors of women's health program through and invitation from HELIA organization from Spain, a lengthy presentation and discussion were held on the political and health reality, the reality of women and HWC's role. A film on HWC was presented in presence of a number of NGOs and feminist organizations in Barcelona. There was also a presentation on HWC and its role to a number of members of parliament in Barcelona's parliament (Catalan). HWC participated in a mass march in support of women's rights in Barcelona and a speech was given on behalf of HWC at the march.
- HWC participated in the International Social Forum in Brazil through a delegation of youth and volunteers in the Youth Coalition for the Right to Health. Many lectures and movies that reflect the Palestinian reality and HWC's vision and activities were presented at this international event. This in turn resulted in many delegations' desire to cooperate with HWC and the youth forum, and invite them to participate in their events. This participation had an impact in attracting youth to join the youth coalition, and led to many delegations being introduced to HWC and its role.
- A delegation of 6 members from HWC participated in the People's Health Movement conference held in Bangladesh in November 2018. The conference was an opportunity to meet delegations from around the world (over 70 countries participated). There was discussion and introduction on the reality of health and the occupation's impact on it, which was presented to over 500 participants. There was discussion on HWC and its experience in health and development work in the meetings held with delegations and during different lectures. During the meetings of different regions, including MENA region, HWC was elected as representative of the region, which indicates states' conviction of HWC's work, activities and ability to represent them
- Through an invitation from the Jordanian Medical Association – Doctors for Jerusalem Committee – HWC's role and the political and health reality were presented during a charity dinner organized by the association. A film on HWC was presented in presence of doctors and private sector companies who amounted to 300 persons. This resulted in subsequent meetings and offering 3 projects to HWC. A project in the benefit of Hebron emergency center was accepted.
- HWC had the opportunity to meet the Engineers Syndicate and present its mission, vision and activities in presence of over 40 members of the Jordanian Engineers Syndicate. This resulted in offering a project to install elevators for Halhul health center. The project is still being implemented.



## The role of traditional and modern media in promoting HWC:

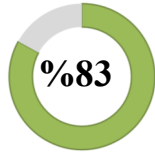
In 2018, HWC has had excellent presence in media in terms of articles published on and by it on its website, as well as the quality of materials produced and outreaching to different media outlets, networks and new TV and radio stations compared to previous years.

Following is a comparative table that shows the number of publications on HWC:

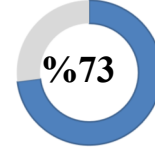




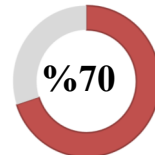
## Presence in media by percentage:



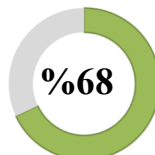
**Palestinian Newspapers:** there are 6 daily newspapers and one quarterly newspaper, four of which are contacted (Al-Quds, Al-Ayyam and Al-Hayat Al-Jadeedah, Al-Hadath and Sawt Al-Nisa' "Quarterly"). 83% of total newspapers are contacted. HWC's presence in newspapers amounts to 3-4 articles weekly.



**Palestinian Satellite Stations:** HWC is in contact with 11 out of 15 television station, at a percentage of 73%, while other satellite stations are not contacted because of their specialization and approach, which are not in line with HWC.



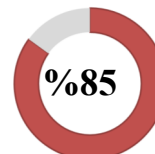
**Palestinian Local Stations:** HWC is in contact with 7 out of 10 local stations, at a percentage of 70%. We will work on reaching out to other local television stations in 2019.



**Radio Stations:** we have 40 radio stations operating in Palestine, two of which are in Gaza. HWC has contact with 27 of them at a percentage of 68%, while 27% cannot be accessed due to the specialization in their programs and work. In the coming three years, efforts will be made to access 8 additional stations, although the reason why they are still to be accessed is that HWC does not operate in their location.



**Arab Newspapers and Websites:** the number of Arab newspapers and websites is enormous, and HWC is possibly covered by many of them, but we were able to identify two major outlets of this type. HWC aims at increasing the number of Arab newspapers or news agencies that cover it by one annually.



**Arab Satellite Stations:** there are a number of Arab or Arabic speaking satellite stations operating in Palestine. Some offer a variety of programs, while news stations are 13 and HWC has contact with 11 of them at a percentage of 85%.



**International Satellite Stations:** there isn't a fixed number of international satellite stations in Palestine, some are not resident and only present depending on the development of events on the field or as part of visits. Some have previously visited us but our attention was on the Spanish Television and Telesur from Venezuela.

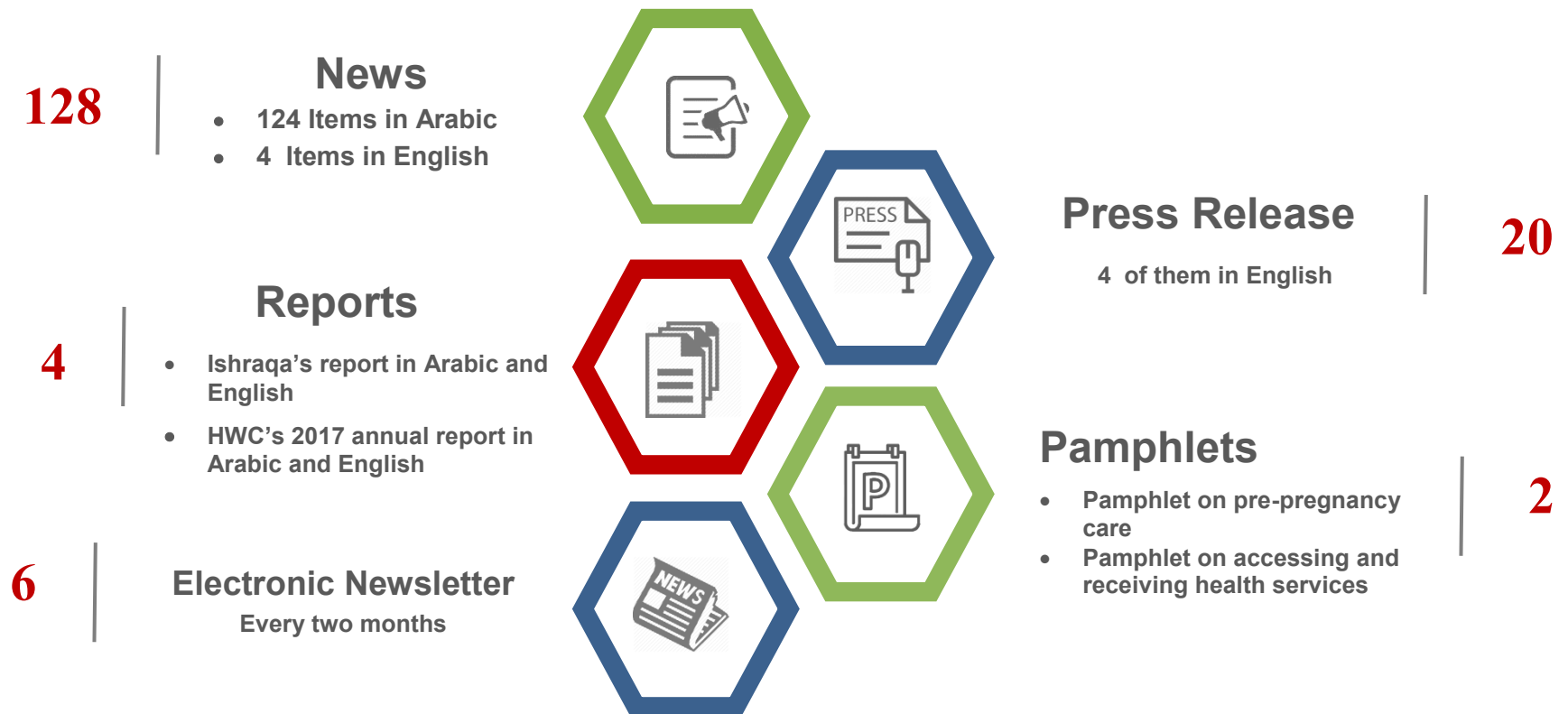


**Electronic Agencies and Websites:** there is a large number of electronic news websites, some belong to satellite and radio stations. However, there are six official news agencies, and HWC has access to 100% of them. 10 additional new Palestinian news websites will be targeted annually. We have contacted three new news websites (Sawa Agency, Al-Jadeed Al-Falastini, Watan 24).



