



Annual Review 2020



Table of Contents

A Message from the Chairman	3
JOIN Volunteer Swap	4
Volunteer Swap celebrates ten years of existence	4
Selected Activities 2020	6
JOIN members at the forefront of the COVID-19 pandemic	6
JOIN Family thanks all nurses and health workers	10
Johanniter Austria provides help following terrorist attack in Vienna	11
Johanniter International Assistance provides disaster relief in Beirut	12
World Humanitarian Day	13
Newsflash	14
Selected Meetings 2020	15
JOIN Annual General Meeting 2020	15
JOIN Clinical Working Group meets in Paris	16
The JOIN Board met five times online	16
JOIN PR, Marketing & Communication Working Group meets in Copenhagen	17
European-funded projects	18
Highlights of the iProcureSecurity project	18
Developments in 2020 in EUinAid and SecureHospitals.eu	19
JOIN's Work in 2020	20
The JOIN Board	20
Working Groups in 2020	20
The JOIN Secretariat in 2020	21
Perspectives on 2021	22
About JOIN	24

A Message from the Chairman



Dear colleagues, dear friends,

It is a pleasure to introduce our Annual Review Report for 2020. This brochure sums up an extraordinary year dedicated to combating the devastating consequences of the worldwide COVID-19 pandemic. We hope it will contribute to a better understanding of our members' various activities and the realisation of our shared values through actions and projects.

In 2020, the day-to-day life of all Europeans radically changed. JOIN members worked tirelessly to care for people during the COVID-19 pandemic – at home, on the road and in hospitals and care centres. Our highly trained staff and volunteers delivered inestimable services to the sick and their families, supported national health services wherever needed and helped with the implementation of COVID-19 testing centres as well as the administration of the vaccine. Their skills, time and compassion will continue making all the difference in 2021.

While our member organisations share one single aspiration to help people in everyday life as well as in crisis situations, the actual range of services – 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, home nursing and many other related activities.

Within this comprehensive picture, JOIN aims to help its members cooperate on as many issues as possible and facilitate their access to the relevant institutions of the European Union, when necessary. The JOIN Office participated in three different EU funded projects; 'SecureHospitals.eu', 'EUinAid' and the 'iProcureSecurity' project which ended in December 2020 and aimed to foster the cooperation and the response capacities of the European Emergency Medical Service (EMS) systems.

At the heart of JOINs activities are its working groups where representatives of our members exchange best practices and develop JOIN projects. During the year under review, our working groups held a few face-to-face meetings in the beginning of the year, amongst others:

- Physicians of the Clinical Working Group met in Paris to progress in the drafting of European-wide First Aid Standards for Schools.
- Members of the PR, Marketing & Communication Working Group held their regular meeting in Copenhagen. Corporate identity and campaigns at national level were the main topics discussed.

The Volunteer Swap that had started in 2011 could not happen this year because of travel restrictions and event cancellations due to safety measures. We hope to be able to restart this flagship programme in the course of 2021.

The Annual General Meeting 2020 took place online for the very first time. Despite its comprised agenda, the meeting provided an excellent platform to discuss the activities of the JOIN Office. St John Malta became an official member of JOIN and we warmly welcome them in our network.

My very best wishes to you all.



Johannes Bucher

JOIN Volunteer Swap

Volunteer Swap celebrates ten years of existence

When the first Volunteer Swap took place in 2011, thirteen member organisations of Johanniter International participated in this intercultural exchange programme for St John volunteers. The programme emphasises the value of volunteering for society and enables its participants to gain new experiences within the international St John family.

JOIN member organisations invite volunteers from other countries to support them on events and with their activities. In exchange, St John volunteers are usually provided with food and accommodation and enabled to experience being part of the international St John family. Thus, the Volunteer Swap reflects and promotes one of the main priorities of Johanniter International.

In 2011, the projects ranged from providing first aid at the London Marathon and assisting homeless people in Switzerland to helping at a soup kitchen in Latvia. It operated with an exchange chain implying a cycle with volunteers from Cyprus starting in England. St John Ambulance, the hosting organisation of the first stage, sent volunteers to the next country and so forth until the exchange came full circle with St John

Cyprus hosting the last event with Italian volunteers. This initial programme was chosen to correspond with the European Year of Volunteering in 2011 and has gone on to become an essential activity of JOIN. Although the pandemic prevented the implementation of foreseen projects in 2020, the Volunteer Swap celebrates its 10th jubilee this year and lets us look back on a decade of extraordinary meetings, exchanges, activities, events and friendships.

The Volunteer Swap programme has grown and with it the variety of events and activities every year. Over the past ten years, many hundreds of volunteers have participated in over 70 events and activities, among these:

Races: Berlin Marathon, Great Manchester Run, Lidingöloppet race (Sweden), London Marathon, Rantamaraton (Finland), Robin Hood half marathon (England), The Ride London.

Parades: Carnival in Cologne, Düsseldorf and Neuss (Germany), Notting Hill Carnival (England), Northern Ireland Parades.



"We think it's wonderful that the commitment at the Berlin Marathon meets such great interest from our international colleagues. It is always a great enrichment for us to work together with colleagues from Austria, the United Kingdom and Poland. The exchange is an excellent opportunity to get to know the different working methods and medical standards of different countries". Thorsten Behnke, Deployment Manager of Johanniter Germany at the Berlin Marathon 2019

"It feels fantastic to be able to say that when I refer to my colleagues in St John, I don't just refer to the dedicated volunteers we have here in the United Kingdom, but to the thousands of volunteers worldwide." Matt Wilson-Boddy, volunteer of St John Ambulance in Germany at the Southside festival 2019





Sports: CHIO World Equestrian Festival (Germany), Olympic Games 2012 in London, Wimbledon Tennis Tournament in London.

Music concerts such as Ed Sheeran, Metallica, P!nk and Rammstein in Munich (Germany).

