



Annual Review 2017



A Message from the Chairman



Dear colleagues, dear friends,

It is a pleasure to introduce our Annual Activity Report for 2017. This brochure sums up an eventful and special year marked by the celebrations of the 500 years of the Reformation. We hope you will find it interesting and that it will contribute to a better understanding of the various activities of our members and their successes in bringing to bear our common values through actions and projects.

While our member organisations hinge on one single aspiration to help people in everyday life as well as in crisis situations, the actual range of services – that are based on the Christian values of the Orders of St John – is very broad: ambulance services, help to the homeless, retirement homes, hospitals, first aid and first aid training, youth work, humanitarian assistance, disaster relief and many other related activities.

Within this very broad picture, the mission of JOIN aims to help its members cooperate on as many issues as possible, exchange best practices in this field and facilitate when necessary their access to the relevant institutions of the European Union. Furthermore, the JOIN Office participated with Johanniter-Unfall-Hilfe Austria in the EU funded project called SOCIALCARE, which came to its end in December 2017. European project proposals involving different JOIN members have also been prepared in the framework of the AAL – Active and Assisted Living Programme.

The heart of JOIN's activities revolves around its working groups where representatives of our members exchange best practices and develop JOIN projects. During the year under review, our working groups held several meetings, amongst others:

- Physicians of the Clinical Group met in Brussels to discuss first aid related issues, while the Medical Students Exchange programme saw the first participants completing hospital placements in Germany and in Jerusalem.
- Experts of the PR, Marketing & Communication Group held their traditional meeting in Wittenberg this year. They explored the possible benefits for JOIN members of harmonizing their logos. Additionally, the JOIN Office opened a Facebook page and started to use Twitter with the aim to broaden its audience.

Naturally, the Volunteer Swap that had started in 2011 continued in 2017, to allow volunteers from JOIN members learn about their sister organisations across Europe and experience the international nature of St John. In order to encourage both the Volunteer Swap and the Medical Students Exchange programme, the Board has decided to fund 50% of the travel costs of the participants in the course of 2018.

The Annual General Assembly 2017 took place in Berlin. The meeting provided an excellent platform to discuss the activities of the JOIN Office and explore new opportunities for cooperation within JOIN. Moreover, the delegates elected a new Board I have the honour to chair in the next two years.

My very best wishes to you all.



Johannes Bucher

JOIN Volunteer Swap

Volunteer Swap at a skiing resort in Carinthia

Patergassen, Austria, 16 February 2017

Diana Völker, a volunteer emergency rescuer from Johanniter Germany in Munich, came to assist the Emergency and Medical Transport Service of Johanniter Austria at the skiing resort in Patergassen (Carinthia region).

Diana will remember her time with the Johanniter colleagues from Patergassen as a work intensive but very pleasant experience. "We had a lot of fun and at the same time we learnt a great deal from each other", said Diana about her work with colleagues from Johanniter Austria. With her engagement, she helped to ensure the security of skiers in the resort. She was especially impressed by the operations at the Turracher Höhe – one of the slopes of the Patergassen skiing resort, and by long drives through tiny and curvy paths in the dreamlike snowy winter landscape.

"There is an amazing Johanniter team in Carinthia and I am already looking forward to the next volunteer swap. I would recommend such an exchange to everybody", Diana concluded.



▶ Diana Völker at a Johanniter-Ski-doo in Patergassen

Five JOIN members at the summer camp 2017 in Talu

Talu, Estonia, 22 – 29 July 2017

This year, the Johanniter Foundation in Estonia organised the 7th annual summer camp for mentally and physically disabled Estonian youth in Talu. The camp, which is a cooperation project between various St John enterprises, welcomed 24 young volunteers from Estonia, Finland, Germany, the Netherlands, Sweden, and Canada. They worked together to offer to the camp participants a week filled with joy and fun activities, such as horseback riding, water aerobics and swimming, dancing, hiking, games and handcrafts, as well as a daytrip to a local adventure park. The camp's programme also included sauna evenings and closed with a disco evening.



▶ The volunteers showed the participants horseback riding

Thousands of Johanniter volunteers at the Kirchentag in Germany

Berlin/Wittenberg, Germany, 24 – 28 May 2017

The Kirchentag 2017 was one of the biggest engagements in the 65-year long history of Johanniter-Unfall-Hilfe Germany. The event this year was connected with the remembrance of the 500 years anniversary of the Reformation. More than 2,300 Johanniter volunteers and professionals from all over Germany, as well as three volunteers from Johanniter Austria, came between the 24 and 28 May to support the organisation of the 36th Kirchentag in Berlin and Wittenberg. All together, they delivered about 75,000 hours of work.



▶ Johanniter stand in Berlin

Beside first aid assistance, Johanniter offered transport services. 330 members of the Johanniter Youth took care of children and people with disabilities. All different Johanniter units presented their work at a stand at the Berlin Mersehallen.

On main event sites in Berlin and in Wittenberg, Johanniter provided around 1,400 first aid interventions. Volunteers served 51,300 hours in Berlin and around 19,000 hours in Wittenberg.

The peak event of the Kirchentag celebrations was the festive holy service in Wittenberg. Despite the weather with high summer temperatures, 120,000 visitors gathered on the place of the origin of the Reformation to celebrate this special occasion. 750 Johanniter helped



▶ Johanniter volunteers in front of the German Parliament

715 guests. Moreover, 75 patients were transported to and further treated by hospitals or emergency centres.

High-level representatives of Johanniter Germany also gathered for this special occasion. The Herrenmeister of the Johanniter Order, HRH Dr Oskar Prince of Prussia, the Chancellor of the Johanniter Order, Alexander Baron v. Korff, the President of the Johanniter-Unfall-Hilfe, Dr Arnold von Rümker, and many others were present and praised the level and quality of the engagement of our German JOIN member.