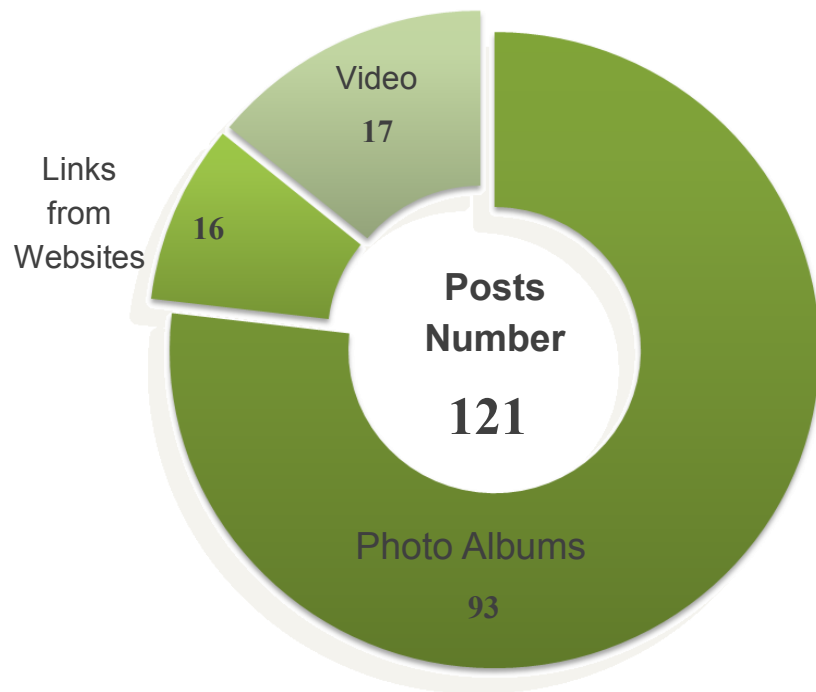
## The Website and Social Media

The number of materials on HWC's website in both English and Arabic:

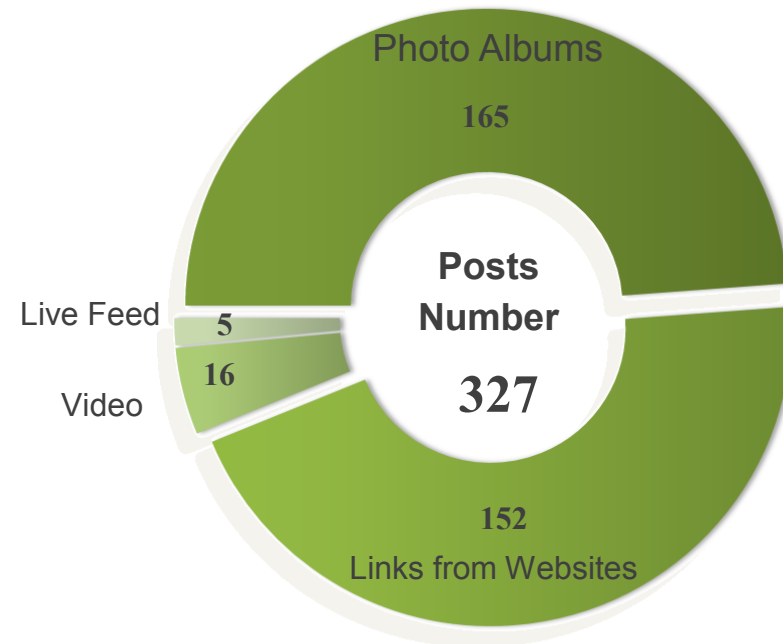


The number of posts on Facebook pages of HWC and Dunya Women's Cancer Clinic based on type:

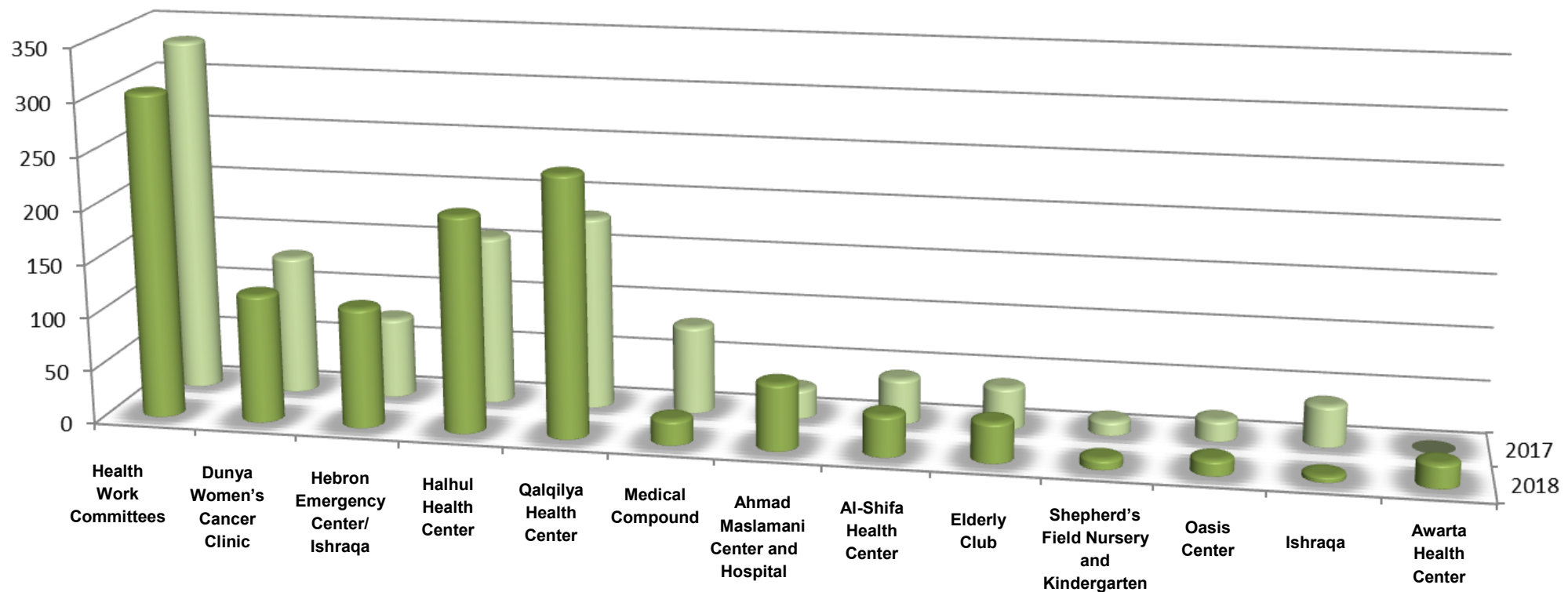
**Dunya Women's Cancer Clinic's Page**



**HWC's Page**



- The number of followers on HWC's page increased from 1854 in early 2018 to 3200 followers by the end of the year with an increase at a rate of 42%. Meanwhile, the number of followers in early 2017 was 1337 and increased to 1854 by the end of the year at a rate of 27.8%. This indicates that the overall follows to the page is has increased since the beginning of 2018 by 15%.
- Posts with the most reactions on the page: opening of Dr. Ahmad Maslamani Hospital and Opening Al-Wardiya Mobile Clinic.