Festivals: Great Dorset Steam Fair (England), open air festivals (Austria), Rock im Park (Germany), Singing Birds' festival (Italy), Southside festival (Germany), Sweden Rock Festival.

Participation in the acute care service (Austria), the daycare centre (Latvia), Kirchentag (Germany), summer camps and first aid competitions (Estonia and Poland), winter ambulance services (Germany) and medical cover on the ski slopes (Austria).



Since 2018, Johanniter International has provided financial support to the volunteers by paying 50 per cent of the travel costs up to EUR 250 to further enable the exchange.

The biggest event of the Volunteer Swap was the Jolympic Game in Poland, to which 90 volunteers travelled in 2012.

The Berlin Marathon in 2018 formed the second biggest event, where a total of 42 volunteers travelled to Germany, followed by the same event in 2014, which saw 39 volunteers participating in the medical coverage.

"Thanks again to Johanniter Finland and of course St John Ambulance and Johanniter International for this fantastic trip, and hopefully I'll be running into everyone again before long." Ben Goldsworthy, volunteer of St John Ambulance in Finland at the 13th Espoo Rantamaraton 2019



"What was left in Germany were many new friends. What I brought with me was one of the best weeks so far" Antti Elolähde, volunteer of Johanniter Finland in Germany at the Southside Festival 2019



Selected Activities 2020

JOIN members at the forefront of the COVID-19 pandemic

Since the outbreak of the coronavirus disease (COVID-19) was first identified in December 2019 and recognised as a pandemic by the World Health Organization on 11th March 2020, many of our member organisations have worked at the forefront of the pandemic. JOIN members have and continue to provide care and support to all affected people.

Air ambulance

When transporting infectious patients that require intensive care, three things are essential: the shortest possible transport times, well-trained staff in compliance with infection control and continuing the intensive care without interruption. For the 'Luftrettung' (air ambulance) of **Johanniter Germany**, these are requirements that are placed on most of its usual transports. Johanniter Luftrettung specialised in this area at an early stage and was the first to use the infection transport system IsoArk in 2013 on rescue and intensive care helicopters. Johanniter Luftrettung has a total of three IsoArk systems and can equip its helicopters with the system on special request by a health authority.



► The crew of Johanniter Luftrettung brings the IsoArk infection transport system into the intensive care transport helicopter.

"With our two intensive care helicopters we fly patients who are in need of intensive care and who had been diagnosed with COVID-19 or were suspected of having corona at the time of the transport," explained Dr Mumi Taleb, Medical Director of Johanniter Luftrettung.

Call service against loneliness

Many older people suffer from loneliness which increased through the pandemic and the respective national safety measures.

Johanniter Nederland invited its volunteers to join the call service, to stay in touch with one or more of the older



people who would attend its organised holiday trips and gatherings under normal circumstances. The volunteers already have a relationship with these people and make regular phone calls for attention, listening and small talk. The office of Johanniter Nederland also takes requests for other needs such as grocery shopping. Our Dutch member is in contact with many volunteers that are usually active in institutions and cannot practice their profession anymore and tries to link a request with a volunteer living nearby the respective person.

To join the service, volunteers simply need to make a phone call to our Dutch member's office and let them know about their contact-wishes. Johanniter Nederland then provides them with the phone number of the people agreed upon.

Appointments are then made to manage expectations; like how many times a volunteer will call per week and when they initiate these calls. A regular pleasant chat can work miracles.

During self-isolation and social distancing, a friendly voice to talk to helps everyone who is feeling lonely. Also, **St John Ambulance** is running a Caring Caller Service for the residents of the island of Guernsey.

Johanniter Germany offers a listening line to show people they are not alone. In this challenging time, anyone can call Johanniter Germany from Monday to Sunday from 9 a.m. to 7 p.m. The personnel on the phone listen and help with questions and topics that concern the callers. The service is anonymous, free of charge and without any time pressure for anyone who wants to have a conversation, exchange ideas or talk about everyday life.

Information in different languages

As part of its activities in the field of refugee aid and integration, **Johanniter Germany** provides general, basic

information on the subject of coronavirus in various languages. These serve as a supplement to the official information materials of the State Centre for Health Education, among others. The information sheets have been translated in cooperation with the Hanover Ethno-Medical Centre, are regularly updated and are available in 12 languages (Arabic, Dari, English, Farsi, French, German, Italian, Kurdish, Russian, Spanish, Tigrinya and Turkish).



Kit for makeshift masks

In collaboration with a fabric store in Berlin, **Johanniter Germany** tackled the ever-increasing need for protective equipment with creative solutions. They offer free starter kits for makeshift protective masks to all hobbyists, craftsmen, and sewers. The kit comes with stamped return envelopes so they can be sent back to Johanniter Germany for distribution.

More than 4,000 people have registered in the first weeks of the offer for these Kits which include material for several masks.

Medical competence team

The German **Johanniter Hospitals** formed a central coronavirus competence team to coordinate and control the work in its facilities.

"Telephone conferences are held regularly with representatives from all Johanniter Hospitals. Strategic purchasing is also involved here to ensure supply chains



for protective and hygienic materials and that Pandemic stocks are formed," explained Dr Thomas Krössin, Managing Director for Johanniter Hospitals.

Spatial contingency concepts for the protection of hospitals and intensive care units and intermediate care units have been established.

Online nursing course for relatives

It has been recommended that basic care for people of high risk groups should be provided by relatives, if possible. For this reason, **Johanniter Germany** offers a nursing coach with valuable practical tips and support for relatives. People who take care of someone, take a lot of responsibility and the Johanniter nursing coach is ideal support. There are free online nursing courses ranging from the basics of nursing at home to strategies for coping with and relieving the burden of everyday care.



Accommodation

True to its mission, **Association des Œuvres de Saint-Jean** continued receiving and welcoming outpatients and families of hospitalised people over the year.