▶ Thousands of enthusiastic participants celebrated the Kirchentag in Berlin and Wittenberg

Johanniter Austria welcomes German colleagues at a folk music festival



► The Austrian and German Johanniter volunteers working together

Bad Kleinkirchheim, Austria, 23 – 29 July 2017

Our Austrian JOIN member provided ambulance services at the Summer Open Air 2017 called "Wenn die Musi spielt". The festival took place in the mountainous region of Carinthia. Around 50 Johanniter volunteers were present, mainly coming from the local branch in Carinthia but also supported by colleagues from Vienna and Germany.

Thousands of fans came to listen to the stars of folk music. Fortunately, no serious emergency case occurred. Thanks also to the great weather and the beautiful landscape, Johanniter volunteers had a good time all together.

Federal First Aid Competition in Koblenz brings together hundreds of first aid enthusiasts

It has already become a tradition that every second year, Johanniter-Unfall-Hilfe Germany organises a Federal First Aid Competition. This year, the competition took place in Koblenz. Nearly 400 persons between the age of six and sixty years participated in 41 teams, including three teams from our Polish JOIN member Joannici Dzieło Pomocy. However, not only rescuers came to Koblenz, but also around 1,800 people gathered there to support them and to cheer on their teams.



► First aid exercises were part of the competition

Participants had to cope with a variety of tasks, such as traffic accidents, fire and fall injuries, cuts and cardiovascular accidents, with a level of difficulty assigned according to the age and the level of their skills. It was hard to believe that all the casualties were only stage managed. 80 referees had been judging the performances of the rescue teams based on how quickly and correctly they assessed the situation and initiated the necessary

Koblenz, Germany, 22 – 24 September 2017



► Team from Polish JOIN member Joannici Dzieło Pomocy

first aid or emergency rescue measures. In practice, these were actions such as stabilising casualties, stopping bleeding, performing CPR or bringing casualties safely from a rescue boat back to the shore. Their theoretical knowledge was also proofed.



► The participants listening to a presentation

Selected Activities 2017

First findings of the 'Peace for Sight' research programme

Jerusalem, 21 March 2017

In 2016 the St John of Jerusalem Eye Hospital Group (SJEHG) launched a new research programme entitled 'Peace for Sight', in collaboration with Johanniter Germany and the Israeli Hadassah Medical Center. The project is fully funded by the EU's Partnership for Peace Programme. 'Peace for Sight' aims to develop better ways to monitor and treat genetic eye conditions in the Palestinian territories and wider region, which are three times higher than in the West due to a variety of issues.

The Programme is currently well underway and first findings were presented at the Israeli Society for Vision and Eye Research Conference 2017 by Dr Al-Talbishi, who is heading the SJEHG research team.



► Dr Al-Talbishi at the Israeli Society for Vision and Eye Research Conference 2017

The first evaluation was on colour-blindness. Each subject was found to have a biallelic mutation (mutation in both parts of a chromosome) in a specific gene which caused the subject's colour blindness. This will help Dr Al-Talbishi and the Hadassah team to begin trialling gene therapy as they will be able to target and eradicate the specific gene mutation.

The second clinical evaluation revealed that there is a big diversity between the genes and mutations which cause retinal dystrophy (inherited genetic eye conditions) in Palestine, and there are many private mutations (a rare



► Dr Al-Talbishi speaking to the participants

gene mutation only found in a single family or small population). Through this evaluation, Dr Al-Talbishi was able to conclude that he will need to use a variety of techniques to analyse each patient, as there is such a diverse range of mutations that cause the most common genetic eye conditions in Palestine.

The next step for Dr Al-Talbishi and his team will be to identify which genes and mutations are the most common in the region and to begin to offer diagnoses to families. In three months SJEHG has already recruited over forty families to our current study – which is impressive given that the three year project expected to recruit 100 families in total. This suggests that the conditions are more prevalent than we imagined and that further funding may be necessary down the line to expand the study to more families.

German, Finnish and Hungarian JOIN members meet together for a civil protection training

Styria, Austria, 04 – 09 April 2017

The second EURACARE Flight & Shelter training course took place in Styria (Austria). Johanniter Germany was accompanied by JOIN members from Finland and Hungary.

EURACARE Flight & Shelter is a prevention and preparedness project of DG ECHO (European Civil Protection and Humanitarian Aid Operations). It contains a multinational aerial medical evacuation capacity with

attached shelter component for consular assistance. The Slovak Samaritans, the Government of Styria and the Slovak Government Flight Service are involved in this project as well.

The appointed Desk Officer from the European Commission visited the course as observer and was fascinated by the capabilities of the Johanniter and the project.



► The participants from Germany, Finland and Hungary

Ritterschlag of The Johanniter Order in Wittenberg

Wittenberg, Germany, 17 June 2017

The Johanniter Order held its yearly 'Ritterschlag' ('Knights Accolade' in English) in the All Saints' Church of Wittenberg. This is a notable exception as the Ritterschlag has always taken place either in Sonnenburg or in Nieder-Weisel in the last 300 years.

Guests from the whole St John family came from Austria, England, Finland, France, Hungary, Italy, the Netherlands, South Africa, Sweden, Switzerland and the USA.

The Herrenmeister of the Johanniter Order, HRH Dr. Oskar Prince of Prussia, appointed Thilo v. Selchow as ruling Commander. Marc-Aurel v. Dewitz, Richard Graf zu Eulenburg and Bernd v. Harnier were appointed honorary Commanders. Frank Böker, Chairman of the Board of Johanniter GmbH, received the Honor Knights Cross.

Johanniter classified as very first WHO Mobile Emergency Medical Team worldwide

Frankfurt/Berlin, Germany, 13 June 2017

Johanniter International Assistance has been successfully classified as Emergency Medical Team 1 mobile (EMT 1 mobile) by the World Health Organization (WHO). Our German JOIN member is the first team worldwide classified in this category and also the first non-governmental organisation having passed this process.

