



JUZOOR

Juzoor for Health and Social Development

Annual Report 2020

Email: info@juzoor.org
Website: www.juzoor.org

Tel: +970 2 2414488
Address: Al-Bireh/ Al-Arkan St.
Islamic Palestinian Bank Building, 3rd Floor



Ramallah

Al-Bireh/ Al-Arkan St.
Islamic Palestinian Bank Building, 3rd Floor

Tel: +970-2-2414488

Fax: +970-2-2414484

Email: info@juzoor.org

Web: www.juzoor.org

Gaza

Gaza/ Al-Bahar St.

Baitouna Building

Tel: +970-8-2855999

Fax: +970-8-2884422

Email: smortaja@juzoor.org

Jerusalem

Jerusalem - PO Box 17333

ANNUAL
REPORT

JUZOOR

2020



ANNUAL REPORT 2020

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About Juzoor

Juzoor is a Palestinian non-Governmental organization working at the national level, dedicated to improving and promoting health as a basic human right. Juzoor, roots" in Arabic, was established in 1996 by a group of Palestinian experts and pioneers in various fields, particularly the field of community health.

Founded in 1996, Juzoor is a Palestinian non-governmental organization dedicated to improving the health and well-being of Palestinian individuals, families, and communities. The name Juzoor ('roots' in Arabic) is evidence of our commitment to addressing the underlying socioeconomic determinants of health and wellness. Our holistic approach to health promotion and disease prevention reflects our belief that health (physical, emotional, mental, and social) is a basic human right for all people.

Juzoor works on multiple levels with community-based organizations, service providers, governmental bodies, international organizations, and the community at large (particularly women, children and youth). We operate in East Jerusalem, the West Bank, and Gaza.

Juzoor is a Palestinian non-governmental organization dedicated to improving the health and well-being of Palestinian individuals, families, and communities.

OUR VISION

A Palestinian society where all individuals enjoy well-being and health.

OUR MISSION

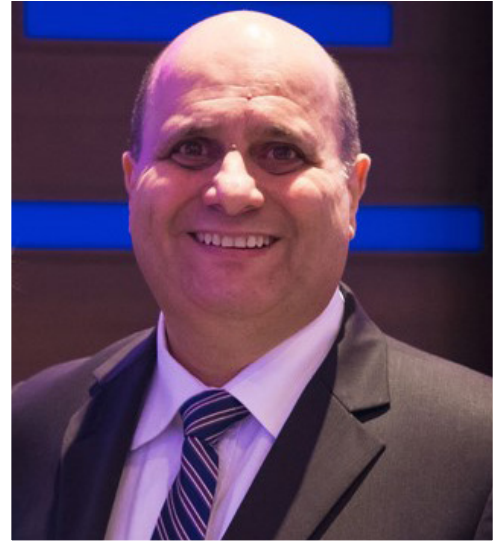
To promote well-being and health as a right for all members of the Palestinian society by influencing health and social policies and creating innovative, sustainable development models.

OUR VALUES

- Objectivity and non-bias in serving the community
- Respect for dignity and human rights
- Commitment to, and honoring of Palestinian development priorities
- Excellence and creativity
- Evidence-based, results-based methodologies
- Partnership with the community and institutions
- Independence, progressive ideology, and social justice

“With Juzoor’s emergency response, we were able to reach and serve the most vulnerable populations, support national efforts, provide essential training to our healthcare professionals on the frontlines, and provide critical packages and equipment where needed.”

LETTER FROM CHAIR OF THE BOARD



It is with great pleasure that I present to you Juzoor’s 2020 Annual Report. Founded in 1996, Juzoor remains at the forefront of efforts to improve the lives of all Palestinians and continues to make progress towards health and social development. Two key elements have helped us implement a successful health and social development strategy. The first is our active integration of core values into program initiatives; by ensuring that each initiative reflects our vision and mission, Juzoor remains unique in its holistic, rights-based approach to health. The second is our effective engagement with a range of stakeholders, from community health workers and health providers to Ministry of Health officials and national legislators. The breadth and depth of our work allows us to ensure that national policies reflect the needs of communities.

However, this year has been a bit different and challenging for us knowing that the communities we serve are neglected during this year’s crisis, so Juzoor jumped into action immediately since the start of the pandemic. With Juzoor’s emergency response, we were able to reach and serve the most vulnerable populations, support national efforts, provide essential training to our healthcare professionals on the front-lines, and provide critical packages and equipment where needed.

This year once again we have demonstrated that the most successful health and social development efforts are those that actively prioritize, promote, and protect rights and empower people to make informed choices. Our three core programmatic pillars of Community Empowerment, Continuous Professional Development, and Policy Dialogue and Advocacy address health rights, empowerment, and equity through innovative, community-focused, and collaborative approaches. In all our endeavors, we strive to pave the way for health system strengthening and community empowerment, setting the pace for others rather than accepting the status quo.

We are deeply grateful for the support of our funders and partners, whose partnerships are vital to our ability to maintain high quality programs. Finally, our accomplishments were also made possible by the invaluable input and hard work of our dedicated staff and remarkable Board of Directors.

Dr. Saro Nakashian
Chair of the Board

Dear Friends,

The end of one year and the start of another seems to inspire us to reflect naturally. Without stating the obvious, 2020 was different than most years. For Juzoor, 2020 will be remembered as the year of change and perseverance as our ability to rapidly pivot our programs to emergency programs demonstrates how unique our work truly is. While supporting and working in-line with the Ministry of Health, Juzoor responded to the immediate health impacts the pandemic has on the Palestinian communities and has pushed even harder to address the dire situation. As the year has progressed, we have shifted our focus on high priority areas including, infection prevention and control, capacity building for healthcare professionals, community support in marginalized areas, raising awareness, and policy research.



In 2020, we delivered major achievements on capacity building for healthcare professionals by providing essential emergency courses to combat COVID-19 and enhance the much needed basic skills and knowledge necessary to assess, support and manage the care of critically ill patients, establishing a more capable and equipped Palestinian medical healthcare team. Juzoor also made enormous progress on its health research. The goal of our research intervention was to bring together a broad range of perspectives to understand the social, domestic, cultural and economic impacts of COVID-19 - all with the common goal to influence policies on the national level.

The challenges of the COVID-19 pandemic have forced us not only into an emergency footing for most of the past year, but also impacted just about every program Juzoor runs. However, even as we shifted our focus on combating COVID-19, our departments have still charged ahead and made enormous advances on other priority programs such as our Early Childhood Development, Adolescent Health, Sexual Reproductive Health and Rights, Women Health, Family Protection, and Nutrition programs.

This report provides more detail of the many achievements on these efforts and our COVID-19 response, organized around Juzoor's goals. While the needs of the Palestinian are still increasing, battling COVID-19 will not only continue to be a focus for Juzoor for 2021; it will also have lasting lessons for how we battle health challenges and perform much of our work in the future.

Finally, this year the words 'thank you' just don't seem big enough to express my deep appreciation to our donors, Juzoor's board, partners, advisors and others for their support during the COVID-19 pandemic. The success of Juzoor's partnership across the government, the private sector and the international community builds on the remarkable efforts of this past year. Finally, thanks to Juzoor's dedicated team for making all this possible. Hopefully, 2021 is going to be even bigger and better for all!

With hope,

A handwritten signature in blue ink, appearing to read 'Director', written over a faint blue outline of a document or envelope.

Director

Juzoor for Health and Social Development



RESPONDING TO COVID-19

Our Juzoor team have mobilized in response to COVID-19 this year, supporting vulnerable communities, safe quarantine, raising awareness, advocating, and social support to fight the pandemic and help people stay healthy and safe.







EMERGENCY RESPONSE

On 5 March 2020, the Palestinian Prime Minister declared a State of Emergency across Palestine to contain the spread of COVID-19. As COVID-19 is first and foremost a public health crisis, and within that crisis refugee, other forcibly displaced populations, and people living in marginalized areas are at greater risk as the pandemic evolved, Juzoor automatically shifted to emergency mode and began conducting activities to elevate the load off the Ministry of Health and limit the spread of the virus.

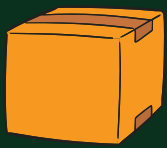
Working for the health, safety and well-being of the Palestinian people and being an essential partner in the health cluster, Juzoor took quick action during the outbreak of COVID-19 and coordinated with various organizations in taking necessary steps.

Additionally, working in line with the national needs and priorities, Juzoor worked closely with the Ministry of Health (MoH), and other line ministries including the Ministry of Education (MoE) and Ministry of Social Affairs (MoSA) as they were busy mitigating the situation at the national level. Juzoor, with its expertise, has identified key areas of intervention and took quick action to fill in the gaps by targeting the most vulnerable groups. Juzoor's emergency response plan focused on key interventions, including creating job aids within the health system and support of the public at multiple fronts, which is tailored to respond to these needs and demands of the Palestinian population, specifically targeting at-risk vulnerable groups.

“In light of the COVID-19 emergency situation, we immediately tailored our emergency response plan to support the needs of the Palestinian communities, particularly the most vulnerable populations. It was a challenging process, but I am proud of the success, great support, and achievements we have made in fighting the pandemic.”

**- Lama Hasan, Director of Finance & Administration
Emergency Response Program Coordinator**

IMPACT



5,000

Kits were distributed to women, men, children and persons with disabilities in the West Bank and Gaza



50

Community Healthcare Workers were trained and mobilized in COVID-19 protocol to safely monitor and conduct home visits to the most vulnerable people in the West Bank and Gaza



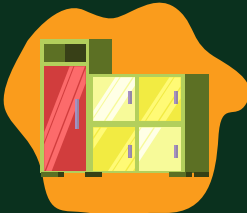
300,000

Households benefited from the services provided from the Community Healthcare Workers



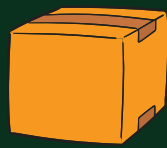
1,000

Health care professionals were trained on Infection Prevention and Control, Critical Care, Management of COVID-19, First-Aid, and AHA trainings



35

Daycares and charities received disposables and COVID-19 protection equipment



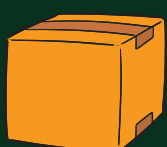
6,000

Hygiene kits were distributed to **20** schools in the West Bank



30

Schools in the West Bank and Gaza received screening supplies and equipment for COVID-19 protection



800

Hygiene kits were to healthcare professionals in the West Bank and Gaza



A NEW PARTNERSHIP

Juzoor has partnered with the Catholic Relief Services (CRS) to provide healthcare facilities and vulnerable households in the West Bank with support needed to respond to the COVID-19 emergency. **Juzoor is supporting healthcare facilities to address critical needs and strengthen their infection prevention control measures while also helping households to protect themselves and others through safe behaviors.**

Target 1: Targeted health facilities effectively respond to COVID-19

Juzoor, along with CRS, mapped-out the different roles that government health care facilities were playing in the emergency response, conducted a readiness assessment to study how prepared these facilities are to respond to the pandemic. The project team focused on 15 total health care facilities and Juzoor was responsible for 11 governmental hospitals. Government hospitals were prioritized because of the full range of COVID-19 services offered (from triage to treatment) as well as their role in providing other medical services in a safe, COVID-19 responsive way; several government hospitals were also exclusively dedicated to COVID-19 treatment. Under this intervention, Juzoor coordinated with the Health Care Accreditation Council (HCAC) to provide several needed trainings and completed the HCAC Health Care Certified Quality Practitioner (HCQP) Course to 11 Quality Inspection and Patients' Safety MoH Personnel and 5 NGO hospitals personnel. In addition, Juzoor secured HCQP Recertification for 8 Quality Inspection and Patients' Safety MoH Personnel and 3 personnel from the NGO Hospitals. Juzoor also conducted a training for 28 MoH quality improvement and infection control officers in MoH facilities on the HCAC assessment tool, along with 6 Juzoor staff.

Target 2: Targeted households practice safe behaviors that reduce the spread of COVID-19

Juzoor is improving infection prevention at the community level by supporting households to practice safe COVID-19 behaviors. During the pandemic, Juzoor and CRS developed a targeting strategy focused on households in Hebron and Bethlehem with a high COVID-19 exposure risk. Analysis at that time identified this group as those most at-risk of spreading the virus, especially as no other entity was actively providing messaging and support to individuals who had recently tested for COVID-19. Juzoor developed tailored messages relevant for this group, aligned to recommendations of the Risk Communication and Community Engagement (RCCE) working group that included: 1) stay at home for 14 days, 2) monitor your symptoms, and 3) disinfect your home and personal items properly and tested recall and self-reported adherence to those practices two-weeks after promotion. Key interventions under this target included equipping community workers, coordinating with the government and cluster system, disseminating targeted messages, disseminating hygiene supplies.