Number of posts (videos, photos) uploaded on HWC's Facebook pages



## Promoting HWC's Sustainability and Recruiting Financial Support

The Public Relations and Media Department seeks to recruit funds through promoting and creating relations with donors at the local, Arab and international levels.

However, HWC faces challenges with relation to the sustainability of funds due to several reasons, including:

- HWC is still facing a financial crisis and the Public Relations Department is exerting its efforts to increase support and funding. However, funding has become limited to civil society organizations, particularly for the service provision.
- Donors approaches are now targeting areas in most need and inflicted with struggle, such as Gaza Strip, refugee camps in Syria and other locations at the expense of funding Palestine/ the West Bank. This is evident in the Health Cluster, as most humanitarian projects target Gaza Strip.
- There are opportunities available to fund policies and advocacy, however, we need efforts and promotion for HWC's strategy and demonstrate its role and capacities in policies and advocacy to attract projects.
- The security prevention on HWC to work in Jerusalem poses a burden with relation to applying and implementing project, particularly ones related to youth.
- The majority of available funding opportunities in this period are of low value and their timeframe is limited. The funding opportunities for mid-term (3 years) or long-term (5 years) projects are limited.
- There remains difficulty in creating relations in the Arab region despite the small achievements in Jordan. The organization of visits abroad to receive unconditioned support is still not realized.



### Achievements in terms of sustainability of financial support to HWC

HWC visited several organizations, held meetings with representatives of local, international and other Arab organizations and received delegations and representatives from local, Arab and international organizations to introduce them to HWC's work and discuss the possibility of submitting project proposals in support of HWC's health, development and advocacy programs and activities.

The department drafted  
and submitted

**62** project proposals

(compared to 45 project  
proposals in 2017)



To

**48** Donors

11 of which are new donors



Accepted

**21** Proposals

at a rate of 33% of all projects  
submitted



The efforts exerted at the local, international and Arab levels as follows:

### Local relations:

- HWC held several meetings and visits to strengthen relations, including to the Bank of Palestine with relation to the memorandum of understanding to support the operation of the mobile clinic for early detection of breast cancer and to follow-up on the support for October 2018 campaign, as the bank is the strategic partner in launching October campaign to raise awareness on early detection of breast cancer. The memorandum of understanding on the operation of the mobile clinic was signed in the second half of 2018. There were also several meetings held to arrange the opening of the mobile clinic, which was opened in a central ceremony in September in Ramallah in cooperation with Ramallah Municipality. The ceremony included a number of partners, national and international organizations as well as prominent persons.
- A visit was conducted to the Municipality of Toubas and a meeting was held with the mayor to introduce him to HWC's work and discuss the hospital building in Toubas. At the end of the meeting, the mayor expressed his willingness to take the necessary procedures in support of HWC's work and to open Ishraqa Center for Women at the hospital building in Toubas. By the end of the year, the center was opened in presence of Toubas governor and a number of representatives from the district and organizations in the district.
- The Emirates Charitable Work Commission was contacted and visited in its center in Jenin, where HWC's work and vision were introduced. HWC's needs were presented, particularly with relation to Toubas Hospital and the possibility of equipping it as a daytime surgery unit. A project proposal to equip the surgery unit was submitted and is awaiting response.



### Success story on local donation for Halhul Health Center:

Halhul Health Center was a success story in recruiting local support. Two floors were built at the center through a local donator. With the finalization of the construction, a ceremony was prepared with a lunch. The local community provided cash and in kind donations. The donations collection process was managed by a committee of well-known and entrusted persons from Halhul, who had a role in encouraging donations for the center and its goals in serving the community and promoting the health of residents.



## Relations with International Donors:

In 2018, the department participated in several meetings and correspondences with current donors to follow-up on the requirements of existing projects and visit the locations where projects are implemented. HWC's work and the evaluations of current and former projects have encouraged donors to renew projects and approve their extension. Throughout the year, 56 project proposals were submitted to international organizations, and there are 9 new donors who were approached to fund HWC's programs.

## Arab Relations:

- Building on the efforts to create relations in Jordan, which started at the end of last year, there was participation in a charity dinner with the Jordanian Medical Association – Doctors for Jerusalem Committee by the general director. A portion of the revenues from this event was allocated for HWC and purchasing equipment. (mentioned previously)
- In the same context, there were efforts to contact the Jordanian Engineers Syndicate and study the prospects of supporting HWC, which resulted in submitting a project to install elevators at Halhul Center that is awaiting response.
- Relations with the Palestinian Heritage Society in Jordan were re-established. The society was visited by the general director where HWC and the prospects of development of work were introduced. There was focus on Jerusalem and school health program.
- Relations were established with Royal Hospital in Jordan and a meeting was held with the director of the hospital, who welcomed the idea of supporting HWC by receiving doctors, nurses and health workers to train at different sections of the hospital based on HWC's needs.
- Relations were promoted with Al-Hussein Hospital for Cancer Diseases in Jordan, particularly the training section. A memorandum of understanding was signed after the meeting to facilitate the training of Dunya Clinic staff at the hospital, particularly the radiology doctor and the mobile clinic staff. The memorandum of understanding resulted in sending the radiology doctor to the hospital for one month to train at the radiology section



# **Policies and Advocacy Department**



The Policies and Advocacy Department focuses on activating HWC's role in defending social rights and reviewing health related laws and policies to advocate for the enforcement of the right to health in accordance with the PA's commitments after the ratification of relevant international human rights conventions. The department also focuses on reviewing laws and policies and highlighting gaps and discrimination in order to develop draft laws and policies that are more just, implementing campaigns to move public opinion on them, and advocacy to include the right to health and its elements in such laws and policies as part of the strategic approach 2018-2020 adopted by HWC.

The Policies and Advocacy Department is a new department added in the organizational structure in April 2018 to work on institutionalizing health and social rights relating to youth, elders, women, persons with disabilities and children. The department works on promoting the approach based on the right to health at HWC and between staff, as well as building the necessary capacities to realize this goal through integrating and institutionalizing the concepts and practices relating to health rights in HWC's different programs and tools. It also works on structural social change and revealing the root causes of human rights violations in the field of health, as well as the structures that lead to poverty, impoverishment, marginalization and exclusion through the development of policies, research papers, position papers and advocacy campaigns.

### **Achievements based on the department's components and goals**

#### **First: Studies and Research Papers:**

**01**

#### **The right to Access Health Facilities, Products and Services**

which addressed the Palestinian reality and focused on the gaps that impede citizens' access to health facilities, products and services. It also addressed the impact of such obstacles on vulnerable categories in the Palestinian society, such as women, children, persons with disabilities and elders, as well as residents in "C" areas. The department held discussions with relevant organizations and influencers at organizations to discuss the key results of the study.

**02**

#### **The Harmonization of the Public Health Law with the International Human Rights System**

The study focused on legal analysis of health related legislations in force in Palestine, as well as identification and analysis of gaps that impede the harmonization of such legislations with international conventions to which Palestine has acceded, particularly the International Covenant on Economic, Social and Cultural Rights.

**03**

#### **The Inclusion of Rights and Issues Relating to Reproductive and Sexual Health in the Public Health Law**

The study aimed at moving lobbying public opinion amongst influencers and youth to push decision makers towards the adoption of policies and laws that are based on fair access to the right to health for all categories, particularly impoverished categories, in order for them to gain access and overcome the impediments relating to legislations and policies on planning and budgets allocated for the enforcement of the right to health.