Johanniter EMT is a flexible and logistically self-sufficient mobile disaster response team for short-term international deployments. Following natural or manmade disasters, the team assists the affected population by providing

outpatient initial emergency care of injuries and basic health care services.

The team is composed of 21 members, including specially trained medical personnel, logisticians and support staff. Johanniter EMT is capable of operating self-sufficiently for at least two weeks under field conditions. The EMT can treat at least 50 patients with minor injuries or basic health care needs per day and refer more complex cases. Johanniter EMT is ready for deployment within 48 hours from pre-alert.



▶ Emergency Medical Team (EMT) of Johanniter International Assistance

St John's Day celebrations

London, England, 24 June 2017

Over 1,500 Order members, volunteers, staff and guests attended St John's Day celebrations.

Following the General Assembly in the morning, the focus moved to St Paul's Cathedral for the Service of Commemoration and Rededication. The Very Reverend Robert Willis, Priory Sub-Dean and Dean of Canterbury, gave the Sermon.

This year's celebrations were also adapted to incorporate the Priory's annual Visitation - which had not been to

London before - and a visit by over 100 volunteers from St John in Hong Kong who were celebrating their centenary.

After the Service, the Lord Mayor met with volunteers in Paternoster Square.

St John's Day provides an opportunity for the whole family of St John to meet together to rededicate its service, to celebrate the work of our volunteers and staff and to commemorate those who have gone before us.

Johanniter Germany participates in European civil protection exercise in Liverpool with support of St John Ambulance

Liverpool, England, 12 – 15 October 2017

Our German JOIN member participated in the first (out of five) EU Module Exercises dedicated to Urban Search and Rescue (USAR) and medical modules in the cycle 2017/18. Held in the framework of the European Civil Protection Mechanism, this event took place in the area of Liverpool and Manchester in England.



► The participants preparing for the exercise

Johanniter Germany came with its Emergency Medical Team (EMT) type 1 mobile, which is the first team worldwide classified in this category by the World Health Organization (WHO). Together with teams from other countries, they performed search and rescue missions and medical response following a simulated earthquake in the fictitious country of 'Modulistan'.

Around 310 responders, local role-players, trainers and exercise staff from 17 European countries contributed to the success of this exercise. On the JOIN side, Wolf-Ingo Kunze (former JOIN Board member and Federal Board member of Johanniter Germany), Guido Dost (Head of Johanniter International Assistance), Ian



► From left to right: Oliver Rodewald (Johanniter International Assistance) and Wolf-Ingo Kunze (former JOIN Board member)

Mackenzie (former JOIN Board Chairman), Ann Cable (Chief Volunteer at SJA) and Nick Williams (Chief President at SJA) were notably present. St John Ambulance supported the ModEX with medical role play and ambulance cars.



► Johanniter Germany team

Johanniter Austria and the JOIN Office submit two new European project proposals

Brussels, Belgium, 24 May 2017

The JOIN Office submitted two project proposals within the 2017 AAL (Ambient and Assisted Living) Programme, searching for integrated solutions for the elderly. Together with Johanniter Austria and partners from Belgium and Switzerland, we submitted a project called 'DICE' to test the impact of a smart home system of non-invasive ambient sensors placed around homes. The consortium of the second proposal called

'COGNAC' is composed of partners from Austria, the Netherlands, Belgium and Switzerland with the aim to integrate two existing solutions working around memories. Finally, the European Commission didn't select the two proposals from a large number of applications. This experience has been a very positive example of JOIN collaboration and will be conducted again in the future.

The Order of St John and Johanniter Austria work together to support maternal and child health in Zambia

London, United Kingdom, 11 November 2017

Johanniter Austria and the Order of St John have worked closely together to secure a development grant from the City of Vienna for the St John's Mother and Baby Programme in Zambia. The grant will support St John's project for 15 months until early 2019 and improve the lives of 5,000 beneficiaries.

St John is currently running its successful programme to improve timely and essential care for pregnant women and new mothers with infants. Over the last three years, the Zambian Association of St John already reached more than 8,000 expectant and new mothers as well as 14,000

community members with crucial interventions and health education.

The new grant will enable St John to expand its activities into the new township of Kayosha. The township is a very poor rural area only 35 kilometres from the capital of Lusaka. The project collaborates with the local health centre which serves the local population of 15,000 people who live in the 46 villages. St John will give the centre a basic package of support, consisting of equipment and furniture to be used for health services for pregnant women and new mothers during and after the project.



- ▶ St John International launched the St John Mother and Child Africa programme in 2013 in Kenya, Malawi, Uganda, Zambia and Zimbabwe

Johanniter Germany makes a speech at the European Parliament

Brussels, Belgium, 06 - 07 June 2017

Viola Winterstein from Johanniter regional association in Berlin was invited to participate in a media seminar organised by the European Parliament. Titled 'A Fair Share in Europe - Creating a Common Asylum System', this event aimed at generating a public debate on that topic.



- ▶ Viola Winterstein from Johanniter Germany addresses the European Parliament



- ▶ After the speech

In the presence of numerous media from all over Europe, Viola Winterstein shared her experience as Coordinator for Refugee Assistance and Integration in the capital of Germany.

Selected Meetings 2017

JOIN Annual General Meeting 2017

Berlin, Germany, 09 – 10 June 2017

A most successful Annual General Meeting was hosted by Johanniter Germany on 9 and 10 June 2017. Attended by twenty-six delegates from St John enterprises across Europe (including Cyprus and Jerusalem), a wide spectrum of topics provided an interesting and varied programme.

The first day began with our Chairman, Ian Mackenzie, outlining the general activities of the network over the past twelve months, followed by comprehensive financial information by our Vice-Chairman, Christian Velten-Jameson.