“ This project came at a crucial time to support the Palestinian government’s efforts to combat the COVID-19 pandemic within its limited resources and access points. In response to the government’s March 2020 plan, the project came to support Covid-19 related facilities throughout the West Bank, as well as vulnerable households at risk, in the governorates of Ramallah and Al Bireh, Jericho, Nablus, Bethlehem, and Hebron. ”

- Ivan Camri, Programme Manager

IN NUMBERS...



6,061

People were reached



11

Governmental hospitals benefited



28

MoH quality improvement and infection control officers in MoH facilities were trained on the HCAC assessment tool



83

Persons trained in Infection Prevention Control (IPC) and Quality Assurance



5,300

People benefited from the e-vouchers



20

HCW (Health Community Workers) were trained assigned to place the phone calls



20

Tablets with COVID-19 protective educational material were distributed to the HCW



2,759

Successful calls made



18

Doctors and Nurses participated in Juzoor's BASIC Assessment and Support in Intensive Care Course

IMPACT



EXPERT CARE

In response to the outbreak of COVID-19, Juzoor's team worked closely together to formulate an effective plan to support national efforts.







CAPACITY BUILDING

Capacity Building Emergency Project

BASIC Assessment and Support in Intensive Care course is usually held over 2 days and covers essential and fundamental aspects of Intensive Care. It is primarily designed as an introduction to Intensive Care for doctors coming to work in the ICU for the first time, but has also proved popular with senior ICU nurses, emergency department doctors and other doctors who have responsibility for caring for severely ill patients.

Topics covered during the training:

- Airway management
- Acute respiratory failure
- Mechanical ventilation;
 - Basics
 - Common modes
 - Settings
 - Troubleshooting
- Hemodynamic monitoring
- Management of shock
- Severe sepsis
- Interpretation of arterial blood gases
- Transport of critically ill patients
- Severe trauma
- Neurological emergencies
- Oliguria & acute renal failure
- Cardiopulmonary resuscitation
- Arrhythmias
- Nutrition
- Sedation and analgesia
- Venous thromboembolic disease
- Stress ulceration
- Cardiovascular and respiratory physiology
- Metabolic & electrolyte disturbances

Capacity building of health human resources must run in parallel to equipping health care facilities with the equipment and supplies they need to test and treat COVID-19. There is a critical need to invest in the infection prevention control (IPC) measures practiced at facilities to ensure that staff and patients are adequately protected.

Also, as health care facilities continue to receive and treat patients for essential health services it is critical that medical staff (not limited to physicians and nurses) are trained in evidence-based infection prevention and control measures, management of critical cases and rare cases and ensure staff and patients know and practice these measures and that they are enforced through clear policies and systems in place to prevent the spread of COVID-19.

In this context, and upon endorsement by the Palestine National Committee on COVID -19, and under the work of its subcommittee on capacity building, the following cooperated towards implementing a capacity building program for health resources in response to capacity development needs towards COVID-19:

- The Ministry of Health (MoH) represented by the directorates of continuing education and of emergency
- The Palestinian National Institute of Public Health (PNIPH)
- The Augusta Victoria Hospital (AVH)

“This course is crucial to enhance the capacities of healthcare professionals and provides much needed basic skills and knowledge necessary to assess, support and manage the care of critically ill patients, establishing a more capable and equipped Palestinian medical healthcare team.”

**- Dr. Mai Al Khaileh
Minister of Health**



IMPACT



4

BASIC Assessment and Support in Intensive Care Courses were held.



66

Doctors and nurses working in different hospitals in the West Bank and East Jerusalem were trained.



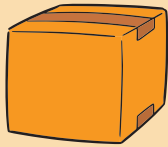
EVALUATING & TRAINING

Training Palestinian Doctors in Medical Specialties

Juzoor, in partnership with Taawon, implemented the "Training Palestinian Doctors in Medical Specialties" Program which was modified to address a critical need during the COVID-19 pandemic. Juzoor conducted evaluations for the community quarantine centers in order to identify the needs and provide them with shortages of health supplies. This included providing kits with personal necessities for men, women, and children in quarantine centers, homes and marginalized communities.

Additionally, upon the Ministry of Health's request, Juzoor allocated female health workers to conduct basic healthcare tests that include checking temperature, blood pressure, blood sugar levels and other basic tests. Also, follow up sessions were conducted when necessary to include:

- Providing information related to prenatal and postnatal care and support for women and young children
- Providing psychological and social support to community members who suffer from stress due to the current situation
- Refer cases that require more intervention
- Assist in the delivery and provision of life-saving medicines, by coordinating with relevant health service providers such as the Ministry of Health, UNRWA, NGOs and private sector service providers.
- Training the local community on isolation instructions and awareness on many topics such as infection prevention, food safety, nutrition, etc.
- Responding to the requests of the local community through field visits



1,305 Kits were distributed in:

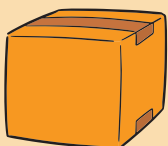
- Kerala, Bardala and Al Aghwar in Tubas governorate
- **4** women's associations in Hebron governorate
- Children's Village and Al-Sadeel in Bethlehem governorate



PROTECTION

The Protection of People with Disabilities and Women Subjected to Domestic Violence due to the Negative Impact of the Pandemic Project

Juzoor, in partnership with Tawoon, started this project due to the negative impacts the pandemic has on people with disabilities and women subjected to domestic violence. The first goal of the project is to raise public awareness of gender-based violence through media and social media. The second goal is to support the protection networks in the governorates to reach women subjected to violence in marginalized areas and in isolation. Finally, the third goal is to enable women subjected to violence to access social and legal services in ways that are compatible with the conditions of social distancing.



120 packages were distributed to persons with disabilities in:

Tubas governorate, the Jordan Valley, Qalqilya Governorate, Tulkarem Governorate, Hebron Governorate, **3** kindergartens and nurseries in Ramallah, and **7** associations in the West Bank



EQUIPPING FEMALE NURSES

Contributing to the COVID -19 Emergency Response Effort Through Nursing Training and Engagement into Sustainable Economic Opportunities

With funding from UN Women, and in partnership with Education for Employment (EFE) – Palestine, Juzoor took quick action to respond to the pandemic by implementing another emergency project: “Contributing to the COVID -19 emergency response effort through nursing training and engagement into Sustainable Economic Opportunities.” Through this project, Juzoor targeted marginalized areas of vulnerable and disadvantaged people severely affected by the COVID-19 outbreak throughout the West Bank.

The project’s goal is to directly respond to the country emergency situation and improve the livelihoods of **40 vulnerable young women nurse** graduates through unique model of adult learning in medical and non-medical skills, innovative employability, employment trainings in digital, soft and/or technical skills linked to increased market access, career-launching jobs in high-demand sectors.



Through this project, more women are now playing a bigger role in responding to the country's emergency situation by increased capacity to engage and participate in the emergency response.

Additionally, the targeted 40 female nurses are more aware of medical and non-medical skills/tools for advocating and promoting positive change in their career. They also have increased capacity in technical skills including communication, safety & quality, Infection prevention, & ethics courses, Basic Life Supports (BLS), Advanced Cardiovascular Life Support (ACLS) and Business English. With these new skills, the women will be able to access the labor market easier.

IMPACT



40

Female nurse graduates gained new skills and are now employed at the MoH and non-governmental/private hospitals



HOSPITAL NEEDS

Providing Medical and Preventive Equipment to West Bank & East Jerusalem Hospitals

To support national needs, Juzoor, in partnership with Taawon, assessed, purchased and distributed much needed equipment to 8 hospitals in the West Bank and East Jerusalem. This included protective equipment, medical and personal protection for the medical staff, PPE clothing, examination kits, respirators and additional needs. The goal of this intervention is to prepare the hospitals and raise their level of readiness to combat the COVID-19 health crisis.





الخط المساعد الصحي



للحصول على المشورة الصحية
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نجيب على استفساراتكم الصحية مثل صحة الأم والطفل،
التغذية السليمة والأمراض المزمنة وغيرها.
مع تمنياتنا

STAYING CONNECTED

In response to the coronavirus pandemic, Juzoor launched its first ever toll-free helpline to provide essential information to Palestinian people living in the West Bank Gaza. The services includes providing COVID-19 information on safety measures, nutrition, Early Child Development, Gender-based Violence, and Non-Communicable diseases. In addition, the helpline provides information and supports pregnant women, lactating women, nutrition information, neonatal and post-natal support, and more.



127,000 People

Were reached through the helpline's Facebook page



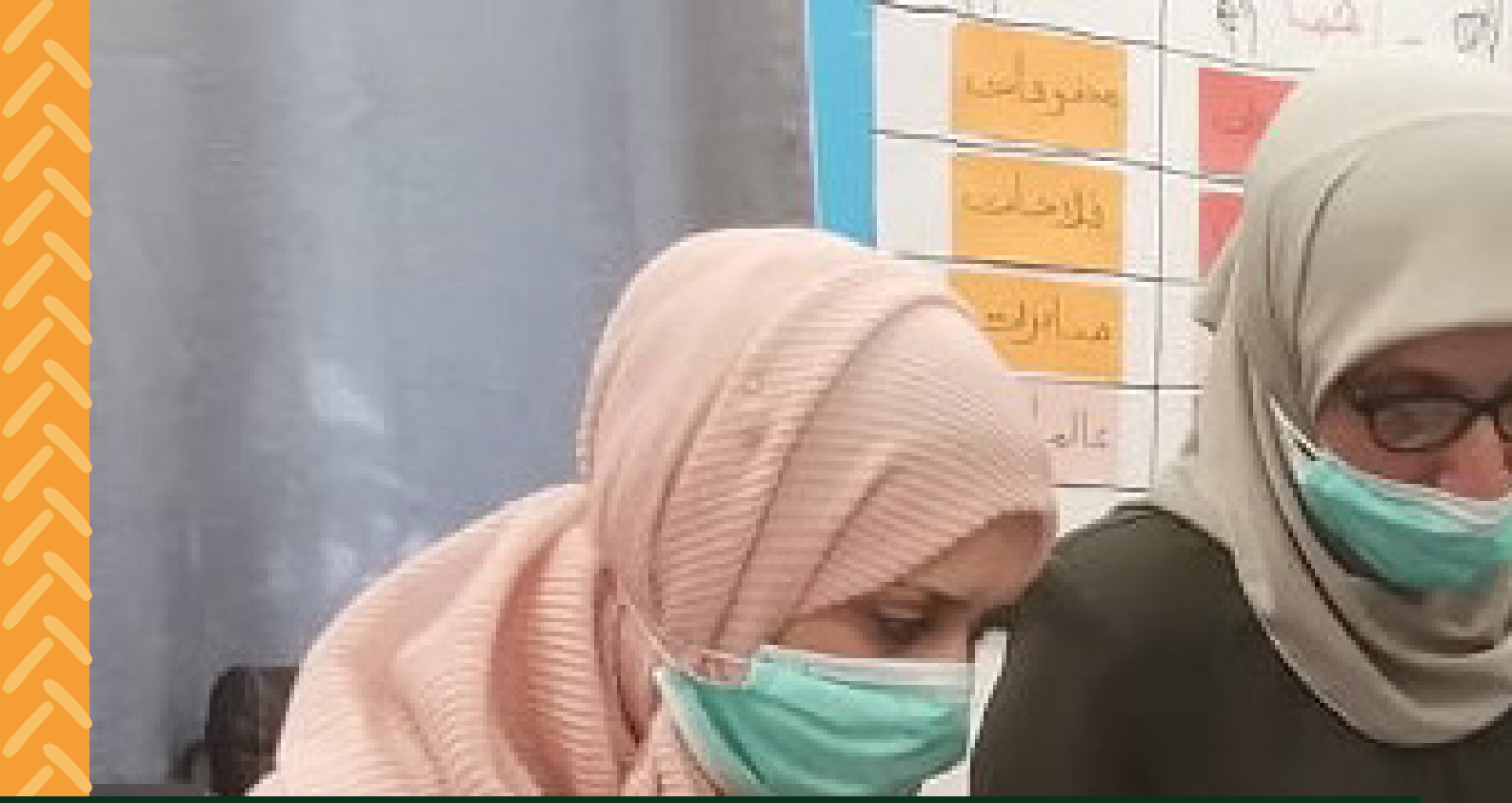
1,000 Calls

Were successfully made

“Due to the success of the helpline, Juzoor later on expanded its efforts to include an official Facebook page and activated the messenger chat component to provide services around the clock.”