## Second: Position Papers, Data and Reports on the Violations and Gaps in the Health Sector

1

Several position papers, data and reports were issued keeping abreast with the events and variables that impact the right to health, including a position paper on the amendments issued by the Council of Ministers on the Health Insurance System, which included an analysis of such amendments and the gaps in the enforcement of the right to health. Several media discussions were held on these amendments.

2

A positions paper was prepared on the adoption of a law by decree on Medical and Health Safety and Protection, which was followed by an open discussion with different unions and health organizations to discuss the law and reveal the gaps in it. HWC presented its vision to address these gaps in partnership with the Independent Commission for Human Rights, the Palestinian Human Rights Organizations Council and the Palestinian NGOs Network.

3

Special reports on the attacks and violations against the health sector in the West Bank, Gaza Strip and Arab region were published. Reports on violations of the right to health in Sudan and Yemen were disseminated and published on electronic media on the local and international level, particularly with the People's Health Movement.

## Third: Contribution to the National Campaign on Fair and Comprehensive Health Insurance

Through the department, HW activated, coordinated and networked with partners (Bisan Center for Research and Development, Economic and Social Policies Monitor and the Independent Commission for Human Rights) in the national campaign on a fair and comprehensive national health insurance. These efforts aimed at progressing in the analysis of policies, regulations and procedures relating to health insurance. In this context, several analytical papers were prepared and meetings and discussions were held to continue work on applying a fair and comprehensive national health insurance. This was done through applying the quantitative survey to reveal the gaps and violations in the application of the health insurance system, as well as a research on categories, including women and elders, affected by the system in force and the extent to which the rights of such categories are infringed by the gaps relating to its application.

## Fourth: Active Participation in Local and International Coalitions to Enforce the Right to Health as well as Fundamental Rights

### At the Local Level:

HWC established its presence in professional and specialized national coalitions, networks and committees. HWC is currently active in over 9 national coalitions and networks, as well as specialized committees. Overall, HWC plays an active and influential role in the majority of existing coalitions and committees, as its representatives have shown commitment to attending meetings, interaction and participation in different activities, either themselves or through HWC's staff. HWC's key activities at the most important coalitions include:

### Palestinian NGOs Network (PNGO):

throughout the year, PNGO held its elections and HWC acted as chair at PNGO's board of directors, which has added a new challenge and responsibility towards activating HWC's role at the local and international levels. HWC also joined BDS secretariat and the secretariat of the National Campaign on the Social Security Law. A study was prepared to show PNGO's position on the Social Security Law. The study was launched at a discussion session and press conference. HWC participated in a training and dialogue on the relation with the Ministry of Interior and the obstacles that face NGOs as a result of the Ministry's procedures. There was an agreement to develop a regulatory policy framework on this relation based on the Law on NGOs and Charitable Societies. There was also agreement to develop a unified procedures manual for the registration of societies and following up on their reports and other issues. The manual will be finalized in 2019. Data relating to the dissolution of the legislative council was published and a press conference was held with the Human rights Council. Moreover, there was commitment in the meetings held with the Minister of Labor and Prime Minister on the Social Security Law. HWC has also been committed to attending the meetings of the coordination committee, performed its role in the treasury and small administrative committees, and contributed to PNGO's different activities and meetings of the NGOs Coordination Board. The greatest achievement of PNGO was the establishment of the Palestinian Monitor to respond to the Zionist media allegations inciting against the civil society organizations and accusing them of terror. The monitor also seeks to develop an advocacy plan at the local and international levels. HWC also represented PNGO at the National Residents' Committee, attended meetings and reviewed the Arab League report on residents. HWC was also actively present in the Health Sector Committee as well as its activity in the Youth Committee, which published a policy paper on the civil society's vision relating to the role of youth in public and political life. Furthermore, HWC participated in the Advocacy Committee and interacted with its activities through the participation in a training on advocacy, advocacy tools and the role of the civil society. HWC also plays an active role in the Committee on Jerusalem and supports its activities. Jerusalem Committee developed a concept paper on normalization and BDS in Jerusalem in cooperation and coordination with BNC and the Civil and National Work Committee in the occupied city. The paper was finalized and submitted to PNGO for adoption.



## The Civic Coalition for Defending the Rights of Jerusalemites

During this year, a general assembly meeting was held and elections were conducted, where HWC was elected as board member. The majority of meetings held were attended and a Canadian delegation was received, where a presentation was made for the delegation on the reality of women in Jerusalem. A large-scale meeting was also held to discuss the Judization of education in Jerusalem.

### Jerusalemite Women's Coalition:

a coalition of Jerusalemite organizations involved in the conditions of Jerusalemite women, defending their rights, exposing Israeli violations against them, and highlighting their social conditions. **HWC was committed to attending the majority of the coalition's meetings, whose greatest achievement was** participation in the campaign for wounded female prisoners at Israeli prisons in cooperation with the Ministry of Women's Affairs, NGOs Forum Against Violence Against Women, the Ministry of Prisoners' Affairs, the Ministry of Education and Addameer Association. Five meetings were held, where HWC's representative represented the coalition in the meetings held at the Ministry of Women's Affairs in Ramallah. A leaflet on female prisoners was issued and translated to English, a press conference was held in Jerusalem District and the campaign was launched.

### The Palestinian Education Coalition:

a coalition of 50 organizations involved in education issues established in 2007. The coalition developed a new strategy that gives special attention to the fourth developmental goal until 2030. HWC's representative had an active role and presented a vision on the variables in the education pedagogy. An education policy paper was prepared for the coalition on the curricula we want from the perspective of the civil society. HWC also participated in the coalitions meetings and trainings, the latest of which was on policies and their development. Prior to the training, a general assembly meeting was held and the coordination committee elections were conducted, and HWC was elected as member in the coordination committee for the first time. During the year, the coalition focused its attention on Palestinian curricula in order to develop them to become modern and to reflect human rights and active learning values. HWC's representative had a role in the different meetings with involved actors, including the Ministry of Education. HWC's representative also prepared a policy paper on the university graduates we want and another paper that represents the civil society's vision on education policies.

### The National Team in Support of Budget Transparency:

the national team works on supporting the general budget transparency and includes over 40 sectoral NGOs to stress on the importance of informing the public of the general budget and participate in preparing it in order to be implement accountability and monitor governmental spending and public funds.

HWC joined the team in 2015 and is one of the active members in the team in terms of attending meetings and active participation. It is also a member of the team's planning committee.



The national team focused this year on four key sectors: education, health, social affairs and local governance. HWC is responsible for the health committee, who will follow up on the health sector budget by communicating with the Ministry of Health, Ministry of Finance and competent bodies, as well as by following up with governmental and non-governmental health organizations to ensure a suitable budget and share in the general budget for the health sector, and proper distribution of the budget in accordance with this sector's strategic plans and in a manner that guarantees the interests of the poorest and most marginalized categories. The Ministry's response, however, was weak as there were numerous attempts to hold meetings to no avail. During the year, a conference on budgets and accountability was held, including health insurance budgets.

### **NGOs Forum Against Violence Against Women:**

**The forum aims at combatting all forms of violence against women through lobbying, advocacy and campaigns to protect women and hold perpetrators accountable.**

During this year, the regular meetings of the forum were attended. Two meetings were held for the strategic planning workshop. Strategic planning for the forum was conducted in Amman over the course of three days at the end of February. HWC attended all meetings and activities. It is worth noting that HWC's hosting of the forum has ended and the forum moved to YWCA, where each organization in the forum hosts it for a period of two years. HWC participated in the forum's activities and events, particularly the international campaign against violence and the Law on Family Protection from Violence campaign.



### **The Palestinian Social Forum:**

Two years ago, HWC was one of the initiators to establish the Palestinian Social Forum, which was established in 2016. Through elections, HWC joined the secretariat and was committed to attending the meetings and some limited activities.