This was followed by presentations of the working groups providing more detailed information about their activities which encouraged discussion and clarification on a number of issues. Areas covered included the outcomes of the PR, Marketing & Communication Group (Dr Robert Brandstetter, Johanniter Austria) and a call to start a discussion within the JOIN network regarding possible harmonisation of the members' logos. The Brussels Office spoke about the Youth Group meetings and Volunteer Swap opportunities for 2017. To encourage greater participation in inter-country cooperation, a JOIN basic first aid standard has been drafted and approved by the Board. The Head of the Clinical Group (Dr Ian Greaves, St John Ambulance) provided an update on recent areas of discussion. The successful implementation of the Medical Student Exchange programme was highlighted. Finally, the Brussels Office showed a wide spectrum of articles published by JOIN members over the year about international cooperation projects.

On the second day, Tom Ogilvie-Graham (CEO of St John Eye Hospital in Jerusalem) presented how the St John family supported his enterprise in 2016. Harm-Bastian Harms (Head of Unit International Projects & Cooperation, Johanniter Germany) gave an interesting insight into European Emergency Response projects and invited the JOIN network to send teams to the next field exercises.

The work of the Brussels office was outlined by Joachim Berney, our General Manager, providing detail of its routine activities while emphasising its focus on networking as well as EU funding opportunities.

Finally, after what was perceived by all delegates to be a successful two-year term of the JOIN Board, the General Assembly thanked the Board and in particular our Chairman Ian Mackenzie. Our resigning Chairman presented a flag with all JOIN members as a personal farewell gift. Johannes Bucher from Johanniter Austria was elected as the new Chairman for the next two years. The other Board members elected were Christian Velten-Jameson (Association des Oeuvres de Saint-Jean France), Wolf-Ingo Kunze (Johanniter Germany) and Eric von Troil (Johanniter Finland), while a fifth member from St John Ambulance will be appointed soon.

In his first speech, the new Chairman Johannes Bucher briefly identified the working priorities of the next years. The AGM 2018 will be hosted by our Italian member S.O.G.IT in Lignano in early June.



► From left to right: Front row: Dr Ian Greaves, Dr Andreas Tanos, Dr Sarah Vecchione, Melanija Grundšteina, Dieneke van Haeften, Lenka Christiaens, Ian Mackenzie, Anna Pieta; Second row: Tom Ogilvie-Graham, Benjamin Kobelt, Stephan Beschle, László Porcsalmy, Davide Laetsch, Ralph Rocktäschel, Eric von Troil, Johannes Bucher, Christian Velten-Jameson, Thomas Vorwerk, Georg Aumayr, Joachim Berney, Imre Szabján.

PR, Marketing & Communication group meets in Wittenberg

Wittenberg, Germany, 23 – 24 March 2017

The JOIN PR, Marketing & Communication Working Group gathered in Wittenberg for a two-day meeting. Representatives from Austria, England, the Netherlands, the Venerable Order of St John and the JOIN Office were hosted by Johanniter Germany in the town of Martin Luther.

The first day started with an exchange of views on the topic 'first aid for learning drivers'. Each participant reported on the situation in his/her own country while the JOIN Office prepared a survey concerning unrepresented JOIN members. Further discussion followed on the training of school first aiders. Moreover, the participants updated each other on PR, marketing and communication activities in their respective organisations. Johanniter Austria showed its new marketing clips to appear on TV and radio. Johanniter Nederland reported on its new academy intended for the training of volunteers. Our German member presented its strategic goals to be achieved by 2020. St John Ambulance reported on its campaign to promote first aid training for learning drivers. Finally, the Venerable Order of St John presented the worldwide impact of its work, including also the work of the Dutch, German and Swedish Johanniter Orders.



► From left to right: First row: Chiao Kwan (Venerable Order of St John), Katinka Kersting (Johanniter Nederland), Richard Fernandez (St John Ambulance), Joachim Berney (JOIN Office) Second row: Lenka Christiaens (JOIN Office), Belinda Schneider (Johanniter Austria), Robert Brandstetter (Johanniter Austria), Therese Raatz (Johanniter Germany)

On the second day, Robert Brandstetter, Head of the group, explored the possible benefits for JOIN members of harmonizing their logos. It was decided to bring this topic to the next Annual General Meeting. As usual, the JOIN Office prepared an update on recent developments within the JOIN family.

JOIN Board meeting at St John Ambulance's Headquarters

London, England, 2 November 2017

The JOIN Board came together at St John Ambulance's Headquarter for a regular Board meeting. Participants were JOIN Chairman Johannes Bucher (Johanniter



► From left to right: Leonard Fried (JOIN Office), Mark Broughton (St John Ambulance), JOIN Chairman Johannes Bucher (Johanniter Austria), Georg Aumayr (JOIN Office), JOIN Vice-Chairman Christian Velten-Jameson (Association des Œuvres de Saint-Jean), Eric von Troil (Johanniter Finland)

Austria), JOIN Vice-Chairman Christian Velten-Jameson (Association des Œuvres de Saint-Jean), Eric von Troil (Johanniter Finland) and Mark Broughton (St John Ambulance).

Following discussions held at the AGM in June, the meeting had as a main focus the promotion of the Volunteer Swap and the Medical Students Exchange. Ahmed Al-Jabir, the very first participant in the programme, came to share with the Board his experience in Jerusalem and Germany. Ann Cable, Trustee and Chief Volunteer of St John Ambulance, was also present.

After deliberation, the Board decided to provide a first funding envelope for both programmes. Concretely, the JOIN Office will cover 50% of the travel costs of the participants, with a maximal amount of 250 EUR per person and per activity. A letter with detailed information was distributed to all JOIN members in December.