- Rania Abu Aita, Project Manager

IMPACT



COMMUNITY OUTREACH

In response to outbreak of COVID-19, Juzoor's team provided essential health and social support and care to communities and the most vulnerable populations affected by the self-distancing measures and the lockdown.







COMMUNITY MOBILIZERS

2020 COVID-19 Global Central Fund

With funding from Save the Children, Juzoor conducted activities to mitigate the spread of the virus, raise awareness, and strengthen the government's approach to COVID-19 awareness and community preparedness by conducting direct community outreach. Below is a highlight of the activities conducted in 2020 under this project:

Community Mobilizers - Direct Community Outreach in Jordan Valley, Tubas, Hebron and Bethlehem

Selection Process: Juzoor selected **20 qualified community mobilizer** to conduct field work, connect with people at home and provide support mainly vulnerable diabetic patients, pregnant women, lactating women, postpartum women, children, and elderly.

Awareness Training: The community mobilizers received awareness training on how to protect themselves and others from the virus.

Infection Prevention and Control: Juzoor's team provided an online refresher course for the **20 community mobilizers**. They received virtual capacity building trainings on Infection Prevention and Control (IPC), Hygiene, Critical Care Course, Ethics, and other essential American Heart Association emergency courses. The mobilizers also received training on how to deal with pregnant women and postnatal care.

Safeguarding: The community mobilizers received a training on safeguarding to ensure that they have the skills they need in order to be able to provide a service that protects children and adults. The training also provides information on how to identify cases who have experienced harm in the form of violence, abuse, sexual harassment, neglect, or exploitation. This is a mandatory training provided by Save the Children.

Protocol: A protocol manual was developed to assist the community mobilizers which includes basic nursing skills to ensure quality and safe visits before, during and after the home visits.

Home-Visit Form: To manage the visits, a form was developed to keep record of the visits, beneficiary status, condition, needs and referred cases.

Hygiene Kits: Juzoor's staff conducted field visits to Jordan Valley, Tubas, Hebron and Bethlehem governorates to distribute the home-visit hygiene kit to the community mobilizers. Additionally, Juzoor's staff conducted a refresher training on how to use the equipment in the kits.

Daily Communications: The community mobilizers provided a daily report with updates in a group chatroom for Juzoor's coordinator to keep record.

Networking & Advocating: Juzoor has been networking with the Ministry of Health, Ministry of Social Development, different governorates, CBOs, Protection and Emergency Networks in order to facilitate Juzoor's visits to MoH clinics and CBOs to collect contact information and statistics of the persons in need of support.

IN NUMBERS...

IMPACT



700

Households were reached



1,200

Phone calls were made



500

People benefited from the community mobilizers



100

Kits were distributed to children



240

Kits were distributed to women



168

Kits were distributed to men

“The community mobilizers were able to reach the most vulnerable families who are in dire need of help, including isolated elderly people, persons with disabilities, pregnant women, and women experiencing postpartum.”

- Khadra Dweik, Field Coordinator



CURBING TRANSMISSION

Contributing to curbing COVID-19 Transmission in the West Bank and to Mitigating its Impact on the Most Vulnerable through Public Health Awareness, Outreach and Protection Services Project

With funding from Government of Canada, Juzoor conducted activities to mitigate the spread of the virus, raise awareness, and strengthen the government's approach to COVID-19 awareness and community preparedness by conducting activities. The goal of this project is to support the efforts led by the government to contain the pandemic, while also mitigating its social and economic impacts especially on the most vulnerable, in line with the government's COVID-19 Response Plan. Juzoor worked closely with key stakeholders to alleviate the current COVID-19 load on Ministry of Health system by disseminating public health messages on COVID-19 prevention to children, parents, and the general public. In parallel, the project contributed to mitigating the impact of lock-down on livelihoods and well-being. With its expertise, Juzoor took quick action by reaching out to the most vulnerable groups, including children, persons with disabilities, and women vulnerable to GBV, in cooperation with the Ministry of Social Development, the Family Protection Committee and the judicial system, including the Public Prosecution Office.

The main activities conducted under this project include the production of educational and behavioral materials and videos on hygiene promotion, with focus on hand-washing and other basic protection measures, preparation of radio and TV spots to counter disinformation on COVID-19, expansion of health information helpline to include counselling and referral services for persons at risk of GBV and for persons exhibiting signs of psychosocial distress, and the preparation and delivery of basic need packages to vulnerable communities specially, women victims of GBV, female-headed households (including recently divorced) and persons living with disabilities.

23 Schools

Received the educational posters that were developed to raise awareness for students on proper safety measures to limit the spread of the virus.



5,000 People

Were reached through the 3 animation videos that highlight returning to school and the proper safety measures, ways to strengthen the body's immunity, and tips on how to safely use public transportation to commute to school and work.



40,000 People

Were reached through the 3 radio spots produced to raise awareness on the disinformation around COVID-19 were prepared and broadcasted on local radio stations

300

Basic need packages were delivered to vulnerable communities specially, women victims of GBV, female-headed households (including recently divorced) and persons living with disabilities.

Expansion of Juzoor's health information helpline to include counselling and referral services for persons at risk of GBV and for persons exhibiting signs of psychosocial distress.

- **371** asked for information on COVID-19
- **112** asked for information on chronic disease
- **187** asked for information about Mother and Child Health, and Antenatal Care.
- **51** GBV cases (**15** cases for children less than 18 years old).
- **12** case of GBV were referred to the protection sector as they were in danger and high-risk situation.



WOMEN EMPOWERMENT

Towards Empowering Women for the Job market and Potential Political Participation

With funding from UN Women, and in partnership with the Palestinian Food Industries Union and Al- Haram Women's Association, Juzoor is implementing the "Towards Empowering Women for the Job Market and Potential Political Participation" project. The goal of the project is to increase the participation of women in Hebron in the economic sphere with an increased likeness towards political decision-making to their protection concerns, and addresses and builds their leadership skills in local communities.

This project feeds into the promotion of the socio-economic recovery to contribute to the overall goal of the women peace and humanitarian fund and gender equal societies. Additionally, the project empowers women through building their capacities towards economic and political participation within their communities.

The trainings that will be conducted will cover sexual and reproductive health rights, GBV and gender equality, basic hygiene, self-hygiene, and infection prevention. The training will also include information on COVID-19, food processing, marketing and presentation of food product and basic leadership skills.



The training will empower **30** young women with potential who will in turn train an additional 300 women from various communities in Hebron to better acknowledge their rights and identify their potential in participating in the labor market as equal citizens of the community. The project will also ensure a two-week internship within local small businesses run by women association, local community councils and local companies in collaboration with the project partners. At the end of the project at least **60%** of the trained women will have long term job opportunities, and **100%** of the trained women will be empowered and knowledgeable of their potential with the ability to voice their opinion to their protection concerns and address and build their leadership and resilience in their communities.

The project started in November 2020 and is still in its preparatory phase during the reporting period.

IMPACT

“**The goal of Juzoor’s CDD Unit is to look at the root causes of health problems and try to solve it. This includes GBV , family protection, empowering women, NCD prevention and child protection, adolescent health and youth empowerment.**”

- **Rihab Sandouka, Director of CDD Unit**

Policy Paper

Impact of COVID-19
and lifestyle behavior
in Palestine

Research

Impact of the
Lockdown on
Domestic Violence

PUBLICATIONS

Juzoor carried out a series of policy and research papers, assessments and surveys to study the implications the government lock-down and the pandemic have on the behavior of people and to provide essential information to assist decision & policy-makers in taking the necessary action in fighting the pandemic.

The Palestinian Healthcare System During the COVID-19 Pandemic September 2020

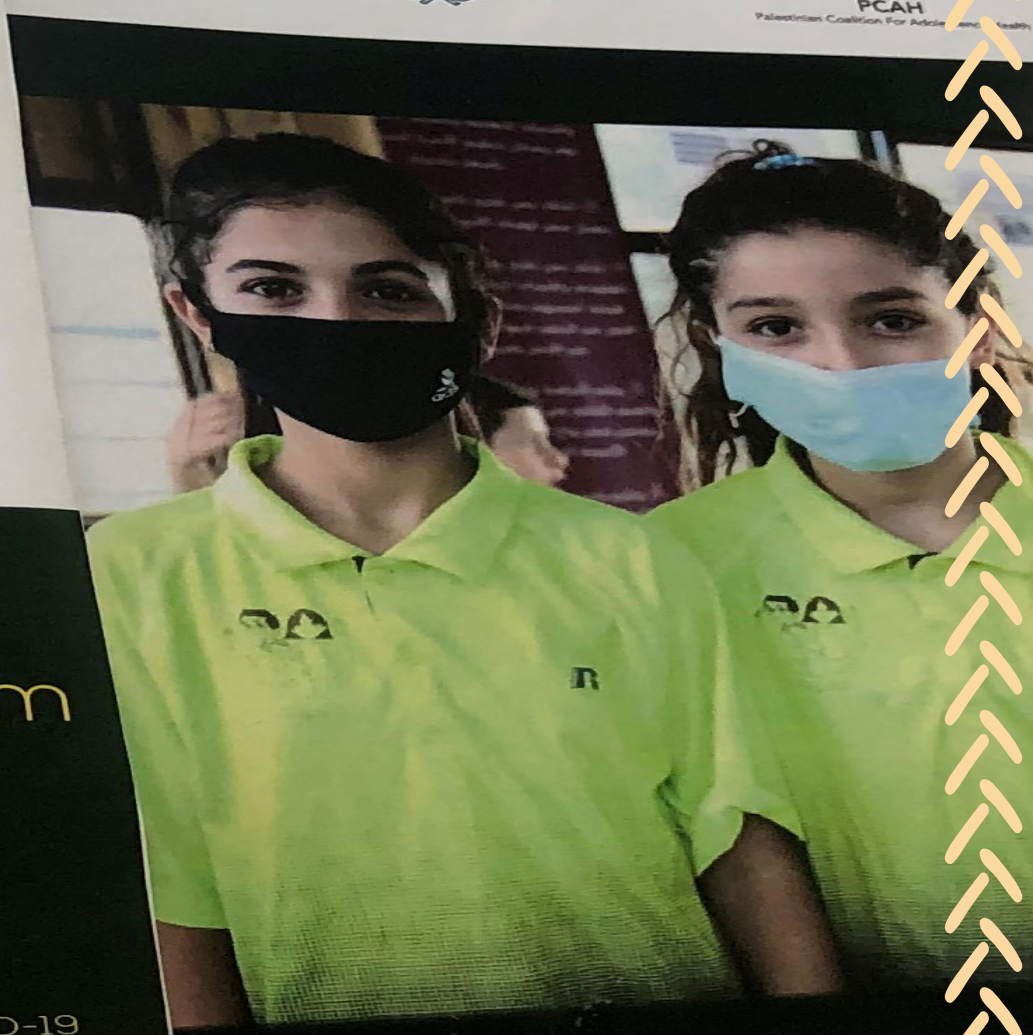
This policy paper discusses the Palestinian Healthcare System during the COVID-19 pandemic. This is one out of a series of ongoing policy papers that address the impacts and risks that coronavirus has on the State of Palestine. These papers address these challenges. This is part of Juzoor's contribution to the COVID-19 pandemic.

Research Paper

Impact of COVID-19 lockdown on dietary and lifestyle behaviors among adolescents in Palestine



Consulate General of Italy
Jerusalem



Development

Healthcare System during Pandemic

... situation under the COVID-19
... published by Juzoor that assess
... Palestine and recommendations to
... towards policy dialogue during

ADVOCACY BRIEF ON ADOLESCENTS' HEALTH

... Palestinian Adolescent



Policy Paper: COVID-19 and Early Childhood Development (ECD) in the State of Palestine

Juzoor conducted this study in partnership with the Palestinian Institute for Childhood at An Najah University. The aim of this policy paper is to contribute to private and public advocacy efforts by providing information about the impact of COVID-19 on ECD and the situation of ECD during the COVID-19 pandemic and the lock-down, to inform policy and decision makers and other duty bearers, donors and civil society stakeholders.



Policy Paper: Impact of COVID-19 lock-down on dietary and lifestyle behaviors among adolescents in Palestine

Juzoor conducted this policy paper under the auspices of the Palestinian Coalition for Adolescence Health to study the negative effects of COVID-19 and the lock-down on the dietary and lifestyle habits of Palestinian adolescents. This paper also provides recommendations.



Research Paper: Impact of COVID-19 lock-down on dietary and lifestyle behaviors among adolescents in Palestine

Under the auspices of the Palestinian Coalition for Adolescence Health, this research paper was conducted by Juzoor for Health and Social Development to study the negative effects of COVID-19 and the lock-down on the dietary and lifestyle habits of Palestinian adolescents. This paper also provides conclusions, recommendations and needed actions.