### **Health Cluster:**

The Health Cluster, which includes NGOs, international organizations and the Palestinian Ministry of Health with the leadership of the World Health Organization focuses on health related issues, such as the shortage and sufficiency of medicines and coordinating services in "C" areas between different organizations. It is also involved in urgent humanitarian health issues and work mechanisms in order to mitigate suffering and save lives in humanitarian emergencies, while promoting the welfare and dignity of affected residents. HWC is an active member in the cluster for years. It has participated in its regular meetings and in discussions on updates relating to the health situation in the West Bank and Gaza Strip. HWC also participated in the meeting of "C" areas working group, where the work of NGOs and international organizations was discussed and places of work were organized with the health directors in different districts. Furthermore, HWC participated in a workshop on "Emergency Health Information Mechanisms" that was organized by the Health Cluster.

## There was active participation in Palestinian committees and coalitions that submit shadow reports for the committees of international human rights conventions

such as the Convention on the Rights of the Child committee, the Convention on Persons with Disabilities committee and CEDAW committee. Special reports were submitted to these coalitions on the gaps relating to Palestine's commitment to the enforcement of the conventions it acceded to in 2015. HWC had an active presence in these coalitions and gave presentations on the gaps at workshops and open dialogues between participating organizations in order to promote the enforcement of the right to health and its elements in the reports and discussions submitted to the committees of the conventions.

### At the Arab Level

HWC presence at the level of Arab coalitions and networks is limited, as it is a member of only two networks. The conditions in the Arab region could be one of the reasons that weakened collective work due to states being occupied in their internal affairs. The networks in which HWC is member are:

- The Tunisian Regional Network for Sexual and Reproductive Rights/ Family Planning:** through nomination and recommendation from the Family Planning and Protection Association, HWC participated in the Establishment of Awaan Network in 2017 in Tunisia, where its vision, mission and strategic issues were discussed. After local discussions of the strategy, no meetings were held and its activities are limited. The Family Planning and Protection Association coordinates for this network locally.
- The Arab Feminist Network Ru'a:** an Arab network involved in Arab women's issues taking into account the Arab context and its political issues and their impact on women and their role. HWC is the national coordinator of the network in Palestine. In mid-2018, HWC participated in the regional meeting held over the course of several days in June 2018. The revisions of the Alliance for Combatting Human Trafficking were discussed, as well as the joining of new states including Palestine. A local Palestinian alliance will be formed (we as HWC will be responsible for the alliance), and Palestine will identify its priorities. This was decided during the regional workshop held in October e2018. The workshop focused on strategic planning for the Alliance for Combatting Human Trafficking. The efforts of the Palestinian delegation chaired by HWC focused on identifying priorities of work in terms of activating the coalition locally through several activities, including preparing a study on human trafficking, the implementation of several awareness raising activities, capacity development on issues of female workers at Israeli settlements, early marriage, and human organ trafficking.



On another topic, with relation to the Personal Status Law, a meeting was held in 2018 to discuss the new project to be prepared by the network, which is the development of a draft unified Civil Personal Status Law for the Arab world. A work paper was presented by the national coordinator on the reality of the Personal Status Law in force in Palestine and the discriminatory gaps in it. The Women's Affairs Technical Committee was nominated to be the project's coordinator in Palestine.

## At the International Level

HWC does is not a member in international networks or coalitions **other than People's Health Movement**, which was launched in 2000 with the membership of over 77 states. States were distributed to regions, including the Arab World region.

HWC was part of a delegation composed of 12 participants from Palestine (7 from HWC, 4 from Bisan Center for Research and Development, 1 participant from the Palestinian Medical Relief society) who participated in the general assembly conference of the People's Health Movement held in Bangladesh-Dhaka from 14 to 22 November 2018. During the conference, HWC was elected to chair coordination for MENA region for a period of 4 years. It was stressed in the conference on the political, economic and developmental contexts of People's Health Movement, as well as the challenges relating to diseases, epidemics and privatization in the world. Furthermore, the conference focused on issues of poverty, exploitation, oppression and violence, as well as the deaths and marginalized categories in societies. There was also focus on the great interests of neoliberalism and globalism, which means struggling for inflicting substantial changes in decision making and priorities relating to health, politics and economy. HWC presented a paper in the main sessions on social determinants and the occupation and their impact on health, in addition to interaction in the main and sub-sessions of the conference.

HWC also had active participation in the training workshop organized by People's Health Movement/MENA region over the course of 6 days in Jordan. 4 of HWC staff along with two female activists in community work at HWC participated in the training. During the participation in the conference, a presentation was provided on the reality of health in the occupied Palestinian territories, a presentation on the civil society's role in the struggle for the right to health, a presentation on the challenges and violations against the Palestinian people and health workers, as well as a presentation on the governance of the health system in Palestine. This experience was characterised by participatory work and in-depth dialogue between the different participants from Arab states on the issues and challenges in the reality of health, as well as activation of channels between participants to exchange expertise and struggles to realize the right to health, particularly for marginalized and poor categories.



epidemics that plight the poor and



## Fifth: Promoting Awareness and Developing the Capacities of Actors in the Enforcement of the Right to Health

The department conducted several activities to promote awareness and develop the capacities and approaches of health workers and youth with relation to the right to health and its elements by focusing on international human rights conventions and the rights-based approach, as well as social, economic and political policies that hinder marginalized categories in Palestine from enjoying the right to health. In this context, the following activities were conducted:

1

A workshop for 15 young males and females from volunteer groups was held on mechanisms and methods to advocate the right to health. A 3-day training was held for youth groups working with HWC in order to promote their social roles and improve their responsiveness to health issues in the framework of the right to health. The participants were introduced to the concepts of the right to health, as well as international standards and conventions relating to health rights. They were also introduced to local and international advocacy mechanisms. There was also a simulation for an advocacy plan at the national level in accordance with a logical analysis of problems, solutions and tactics.



2

Two sessions were held for 80 persons from youth groups at the summer camp organized by HWC in cooperation with Bisan on the People's Health Movement charter and HWC's experience in the movement. There was focus on developing space between participants on using advocacy tools to influence decision makers with relation to the gaps in practicing the right to health for marginalized and poor categories.



3

Three workshops were held in the center, north and south of the West Bank for HWC's staff on integrating the right to health in HWC's work system. Around 90 employees working in medical fields, nursing and health education, as well as technical and administrative staff and workers in the fields of psychosocial support and reproductive and sexual health participated in the workshops. These workshops were implemented in the context of HWC's strategic plan, which is based on the right to health approach and expanding work on advocating health rights for different categories, particularly the most marginalized categories.





# **Financial and Administrative Department**

## Introduction:

The Health Work Committees (HWC) has overcome the difficult conditions it is going through as well as the internal and external challenges through its vision, mission and goals that promote the development of resilience and by adhering to the concerns and requirements of the poor and marginalized beneficiaries. HWC works strenuously to maintain its social, national and humanitarian identity to realize a free Palestinian society that enjoys its health and developmental rights on the grounds of justice and fairness.

The Financial and Administrative Department is one of the important departments at HWC. It constitutes the line of life because its work is crosscutting with different departments and divisions. A qualified and specialized team in different financial and administrative fields that fall under the department's organizational structure, which are the accounting division, procurement and tenders, warehouses and fixed assets, human resources and information systems, staffs the department. This team is well trained and has practical experience ranging between 10-25 years, which enables it to perform the required tasks with high efficiency and quality.