Further to recommendations of the health authority, three hostels located in Bordeaux, Nantes and Hôpital Necker in Paris had to close during the first lockdown in the spring. The opening of the new hostel in Montpellier scheduled for the second half of 2020 had to be postponed to the first half of 2021 and the hostel in Lyons that successfully opened in 2019 saw its activity grind to a halt in line with that one of the University Hospital that cancelled all non-emergency procedures.

Despite this context, throughout the year 2020, the 'Maisons Saint-Jean' continued to welcome outpatients and families of hospitalised people offering 45,000 nights to 7,800 guests. One of the concerns was to make sure that guests from overseas, who were stranded because of the lockdowns, would be able to stay on until they could travel back home.

The 'Maisons Saint-Jean' also welcomed families of COVID-19 patients transferred to Bordeaux and Nantes because of the lack of capacity of the hospital system close to their homes.

On 28th October, **Johanniter Austria** reopened its homeless shelter in Vienna with an increased number of beds. Many people without accommodation belong to the COVID-19 high risk group and have suffered significantly during the pandemic crisis. As homeless people are more often in poor health, and without a place of retreat, they cannot adequately protect themselves from the virus. A total of 470 beds are available in the two houses in Vienna.



Special campaigns

S.O.G.IT ran a targeted campaign in Settimo Torinese for fundraising to purchase essential medical equipment to face high infection risks. By using word of mouth, S.O.G.IT reached those who knew the reality of the emergency service and could purchase a bio-containment stretcher with the help of several local and international companies. The new bio-containment stretcher is now operational on an advanced rescue ambulance from S.O.G.IT. It is particularly valuable for the efficient medical transport of patients and for the protection of operating personnel.



► S.O.G.IT purchased a bio-containment stretcher as its new infection transport system.

Nursing homes in the Netherlands have to deal with residents and clients who cannot be in direct contact with their relatives and loved ones. Also, the volunteers cannot offer a helping hand and a listening ear in the same way as usual.

To make a difference, **Johanniter Nederland** has set up a postcard campaign for nursing homes and other healthcare institutions where Johanniter volunteers are

active. An advertising agency designed eight different unbranded postcards free of charge. The postcards were printed and offered to healthcare institutions.



The idea was that the volunteers send these cards with a personal message to the residents as they know the people who now have to live in isolation. A postcard can mean a lot.

The call to participate in the postcard campaign has been met in large numbers. All 4,500 postcards have been distributed to various Johanniter volunteer groups. They were then sent to older isolated people and volunteers who cannot do their work.

Support in staffing and collaboration

Since early 2020, **St John Ambulance** has focused its operations on meeting the demands of the National Health Service (NHS) and communities in its biggest deployment during peacetime, and the charity continues to do so as England faces the challenge of COVID. Ambulances and highly trained crews were put at the health service's disposal, and many St John volunteers were deployed to hospitals around the country – from Tameside to Torbay and Chesterfield to Cambridge – including London's Nightingale facility, a temporary hospital built in only 10 days.



During 2020 St John Ambulance volunteers provided over 249,000 hours or over 31,146 eight hour shifts. The work has included operating ambulances moving patients, support in hospitals, and community response. This was a dramatic expansion on its existing support for the NHS,

which varies across the country but normally includes providing emergency, urgent care and non-emergency ambulances, volunteers supporting emergency departments, and community first responders.

In the last quarter of 2020, St John Ambulance was asked to spearhead recruiting and deploying more than 30,000 people as vaccinators, vaccination care volunteers and patient advocates in support of the NHS COVID-19 vaccination programme, working alongside health service colleagues to ensure that everyone over 18 can be vaccinated. Existing teams of St John volunteers – from 16 and 17-year-old patient advocates, to students and adult first aiders – are being joined by thousands of people from all walks of life, in the nation's collective effort to beat the coronavirus pandemic.

The volunteers of **St John Malta** are putting themselves at the disposal of the national authorities to help deal with the spread of COVID-19. St John began mobilising its volunteers since the first case on the islands. In addition to preparing for different eventualities, the volunteers underwent specific preparatory training in decontamination procedures held by the national Civil Protection Department.



St John Malta works closely with the national authorities and provide resources and capabilities. Preparations included the acquisition and preparation of specific personal protective equipment. Its employees and volunteers prepared to operate fire stations to supplement the Civil Protection Department, assist with decontamination processes, transportation and logistics services and provide assistance to the vulnerable and older people. By collaborating with other charities, they ensured that food supplies reached families in need.

Johanniter Austria and the Samaritan Association took measures on behalf of the City of Vienna in April and set up a new care centre for suspected COVID-19 cases in a former hospital. The care centre can accommodate 61 people. The capacities are intended for people who should be in quarantine due to suspected infection with the coronavirus, but who cannot be cared for at home. This can affect people who live in confined spaces at home with other family members.

"The care centre is not a hospital replacement and is only intended for people who are suspected to be infected. Patients are allocated via the Vienna rescue service," explained Robert Heindl, Managing Director of Johanniter.



The care centre is operated by a total of 30 paramedics and nurses, including full-time and volunteer employees as well as civil servants.

Support with supplies

Our Italian member is reimbursing the grocery and medical supply bills of its volunteers who purchase medicines and food for people in need. **S.O.G.IT** pays the amount to the volunteers that help the locals with their shopping. S.O.G.IT encourages the volunteers to deliver outside the door of the homes and equips them with all necessary safety devices.



Johanniter Germany engages in support with supplies in various ways. The volunteers support the local food bank with cars in the city of Stade and distribute food to homeless people in Bremen and Aachen. They also help the high risk groups by doing their shopping for them. Everyone can contact them and make a shopping list. The volunteers collect the list and the money for the purchase, do the shopping and bring it with change and receipt to the door.