Policy Paper: Gender-Based Violence During COVID-19 Pandemic in Palestine

This was the first policy paper conducted by Juzoor during the pandemic. This policy paper responds to the need for effective, responsive, and equitable policies, as part of the state of Palestine's preparedness and responsiveness to protect its citizens with focus on GBV which is expected to increase during crises.



Research Paper: Impact of the COVID-19 Outbreak and Lock-down on Family Dynamics and Domestic Violence in Palestine

This research was conducted by Juzoor for Health and Social Development, in partnership with United Nations Populations Fund (UNFPA), HAYA Programme, and the GBV Cluster. The data for this research was collected in April 2020 to examine the impact of the pandemic and the lock-down on family dynamics and domestic violence. This study also provides policy options and conclusions.



Policy Paper: The Palestinian Healthcare System During the COVID-19 Pandemic

This policy paper discusses the Palestinian Healthcare System situation under the COVID-19 pandemic. This is one out of a series of ongoing policy papers published by Juzoor that assess the impacts and risks that coronavirus has on the State of Palestine and recommendations to address these challenges.



Advocacy Brief: An Advocacy Brief on Adolescents' Health & COVID -19

Juzoor, along with the Palestinian Adolescent Health Coalition, in partnership with UNFPA, Italian Agency for Development Cooperation, and Consulate General of Italy, conducted this brief to study the effects COVID-19 had on adolescents' health.

Ongoing studies in 2020:

Desk Review: Health Policy System Research

This paper is intended to examine the political determinants of HPSR funding in Palestine among six World Health Organizations (WHO) Regions. The Overall objective of this paper is to understand the determinants of and prevailing attitudes to HPSR funding globally. To inform Alliance strategies, policy dialogues and advocacy work with countries, funders and global health organizations. This paper will gain insight from a combination of desk research and in-depth interviews with senior decision-makers and policy makers on the political determinant of resource allocation for HPSR funding.

Assessment of the consequences of the COVID-19 pandemic on the Sexual and Reproductive Health (SRH) in Arab Countries

IMPACT



IN 2020...

7

Studies were conducted to examine the impact of the pandemic on the Palestinian people

2

Studies are underway



RAISING AWARENESS

Juzoor adapted its work to respond to the new challenges and to ensure that it continues to connect with the people in the most effective way to help combat the spread of COVID-19, and limit its impact on fragile health system by building people's knowledge and awareness. Juzoor did this by producing posters to videos, and using a range of channels to reach people with the information they need to stay safe and healthy.





أصحابي يسخرون مني
وينادوني كورونا

أصحابي ابتعدوا عني
لأنني كنت مصابا
وأشعر بالوحدة

أصحابي ما زالوا
يوصمونني بالإصابة حتى
بعد شفائي

أشتاق لحياتي ما قبل
إصابتي بفيروس كورونا



لم أعد أركز في دروسي
لأنني أحاول مواجهة
تنمر زملائي لوحدي

الإصابة بالفيروس ليست عيبا إنما العيب أن يتعرض
المصابون للتنمر والوصمة الاجتماعية

SPREAD THE WORD

Preventive Actions to Tackle COVID-19 Project

In partnership with Care International in Palestine, Juzoor implemented the **Preventive Actions to Tackle COVID-19 Project** to address two main problems that occurred as a result of the pandemic: Social Stigma and Gender-Based Violence (GBV).

In Palestine certain populations have been exposed to stigmatization such as Palestinian labor workers in the occupied Palestinian Territories (oPt), medical service providers who are working in hospitals and are treating COVID-19 patients and people residing in areas with a higher number of cases.

The negative impacts of social stigma could have severe ramifications as those stigmatized may avoid seeking help if they get sick, making it much harder for the Palestinian Ministry of Health to control the spread of the virus. Additionally, for the healthcare workers, stigmatization could lead to fear where some may avoid going to work, could affect their performance, and could cause them to suffer from higher rates of stress and burnout.

Therefore, Juzoor, and in partnership with Care International, came up with a plan to minimize stigmatization and address it by conducting activities to raise awareness. The key messages behind the activities included, but not limited to:

- Don't refer to the virus as belonging to someone or a group of people.
- Don't spread misinformation or rumors.
- Thank the healthcare workers and responders. These people are providing a valuable service to everyone by helping make sure this disease does not spread further.
- Be cautious about what you share on social media. Make sure it does not reinforce stereotypes.
- Share accurate information about the virus and how it spreads.
- Speak out against discriminatory behaviors.

Additionally, due to the lockdown, quarantine and physical distancing measures taken, it put many at risk of the negative consequences of loneliness, isolation, or domestic violence and the risk of GBV and the threat of violence and other harmful practices have been on the rise at both the regional and national level. We witnessed a significant rise in family violence (i.e. domestic violence and child abuse) as people are trapped in the home with a violent perpetrator during a time of severely limited contact with the outside world. Violence against women and children (VAW/C) can have severe adverse psychological, economic, and physical effects for women and children throughout their lifetimes.

With that said, Juzoor deemed it necessary for there to be an increase in mobilization and advocacy through public campaigns against GBV to change policy and practice at the local, national, and regional levels. Juzoor utilized media outlets, TV and radio stations to prioritize the inclusion of communication/ awareness materials and messaging on COVID-19 and its relation with GBV and Social Stigma.

IMPACT

2,000

Brochures in Arabic and English were produced and distributed in order to raise awareness about the social stigma associated with COVID-19 as well as safety preventive guidelines.

2,000

Different style name stickers were distributed to students in various schools with recommendations related to COVID-19 and the stigma associated with it

1,000

School posters with different messages were produced and distributed in order to raise awareness about social stigma associated with COVID-19 and provide safety guidelines. The posters were designed in a format suitable for children and schools.

2

Animation videos were produced to highlight the impact of COVID-19 and stigma, as well as the association between gender-based violence and the lockdown.

100,000

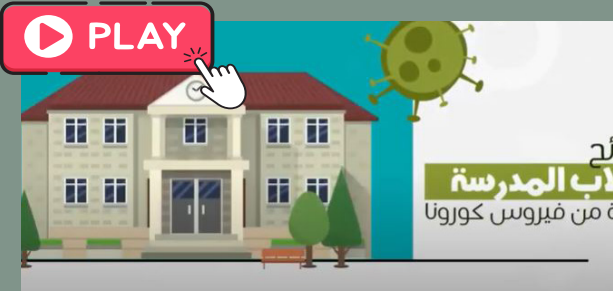
People were reached through the **3** radio spots produced as a way to raise awareness on the COVID-19 stigma, gender-based violence, and their impact on affected individuals and their families.



In partnership with the Canadian Government, Juzoor developed a video to highlight the best ways to protect yourself and others from the virus while taking public transportation.



Juzoor developed a video to raise awareness on gestational diabetes and how to avoid it.



In partnership with the Canadian Government, Juzoor developed a video for students to provide guidance and advice during the pandemic as they prepare to go back to school.



In partnership with the Canadian Government, Juzoor developed a video to provide simple tips on how to boost your immunity to fight off the virus.



In partnership with the Canadian Government, Juzoor developed a video to provide 5 common misconceptions about the coronavirus.



In partnership with Care International in Palestine (West Bank and Gaza), Juzoor created a video to highlight the huge impact the lock-down has on domestic violence and ways to address it.



In partnership with UNFPA, and with funding from the Italian Agency for Development Cooperation, Juzoor developed this video to highlight 6 ways adolescents can maintain their mental and psychological health during the pandemic.



In partnership with the Canadian Government, Juzoor developed a video to highlight when a corona patient should seek medical help and when he/she should stay home.



Juzoor's Gaza team prepared a folklore video to raise awareness on the pandemic and the importance of protecting yourself and others.



In partnership with UNFPA, Juzoor developed an animated video of a school girl providing simple tips to her friends and family on how to protect yourself and others from the virus.



In partnership with Care International in Palestine (West Bank and Gaza), Juzoor created a video to highlight the negative impacts social stigma has on people during the pandemic.

IMPACT

“Our videos are made with the sole purpose to protect one another, raise awareness, and fight the pandemic.”

- Majd Hardan
Marketing & Communications Senior Manager




JUZOOR'S PROGRAMS IN 2020

In 2020, the implementation of our programs took a drastic turn. Juzoor was forced to change the implementation method of almost all its program activities as it shifted to emergency mode. This year as Juzoor continued with its normal programming, it has also diverted much of its focus on Early Childhood Development, Adolescent Health and Neonatal care.

With the negative impact the pandemic had on Juzoor's programmes, and with the closure of schools and ministries, Juzoor constantly kept re-assessing the situation and the restrictions to accommodate the implementation of its programs accordingly. In this urgent context, Juzoor had taken action during the outbreak and worked with various organizations taking into consideration all the necessary steps to complete the work while working in line with the national needs and priorities.





“This last year has really proven once again how committed we are to fulfilling our duties to society. Each and every staff member was able to shift between emergency mode and adapt to normal programming under the COVID-19 pandemic and successfully implement their projects.”

- Umaiye Khammash
Director of Juzoor

CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) PROGRAM

This program is an important strategy for quality improvement in the health and social sectors. Juzoor's CPD Unit contributes to improving the performance of health and social service providers.

COMMUNITY DEVELOPMENT PROGRAM

Juzoor tackles critical emerging public health issues through the Community Development Program. This program seeks to empower individuals and groups with the skills needed to effect change within their communities. It encompasses prevention as well as intervention from the individual to community level by addressing the social determinants of health, including poverty, gender equity, political dependence, socio-economic equality, and education.

Our Programs

Advocacy for Policy Development is Juzoor's program that aims to influence and contribute to the development of health and social policies, in line with the needs of the Palestinian community.

POLICY DIALOGUE & ADVOCACY PROGRAM



Continuous Professional Development (CPD) Program

This program contributes to improving the performance of health and social service providers.

AHA TRAININGS

Healthcare & Non-Healthcare Providers

January - December 2020



479

Individuals trained in American Heart Association Courses (AHA) under our license as an accredited American Heart Association International Training Center



37

Individuals benefited from the Heart Saver Course



140

Individuals benefited from the Basic Life Support (BLS) course



288

Individuals benefited from the Advanced Cardiovascular Life Support (ACLS) course



24

Individuals benefited from the Pediatric Advanced Life Support (PALS) course

Trainings



3

Heart Saver courses conducted



14

Basic Life Support (BLS) Courses conducted



28

Advanced Cardiovascular Life Support (ACLS) courses conducted



2

Pediatric Advanced Life Support (PALS) courses conducted

THANKS TO YOUR SUPPORT

The courses were held for the Palestinian Medical Complex, Augusta Victoria Hospital, IMET 2000, Wafaa, MSD, UNRWA, Makassed Hospital, United Palestine Appeal (UPA), Finance 4 Jobs (F4J), Education for Employment (EFE), International Labor Organization (ILO), and private courses. All courses were implemented to Healthcare and Non- Healthcare providers from Gaza & West Bank.

“This year, 442 participants healthcare providers and 37 non-healthcare providers from the West Bank, East Jerusalem and Gaza took Juzoor’s emergency courses . Our courses provide essential training to save lives by providing high-quality healthcare. This intervention was especially important this year as healthcare professionals were on the frontlines of combatting the virus.”

- Faten Tannous, Senior Training Manager



Juzoor's Continuous Professional Development (CPD) Program

Overview

A cadre of health professionals trained in the latest evidence-based methods and practices is a key component of a well- functioning health system, one that is adaptable to meet the needs of the population. In line with Juzoor's belief that an effective health system is one that can adapt to meet the needs of the population, the Continuous Professional Development (CPD) Unit was established in 2003 as a strategic instrument to improve health and social services in Palestine. The CPD contributes to performance improvement of health providers through standardizing skills according to evidence-based guidelines and practices, improving access to high-quality care, and facilitating interactions and dialogue between Palestinian health providers.

Over the last decade, Juzoor has focused on implementing a number of activities in the CPD to upgrade the knowledge base and to improve the technical skills and performance of providers in various service settings throughout Palestine. Juzoor's philosophy is that human resource development is a crucial element in not only developing skills, knowledge, and attitudes, but also in helping to create an enabling environment whereby organizations can perform effectively, efficiently, and in a sustainable manner.

Our programs are based on the latest evidence-based information, delivered with the highest quality, incorporate innovative and dynamic methodologies, and follow a specific life cycle (see below). All of our courses draw upon adult learning principles and emphasize practical knowledge, skills-based simulations and drills, group learning exercises, and self-study and preparation (including some online course work).