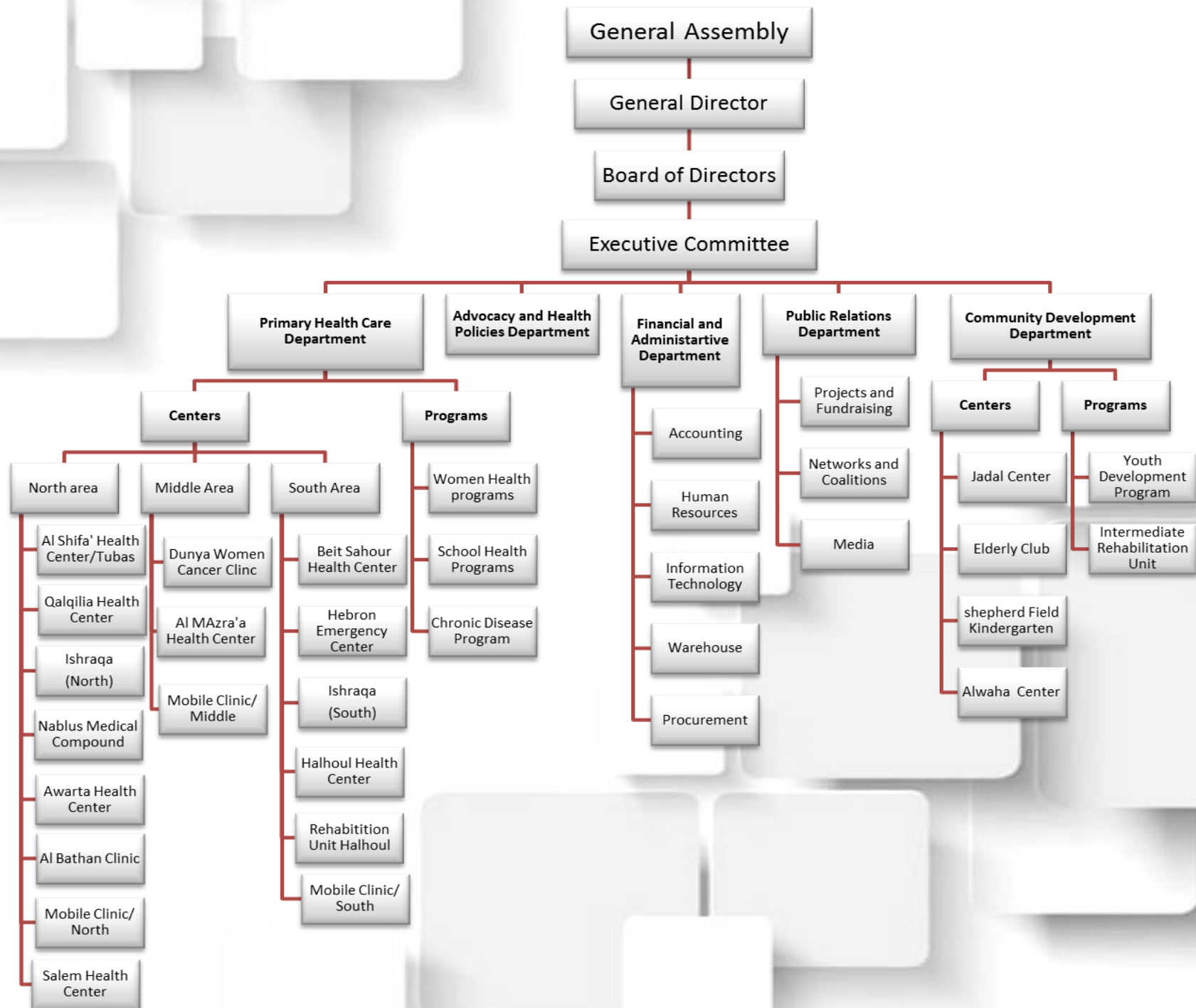
HWC has 192 employees, 62% of which are females. There are also 100 specialists in different fields who work on contractual basis.

## HWC's Organizational Structure:

HWC has a clear and established organizational structure that combines centralization and decentralizations. The organizational structure clearly specifies specialization and jurisdiction, which avoids any duplicity or conflict in tasks and responsibilities. The organizational structure takes into account the following principles:



## HWC's Organizational Structure



HWC's organizational structure and internal bylaw stipulate that HWC has a general assembly composed of 150 members that meets annually and discusses and adopts financial and administrative reports. The general assembly elects a board of directors composed of nine members, including a chairperson, every two years in compliance with the Law on Non-Governmental Organizations and HWC's internal bylaw. The board of directors meets monthly, supervises the administration of HWC, contributes to developing general policies and HWC's approaches, and adopts and monitors the implementation of HWC's plans and budgets through the executive committee.

HWC is managed by an executive committee composed of the directors of different departments and chaired by the General Manager of HWC. The committee supervises all executive work of HWC and the work of different departments and divisions in accordance with the strategic plan and towards the realization of HWC's goals, vision and mission.

HWC and the management work in accordance with the NGOs' Code of Conduct values and the values of good governance and transparency.



### Administrative and Financial System:

HWC has always strived to establish institutional work and institutionalization of all aspects of work as part of its endeavors to realize good and sound governance characterized by integrity and transparency, and adheres to the accountability system in its financial and administrative procedures.

HWC has drafted regulations and manuals on financial and administrative policies and procedures based on the international accounting standards in a manner that ensures transparency and separation of duties and powers. HWC also prepared a work regulation that is based on the Palestinian Labor Law, takes into account the rights of staff, and ensures fair employment policies, salary scale and leaves. Furthermore, HWC adopts a system to evaluate the performance of staff, which is connected to promotion, salary scale and incentives.



### Strategic Planning:

In 2018, HWC has completed its strategic plan 2018-2020, which emphasizes HWC mission statement "A Free Palestinian Society Enjoying its Health and Development Rights Based on Equity and Justice (Social Justice)."

HWC reviewed the mission and goals that would realize this mission and vision. It also emphasized the creation of an organizational, progressive and values-based culture through promoting a number of key values; belonging, transparency, professionalism and accountability.

HWC finalized the operational plan of 2018, which will lead to realizing its goals and objectives the financial plan and general budget of HWC was also finalized, which is considered the main monitoring tool for financial issues.



**HWC has integrated technology and information systems in its work; it has created electronic systems to monitor work, including:**

**1**

Central system to register patients and archive their files

**2**

Electronic human resources system

**3**

System to maintain and monitor HWC's fixed assets

**4**

System to monitor procurement

**5**

Accounting system

**6**

A new system has been adopted to monitor gender based violence cases in cooperation with the Forum of NGOs against Violence against Women

**7**

HWC has also developed a new system this year to electronically archive patients' files, which will advance work, increase efficiency and provide additional space at centers used to serve patients and beneficiaries



## Financial and Administrative Committees:

Apart from the executive committee, which is the first body responsible for managing HWC's different work and affairs, HWC created several specialized committees to monitor financial and administrative issues at HWC, including:

### Financial Committee

The committee is composed of three members from the board of directors (the treasurer, the chairperson, the deputy chairperson) who oversee the financial work and approve all financial transactions, including expenditures and received funds, in coordination with the administrative and financial manager and the general director. They ensure the application of financial regulations at HWC.

Apart from the financial committee, there is an external and independent auditor appointed by the board of directors and approved by the general assembly in its regular meeting. The auditor reviews and audits HWC's accounts annually and publishes annual audited financial statements.

Moreover, there is a number of auditors who annually audit the accounts of different projects based on the requirements of projects and donors, which promotes the accuracy of HWC's data and its commitments to international standards and financial and administrative transparency standards.

### Central Tenders Committee

The committee is composed of three members from the board of directors, the general director, and the administrative and financial manager. It oversees all tenders and procurements whose value exceed \$1000. The committee met several times throughout the year and monitored central tenders at HWC in accordance with the tenders and procurement regulation.