JOIN Family thanks all nurses and health workers

7th April 2020

On World Health Day we celebrated the work of all nurses and healthcare personnel who help to ensure that everyone everywhere gets the healthcare they need.

In these challenging times, when we are facing a healthcare challenge of this scale, their crucial role becomes even more essential. Nurses and other health workers are at the forefront of COVID-19 response - providing high quality, respectful treatment and care,

engaging in community dialogue to address fears and doubts and also collecting data for clinical studies. Without nurses, there would be no response.

This is why we say "**Aitäh, Danke, Dziękuję, Dank je wel, Grazie, Muito obrigado, Kiitos, Köszönöm, Merci, Tack, Grazi, Tak, Paldies, Σας ευχαριστώ, شكرا لك, Thank you**" to all nurses and healthcare workers from the whole JOIN Family.



Johanniter Austria provides help following terrorist attack in Vienna

Vienna, Austria, 2nd November 2020

Johanniter supported the Vienna rescue service following an attack in the city centre. 41 paramedics were on duty at Schwedenplatz and in the regular ambulance service until the early morning hours.

On the evening of 2nd November, a shooting took place in the middle of Vienna's Schwedenplatz.



► 41 paramedics were on site with 20 emergency vehicles within a very short time - thanks to the support of many volunteers!

"We were on a nursing assignment when I suddenly heard several gunshots. At that point, I thought they were firecrackers," said Dominik O., a paramedic, who was waiting for colleagues in the ambulance at around 8 p.m.

On the way to the next patient, the car was stopped by the police and ordered to the scene at Vienna's Schwedenplatz.



After being alerted by the Vienna rescue service, the operations centre was able to send 11 vehicles to the scene promptly, where the teams were on standby near the shooting zone. During the evening, 41 paramedics of Johanniter were on duty at the location as well as reinforcements in the regular ambulance service, including many volunteers. Another injured person was hospitalised, and partners of the victims were cared for.

"Our emergency services proved on this sad night that crisis management in Vienna works very well and that thanks to the volunteers, we can use additional resources within a short period of time. On the one hand, I am shocked and on the other hand I am incredibly grateful to 'my' Johanniter," said Johannes Bucher, Chairman of Johanniter Austria and Johanniter International.

Four people died and 17 people were taken to Vienna hospitals with serious injuries. The assailant was shot by the police and a possible involvement of other people investigated.



► The Vienna rescue organisations work closely together and were also on duty together and on standby on the ground after the attack.

"Our condolences go out to the victims and injured people, their families, their friends at this difficult time! We are all deeply affected," – Johannes Bucher.

Johanniter International Assistance provides disaster relief in Beirut

Beirut, Lebanon, 4th August 2020

After a large explosion devastated much of Beirut's port area more than 150 deaths and more than 6,000 injuries were reported. Our German member, Johanniter International Assistance, went to Beirut to provide help and support to the people affected by the explosion.

Johanniter has been active in Lebanon for many years, supporting people with food and hygiene items. Together with its local partners; Developmental Action without Borders - Naba'a and Multi Aid Programs (MAPS), they have supported Palestinian and Syrian refugees. 540 Syrian and Palestinian young people are currently receiving vocational training to build their future.



Johanniter is doing everything it can to continue the activities in Lebanon, although the apartment of the staff in Beirut was severely damaged.



Johanniter International Assistance and the partner Naba'a distributed food parcels to 350 families.

"Due to the damaged kitchens and cooking utensils, some people are no longer able to cook, which is why we are supplying them with tinned food for simple consumption", said Yasser Dawoud, Executive Director of Naba'a.

The JOIN Family stands in solidarity with the victims and wishes them much strength.

World Humanitarian Day

19th August 2020

Every year on 19th August, World Humanitarian Day aims at highlighting the aid workers and civilians around the world who put their lives at risk. The United Nations General Assembly established this day in 2009 in honour of the 22 aid workers killed in the bombing attack in Baghdad in 2003.

This year, the UN focussed on the additional challenges that aid workers have to face, such as the coronavirus crisis, despite which, aid workers around the world have continued to provide their help to those in need. JOIN member organisations are delivering valuable humanitarian aid to the most vulnerable populations in many countries across the world. Numerous programmes have been implemented by Johanniter International Assistance, The Most Venerable Order of the Hospital of Saint John of Jerusalem (The Order of St John) and the St John of Jerusalem Eye Hospital Group.

On this day, our German member shone a spotlight on the local heroes. Local organisations' members play a crucial role in providing help. Johanniter International Assistance has reported on its local partners' work:



Staying at home because of COVID-19 is not an option in many countries where women, men and young people have to work every day to ensure the survival of the family. Staying at home is also not an option for many humanitarian aid workers. Without their continuous commitment in crisis and conflict countries, the humanitarian situation in many places would be more catastrophic than it already is.

Local members in particular are essential. Many regions are not accessible to international employees or organisations due to security issues or restricted access. One such example is Mandera in north-eastern Kenya. A prolonged drought, severe flooding and a locust crisis have destroyed the harvests of many communities. People like Sabdow Dagane Osman from Johanniter's partner organisation Rural Agency for Community Development and Assistance (RACIDA) implement relief measures there. "My wish is to walk with them by making them self-reliant", says Sabdow Dagane Osman, who works as a focal point in Mandera and represents RACIDA in all forums.

Not only in Kenya but also in many other countries, it is the 51 partner organisations that make Johanniter projects possible in the first place.

Despite the corona pandemic, attacks against aid workers continue to occur. According to the Aid Worker Security Database, 483 aid workers were affected by attacks in 2019, 465 of whom were national staff.

"The disregard of international law to provide and receive aid in conflicts and crises endangers not only those in need but also many NGO-workers," said Susanne Wesemann, Head of Johanniter International Assistance. "This must stop. This is why we support the call of UN Secretary-General Antonio Guterres for a worldwide ceasefire."