The Continuous Professional Development (CPD) Program addresses Juzoor's strategic goal of "contributing to supporting and upgrading the health and social status of the Palestinians."

Thus, the aim of the CPD Program is to develop the performance of health and social service providers by:

- Enhancing capacity of health and social service providers in their respective fields through offering evidence-based programs that standardize skills and knowledge
- Developing curricula, manuals, job aids and endorsed protocols for training in various health and social subjects
- Developing strategic coalitions and relations with relevant individuals and institutions
- Introducing and sustaining internationally accredited training programs. In 2012, Juzoor became the first American Heart Association accredited training center in Palestine; Juzoor also provides the American Academy of Family Physicians' Advanced Life Support in Obstetrics (ALSO) training.

Through the implementation of a number of professional development activities, Juzoor aims to upgrade the knowledge base and improve the technical skills and performance of health care and service providers in various settings both in Palestine and the region. The organization's philosophy is founded on the principle that a cadre of health professionals who are trained in the latest evidence-based methods and practices are a key component to a well-functioning health system that is adaptable to meet the needs of the population. Given this, continuous professional development is an important strategic instrument for improving health and social services. CPD contributes to performance improvement of health providers through standardizing skills according to evidence-based guidelines and practices. It also facilitates access to high-quality care, improves the quality of interactions between providers, and facilitates dialogue.

Juzoor develops and invests in national teams of trainers in various specialties to deliver training programs according to the latest scientific updates and best practices. Juzoor-affiliated instructors come from diverse backgrounds, representing major stakeholders in the health sector (Ministry of Health, UNRWA, NGOs and private practice), health and teaching institutions (universities, medical schools, nursing colleges and hospitals implementing residency training programs) from all across the West Bank and Gaza Strip. In addition, Juzoor forms strategic alliances on a national basis with bodies such as the Palestinian OB/GYN and Pediatric Societies, the Medical Syndicate and the Palestinian Medical Students' Union, to ensure the sustainability of CPD activities.

American Heart Association (AHA)

In December 2020, during the MENA region annual AHA meeting Juzoor's AHA Faculty participated through AHA Webinar for the fifth year in the steering committee. Juzoor's BLS & ACLS faculty were also endorsed for the fifth year as territory faculty for BLS and ACLS in Palestine for the MENA region. Enabling Juzoor to endorse and monitor new sites and centers. Juzoor's BLS & ACLS MENA regional faculty accredited Al Najah Hospital in BLS & ACLS Disciplines, and Bethlehem University in ACLS as AHA International Training Centers.

AHA training courses offered by Juzoor:

AHA emergency courses are evidence-based courses with a standardized skills-based approach that focuses on essential life-saving measures. These courses are integrated into Continuing Professional Development (CPD) systems in countries around the world as important continuing education tools for health providers. All AHA courses are hands-on trainings and involve practical skills training on mannequins.

Heartsaver First Aid CPR (HSFA): Heartsaver First Aid CPR is a comprehensive first aid training course that provides hands-on practice in managing medical emergencies and injuries as well as environmental emergencies for lay people. CPR skills, safe use of AED, and management of choking are demonstrated and practiced in skills stations.

Basic Life Support (BLS): The Basic Life Support training of the American Heart Association (AHA) has been offered by Juzoor as an integral part of hospital and pre-hospital based emergency trainings for health staff. It is designed to enhance the knowledge and skills of a wide variety of healthcare professionals in recognizing several life-threatening emergencies. It provides training in CPR, correct usage of an AED, and how to respond to choking in a safe, timely and effective manner. BLS is a hands-on course which utilizes mannequins and DVD teaching methodology.



Advanced Cardiovascular Life Support (ACLS): ACLS focuses on advanced life support techniques for adult victims of cardiac or other cardiopulmonary emergencies. This course is offered for doctors and nurses working in emergency rooms as well as ICUS and CCUs.



Pediatric Advanced Life Support (PALS): The PALS Course is for healthcare providers who respond to emergencies in infants and children. Participants include personnel in emergency response, emergency medicine, intensive care and critical care units such as physicians, nurses, paramedics. Juzoor believes this course is important to improve children's access to life-saving, specialized emergency care, a need particularly relevant in Palestine given the population demographic.

Pediatric Emergency Assessment Recognition and Stabilization (PEARS): The PEARS Course aims to improve outcomes for pediatric patients by teaching students to assess, recognize, and manage respiratory emergencies, shock, and cardiopulmonary arrest until the child or infant is transferred to an advanced life support provider.

Hands-Only CPR Awareness: Almost 70% of cardiac arrests occur at home and only **45%** of cardiac arrest victims receive CPR from bystanders. The AHA offers a variety of programs that Instructors can offer communities and schools to teach them about the importance of learning CPR and acting quickly in an emergency.

IN GAZA...

Each year, we also provide additional accredited and standard courses to help strengthen the health system in Palestine . For this reporting period, below are the additional accredited courses our team in Gaza provided:

Advanced Life Support in Obstetrics (ALSO) Course:

With funding from the Islamic Development Bank and in partnership with Wafaa, Juzoor held **1** ALSO courses in Gaza for a total of **19** health-care providers.

ALSO is an evidence-based educational program designed to assist healthcare professionals in developing and maintaining the knowledge and procedural skills needed to manage emergencies that can arise in obstetrical care. The ALSO training curriculum address issues such as: complications of pregnancy, labor and delivery, postpartum hemorrhage, safety in maternity care, and maternal resuscitation. In 2004 Juzoor obtained an exclusive license from the American Academy of Family Physicians (AAFP) to offer this course in the West Bank and Gaza, making Palestine the second country in the Arab world to implement ALSO trainings.

Communication Skills for Internal Medicine Residents

With funding from the Islamic Development Bank and in partnership with Wafaa, Juzoor held **4** Communication Skills course in Gaza for a total of **79** Healthcare Providers.

Communication Skills course for Internal Medicine Residents focused on effective communication and interpersonal skills for physicians. Communication Skills enabled participants to communicate clearly verbally and non-verbally as well as enhanced their interpersonal skills with patients and colleagues in the hospital.

Ethical Dimensions in Medical and Health Practice Workshop

As part of our effort to build the capacity of the health cadre in non-technical domains, Juzoor, in partnership with Wafaa, held a workshop of “Ethics Rounds” covering ethical dimensions in medical and health practice for healthcare providers in Gaza. Four (4) workshops were held in Gaza benefiting a total of 81 people.

Infection Prevention and Control Course

As part of our effort to build the capacity of the health cadre in non-technical domains, Juzoor, in partnership with Wafaa, held Infection Prevention and Control (IPC) courses for healthcare providers in Gaza. Four (4) workshops were held in Gaza benefiting a total of 79 people.

IN GAZA...

IMPACT



242

Healthcare provider benefited from the Infection Prevention and Control (IPC) Course



79

Healthcare provider benefited from the Communication Skills for Internal Medicine Course



81

Healthcare provider benefited from the Ethical Dimensions in Medical and Health Practice Workshop

“With the limited healthcare services and the lack of high-quality healthcare in Gaza, it was really important for us to train as many healthcare providers as possible as the most important response to a pandemic is compassionate expert medical care.”

- Dr. Yehia Abed, Program Director, Gaza



Dr. Yousef Abu Asbeh

EQUIPPING HEALTHCARE PROFESSIONALS

Scholarship Program – Sub-specialty Training for Palestinian Doctors and Nurses

Juzoor, funded by the Arab Fund for Economic and Social Development through Taawon and the Palestine International Institute (PII) is facilitating the medical specialty and sub-specialty and Nursing Training for Palestinian Doctors and Nurses in various countries. These countries include the UK, Lebanon, Jordan and Canada through joint partnerships with the Foundation for Al Quds University Medical School (FQMS), and the American University of Beirut (AUB). The program offers opportunities for training in vital areas where there is a shortage in specialists in aiming to support the development of human resources in the health sector and ensure the availability of trained, qualified medical specialists in Palestinian health institutions.

Training in the UK is in partnership with Al-Quds Foundation for Medical Schools in Palestine (FQMS) and follows the framework of the Royal Colleges Medical Training Initiative (MTI) for international medical graduates.

The MTI scheme allows for training in the UK in many (but not all) sub-specialties for a maximum period of 2 years, whereby the Colleges provide a certificate of sponsorships for approved candidates. Training in Lebanon follows the framework of the American University of Beirut (AUB) and the training in Jordan is supported by PII following the requirements of Jordanian medical institutions.

Scholarships granted in 2020:

UK Scholarships: **Two (2)** physicians were supported to obtain sub-specialty training in Urology, and Orthopedic Surgery - Elbow and shoulder at UK hospitals including Addenbrooke's Hospital and UCLH. **One (1)** doctor is still currently abroad finishing his sub-specialty training in Endocrinology or Infectious disease at King's College London, and One (1) doctors have been granted a scholarship and is pending the Visa. The scholarship program supports participants by covering fees, travel cost, including entry visas, accommodation fees, and a monthly stipend.

Areas of sub-specialties identified thus far as needed in Palestine include, but are not limited to: Adult Oncology, Pediatric Hematology, Nephrology (pediatric and adult), Interventional Radiology, and Intensive care, both pediatric and adult

Canada Scholarships: **Two (2)** physicians are still currently abroad finishing his sub-specialty training in Pediatric nephrology, and invasive thoracic surgery at Canada hospitals, and **two (2) doctors** have been granted a scholarship and is pending the Visa.

Jordan Scholarships: **One (1)** doctor was supported to obtain long-term (1-4 years) specialty training at Jordan hospitals. Two doctors are currently finishing their Sub-specialty training in Jordan hospitals.

Nazareth English Hospital: **Four (4)** doctors are currently finishing their specialty training at the Nazareth English Hospital in Nazareth in diagnostic radiology, and general surgery.

Makassed Scholarships: **Four (4)** doctors are currently finishing sub-specialty training in Hepatobiliary and liver transplant Surgery, Cardiology, Rheumatology, and Neonatal Intensive care at Makassed Hospital.

Lebanon Scholarships: Supported **one (1)** physician to obtain a five-year scholarship to the American University of Beirut (AUB) to specialize in diagnostic radiology.

IMPACT TO DATE...

51

Scholarships granted

19

Successfully completed their training and returned

32

Ongoing

“**In Palestine, there are a lot of doctors that are qualified and can provide more specialized, professional care if given the opportunity. However, the financial burden is so great that it prevents the majority from applying on their own. This program truly increases diversity in the medical field which is what is needed in Palestine.**”

- Ansam Shakhsir, Quality Assurance Coordinator

In Her Own Words...



Dr. Noor Sawalha

I completed my Pediatrics Residency in Palestine. During my residency I became more interested in Pediatrics Endocrinology, so I applied and received funding from Juzoor after being accepted at McMaster University in Canada to complete a two year clinical fellowship in Pediatrics Endocrinology.

McMaster is known for its unique program and variety of clinics that treat children with general endocrine disorders, dyslipidemia and obesity, bone disorders, type 2 diabetes, alongside with type 1 diabetes clinic which has over 600 patients. I gained excellent experience in advanced technologies used in treatment of type 1 diabetes mellitus.

This has improved my medical expertise on many levels as I am not only completing my training at a large tertiary hospital, but also learning from pioneer staff pediatric endocrinologists.

During my first year of fellowship, I presented a scientific poster at a national Canadian conference and I published a case report and started my own research project. I was appointed as a Chief Fellow which helped me become more involved in clinical education and act as a teaching resource for juniors. I was a part of a positive uplifting work environment. I focused more on how to advocate for my patients and how to always take the next step to help them.

Overall, this has been a fulfilling experience that I look forward to bringing back to my beloved country Palestine.

In His Own Words...



Dr. Yousef Abu Asbeh

I recently completed a fellowship, sponsored by Juzoor, in minimal invasive thoracic surgery. This important fellowship is in one of the most advancing and developing surgical subspeciality. It will definitely help in improving the quality of care that my people in Palestine are going to get.

When I applied for this fellowship in 2019, I was worried that I will face financial challenges while I'm in Canada, especially that I was going there with my wife and two kids. I truly thank Juzoor's team for thesis support as they stood next to me every step of the way during my fellowship, and particularly during the pandemic.



Dr. Feras Qawasmi

My fellowship at the Reading Shoulder Unit in the UK is a unique opportunity. The fellowship program is structured in a way that we are not bogged down with the day-to-day running of the service and are free to operate and do clinical research, which I am highly interested in.