JOIN Clinical Working Group meets in Brussels

Brussels, Belgium, 4 November 2017

The physicians discussed the European Resuscitation Council (ERC) guidelines on first aid, the new Medical Student Exchange programme of JOIN and a mobile first aid application for citizens. The participants also explored the possibility of creating a first aid manual together.

The meeting counted with the participation of nine representatives from Austria, Cyprus, England, Germany, Italy and Jerusalem. In addition, Dr Paul Hunt from James Cook University Hospital in the UK was invited as an external speaker to present the first aid mobile



- ▶ From left to right: Leonard Fried (JOIN Office), Dr Christian Emich (Johanniter Austria), Dr Paul Hunt (James Cook University Hospital), Joachim Berney (JOIN Office), Dr Ian Greaves (St John Ambulance), Dr Jörg Oberfeld (Johanniter Germany), Dr Sarah Vecchione (SOGIT), Dr Rainer Thell (Johanniter Austria), Dr Davide Laetzsch (SOGIT), Dr Andreas Tanos (St John Cyprus)

application citizenAID. The app is designed to help first responders in extreme situations such as shootings, stabbings or bombings to provide first aid before professional help arrives. The clinical group decided to explore an endorsement of the app and to seek further collaboration with its developers in the future.

Ahmed Al-Jabir, a medical student from King's College London and long-time volunteer at St John Ambulance, joined the afternoon session online to talk about his experience as the first participant of the new Medical Students Exchange programme of JOIN.

The group also discussed the survey responses of national JOIN representatives on the use of ERC first aid practices in their countries. Overall, there is a very large consensus on most practices with slightly different methods taught on issues such as bleeding control, the use of supplemental oxygen and the splinting of fractures. In addition, the chair of the clinical group, Dr Ian Greaves, proposed to create a common first aid manual, which could be translated into different languages and therefore used all over Europe or even globally by St John enterprises.

The group decided to take up the idea of drafting a first aid manual and will further discuss it, notably during an extraordinary meeting in Lignano, Italy, on 6 and 7 June 2018. The participants also decided to invite representatives of the ERC to Italy to talk about their first aid guidelines and to explore a potential cooperation in the future.

SOCIALCARE

The SOCIALCARE project formally lasted from May 2015 to December 2017. It involved eight partners from four European countries, including Johanniter International and Johanniter-Unfall-Hilfe Austria. The project was funded by the AAL "Active and Assisted Living" programme of the European Union which aims at strengthening existing community initiatives that empower elderly citizens.

SOCIALCARE had the goal to create a platform that brings together demand and offer for care in the setting of neighbourhood communities. It recognises that a lot is being done at community level in the terms of bottom-up care and social activities. Therefore, our solution is to create a one stop platform that takes into account the needs of the community and the existing solutions to those needs with an user friendly approach. In practical terms these principles have been incorporated into an app offering end-users care, learning and social services reachable by a set of simple clicks.

The JOIN Office and Johanniter Austria were the project partners responsible for developing a plan for acceptance of the project by end users in local conditions. Johanniter Austria has been very active in providing the materials necessary for conducting user-centred research and it has taken care of ethical manual for the project. Johanniter International contributed by sharing its well-established experience on sustainable involvement of volunteers and by disseminating the results both to our local partners in Brussels and to the JOIN members. At a local community level, the JOIN Office aimed to ensure the compatibility of SOCIALCARE within the Brussels Capital Region. Four

local care organisations were involved in the various stages of the project through consultation and regular focus group meetings. Furthermore, the JOIN Office undertook a research study which resulted in the drafting of a "Motivational Value Approach". This document focuses on how the motivation for volunteering is understood by the society, how it is addressed and kept at high level.

The project ended in December 2017 with the completion of a professional app. As Johanniter International is owning intellectual property rights in it, JOIN members could use this app for their own purposes with very favourable conditions.



Second Business Model Workshop of SOCIALCARE partners

Brussels, Belgium, 29 March 2017



► The participants of the Second Business Model Workshop

The JOIN Office hosted SOCIALCARE partners to work for the second time towards development of a business model plan for bringing the SOCIALCARE app on the market. During the first meeting in October 2016, we worked on improving our skills to create a business model plan in general terms. This second meeting was its follow-up and each of the participating partners had to develop a complete business strategy plan for our product, tailored to the position and vision of his organisation.

SOCIALCARE partner meeting in Vienna

Vienna, Austria, 01 – 02 June 2017

SOCIALCARE partners met at the Headquarters of Johanniter Austria in Vienna to discuss recent activities and results of the expert-user tests. The agenda also included technical issues regarding the status of prototypes, as well as the start of end-user pilots after the summer in Austria and in the Netherlands.

Other topics of discussion were the socio-economic proof of concept, the exploitation and business model, issues on data protection and dissemination activities.



► The participants of the SOCIALCARE meeting

The JOIN Office and Johanniter Austria at the AAL Forum 2017

Coimbra, Portugal, 02 – 05 October 2017

Aiming at bridging the gap between technology and active ageing, the AAL Forum 2017 took place in early October in Coimbra, Portugal. It offered a programme of workshops, keynote speeches, AAL exhibitions, poster sessions and networking opportunities. The JOIN Office

was invited to speak in a workshop dealing with the question of impact of AAL projects. It turned out to be an excellent opportunity to present our activities within the SOCIALCARE project. Moreover, Johanniter Austria was running an exhibition stand for the same purpose.

Medical Students Exchange programme

The JOIN Medical Students Exchange programme was created last year with the aim to foster a spirit of cooperation among our JOIN members.

It offers the opportunity for medical students to take a few weeks practical training in one of the hospital of another JOIN member.

Read the testimony of our very first participant in Jerusalem...