Newsflash

St John Malta becomes newest member of the JOIN network

As a result from this year's AGM in June we warmly welcome St John Malta to the JOIN Family. The St John Association, founded in 1882, is a voluntary, humanitarian organisation working across the Maltese Islands to provide quality first aid training together with first aid and rescue services. The organisation consists of St John Training



which offers first aid training for the public, companies and external entities; St John Ambulance focused on first aid and nursing; and the St John Rescue Corps that provides thoroughly trained and organised volunteer rescuers.

JOIN Board members at Memorial Service for Sir Malcolm Ross

On 9th March, the Memorial Service for Sir Malcolm Ross was held at St George's Chapel at Windsor Castle. Our Chairman Johannes Bucher and Board member Lidwien van der Reep travelled to England to attend the service for the former Lord Prior of The Order of St John who died last October aged 76.



► From left to right: Stephan Beschle (The Order of St John), Lidwien van der Reep (The Netherlands), JOIN Chairman Johannes Bucher (Austria).

New corporate identity of Johanniter Germany

In September, our German member updated its website along with its relaunched corporate identity. Johanniter created a homogenous uniform brand image at every touchpoint in Germany. All channels implement the new brand image with fresh colours and a modern design that offers flexible use. The new design is built to visually underline the identity attributes of Johanniter Germany: confidence, optimism and authenticity.

St John Ambulance lit numerous buildings in green for St John's Day

In a touching tribute to the lifesaving work of St John Ambulance, numerous buildings across England lit up in green for St John's Day, on 24th June. Famous cathedrals and landmark buildings lit up in the colour of the uniforms of our English member in honour of its people's commitment.



Johannita Hungary plants trees from Johanniter Germany

Johannita Hungary received 400 fruit tree seedlings from Johanniter Germany. The trees arrived at our Hungarian member in June and were distributed with the support of the Rákospalota Old Town Reformed Church. The apple, plum and pear trees were planted by the locals. This cooperation between our German and Hungarian members is already an annual event in which fruit trees are planted in the region of Ormánság with the help of both Johanniter organisations and their partners.



Selected Meetings 2020

JOIN Annual General Meeting 2020

Online, 12th June 2020

Due to exceptional circumstances related to the COVID-19 pandemic, a formal Annual General Meeting (AGM) was held online in the first half of the year in order to comply with the Belgian law.

The AGM began with our Chairman, Johannes Bucher, outlining the activities of the Board and the network over the past twelve months, followed by comprehensive

financial information by our Vice-Chairman, Christian Velten-Jameson. All delegates warmly approved the application of St John Malta to become a member of Johanniter International. The delegates also unanimously approved an amendment to the Articles of Association adding 'Scientific Research & Development' as part of the main activities of JOIN and its member organisations.



► From left to right

First row: Elsa Pacella (JOIN Office), Eva Pelgen (JOIN Office), Chairman Johannes Bucher (Austria), Vice-Chairman Christian Velten-Jameson (France), Joachim Berney (JOIN Office). Second row: Hubertus von Puttkamer (Germany), Panos Koutourousis (Cyprus), Pontus Hedberg (Sweden), Mark Broughton (England), Andrew Grech (Malta). Third row: Dr Ahmad Ma'ali (Jerusalem), Melanija Grundšteina (Latvia), Richard Kuylensstierna (Johanniterorden i Sverige), Lidwien van der Reep (The Netherlands), Stephan Beschle (The Order of St John). Fourth row: Eric von Troil (Finland), Birte Hilbert (Germany), Thomas Vorwerk (Switzerland), Dr Grzegorz Giemza (Poland). Fifth row: Prof Ian Greaves (England).

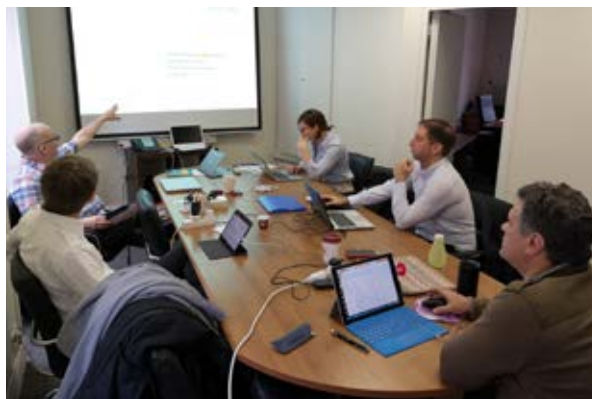
Not in the picture: Alexander von Korff (Johanniterorden), David Dahdal (Jerusalem), Prof Graziella Kainich (Italy), Dr Davide Laetzsch (Italy), László Porcsalmy (Hungary).

JOIN Clinical Working Group meets in Paris

Paris, France, 07th – 09th February 2020

The JOIN Clinical Working Group met in Paris to progress the drafting of European-wide First Aid Standards for Schools. Delegates from Cyprus, England, Germany and Italy came together in the French capital.

Following a short update on the European First Aid Guidelines, the Clinical Working Group drafted two stories, including basic first aid principles for children aged from five to seven. The materials are designed to be interactive and enhanced by opportunities for discussion and colouring in. JOIN physicians believe that these simple lessons will be best learnt if the experience is fun and interactive. The Clinical Working Group will continue its work in the course of the year.



► From left to right clockwise: Nils Schröder (Germany), Chair of the Clinical Working Group Prof Ian Greaves (England), Dr Sarah Vecchione (Italy), Dr Paul Hunt and Dr Andreas Tanos (Cyprus).

The JOIN Board met five times online

Composed of our Chairman Johannes Bucher (Austria), our Vice-Chairman Christian Velten-Jameson (France), Mark Broughton (England), Hubertus von Puttkamer (Germany) and Lidwien van der Reep (The Netherlands),



► The JOIN Board 2019 – 2021.
From left to right: Hubertus von Puttkamer (Germany), Mark Broughton (England), Lidwien van der Reep (The Netherlands), Vice-Chairman Christian Velten-Jameson (France) and Chairman Johannes Bucher (Austria).

the JOIN Board had to change habits this year. All its meetings in March, May, July, September and December took place online due to the COVID-19 pandemic.