During my fellowship, I developed unique arthroscopic and open surgical skills, which has given me the skills and ability to treat simple and complex problems from the fingers to the shoulders. I can now serve my community with the utmost, up to date knowledge and skills as working with well known qualified surgeons has given me the opportunity to become a better surgeon, educator, and academic.



SUPPORTING A NATIONAL SHORTAGE

Interns Doctors Program

Our Interns Doctors Program is a highly needed training program as it fills an important labor market gap while meeting multiple societal needs such as improved health. With funding from the World Bank, in partnership with Finance for Jobs (F4J), the Palestinian Medical Council (PMC) and Education for Employment (EFE), Juzoor developed an evidence-based training curriculum for beneficiaries who have failed the PMC Accreditation exam, to prepare them for passing the Exam, become qualified doctors, and assist them with their transition into employment. The curriculum is based on adult learning methods, and consists of the following training modules:

1. Specialized medical domains (such as internal medicine, pediatrics, obstetrics, and emergency medical care),
2. Non-specialized domains (research, ethics, Palestinian health system including local protocols),
3. Workplace skills that will improve the beneficiaries' chances to apply for, and secure, a residency position and/or a job, such as communication, teamwork, leadership, time management, writing a CV, being prepared for the job interview,
4. English for Doctors.

The main objectives of the program are:

- To help beneficiaries who failed the PMC Accreditation exam, to retake the exam and pass it.
- Improve the beneficiaries' chances to apply for, and secure, a residency position and/or a job.
- Provide a long-term supply of well-prepared doctors.

As the accreditation exam is held twice a year, two training courses are provided. Each training course concurrently takes place in three locations of the West Bank (northern, central and southern areas). The two rounds of training courses targets a total of **80 intern doctors**, out of which at least **46** will find employment in local health institutions, including hospitals, clinics, and private practices (of which **44** will sustain employment for 6 months). It is also intended that the training curricula, developed through this project, will be adopted by the PMC for the training of all intern doctors in the future, thus ensuring the wider impact and sustainability of this project.

The current COVID-19 pandemic the world is facing is an additional evidence of the importance of medical and health training programs and is calling for further investments in Medical Services. Recently in Palestine, retired doctors and medical students were requested to volunteer to cover the shortage for doctors in hospitals. Thus, this program should provide a long-term supply of well-prepared doctors, even beyond the pandemic.

Note: All the trainings held for 2020 were virtually held through Zoom.

IMPACT



43

Intern doctors successfully took the training in Cohort 1



17

Doctors who were enrolled in the training passed the accreditation exam



4

Doctors who passed the exam found jobs



41

Intern doctors are currently training in Cohort 2

“This course equips the participants with the tools and knowledge needed to find their dream job in healthcare and at the same time it fills a major market gap. It is truly a win/win situation.”

- Ameed Asali - Training Program Officer

COMMUNITY DEVELOPMENT PROGRAM

This program seeks to empower individuals and groups with the skills needed to effect change within their communities.





• يقدم المركز في 4 محاضرات تدريبية وهي الآتية:

- المحاضرة الأولى: مدخل إلى التخطيط الاستراتيجي للمنظمة
- المحاضرة الثانية: إدارة الموارد البشرية
- المحاضرة الثالثة: إدارة الجودة
- المحاضرة الرابعة: إدارة التسويق





Juzoor's Community Development Unit

OVERVIEW

Juzoor's Community Development Program responds to the strategic aim of "contributing to supporting and upgrading the health and social status of the Palestinian people" through working on the following:

- **Promoting healthy lifestyles to enhance quality of life and prevent non-communicable diseases**
- **Enhancing family protection by focusing on violence prevention, care, and referral**
- **Why is SRHR an important focus area for Juzoor?**

The Community Development Program stresses the importance of youth and women's empowerment, supports marginalized communities, and protects families against gender-based violence through the promotion of sexual and reproductive health rights. Juzoor works directly with community members to develop solid community-based models that empower women, engage youth, and promote healthy nutrition. **The following are our projects and achievements under Juzoor's Community Development Unit in 2020:**

- **يسمى الدليل إلى محاور متكاملة ، وهي كالآتي:**
- **المحور الأول:** منخل الى الحقوق المرتبطة بالصحة الجنسية والإنجابية
- **المحور الثاني:** مرحلة المراهقة - أجسادنا المتنامية
- **المحور الثالث:** نمط الحياة الصحي (النشاط البدني و تغذية)
- **المحور الرابع:** مرحلة المراهقة - المسؤولية الاجتماعية ومهارات الحياة

EMPOWERING ADOLESCENTS

Sexual and Reproductive Health for Adolescents Project

Juzoor, with funding from Save the Children and in partnership with Qader, DCA and Maan, started this project in 2009. This project aims to enhance the protection of children and adolescents between the ages of 10-17 from GBV and harmful practices, through promoting their SRHR rights and improving the quality of child/adolescent friendly SRHR information and services and improving policymaker and stakeholder support for child and adolescent- centered SRHR information and services.

Through this project, we also aim to increase responsiveness and willingness of duty-bearers to enforce provisions of laws in relation to corporal punishment /physical and sexual abuse and Child Protection.

The interventions address the systemic nature of violence (corporal punishment/physical and humiliating behaviors, physical and sexual abuse) against children by using the tools available within the country to engender change in parental, caregiver, teacher, and decision-makers' acceptance of such violations, ensuring that such violations are reported, documented, and addressed, and violators are held accountable, and by supporting positive discipline approaches within society.

Why is SRHR an important focus area for Juzoor?

Today, adolescents and youth aged 15-29 years make up 30 percent of Palestine's population and children between 0-14 make up 34 percent. Access to quality sexual and reproductive health services (SRHR) and information is essential to protect their health and their ability to plan their lives. Yet in Palestine, harmful social norms, gender stereotypes, power imbalances, perceived need to control female sexuality and other inequalities make accessing information and services challenging.

In addition, comprehensive indicators related to SRHR are also lacking, as is follow-up when those indicators identify potential areas for investment and improvement. The lack of gender, age- and income-disaggregated data continues to hamper informed decision-making on policies and programmes to meet women's and adolescents' needs for SRHR.

What needs to be done?

Juzoor continues to emphasize that by strengthening national policies, laws, strategies and programmes to increase access to evidence-based SRHR interventions, Palestine can significantly witness an improvement in adolescent and children health and wellbeing. Stakeholders across sectors need to work together to address financial and programmatic gaps in the SRHR agenda so that the fundamental rights of every girl and woman are promoted, respected, protected and fulfilled.

How is Juzoor making a difference?

Juzoor has been focusing on institutionalizing SRHR by transferring the project from a local level to a national and regional level by involving a policy dialogue and technical assistance to help achieve the policy and institutional conditions needed for successful scaling up at the national level. This required the development of multi-stakeholder partnerships to ensure community engagement. Due to that, a national coalition for adolescent's health was established to build capacity of coalition members in SRHR to ensure successful, efficient, and sustainable results. A scale up at a regional level was initiated and new marginalized groups were targeted. Civil Society actors played a major role in advocacy and lobbying in changing the discourse and practices within the society and the government (laws, policies and protocols) to eliminate all kinds of violence and support children. Additionally, in 2020, Juzoor was able to work with Ministry of Social Development to reach the marginalized groups and their counselors to ensure the success of the project. Their support is crucial to influence national authorities for policy change of the proposed approach to SRHR by having regular meetings to discuss the progress of the project and sustain program quality and its relevance.

“I am honored to be the manager of the SRHR Program. This program is probably one of the most important programs I have ever managed as it invests in young women and adolescents at an early and crucial stage in their lives. We truly help shape their future as we provide them with the knowledge and tools needed to make better decisions and know their rights.”

- Sireen Khammash - Project Manager

In 2020, Juzoor created inclusive and sustainable solutions for the SRHR Project, particularly to adapt to the new realities created by the pandemic. **These included:**

- To make sure no child is left behind and to ensure equal participation for all; Juzoor developed an additional SRHR manual to incorporate the needs of children with disabilities, particularly children with mental disability.
- Juzoor conducted a 4-day Positive Discipline Training for counselors working under the Ministry of Social Development who are in direct contact with the children and families, in corporation with Secours Islamique France.
- Juzoor conducted a Cyber Safety Training for SIDA partners. The training was conducted successfully and 10 partners (25 participants) benefited from the virtual training. Juzoor also conducted a Cyber Safety Training to the Adolescents' Health coalition members.
- Juzoor increased the capacity of the Adolescents' Health Coalition Member by providing the Positive Discipline and SRHR Trainings to build their capacities and be able to address the gaps and needs for adolescents.
- Juzoor prepared and circulated an emergency appeal internationally and nationally to advocate and support the needs of the Palestinian people, specifically vulnerable groups and prepared a plan to carry out a series of assessments and surveys. The main aim is to provide information and assist decision & policy-makers in taking the necessary action to fight this pandemic.
- These redesigned activities included the development of a mobile application to upload educational and training materials and short films, as well as family games to ensure engagement of the whole family. The application will be accessible by the community and available to download materials. This mobile application will ensure safe guarding measures for children. Tablets were purchased and prepared to be distributed to a limited number of children in marginalized locations who do not have access to smart phones.





“ We all have the same rights, no matter the gender, disability or economic status. I am a counselor and I work with parents and children from ages 0 -18. I now have more in-depth knowledge after taking this inclusive training on Sexual Reproductive Health and Rights. Now, I am more capable to benefit and protect young people by utilizing the knowledge and skills I gained to make a difference in their lives. ”

- Najoud Khrawish
Employee at the
Ministry of Social Development

IMPACT



5

Research and Policy papers to study adolescent health during the pandemic were developed



4

Videos on SRHR and Positive Discipline that were produced and broadcasted on local radio and TV stations, in partnership with An Najah University



2

Videos highlighting Positive Discipline and Early Child Development were produced



3

Animation videos to raise awareness videos on Violence, Stigma and Bullying, and Mental and Psychological Health were produced, distributed to partners and posted on social media platforms.



1

Video on the effects of the electronic games on the mental health of children and the role of their parents towards eliminating this phenomenon was produced on the internet safety day



EXPANDED CARE

Palestine National Diabetes Project

Our National Diabetes Program has been focusing on preventing diabetes with the overall goal to implement a national community-based approach to diabetes care and prevention, adopting a holistic approach to building communities capacity to address NCDs, specifically diabetes. Working on the national level, Juzoor has partnered with multiple stakeholders including the Palestinian Ministry of Health, UNRWA, Dan Church Aid (DCA), and Augusta Victoria Hospital (AVH).

The Turning Point

Due to its accomplishments and success in its first phase, its high demand and to create sustain development, the World Diabetes Foundation has funded this program in its second phase aiming to equip and prepare an additional **4** model clinics and **8** intermediate clinics for diabetes patients screening and treatment in the targeted areas of East Jerusalem – Bir Nabala MoH Clinic, Tulkarem MoH Clinic, and Qalqilia UNRWA Clinic. With an ambitious goal and a significant investment, the second phase of the project will provide an opportunity to look beyond diabetes and pave the way for a broad prevention agenda through a national community based approach to diabetes care prevention and adopt a holistic approach to building communities' capacity to address NCDs specially Diabetes.

Diabetes can be taken to act as an example to demonstrate the importance of holistic approaches to the prevention and treatment of NCDs throughout the West Bank and Gaza.

In 2020, under the National Diabetes Project, Juzoor has:

- Upgraded 3 models as centers of excellency in the North to act as referral centers and 6 intermediate clinics (primary care) Diabetes Comprehensive Care Models. They are now serving as centers of excellence, serving tens of thousands of people in their areas.
- Strengthened the national committee of NCDs to become active and operational
- Built the capacity of health care providers to implement national protocols to strengthen diabetes care and prevention
- Provided diabetes care, management and screening for complications
- Raising awareness of preventive measures for diabetes and NCDs within the community
- An Evaluation of The Palestine National Diabetes Program 2017-2020 was conducted
- A survey was conducted to track lifestyle habits and behaviors of type 2 diabetic patients in Palestine during the countrywide lock-down to help address important issues about the overall impact of social distancing measures on their health. Findings from the survey were published rapidly to inform current decision-making, as well as future pandemic responses in Palestine. The survey focused on the life of the diabetic patient, nutritional habits and the effect of lock-down on their lifestyle and nutrition.





3
Model centers upgraded and equipped



5,000
Screened for retinopathy



300
Healthcare provider benefitted



3,000
Screened for foot related problems



300
Gestational diabetes cases detected



11,000
People reached through campaigns in schools and universities



11,000
People screened for diabetes



3
Animation videos were produced to provide tips on nutrition and diabetes

Since the start of the National Diabetes Project:



3
Model clinics were upgraded



23,687
Persons benefited from the model clinics (60% females)



6
Intermediate clinics are now serving as centers of excellence in the north and center of the WB, serving tens of thousands of people in their areas.