Ahmed Al-Jabir is a medical student at the King's College in London. He has been volunteering for St John Ambulance for seven years. Ahmed is the very first participant of the JOIN Medical Students Exchange programme. In August, he spent two weeks at the St John Eye Hospital in Jerusalem. Then he did a practical training at the Johanniter Hospital of Stendal (Germany) in September 2017. Below you can read Ahmed's testimony in his own words:

"In the summer of 2017, I was given the opportunity to visit the St John Eye Hospital in Jerusalem. Having been in St John Ambulance England for seven years now, I was always aware of the Order of St John as a large global organisation but was very grateful for the opportunity to explore and experience it for myself.



▶ Part of the Mobile Outreach Programme's team of St John Eye Hospital

After having contacted the JOIN Office and many reams of paperwork later, I was on a plane to the Holy Land – the country made sacred by the three major religions of the world and the very origins of Order of St John.

Coming in to land in Tel Aviv airport, I was struck by the sheer beauty of the country which only improved when I was picked up by the hospital driver and driven across the country to my ultimate destination – Jerusalem!

The first thing that struck me about the St John Eye Hospital was its stunning grounds. It's a beautiful building, built in the Crusader Style with meticulous landscaping in its gardens, making it the opposite of what you think of when you think of the word 'hospital'. I was shown to the accommodation that had been so kindly arranged and was sharing with Dr Muath, one of the Residents in the hospital.

Bright and early the next day, I was introduced to the hospital by the omniscient Medical Secretary, Maureen – nothing happens in this hospital without her knowing! She took me on a tour and all the staff were delighted to have a medical student from London come, especially a fellow member of St John!

This began a whirlwind two weeks of clinical placements and clinics where I learnt about the amazing work that happens in the hospital and learnt a lot about ophthalmology. I saw many rare conditions which are not commonly seen in the West such as Duane syndrome, morning glory disc anomaly and traumatic retinal detachments.

The highlight of the trip however was surely the Mobile Outreach Programme. This is a programme to get out into small villages in the West Bank where it is difficult for patients to get past the layers of security and restrictions



▶ Eye screening of a patient



► The beauty of Jerusalem

imposed by the Authorities to access the hospital in Jerusalem. Instead, the hospital comes to them!

I visited Al-Jib just outside Ramallah and Qalqiliya near Nablus. This was a fantastic way to explore the country and its varied landscapes and rolling countryside as well as to meet its people with the entire village coming out, eager to get their eyes screened. We picked up a lot of myopia and early cataracts as well as some more serious problems. One memorable patient was a 14 year old child who was injured whilst playing and had two large traumatic holes in his retina and had to be urgently referred for major surgery in our Jerusalem hospital.

Additionally, I got the opportunity to visit the Muristan clinic in the Old City of Jerusalem, a stones throw away from the Church of the Holy Sepulchre. This is a new clinic, recently set up by the St John Eye Hospital Group in the location of the very first hospital set up by Brother Gerard in 1023 to tend to pilgrims visiting the

...and in Stendal!

"For the second part of my JOIN Medical Student Exchange, I went to the delightful and historic Hanseatic City of Stendal in Eastern Germany, 120km from Berlin. The hospital I was to be placed in was the Johanniter-Krankenhaus Genthin-Stendal, the main general hospital for the local area.

After negotiating the Berlin subway system and numerous cancelled trains, I was finally on the famed German ICE train and on my way! As we passed through the rolling countryside of the North German Plain on my way to Stendal, I began to contemplate what I got myself in for and began to frantically revise with a medical textbook as well as a German dictionary.

Much paperwork and document signing later, I was settled into my apartment right across the street from the hospital and introduced to the medical director, Professor Nellessen, who arranged for me to be placed in Stendal. I had chosen to do a placement in Urology as that is a special interest of mine, so I was given a tour

Holy Land. This link to the ancient Knights Hospitallers is maintained to this day, treating tourists and pilgrims who have come from far and wide to make their devotions and required medical assistance as well as the traders and city-dwellers who make the world-famous markets of Jerusalem the bustling city it has always been.

This brings me nicely onto the non-medical side of my trip! Having never visited Palestine, it offers so many opportunities to students of history, religion and of life itself. Every square inch of this land has thousands of years of history to tell and has fascinating stories. I got the opportunity to visit the Old City of Jerusalem, the Al-Aqsa Mosque, the Wailing/Western Wall as well as the Biblical and ancient cities of Hebron and Bethlehem. It is a fascinating land and truly, two weeks is not enough time to take full advantage of everything it has to offer.

I want to thank the Order of St John, Johanniter International and the teams in London, Brussels and Jerusalem for organising this wonderful educational trip to see the great work that is going on in the hospital – treating all patients regardless of race, religion or ability to pay. It is due to St John Ambulance that I decided to study medicine and it is thanks to them that I have become even more enthused to study it further and to foster relationships with doctors and medical staff across the world.

I would highly encourage everyone to make this trip and explore different cultures and approaches to medicine as well as to further appreciate the fantastic opportunities offered by Johanniter International and the wider Order of St John. "

of the hospital and taken down to see Dr Kramer, the head of the urology department or 'Chefarzt'. It was then that I began the first of many times explaining that I'm from the equivalent of Johanniter in England and that we provide first aid but we also have our own ambulances. Johanniter in Germany is an integral part of the health and social care system, providing care homes, ambulance services and general hospitals.



► The Johanniter Hospital in Stendal



► The Johanniter hospital team

A quick change of clothes into the standard hospital uniform of white shirt, white trousers and white coat later and I was off to meet the team for my first ward round. The urology team at Stendal is a small, close knit team, consisting of Dr Kramer, three attendings and four residents. They manage a wide range of conditions from inpatients to emergency admissions. Once I had been introduced to everyone, they took mercy on me on my first day and let me go off to begin exploring the rest of the town.

Stendal is a small town of about 40,000 people, located in the state of Saxony-Anhalt, with a long and distinguished 800 year history. It was one of the medieval cities of the Hanseatic League – a trading network stretching all the way from England and right across Northern Europe. This history is still clear in the city, with striking architecture and narrow streets.