The organisation of the JOIN Annual General Meeting (AGM), initially planned in Cyprus, was a regular topic of discussion. Because of the uncertain evolution of the pandemic throughout the whole year, the Board decided to cancel the face-to-face meeting this year and, if circumstances allow, to meet in London in 2021.

All meetings proceeded with comprehensive financial information. The JOIN Office gave regular feedbacks on the working groups' activities, including the regular update of JOIN members' activities to face the pandemic (see pages 6 – 9). New communication materials were presented as well as information on the implementation of the three European-funded projects (see pages 18 – 19).

JOIN PR, Marketing & Communication Working Group meets in Copenhagen

Copenhagen, Denmark, 12th – 13th March 2020

The JOIN PR, Marketing & Communication Working Group came together in the Danish capital for its annual face-to-face meeting hosted by Johanniterhjælpen Denmark. The meeting began with the presentation of The Order of St John that has entered the process of redefining its values and with a demonstration of the first aid virtual education tool of Johanniter Germany. This was followed by an overview of Johanniter Germany's political communications and the presentation of its new corporate identity, which it launched in summer 2020. The Order of St John gave insights into its crisis communication during the Hong Kong protests, and our Austrian member showcased its communication activities and campaign developments during the past year. Our Danish member informed about its latest growth, updated membership regulations and planned activities on first aid in schools and help to the homeless. Johanniter Nederland reported on its new holidays for children from a disadvantaged background and lonely older people as well as the promotion of its wheelchair buses.

The second day was devoted to discussing recent developments, the communication of the JOIN European First Aid Guidelines in 15 languages and their use within the member organisations. The JOIN Office presented the new design of the JOINews, informed about further use of the new JOIN Video and gave an overview of its social media channels. In addition to Facebook, Twitter and LinkedIn, Johanniter International added Instagram and YouTube to its communication channels. After a discussion

about its websites, the JOIN Office gave updates on the activities of the three other working groups.

The JOIN Annual Review 2019 was also discussed with the group and the JOIN Office presented the latest updates and communication on its EU-funded projects (see pages 18 – 19).



► From left to right: Lidwien van der Reep (The Netherlands), Frederik Siemssen (Denmark), Joachim Berney (JOIN Office), Belinda Schneider (Austria), Katinka Kersting (The Netherlands), Birte Hilbert (Germany), Chair of the PRMC Working Group Dr Robert Brandstetter (Austria), Eva Pelgen (JOIN Office), Stephan Beschle (The Order of St John), Elsa Pacella (JOIN Office) and Maibritt Zuschke (Denmark).

European-funded projects

Highlights of the iProcureSecurity project

The iProcureSecurity project started in May 2019 and ended in December 2020. It brought together ten organisations working in Emergency Medical Services (EMS) from seven different countries in Europe.

During these twenty months, the consortium identified the major challenges the system's diversity poses to the capability of working together, stimulated Research and Innovation (R&I) uptake with a focus on increasing standardisation of operations across Europe. Simultaneously, it delivered technical requirements for R&I activities to prompt a more homogeneous European EMS System.

Emergency Medical Services in Europe are a very fragmented landscape, including a broad range of different practitioners. The COVID-19 pandemic sadly confirmed this state of fact, e.g., transferring patients from one country to another.

The role of JOIN was to identify all categories of stakeholders linked with the EMS field (practitioners, experts, public institutions, hospitals, industry, businesses and insurances) and to mobilise them. Additionally, JOIN mapped all the existing initiatives, networks and research projects in the field.

One of the main engagement activities was to create an online community of practice, the EMS Network, where all the stakeholders can come together and share knowledge on a wide range of topics.

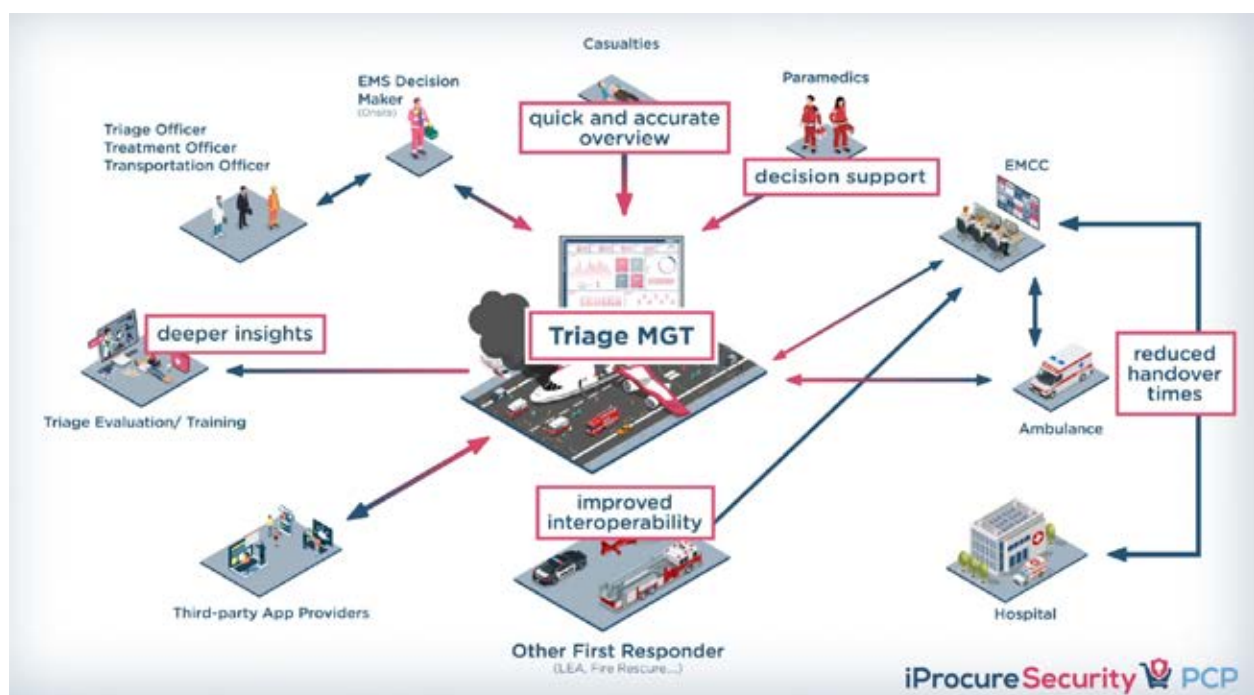
The consortium analysed the European EMS ecosystem, its capability gaps, challenges and needs. This was carried out through different activities: analytical research, surveys and questionnaires submitted to stakeholders across all Europe, organisation of webinars, workshops and events. Moreover, the consortium became a liaison member of the European Committee for Standardisation.