1.5 million
Persons received awareness through campaigns, events, workshops, radio spots, TV campaigns, billboards pamphlets, videos etc (Estimated over 30,000 refugees)



524
Healthcare professionals from UNRWA and MoH were trained



25
Awareness-raising activities were conducted in schools benefiting over **7000** children

IMPACT



HEALTHY EATING AT SCHOOL

Nutrition Friendly Schools Initiative Project

In the recent years, Juzoor, along with its partner UNICEF, have been working hard in the area of nutrition and healthy life style. Nutrition-related health problems in our children are increasing and are causing significant catastrophic outcomes. With only about **6%** of families accessing enough food according to the H2 household survey, addressing nutritional needs has been identified as a priority.

As under-nutrition continues to be a major problem in Palestine, the problem of overweight and obesity have reached epidemic proportions. In Palestine, the epidemic of obesity sits alongside continuing problems of under-nutrition, creating a double-burden of nutrition-related ill health among the population, including children.

This project responds to the humanitarian situation in Hebron and the Gaza Strip through multi-sectoral interventions in the areas of health and nutrition, education, WASH and child protection to provide critical services to families to address the growing needs as a result of deteriorating socio-economic conditions. Based on the principle that effectively addressing the increasing health problem of the double-burden of nutrition-related ill-health requires common policy options, the NFSI was developed as a result.

The main aim of the NFSI is to establish healthy dietary habits including physical activity, preventing malnutrition as anemia, overweight, and other NCDs, improving nutrition among adolescent girls and boys, and to provide a framework for school based programs. In 2020, we also focused on maintain school children safety in response to COVID-19 and lock-downs This is done so that in turn all targeted children have better nutritional status and opportunities for their growth, academic achievements and better potential earning later on in life.

This years main achievements...

- The NFS strategy established, designed and adopted by the Ministry of Education
- The Maternal and Child Nutrition Protocol was updated and endorsed, in collaboration with the Ministry of Health's school health department
- Procured and delivered sanitation equipment to **30** schools in response to COVID-19
- Established and strengthened the school health committees
- Supported the government's efforts in modeling and implementing a school based multi-sectoral approach
- Extended cooperation of the health and education sectors
- Addressing all aspects of malnutrition among school children
- Provided an enabling environment for promoting health and nutritional well being of children and as a result to contribute to their improved learning and academic achievements
- Have connected with parents, local community and health services in order to promote health and nutritional well being of children
- Accredited Nutrition Friendly Schools
- Initiated Early Childhood Development services through our free helpline, video spots and animation videos.
- A Facebook group was created to connect all schools for them to be able to exchange their experiences and activities Click here to access the Facebook page: <https://www.facebook.com/groups/nutritionfriendlyschools/?ref=bookmarks>
- WhatsApp groups were created for anemic school children and parents. Juzoor's team provides them with the needed tips for healthier meals that would increase the hemoglobin of the children.
- The National Committee to Combat Obesity and Overweight among Schoolchildren adopted the NFS initiative into its strategy
- The Minister of Education will implement the NFSI into the MOE governmental schools' strategy.



IMPACT OF NFSI



10,936

School children (**9,226 girls and 1,710 boys**) at **30** schools in West Bank and Gaza (**20** in West Bank targeted Governorates and **10** in Gaza) benefited from improved nutrition care services



30

Schools (**19 girls, 7 co-ed and 3 boys Schools**) developed nutrition friendly policy, improved supportive nutrition environment and implemented nutrition and health services



366

School health teachers have enhanced their skills on nutrition education and the nutritional (anthropometric) surveillance of school children



19,936

School children and adolescents (**5-9 and 14-17 years old**) receive communication messages towards improved nutritional status and will benefit from physical activity classes; among them **3,608** girls have improved levels of hemoglobin



3,000

Children under 5 years were screened for hemoglobin levels and anthropometric indicators



1,000

Pregnant and lactating women are benefiting from targeted nutrition interventions



630

School staff and canteen workers provided with hygiene kits for COVID-19 emergency response



300

Women benefited from the helpline



DIABETES PREVENTION

Diabetes Prevention Program among Pre-Diabetic Refugee Camps Women

Continuing the efforts to combat diabetes, Juzoor, in cooperation with Bank of Palestine, Portland Trust and UNRWA, started a pre-diabetes prevention program in Palestine. Juzoor worked closely with UNRWA clinic staff members to identify and contact the pre-selected women participants. All the participants went through a full screening process and completed all the necessary tests at the UNRWA clinics. This program is being implemented on the national level with strong partnerships with stakeholders within the Palestinian health system. The main goal of the project is to reduce the onset of Diabetes Type 2 among 150 pre-diabetic women through healthier lifestyle modification by **5-7%** reduction in body weight among participant women and a minimum of **150** minutes of physical activity per week.

This program has been carefully designed to help the targeted women in four refugee camps of Amary, Qalandia, Jalazoun, and Shofat and Beit Sureek village to change their lifestyle. To ensure positive outcomes, the lifestyle coach in each camp keeps track of the participants weight, fitness activities, and what they eat.

In response to the COVID-19 pandemic, Juzoor continued monitor the women's weight under the lock-downs. Juzoor has provided the **150** women with weight scales and kept following up with them through WhatsApp groups chatrooms and provided informative videos about healthy eating and physical activity.

In addition to that, on World Diabetes Day, and upon the request of the DPP participants at the Jalazon camp, Juzoor supported a hiking activity, while taking into consideration safety measurements by providing face masks and hand sanitizers.

Moreover, The Augusta Victoria Hospital Mobile Clinic visited the targeted locations and did the HbA1C blood tests for **118** participants. This activity was done in response to the participants need and Juzoor's aim to identify the impact of COVID-19 on sugar levels in the absence of face-to-face follow up due to the lock-down restrictions.

Juzoor has also conducted a survey to assess and compare the change in the nutrition and physical activity practices pre and during quarantine. This survey aimed to help define the gaps and deviations that have evolved during quarantine period, which affected the program's healthy practices and goals.

MAIN ACHIEVEMENTS

This year...

- ✓ The women have become ambassadors of healthy eating among their families and friends.
- ✓ Strong bonds have been created between participants and Juzoor's team which is very important for the sustainability of the program .
- ✓ Women are losing weight; some participants have reached the **5-7%** weight loss goal of their original weight in the first nine months of the 3-year project and are looking forward to achieve extra healthy weight loss.
- ✓ Women practice in physical activities at the women's center in each camp by using the fitness equipment that Juzoor provided through the project, or they walk together in the camp's football playground.
- ✓ Through this life style modification program we are targeting all other non-communicable diseases risk factors.
- ✓ This program is the first Social Impact Bond success.
- ✓ UNRWA is considering adopting this program and integrating it into their system as a prevention program that will affect their budget positively by reducing the number of diabetic patients and the costs of their treatment.
- ✓ Juzoor, in partnership with the Bank of Palestine, conducted a National Diabetes Campaign to observe the Diabetes Awareness Month in November



CHILD PROTECTION

Improved Child Protection and MHPSS Service Provision for Children and Families Affected by Conflict-related Violence in Area C of the Jordan Valley

Juzoor, with funding from War Child Holland and in partnership with War Child and Treatment and Rehabilitation Center for Victims of Torture, is implementing the “Improved Child Protection and MHPSS service provision for children and families affected by conflict-related violence in Area C of the Jordan Valley” project, with the goal to strengthen the protection, resilience, rehabilitation, and social connectedness of Palestinian children affected by adversity and violence related to occupation.

The implementation of the project was delayed in the first phase of the project due to the outbreak and month of Ramadan. Therefore, the actual implementation of the project which included trainings started in June 2020, taking into consideration all the safety measures such as masks, hand sanitizers, and social distancing.

This project targeted children, parents (mothers and fathers), school teachers, and CBOs. It helped enhance the role of community members and organizations in the protection of children as they have been strengthened through virtual media on psychosocial wellbeing and support, protecting children from harm including abuse, neglect and exploitation, child safeguarding and minimum standards for child protection. Additionally, parents who are the caregiver for the children in the targeted locations were trained on SRHR to support and protect the children from all forms of violence. Also, the participants were equipped with knowledge to engage in effective prevention and response initiatives pertaining to all forms of sexual violence against children. As well the families and communities are supported to provide protective environments for children and become aware of how best identify and report cases of sexual violence against children when they are uncovered.

Juzoor also trained mothers in the Positive Discipline in Everyday Parenting (PDEP) program which was provided as a mean of positive coping mechanisms and tools for positive parenting to reduce parents' approval of physical punishment and increased their knowledge and skills to adopt and understand of nonviolent alternatives bearing methods. Additionally, school teachers were trained to manage their own stress in order to better manage and build their coping methods for dealing with stress and improved emotional availability for teaching. They are more knowledgeable with more skills to understand how students learn, build their skills and foster self-discipline in order to become successful learners. Also community members (health care providers, school counselors, CBOs, and other stakeholders on safe identification and referral of child abuse and SGBV as well as prevention.

From our Beneficiaries

Quotes

“

I want to have a new beginning with my daughter. I want to start solving our problems with dialogue and not violence.

The training helped me see the similarities and differences between my daughter and I.

Yes, we have learned new ways and methods to discipline our children. However, it is important for our in-laws and families to be trained on this way as they also play an important role in the discipline of our children.”

- Three mothers who received the PDEP Training



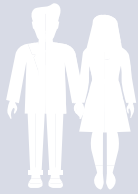
10 locations

in the Jordan valley in Jericho governorate were targeted (Jeftlik, Auja, Fasayel, Marj Na'ajeh and Zbeidat). In Toubas governorate (Kardalla, Bardalla, Ein Albeida, Al Aqaba and the bedioun communities).



518 participants (125 male/393 female)

Were trained using virtual media on psychosocial wellbeing and support to protect children from harm



10 Parent groups (135 fathers/207 mothers)

Were trained on SRHR reaching to support and protect children from all forms of violence.



340 Participants

Were equipped with knowledge to engage in effective prevention and response initiatives pertaining to all forms of sexual violence against children.



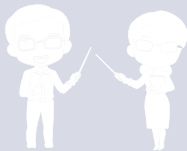
167 Peers (90 male/77 female)

Were taught about their sexual and reproductive health and rights to keep them safe and protect them from all forms of sexual violence in any form.



160 Mothers

Were trained in the Positive Discipline in Everyday Parenting (PDEP) program which was provided as a mean of positive coping mechanisms and tools for positive parenting to reduce parents' approval of physical punishment and increased their knowledge and skills to adopt and understand of nonviolent alternatives bearing methods.



20 School Teachers (5 male/15 female)

Were trained to manage their own stress in order to better manage and build their coping methods for dealing with stress and improved emotional availability for teaching.



15 Children

Participated in Juzoor's sexual and reproductive health and rights training on sexual abuse.

POLICY DIALOGUE & ADVOCACY PROGRAM

This program aims to influence and contribute to the development of health and social policies on the national level.



OUR ACTION IN 2020...



9

Research and policy papers were prepared to examine the impact the pandemic has on Palestine and the Palestinian people



2

Regional research papers were done on the impact of COVID-19 on SRHR and one on Health Policy and System



4

Emergency appeals were prepared and distributed to respond to the needs of the most vulnerable and advocate for their rights during the pandemic



15

Trainings were conducted to build the capacity of the Palestine Adolescence Health Coalition members on SRHR of adolescents including people with disabilities, how to communicate with adolescents and cyber-safety measures.



1

Virtual National Conference on Maternal Mortality was held in response to the daily challenges mothers face in Palestine. Juzoor conducted the conference in cooperation with the UNFPA, the Palestinian Ministry of Health and the Palestinian Gynecologists and Obstetricians Society organizations.



2

National campaigns were organized to raise awareness on diabetes and breast cancer



This year more than ever we witnessed a shift in our policy goals as we rushed to tackle the ongoing pandemic by conducting several studies to understand the economic, health, and social consequences the pandemic has on the Palestinians people. This component really helps decision-makers, and other stakeholders to plan for recovery efforts.



- Jennifer Dabis, Senior Policy Manager



Juzoor's Policy Dialogue & Advocacy Program

Overview

Advocacy for Policy Development is Juzoor's program that aims to influence and contribute to the development of health and social policies, in line with the needs of the Palestinian community.