The next morning, I woke up bleary eyed for the 7am ward-round. This is where we reviewed all the patients currently admitted to the ward (or 'Station' in German) and reviewed discharge plans. Later, we went back to the Dr Kramer's office to review expected admissions such as patients coming in for a course of chemotherapy as well as the operations to take place that day. It was at this point that I began to massively regret not paying more attention in German classes in high school as I only understood about 30% of the ward round and most of that was from context and the medical words all being from Latin!

After this, I followed the residents and then went to the operating room and observed my first operation – an operation to investigate and retrieve kidney stones. Following that, we all regrouped at 2.30pm to review the radiology results of the day as well as another ward round and to debrief any issues. I soon fell into a routine following the various residents and attendings in their work as well as seeing numerous operations – from orchidopexies for children with undescended testicles, to operations for bladder tumours and removals of kidneys with cancer.

The first weekend I was there, on the urging of the some of the doctors, I hopped on a train and went to Tangermünde, a local town about ten minutes away by train on the banks of the River Elbe. Tangermünde has

a 1000-year old history and was celebrating it that weekend with a folk festival set within its historical castle town complete with food, music and of course, a firework display.

The second week came and went quickly, following much of the same routine, however the highlight was being allowed to assist in some of the operations with the attending, Dr Albrecht, explaining everything clearly. They say that the best way to learn a language is by immersing yourself in it – this is certainly true as towards the end of the second week, my German had definitely improved and I was able to understand much more of the patient contact and the discussions amongst the staff. Now if you need know the German words for kidney stones or bladder infection, I'm your man!

Finally, with a heavy heart, I had to leave this beautiful town that I called home for the past two weeks and head back towards London. The staff had been utterly brilliant and welcoming and I would highly recommend it to anyone with an interest in exploring a different culture and healthcare system.

However, before I went home, I would be remiss if I did not explore more of this amazing country! So I got a train to the amazing cosmopolitan city of Hamburg. This city is the cultural beating heart of northern Germany with a wide array of opera houses, restaurants and incredible nightlife. Unfortunately, time was of the essence, so I caught a coach and headed to my final destination in Germany – Berlin!



► The Johanniter hospital in Stendal from above

Berlin is a city where superlatives do not suffice. Devastated by war and laden with centuries of history, Berlin is a city where all the cultures of Germany collide in unexpected ways. I was lucky enough to have arranged a walking tour of the city so spent three hours exploring all the major sights of the city – the Berlin Wall, Checkpoint Charlie, and of course, the Brandenburg Gate.

On the plane home, I had a chance for some quiet contemplation and reflected on how this country has surprised me, far beyond the stereotypes of cold efficiency, the Germans are a remarkably warm and generous people and I would not hesitate to recommend everyone to give it a chance – you never know what you might find out here!"

JOIN's Work in 2017

The JOIN Board

The JOIN Board is made up of representatives from JOIN member organisations and is elected by the General Assembly for a period of two years. Its main tasks include supervising the work of the JOIN Secretariat and the General Manager, dealing with strategic questions and managing JOIN's relations with the Alliance of the Orders of St John.

The current Board is composed of Chairman Johannes Bucher (Johanniter-Unfall-Hilfe Austria), Vice-Chairman Christian Velten-Jameson (Association des Oeuvres de

Saint-Jean, France), Eric von Troil (Johanniter Finland) and Mark Broughton (St John Ambulance, England).

The Board regularly meets at face-to-face meetings and holds conference calls. In 2017, apart from meeting at the AGM, the Board held one meeting in Brussels in March, another in London last November.

The term of the current Board ends at the Annual General Meeting in 2019.

Working Groups in 2017

Given the aim of JOIN to derive benefits for its members from increased exchange and cooperation, the working groups are one of the most important institutions in JOIN. The working groups provide a platform where JOIN members can exchange knowledge and experience on any given issue, and also offer a space where JOIN members can set the thematic foundation for common projects. By combining resources within the network, JOIN can realise projects for which individual members might not possess the capacity.

Moreover, the working groups also guarantee a participatory and transparent structure within JOIN as participation in the working groups is not only open to all members, but also strongly encouraged.

The working groups meet on a regular basis. While a face-to-face meeting allows for a more thorough and personal exchange at least once a year, regular online and telephone conferences ensure close exchange between the working group members.

In 2017, five working groups were operative within JOIN.

Clinical Working Group

As its name suggests, the JOIN Clinical working group deals with clinical and medical cooperation. The group is made up of chief medical officers from JOIN members with the respective medical and clinical services. Its main aim is to exchange information on medical developments within the JOIN organisations as well as at the national levels. The working group also monitors international developments with regard to clinical issues such as negotiations in the European Resuscitation Council. Additionally, it organises the Medical Students Exchange programme. The Clinical group is currently headed

by Dr. Ian Greaves, chief medical officer of St John Ambulance England.

In 2017, the working group met in Brussels. For more details on this face-to-face meeting, please see page 14. For more details regarding the Medical Students Exchange programme, please see pages 17-19.

International Cooperation incl. Fundraising Working Group

Development cooperation and humanitarian aid has always been a substantial part of JOIN members' services. Motivated by positive cooperation examples in the past (fundraising for natural disasters, participation of personnel from other JOIN members in international rescue teams from JOIN members), this working group aims to identify potential cooperation areas. The participants also deal with joint fundraising, mobilisation of different resources and raising awareness about the various international projects JOIN members implement worldwide. Kevin Orr from St John International is leading this working group.

PR, Marketing & Communication Working Group

This working group, headed by Dr. Robert Brandstetter (Johanniter-Unfall-Hilfe Austria), deals with all issues concerning JOIN's press work, the website, publications as well as corporate identity (CI) and corporate design (CD). In the past, for example, it developed the JOIN logo and helped develop brochures on JOIN activities. The main purpose of the group lies in sharing experiences, best practices and know-how on related topics. Related issues such as fundraising or the JOIN-internal purchasing of medical equipment have also been part of the group discussions.