Consequently, ten different priority areas for R&I in the field of EMS were identified, including 81 possible challenges exposing 81 different potential needs.

Given the current COVID-19 pandemic, the consortium decided to focus on one precise area: triage management.

The consortium identified how flexible triage management should provide a quick and accurate overview of casualties and their status, and decision support to allocate available resources better. This management enables faster support for patients, improved interoperability with other first responders and relevant actors, and reduced handover times between ambulance transport and hospitals.

The iProcureSecurity project officially ended in December 2020, and its findings will be used in the frame of a follow-up project called a Pre-Commercial Procurement (PCP). The nature of a PCP enables public procurers to provide funding to suppliers developing R&I services not available on the market yet. It is divided into different competitive phases, in which the suppliers build their solutions to address the procurement challenge.



Developments in 2020 in EUinAid and SecureHospitals.eu

EUinAid is an Erasmus+ project aiming to improve the competences of young people and youth workers in the fields of health assistance. It especially targets young people from 18 to 25, focussing on those who are not in education, employment or training (NEETs). The JOIN Office worked together with our members Johanniter Austria, Johannita Hungary and S.O.G.IT (Italy) as well as three other humanitarian and educational organisations to implement a novel approach to involve youth in first aid. The project fostered the assessment of transversal skills and supports the validation of non-formal learning and its permeability with formal education pathways.



Within the mobility scheme at the beginning of the year, two groups of young people affiliated with the consortium partners travelled to Turin, Italy and Vienna, Austria. They engaged in first aid courses as part of the youth exchange hosted by our Italian and Austrian members. Additionally, two groups of youth workers took part in the training exchanges offered by Johannita Hungary in Budapest and the Cypriot consortium partner in Limassol.



The JOIN Office created a video on first aid in International Sign Language. The video covers basic first aid such as how to report an emergency, how to perform an emergency check, instructions for the recovery position, how to perform CPR, the Heimlich-manoeuve and what to keep in mind when treating injuries.

The **SecureHospitals.eu** project is a Horizon 2020 project aimed at raising awareness on cybersecurity in hospitals and developing high-quality training supported by e-approaches to minimise the risk of cyber-attacks against healthcare facilities.

Ensure GDPR Compliance

Protect personal and sensitive data



The creation of an online information hub enabled the community to overview and share knowledge and resources, which was transferred into a training via a Massive Open Online Course (MOOC), local on-site workshops webinars in a blended approach. Johanniter International organised and held a workshop data protection and General Data Protection Regulation (GDPR) compliance to make healthcare personnel more aware of their actions when handling data. The training covered the need for data protection tailored explicitly to the aid organisations, the GDPR and its data protection regulations in the health sector. The organisers demonstrated data protection implementation based on examples and informed participants on the processing of patient data within the facility as well as for research purposes. Additional content areas included information claims from health insurance companies and data storage in the cloud as well as patient education and common mistakes and questions about data protection in healthcare.



JOIN's Work in 2020

The JOIN Board

The JOIN Board is made up of representatives from JOIN member organisations who are elected by the Annual General Meeting 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 Austria), Vice-Chairman Christian Velten-Jameson (Association des Oeuvres de Saint-Jean

France), Hubertus von Puttkamer (Johanniter Germany), Mark Broughton (St John Ambulance England) and Lidwien van der Reep (Johanniter Nederland).

The Board meets regularly at face-to-face and online meetings and holds conference calls. In 2020, the Board held five online meetings (see page 16).

The term of the current Board ends at the Annual General Meeting 2021.

Working Groups in 2020

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 conferences ensure close collaboration between the working group members.

In 2020, four working groups were operative within JOIN.

Clinical Working Group

The Clinical Working Group is chaired since 2017 by Prof Ian Greaves (England). As its name suggests, the group deals with clinical and medical cooperation at both national and international levels. It is made up of chief medical officers from JOIN members.

In 2020, the JOIN Clinical Working Group kept promoting

the very first European First Aid Guidelines published in 2019. They are available to all users for free in fifteen languages on www.firstaidjoin.org. The members of the working group met in Paris in February to progress in drafting European-wide First Aid Standards for Schools (see page 16).

PR, Marketing & Communication Working Group

This working group, chaired by Dr Robert Brandstetter (Austria), deals with all issues concerning JOIN's press work, the website, publications as well as corporate identity and corporate design. The working group has developed the JOIN logo and helped creating brochures and information material on JOIN activities. The group's main primary purpose lies in sharing experiences, best practices, and know-how on related topics.

In March 2020, the working group met in Copenhagen (see page 17).