### Internal Auditing Committee

It is a specialized committee from the board of directors and general assembly to conduct internal financial and administrative audit of HWC's work. The committee is composed of two professionals in financial and administrative issues and auditing, which would develop work and improve HWC's regulations and procedures, and promote the principle of transparency and integrity.

## Training and Continuing Education

Health Work Committees continuously seeks to raise the capacity and skills of its employees and staff as it is the main pillar of the quality of services and the sustainability of the organization. HWC staff participated in several courses, trainings, conferences and workshops, each within his/her specialty.

### 100%

Of **Policies and Advocacy Department** employees received training and courses

in the following topics:

- Lobbying and advocacy mechanisms
- Regional Workshop for Strategic Planning of the Anti-Trafficking Coalition

### 80%

Of **Public Relations and Media Department** employees received training and courses

in the following topics:

- Advocacy
- Community advocacy mechanisms
- Health and gender
- Community mobilization
- Gender Mainstreaming in Humanitarian Projects".
- Gender and Age Index Training Workshop
- Health and political economy.

### 28%

Of **Primary Health Care Department** employees received training and courses

in the following topics:

- Communication skills
- The right to health
- Pressure and advocacy for safe abortion
- Violence against Woman
- Surgeries
- Marriage counseling
- Gender-based violence
- Dealing with battered women
- Building movements to support the right to health
- Breastfeeding
- Emergency contraception
- Menopause
- Disability
- Safe pregnancy and family planning
- Pre-pregnancy health care
- Health procedures manual

### 36%

Of **Community development Department** employees received training and courses

in the following topics:

- Advocacy and Lobbying
- Communication skills
- Defending the right to health
- Training of advocates of economic, social and political rights
- Introduction to Civil Defense
- Education and modern methods in education
- Safety procedures
- Advisors qualities
- Mechanisms of work at Woman Protection Centers
- Build a supervision system within partner institutions
- Aid portal

### 15%

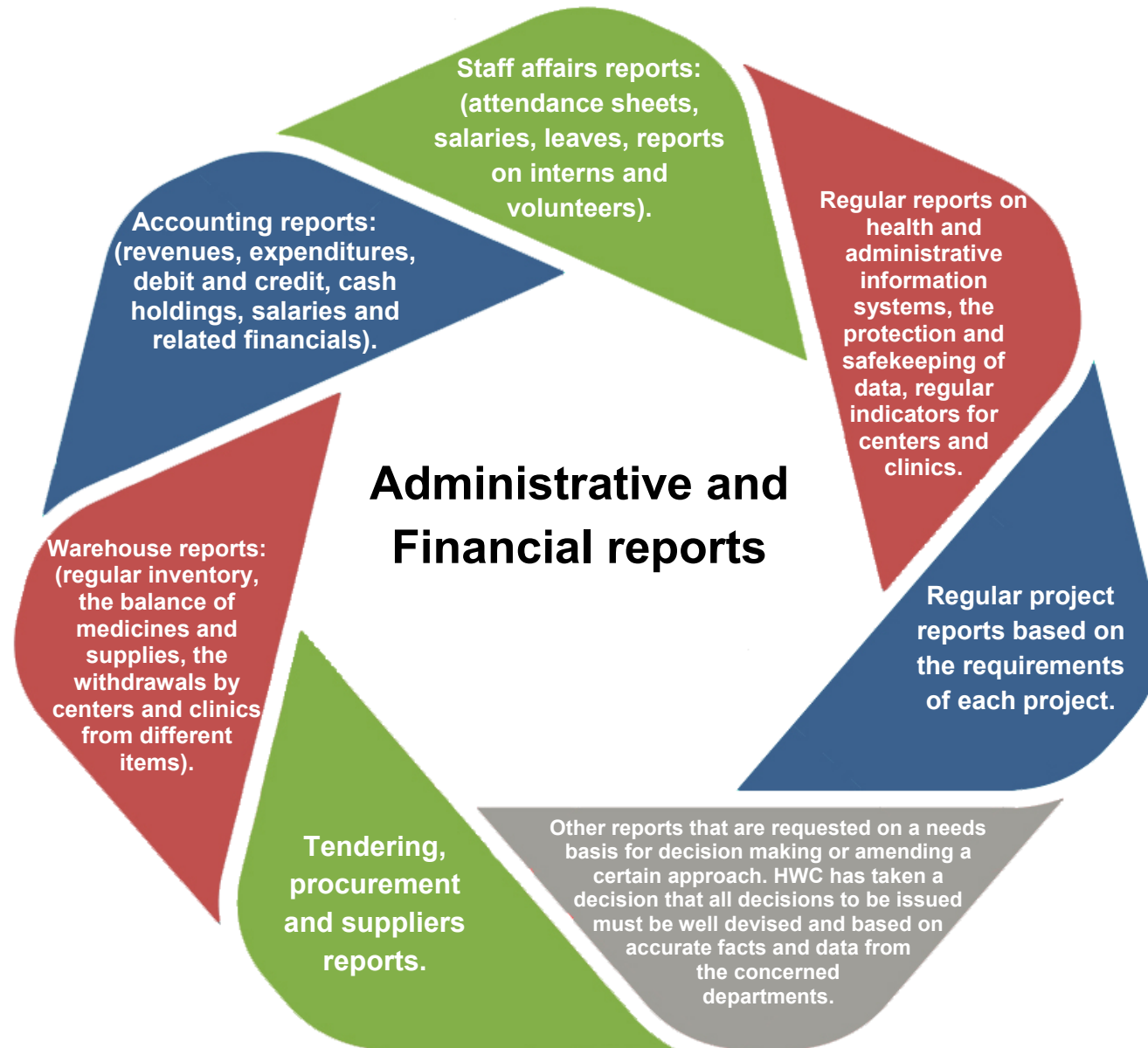
Of **Financial and Administrative Department** employees received training and courses

in the following topics:

- Communication skills
- Financial procedures
- Advance accounting
- Advocacy and Lobbying mechanism
- Digital Security

## Administrative and Financial reports:

The administrative and financial department prepared regular administrative and financial reports. These reports are discussed internally with the participation of different departments and the board of directors annually and semi-annually. The data of such reports is used in taking important administrative decisions and draw HWC's general policies. These regular reports include:





## Independent 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

### Report on the Audit of the Financial Statement

#### Opinion

We have audited the financial statements of **Health Work Committees**, Pages 4 to 28, which comprise the statement of financial position as of December 31, 2018, and the statement of activities and change in net assets and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statement present fairly, in all material respects, the financial position of the Health Work Committees as of December 31, 2018, and its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs).

#### Basis of Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

We are independent of the association in accordance with the Code of Ethics for Professional Accountants registered under Board of Auditing Profession, which are in conformity with the code of ethics of accountants registered under Palestinian Association of Certified Public Accountants, in line with the ethical requirements related to our audit of the financial statements in Palestine, and we have fulfilled our other ethical responsibilities in accordance with those requirements.

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

#### Emphasis of Matter

- Without qualifying our opinion, current liabilities exceed current assets in the amount of NIS 12,817,563.
- There is an amount of (337,453 NIS) received from projects funds and was used to purchase fixed assets as reserved by the management, recorded as revenues and fixed assets as mentioned in note (15, B).

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## Independent Auditors' Report

- There are two transactions have been adjusted, with an amounts of ((426,948) NIS, and 367,377 NIS) to the deferred revenues and fixed assets in current year financial statements. The transactions were recorded as revenues and expenses during previous years as mentioned in note (22).

### **Responsibilities of Management for the Financial Statements**

Management is responsible for the preparation and fair presentation of the financial statements in accordance with IFRSs and requirements of Palestinian Law, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the association ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the association or to cease operations, or have no realistic alternative but to do so.