In 2017, the working group met in Wittenberg. For more details on this face-to-face meeting, please see page 13.

Volunteering Working Group

This working group is headed by Donna Tew (St John Ambulance England) and is responsible for volunteer exchanges between JOIN members and the Volunteer Swap. These activities enrich the individual volunteering experience, enhance cooperation and understanding between the members and enable JOIN members to work together in an efficient and practical way. Moreover, the working group deals with all other issues regarding volunteering such as legal guidelines and recruitment of volunteers.

In 2017, the working group regularly met online and was decisive in organising all activities related to the JOIN Volunteer Swap (see pages 4-6).

Youth Working Group

As the name suggests, this working group discusses common interests in JOIN member's youth activities such as summer camps, first aid trainings and competitions, youth exchanges etc. The working group also facilitates numerous bi- and multilateral exchanges between young members of JOIN organisations. Julia Zeilinger from Johanniter-Unfall-Hilfe Germany is chairing the group.

The JOIN Secretariat in 2017

The JOIN Secretariat is located in Brussels, at the heart of decision-making in the European Union. This enables the office to observe relevant European policy developments first hand and report these back to its members, as well as to advocate the positions and interests of JOIN and its member organisations directly to decision makers.

The Secretariat also acts as a communication and information centre for JOIN members, e.g. by publishing the monthly newsletter JOINews, by running an informative website and by replying to enquiries on European matters put forward by JOIN's members. In 2017, a Facebook page and a Twitter account have been created with the aim to broaden the audience of JOIN. Furthermore, the JOIN Office identifies relevant EU funding opportunities for its members.

In addition, the Secretariat maintains close contact with NGO partners, the Brussels offices of national and regional representations and with the members of the Orders of St John who work in the European capital.

One of the main focuses of the JOIN Secretariat for the year 2017 was the launching of the Medical Students Exchange programme. Information about available placements are regularly updated on the JOIN website together with basic practical information about work conditions, travel, accommodation, living costs and contact persons.

Another significant influence on the work agenda of the JOIN Secretariat for 2017 was its participation in the SOCIALCARE project, as highlighted on pages 15-16.

Furthermore, the JOIN Secretariat coordinated the drafting of two project proposals involving other JOIN members. The first project, called "DICE", aimed to test the impact of a smart home system of non-invasive ambient sensors placed around homes. The second project, called "COGNAC", had the goal to integrate and develop existing solutions for the elderly working around memories. Johanniter-Unfall-Hilfe Austria was part of the consortium of both project proposals.

Throughout the year, the JOIN Secretariat maintained its representative character for members in Brussels. Upon request and on behalf of several JOIN members, the JOIN Secretariat took part in various meetings at European level, for instance in the areas of care, humanitarian assistance, development cooperation, research and innovation (HORIZON 2020).

In October, Lenka Christiaens left the JOIN Secretariat to start a new professional challenge. Leonard Fried began a traineeship in November, after graduating from the College of Europe in Bruges and from the London School of Economics. He notably completed an internship in the press and communications team of Martin Schulz, former President of the European Parliament, and he will work at the JOIN Secretariat together with Joachim Berney on JOIN matters.

Perspectives on 2018

In 2018, the JOIN Office aims to remain the motor for cooperation among St John charities in Europe. In this light, the Working Groups continue to be the main priority for JOIN and the Brussels office will support them in the best way possible.

The Volunteer Swap and the Medical Students Exchange programme are expected to further expand following the decision of the Board to fund 50% of the travel costs of the participants in 2018. The JOIN Office will play a central role by facilitating exchanges, attracting more volunteers and managing the reimbursements of travel costs. First swap opportunities and medical placements for 2018 are already being offered.

Furthermore, promoting EU funding opportunities will stay a priority. By participating in research consortia and applying for European funding, JOIN wishes to bring its members closer to innovative, cutting-edge research in various relevant service areas. The SOCIALCARE project, which lasted from 2015 to 2017, showed the benefits of being involved in European projects.

Naturally, the JOIN Office will maintain one of its classical functions, which is of facilitating exchange between the different member organisations. In order to provide for consistent communication both internally and externally, the Facebook page and the Twitter account will be used several times a week in addition to the website and the monthly newsletter.

In the area of medical cooperation, the JOIN Office aims to build upon the face-to-face meeting held in Brussels in November 2017. In the course of 2018, physicians will explore the possibility of creating a first aid manual together. The group also intends to meet representatives of the European Resuscitation Council (ERC) to explore potential cooperation regarding the drafting of future ERC first aid guidelines.

The Annual General Meeting in 2018 will be hosted by our Italian member Soccorso dell'Ordine di San Giovanni and will take place in Lignano from 8-10 June 2018.

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About JOIN

Johanniter International (JOIN) is a partnership of 16 national charity organisations in Europe and the Middle East, which were originally founded by the Orders of St John, and the 4 Orders of the Alliance of the Orders of St John. Member organisations provide national and international services such as emergency medical services, first aid, social care, youth work and international assistance, in addition to services for elderly, poor and disabled people in need. The shared approach of JOIN members to humanitarian welfare and social aid is based on the member organisations' christian heritage.

The work of JOIN charities is made possible through the combined efforts of over 100,000 volunteers and professionals who believe that our societies need people that care for other people. JOIN is made up of charitable organisations that rely on fundraising to continue their work. Activities and projects are funded by donations from individuals, companies and foundations across the world.

The central office is located in Brussels, Belgium. Its purpose is to advocate the interests of St John charities within the institutions of the European Union and facilitate Europe-wide cooperation as well as international projects.

For further information please contact our Brussels office.