Volunteering & Youth Working Group

This working group chaired by a representative of St John Ambulance, is responsible for volunteer exchanges between JOIN members and the Volunteer Swap programme. These activities enrich the individual volunteering experience, enhance cooperation and understanding between the members, and enable JOIN members to work together efficiently and practically. Moreover, the working group deals with all other issues regarding volunteering, such as legal guidelines and the recruitment of volunteers. It also discusses common

interests in JOIN members' youth activities such as summer camps, first aid training and competitions, youth exchanges.

In 2020, the Volunteering & Youth Working Group only held online meetings because of the COVID-19 pandemic.

Fundraising Working Group

Motivated by positive cooperation examples in the past – joint fundraising for natural disasters, financial

support to JOIN members in temporary difficulty –, this working group exchanges best practice and know-how in fundraising, grant management and other related topics, to mobilise financial resources and to strengthen fundraising capacities and cooperation among JOIN members. The working group consists of senior members of fundraising departments of JOIN members and is chaired by David Dahdal (Jerusalem).

Because of the pandemic, the Fundraising Working Group only held online meetings in the course of the year 2020.

The JOIN Secretariat in 2020

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 firsthand 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 social media and by replying to enquiries on European matters put forward by JOIN members. 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.

A significant influence on the work agenda of the JOIN Secretariat in 2020 was the participation in the European projects EUinAid, SecureHospitals.eu and iProcureSecurity(see pages 18 – 19).

Furthermore, the JOIN Secretariat participated in the drafting of four other European project proposals, usually involving other JOIN members. The first project, called 'IMPACTS', aims at establishing a platform for products, services and initiatives related to the management of disaster- or crises like the COVID-19. The second project, called 'SMARTriage', is about developing new technologies that assist the triage and the monitoring of the victims' health statuses. The third project, called 'MED1stMR', has the goal to identify

mixed reality training in order to better prepare medical first responders. The fourth project, called 'PHERT-2030', aims at proposing emerging technologies to dimension a new set of services and best practices for disaster management.

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 humanitarian assistance, development cooperation, civil protection, care, research and innovation.

In 2020, the JOIN Office team consisted of Joachim Berney (General Manager), Eva Pelgen (EU Officer), Elsa Pacella (EU Project Manager) and Georg Aumayr (Head of Research).

Perspectives on 2021

In 2021, 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 programme is expected to be restarted as soon as the situation allows. The JOIN Office will play a central role by facilitating exchanges, attracting more volunteers and managing the reimbursements of travel costs.

Furthermore, promoting EU funding opportunities to our member organisations will stay a priority. The JOIN Office will further explore options of preparing European project proposals involving a broad range of JOIN members. Regarding research consortia, JOIN wishes to bring its members closer to innovative, cutting-edge research in various relevant service areas.

Following the publication of the very first European First Aid Guidelines in late 2019, the JOIN Office will seek to promote its dissemination at a high international level. Furthermore, the Clinical Working Group will complete the drafting of European First Aid Standards for Schools.

Finally, JOIN wishes to expand its network in 2021 further and aims to welcome new member organisations.

The Annual General Meeting in 2021 will be hosted by our member from England and will take place in London if the international health situation allows.

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Cover

1 – Johanniter-Unfall-Hilfe e.V.; 2 – Johanniter-Unfall-Hilfe e.V.; 3 – St John Ambulance
4 – Johanniter-Unfall-Hilfe e.V.; 5 – Johanniter-Unfall-Hilfe e.V.; 6 – St John of Jerusalem Eye Hospital Group
7 – St John Ambulance; 8 – Eike Hundhausen, Johanniter-Unfall-Hilfe e.V.; 9 – Johannita Segítő Szolgálat

p. 4 Johanniter-Unfall-Hilfe e.V. – Johanniter-Unfall-Hilfe e.V.; **p. 5** St John Ambulance – Johanniter-Unfall-Hilfe e.V. – Johanniter-Unfall-Hilfe e.V. – Eike Hundhausen, Johanniter-Unfall-Hilfe e.V.; **p. 6** Johanniter-Unfall-Hilfe e.V. – Johanniter Nederland – Johanniter-Unfall-Hilfe e.V.; **p. 7** all 4 pictures: Johanniter-Unfall-Hilfe e.V.; **p. 8** Johanniter-Unfall-Hilfe in Österreich – Soccorso dell'Ordine di San Giovanni – Johanniter Nederland – St John Ambulance; **p. 9** St John Malta; Soccorso dell'Ordine di San Giovanni – Johanniter-Unfall-Hilfe in Österreich – Soccorso dell'Ordine di San Giovanni – Johanniter-Unfall-Hilfe e.V.; **p. 10** Tommy Ramm, Johanniter International Assistance; **p. 11** first two pictures: R. Olivares-Alba, Johanniter-Unfall-Hilfe in Österreich – Fauland, Red Cross; **p. 12** Marwahn Tahtah, Zumapress – Johanniter International Assistance; **p. 13** Thomas Rommel, Johanniter International Assistance – World Health Organization; **p. 14** St John Malta – Johanniter International – St John Ambulance – Johannita Segítő Szolgálat; **p. 15** Johanniter International; **p. 16** both pictures: Johanniter International; **p. 17** Johanniter International; **p. 18** SYNNO GmbH; **p. 19** Soccorso dell'Ordine di San Giovanni – Johanniter International – Johanniter International – Interspread GmbH; **p. 24** Johanniter International

About JOIN

Johanniter International (JOIN) is the partnership of the four protestant Orders of St John and their national charities. Our member organisations, based in Europe and the Middle East, work in close cooperation and are supported by more than 100,000 volunteers. They serve humanity with medical services and first aid, social care, international aid, disaster relief and youth work. The services of JOIN member organisations are open to everyone. Core to our values is our Christian heritage which underlines our work.

The JOIN central office in Brussels advocates the interest of the St John charities towards European and international bodies and facilitates international projects and working groups.

For further information please contact our
Brussels office at join.office@johanniter.org
or www.johanniter.org.