### **Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. we also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

## Independent Auditors' Report

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

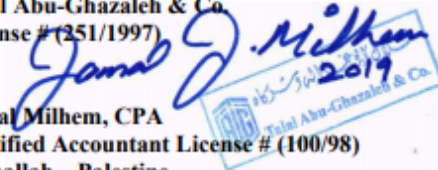
### Report on Other Legal and Regulatory Requirements

The association maintains properly organized accounting records, we believe that the audit evidence we have obtained is sufficient and appropriate and present fairly in all material respects.

The engagement partner on the audit resulting in this independent auditor's report is the Executive Director, Jamal Milhem.

Talal Abu-Ghazaleh & Co.  
License # (251/1997)

Jamal Milhem, CPA  
Certified Accountant License # (100/98)  
Ramallah – Palestine  
June 12, 2019



## Independent Auditors' Report

**Health Work Committees**  
**Ramallah – Palestine**  
**Statement of Financial Position as of December 31, 2018 Exhibit "A"**

<u>Assets</u>	<u>Note</u>	<u>2018</u>	<u>2017</u>
<u>Current assets</u>		<u>NIS</u>	<u>NIS</u>
Cash in hand and at banks	(3)	2,001,781	2,547,754
Patients' receivable – Net	(2c, 4)	1,565,542	1,493,077
Donors' (pledges) receivable – Net	(5)	25,180	347,644
Inventory	(6)	1,257,855	1,162,347
Others receivable	(7)	192,474	501,818
<b>Total current assets</b>		<b>5,042,832</b>	<b>6,052,640</b>
<u>Property, plant and equipment</u>			
At cost	(2e, 8)	49,042,757	46,773,590
Accumulated depreciation	(2e, 8)	(24,305,704)	(23,206,205)
Net book value	(2e, 8)	<b>24,737,053</b>	<b>23,567,385</b>
<b>Total assets</b>		<b>29,779,885</b>	<b>29,620,025</b>
<u>Liabilities and Net assets</u>			
<u>Current Liabilities</u>			
Loan installments – Short term	(9)	627,133	580,000
Accounts payable – medical services suppliers		1,568,919	1,824,180
Other accounts payable	(10)	13,466,077	12,378,427
Donations received in advance	(11)	528,692	627,657
Deferred revenues	(12)	1,669,574	469,990
<b>Total current liabilities</b>		<b>17,860,395</b>	<b>15,880,254</b>
Loan installments – Long term	(9)	365,828	918,265
Provision for end of service indemnity	(2g, 13)	7,114,280	6,988,169
<b>Total liabilities</b>		<b>25,340,503</b>	<b>23,786,688</b>
<u>Net assets</u>			
Net assets – Exhibit "B"		841,651	2,235,606
Re- evaluation of fixed assets reserve		3,597,731	3,597,731
<b>Total net assets</b>		<b>4,439,382</b>	<b>5,833,337</b>
<b>Total liabilities and net assets</b>		<b>29,779,885</b>	<b>29,620,025</b>

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



## Independent Auditors' Report

**Health Work Committees**  
**Ramallah – Palestine**  
**Statement of Activities and change in net assets**  
**for the year ended December 31, 2018 -Exhibit "B"**

		<b>2018</b>		<b>2017</b>	
	<b>Note</b>	<b>Unrestricted</b>	<b>Temporary restricted</b>	<b>Total</b>	<b>Total</b>
		<b>NIS</b>	<b>NIS</b>	<b>NIS</b>	<b>NIS</b>
<b>Revenues</b>					
Operating revenues	(14)	12,666,371	--	12,666,371	12,223,796
Grants revenues	(15)	--	5,620,408	5,620,408	8,041,710
Donations revenues	(16)	2,311,430	--	2,311,430	2,810,826
In-kind Donation	(17)	236,871	--	236,871	780,788
Other revenues	(18)	265,541	--	265,541	372,491
Amounts released from temporary restricted revenues to unrestricted		6,657,089	(6,657,089)	--	--
<b>Total revenues</b>		<b>22,137,302</b>	<b>(1,036,681)</b>	<b>21,100,621</b>	<b>24,229,611</b>
<b>Expenses</b>					
Operating expenses	(19)	(14,808,205)	--	(14,808,205)	(15,380,996)
Projects expenses	(20)	(4,954,744)	--	(4,954,744)	(5,272,621)
General & Adm. expenses	(21)	(1,418,580)	--	(1,418,580)	(1,519,969)
Depreciation of fixed assets	(8)	(1,083,330)	--	(1,083,330)	(1,163,479)
Currency differences		( 170,146)	--	( 170,146)	176,797
<b>Total expenses</b>		<b>(22,435,005)</b>	<b>--</b>	<b>(22,435,005)</b>	<b>(23,160,268)</b>
Net change in net assets during the year		(297,703)	(1,036,681)	(1,334,384)	1,069,343
Prior year adjustments	(22)	(59,571)	--	(59,571)	--
Net assets at beginning of the year		(3,498,946)	5,734,552	2,235,606	1,166,263
<b>Net assets ending of year – Exhibit "A"</b>		<b>(3,856,220)</b>	<b>4,697,871</b>	<b>841,651</b>	<b>2,235,606</b>

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

## Independent Auditors' Report

**Health Work Committees**  
**Ramallah – Palestine**  
**Statement of Cash Flows**  
**for the year ended December 31, 2018 - Exhibit "C"**

<u>Cash flows from</u>	<u>Note</u>	<u>2018</u>	<u>2017</u>
<u>Operating activities</u>		<u>NIS</u>	<u>NIS</u>
Change in net assets during the year – Exhibit B		(1,334,384)	1,069,343
<u>Adjustments to reconcile change in net assets during the year to net cash flows</u>			
Depreciation of fixed assets	(7)	1,083,330	1,163,554
Addition to end of service indemnity during the year	(13)	843,682	983,548
Prior year adjustments	(8)	(59,571)	(3,142)
<u>Changes in current assets and current liabilities</u>			
Patients' receivable		(72,465)	(219,033)
Donors' (pledges) receivable		322,464	(93,156)
Other receivable		309,344	(254,601)
Inventory		(95,508)	(232,964)
Checks issued payable		--	(104,065)
Accounts payable – Medical services suppliers		(255,261)	449,626
Other accounts payable		1,087,650	(684,016)
Donations received in advance		(98,965)	508,029
Deferred revenues		1,199,584	(85,030)
Paid to employees from provision for end of service indemnity during the year	(13)	(717,571)	(502,642)
<b>Net cash flows provided from operating activities</b>		<b>2,212,329</b>	<b>1,995,451</b>
<u>Cash flows from investing activities:</u>			
Purchase of fixed assets	(7)	(2,252,998)	(1,405,828)
Gain from disposal of fixed assets	(7)	--	44,016
<b>Net cash flows used in investing activities</b>		<b>(2,252,998)</b>	<b>(1,361,812)</b>
<u>Cash flows from financing activities:</u>			
Loan		(505,304)	1,498,265
<b>Net Cash flows from financing activities</b>		<b>(505,304)</b>	<b>1,498,265</b>
Net (decrease) increase in cash and cash equivalents during the year		(545,973)	2,131,904
Cash and cash equivalent at beginning of year		2,547,754	415,850
<b>Cash and cash equivalents at the end of the year</b>	<b>(2b,3)</b>	<b>2,001,781</b>	<b>2,547,754</b>

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

## Partners of Health Work Committees



Con el apoyo de  
**LA COOPERACIÓN BELGA  
AL DESARROLLO**



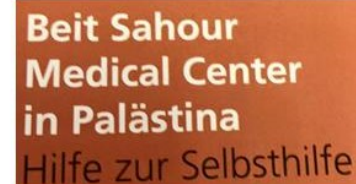


## Partners of Health Work Committees





## Partners of Health Work Committees



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## Health Work Committees