As a national development organization, Juzoor works consistently and closely with the relevant institutions in Palestine (primarily the Ministry of Health, which leads the national strategy for development in the Palestinian health sector and the Ministry of Education, and Ministry of Women's Affairs). Over the past several years, Juzoor has also worked closely with UNRWA health program, the main provider of health and social services to a large segment of the Palestinian society in refugee camps and other areas where Palestinian refugees live. Juzoor prioritizes health and social policies and advocates policy development in these sectors via:

- **Development of white papers on specific policies**
- **Participation in regional and international conferences and advocacy campaigns**
- **Preparation of research and development of reliable sources of information**
- **Involvement in policy dialogue**

Making sure areas in Palestine that are most neglected, specifically areas in Gaza and Jerusalem, Juzoor has consistently maintained its work in both areas and has strived to scale up and expand its presence there. Through maintaining an office and a team of capable staff and consultants, as well as a good network of partner NGOs, Juzoor has been able to provide quality interventions to support the fragile health system in Gaza. The focus of our work in Gaza ranged from providing emergency system support and training to improving infection prevention practices, providing specialization scholarship opportunities to physicians, and assessing postnatal care services.



Advocacy and Policy Engagement

Juzoor is a member, co-founder and hosting organization of two national and regional health forums:

Palestinian Health Policy Forum (PHPF)

Juzoor helped create the Palestinian Health Policy Forum and has been hosting the Forum since its inception in 2005. Juzoor believes that Health is a basic human right, and not only a biological state focusing on disease and patients, but a social, economic, and political issue that is directly connected to national development and affected by multiple factors, it is a crucial indicator of national prosperity and the degree to which a society is participating in public discourse and the commitment of national and civil society institutions to human rights. On that basis, a group of health and development stakeholders established the Palestinian Health Policy Forum. The purpose of the forum is to strengthen and support national health policy in a manner consistent with human rights, social justice, so as to influence decision-makers to adopt policies and strategies suitable for the Palestinian development context and respond to the needs and aspirations of people ensuring universal access to quality health care.

The vision of the PHPF is to contribute to the creation a Palestinian health system that is able to respond to the health needs of the Palestinian people and to the challenges of the current context in an equitable manner. Further, to focus on the importance of public participation in planning, implementation, and evaluation of strategies; to adopt an evidence-based approach to choosing interventions and health programs, including the provision of quality health care in a manner that is sustainable and contributes to the improvement of the health situation of the Palestinian community in coordination with other development sectors.

The founders of the PHPF have found an opportunity to contribute to the reform of the health sector and to revitalize public debate related to health policies and programs in a way that is consistent with Palestinian national interest.



Middle East and North Africa Health Policy Forum

Dr. Salwa Najjab, Juzoor's Senior Health Advisor, is a Board member of the MENA Health Policy Forum (MENA HPPF) established in 2008 as an independent, nonprofit organization, with membership drawn from health policy researchers and experts from the MENA countries. Its mission is to contribute to the development of effective, efficient, equitable and sustainable policies that improve health and that mitigate adverse consequences of ill health, particularly for those who are most disadvantaged. The Forum is currently the only independent non-governmental health policy network in existence in the MENA region.

“One of Juzoor's leading roles is policy and advocacy. It is important to have policy involved in each step of the way from programing to conducting activities to ensure that projects run smoothly and effectively; and this is how we operate at Juzoor. Throughout the years, Juzoor took a leading role in establishing the Palestinian Health Policy Forum, MENA Health Policy Forum, the Palestinian Adolescent Coalition, and were part of the Arab Adolescent Coalition.”

- Dr. Salwa Najjab, Juzoor's Senior Health Advisor



Palestine Adolescence Health Coalition

Juzoor, in partnership with the MoH and UNFPA, formed the first Palestine Adolescence Health Coalition in May 2018. Today, there are 30 member organizations including international and national organizations, UN agencies, the Ministry of Health and Ministry of Education.

The coalition's main achievements for 2020:

- The coalition supported the MoH in initiating the Adolescent Health Unit in the MoH and has developed the strategic framework for SRHR for adolescents.
- 15 trainings were conducted to build the capacity of the Coalition members on SRHR of adolescents including people with disabilities, how to communicate with adolescents and cyber-safety.
- A Palestine Adolescence Health Coalition website was created to include all the information and activities conducted under the Coalition.

Activities conducted under the COVID-19 Emergency Plan:

- A virtual meeting was held for adolescents from the West Bank and Gaza to identify their main concerns during the pandemic and how it is impacting their lives. 25 adolescents ages 13-18 participated in the meeting.
- Two films were developed; one on how to cope with the lock-down and the second video provided tips for students going back to school and the best safety measures to take.
- An advocacy brief on adolescents' and COVID-19 was published.



Photo taken by UNFPA

ENSURING RIGHTS FOR YOUNG PEOPLE

Sexual Reproductive Health and Rights, Gender-Based Violence and Youth

With funding from UNFPA, Juzoor is implementing the SRHR, GBV and Youth Project - **making adolescents and youth a priority**. Youth in Palestine comprise **30%** of the population, of which **38.1%** are adolescents aged **15-19** and **61.9%** aged **20-29**.

Through this project, Juzoor and UNFPA have been advocating for comprehensive sexuality education by enhancing capacities to develop and implement policies, and mechanisms, that prioritize access to information and services for sexual and reproductive health and reproductive rights for young people especially for those furthest behind. This year, Juzoor lead a National Strategy for Adolescents and Youth Sexual and Reproductive Health, alongside with the MoH and MoE, towards establishing a national strategy which aims to contribute to the protection of adolescents and youth including; risky behaviors; raise awareness of important subjects of SRH and life practices; promote healthy lifestyles and healthy reproductive and sexual behaviors; improve the quality and accessibility to information and services; prevention of sexual infections and diseases; contribute to a supportive environment that fosters a culture of combating violence in the Palestinian society, as-well-as prevention of and protection against gender-based-violence (adolescent marriage, domestic violence, sexual exploitation, etc.). This strategy is implemented and interlinked with the national Adolescent Health Coalition.

In 2020, Juzoor has also took the lead in updating the already existing Adolescent Health Manual and has done community mobilization by improving leadership and participation of adolescents and youth on SRHRs interventions, contextualized already existing education material, continued the policy dialogue and meetings with MoE and MoHE relevant departments, and developed Youth-friendly education materials (IEC) on Adolescents SRHR.



PROTECTING ADOLESCENTS

Strengthening CSOs to Work Together to Promote Adolescent and Youth SRHR in Palestine

With funding from Amplify Change, and in partnership with the Adolescent Health Coalition, Juzoor is implementing the “Strengthening CSOs to work together to promote adolescent and youth SRHR in Palestine” Project.

Juzoor has designed this project, together with key stakeholders, to contribute to improved sexual and reproductive health of young people, adolescents, and schoolchildren in Palestine.

The project contributes to the promotion of age-appropriate and gender-sensitive SRHR education, information, services with the overall goal to increase the access of schoolchildren, adolescents and youth to age-appropriate and gender-sensitive SRHR education, information, services. Throughout 2020, Juzoor mobilized CSOs to work together as a coalition to advocate for integrating SRHR in formal education and providing youth-friendly SRHR services.

The Ministry of Health has highlighted the importance of Adolescent Health and has dedicated its effort in the initiation of an Adolescent Health Unit within the Ministry of Health. The Adolescent Health Coalition is established and active with 23 member organizations.



“

We challenge social norms that limit girls’ and women’s ability to make independent decisions. We do this because we want our children to experience a safe transition from adolescence to adulthood for their physical, mental and social well-being.



”

**— JUZOOR FOR HEALTH AND SOCIAL DEVELOPMENT
OCCUPIED PALESTINIAN TERRITORIES- TWITTER @JUZOOR**

Posted on Amplify Change social media platforms. From the right, Jennifer Dabis - Juzoor’s Senior Policy Manager and Sireen Khammash - Juzoor’s Project Manager

Main Achievements

- Capacity Building of the Adolescent Coalition members on topics such as Adolescent Health, adolescent communication, adolescent sexual and reproductive health and Rights, and cyber safety.
- Developed and updated training materials on SRHR for counselors, educators and a parent’s manual to associate the needs alongside with the updated adolescent health manual.
- 200 counselors and educators received training on the updated manual
- The terms of reference was developed to understand the impact of social media on Adolescent Health and wellbeing.
- Supported the COVID-19 emergency through supporting Juzoor’s helpline, and awareness films, rapid assessments and policy briefs were developed to better understand the impact of COVID-19 on adolescents.



Transforming Maternal Care

Advocacy and Conferences

As part of its mission, Juzoor continues to advocate for and promote health for all the Palestinian people through conducting national conferences, introducing new concepts, shedding the light on critical issues, and transferring new technology. Below are a few highlights of our conferences/workshops that were held in this reporting period:

Maternal Mortality National Workshop 2020

Every year thousands of women die worldwide following complications during pregnancy or after child delivery. In response to the daily challenges facing mothers in Palestine, Juzoor conducted a national workshop on maternal mortality, in cooperation with the UNFPA, the Palestinian Ministry of Health and the Palestinian Gynecologists and Obstetricians Society. Due to the COVID-19 situation, the event was conducted online with the participation of 98 participants from different organizations.

We believe no woman should die giving life.

The workshop included presentations from the participants who explored maternal health inequities, the elimination of maternal mortality, the gaps and challenges, and opportunities for improvement.

In an attempt to move forward, recommendations and an action plan was formulated which included, but not limited to improved health policies, improved antenatal help and qualified human resources, and to activate a national committee on maternal mortality where regular meetings are held.

“This workshop brought together a lot of experts with the intention to work towards a better understanding of how reproductive illness and death, especially during pregnancy and childbirth, affect women, their children and families, and their communities and ways to reduce it.”

- Marina Zayed, Senior Project Manager

Empowering Adolescents

Virtual Meeting to Discuss the Impact of COVID-19 on Adolescents

An online session was held by Juzoor with **17** adolescents (**8 Males and 9 females**) to elicit their views on their thoughts and experiences under quarantine. The participants included a student studying abroad, one with special needs and one who was infected with Coronavirus. **17** participants were from various governorates in the West Bank and **5** were from the Gaza Strip.

The participants were asked to share their thoughts on:

1. General experience and feelings under quarantine
2. Needs during COVID-19 and quarantine
3. Thoughts on life after COVID-19
4. Online education
5. Lessons learned



MY HEALTH AND YOUR HEALTH ARE SWEETER THAN SUGAR

November Diabetes Awareness Campaign

A yearly campaign takes place each November to raise awareness about diabetes prevention and management. Juzoor, in partnership with the Ministry of Health, Bank of Palestine, Augusta Victoria Hospital and the Lions Club held this campaign under the National Diabetes Program. However this year, the campaign activities were different from usual due to the pandemic. For physical distancing purposes, a hike was organized for refugee camps with type 1 diabetes and pre diabetic women. In the effort to raise awareness, billboards highlighting the campaign were hung all throughout all the governorates in the West Bank and Gaza and diabetes related tips were shared on the screens of Bank of Palestine and Juzoor's social media pages. Additionally, 3,500 Gluco Strips and 20 Gluco Checks for 10 clinics were provided to the Ministry of Health where 3,500 people were screened for diabetes. Finally, 140 thank you kits were distributed to the Ministry of Health, Augusta Victoria Hospital, UNRWA's NCD staff in the West Bank and Gaza.





YOU ARE STRONGER

Breast Cancer Awareness Campaign

Breast cancer is the leading cause of cancer deaths among women. With the aim at improving early detection and to raise awareness, Juzoor organizes a yearly campaign. This year, Juzoor organized the 2020 national breast cancer awareness campaign under the slogan **"You are Stronger."**

Juzoor conducted several activities to educate women and girls on breast cancer and healthy eating. The activities included TV shows, 50 women were screened for breast cancer, lectures were held to raise awareness on early detection for breast cancer, follow-up sessions with women who were recently diagnosed with breast cancer, and fun day activities for stress relief for breast cancer patients.





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World Health Organization (WHO)

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World vision

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Arab Coalition for Adolescent Health and Medicine

MENA Health Policy Forum

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The Foundation for Al-Quds University Medical
School (F.Q.M.S.)

Bank of Palestine

Palestinian Health Policy Forum

Inash Al Usra

Palestine International Institute (PII)

 **+972 241 4488**

 **+972 241 4484**

 **info@juzoor.org**

 **www.juzoor.org**

 **JUZOOR for Health & Social Development**



***Health for you, for
me, and for all***

Ramallah
Al-Bireh/ Al-Arkan St.
Islamic Palestinian Bank Building, 3rd Floor