



# Annual Review 2015

johanniter  
international





# A Message from the Chairman



Dear colleagues and friends,

It is a pleasure to introduce our Annual Report for 2015. In this brochure, you will find highlights of our activities over the year. 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 through our common values, actions and projects.

While our member organisations focus on one single aspiration to help people in their everyday lives 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, hostels for the families of hospitalised patients, retirement homes, hospitals, first aid and first aid training, youth work, humanitarian assistance, disaster relief and many other related activities. The development of the refugee crisis in Europe in the summer 2015 resulted in some of our JOIN members taking care of tens of thousands of refugees every day across many different countries.

Within this very broad picture, the mission of JOIN is 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.

Most importantly, we received an EU grant for the very first time. During 28 months, the JOIN Office will participate in the project called SOCIALCARE in collaboration with seven other partners amongst which is Johanniter-Unfall-Hilfe Austria. The SOCIALCARE project is one of the highlights of this Annual Review 2015.

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:

- The most recently created working group on International Cooperation incl. Fundraising drafted a document on the JOIN International Programmes, aiming to explore the benefits for each JOIN member of participating in international cooperation projects.
- The Youth Group met in London and agreed to open national youth events to the participation of all JOIN young volunteers.
- Experts of the PR, Marketing & Communication Group held their traditional yearly meeting in Berlin, while the Clinical Group came together in Brussels to develop joint initiatives in clinical working areas.

The Volunteer Swap that had started in 2011 continued in 2015, to allow volunteers from JOIN members learn about their sister organisations across Europe and experience the international nature of St John.

The Annual General Assembly 2015 took place in Paris. During that meeting, Wolfram Rohleder, Federal Board member of Johanniter-Unfall-Hilfe Germany, and Eric von Troil from Johanniterhjälpen i Finland were elected to the Board, and Christian Velten-Jameson as our Vice-Chairman for the next two years. His presence, living and working in Brussels, is a major asset both to the Board and our office.

My very best wishes to you all.



Ian Mackenzie

# JOIN Volunteer Swap

## Ambulance services at a folk music festival in Austria

Bad Kleinkirchheim, 18–25 July 2015



► Volunteers from Johanniter Austria and Johanniter Germany

Johanniter-Unfall-Hilfe Austria welcomed seven volunteers from Germany who supported them with the provision of ambulance services at a folk music event in the Carinthia region. The volunteers came from Johanniter-Unfall-Hilfe Germany's regional branches of Minden-Ravensberg, Lippe-Höxter and Stuttgart.

The annual summer open air is called "Wenn die Musi spielt" and celebrated its 20th anniversary in 2015. Despite the heavy rains, thousands of fans came to listen to the stars of folk music. The festival started on 18 July and ended with a gala on 25 July. The Johanniter provided ambulance and first aid services during the entire week. The volunteers were able to learn how to provide first aid in a mountainous area while making friends with fellow JOIN members.

## St John volunteers at the 42nd Berlin Marathon

Berlin, 26–27 September 2015

Over the weekend of 26 and 27 September, teams from Johanniter-Unfall-Hilfe Germany and Austria provided assistance at the Berlin Marathon with a total of 300 volunteers. The event attracted about 40,000 runners and over a million spectators. In addition to the two

major events, St John volunteers worked at five more events connected to the Berlin Marathon.

Sebastian Molitor, Head of the Johanniter intervention zone in the finish area said: "The Johanniter has been providing valuable assistance to refugees for many weeks now. We currently support more than 100 refugee facilities across Germany. In this regard, we are happy to be able to deliver high quality medical service at the Berlin Marathon despite of the difficult situation."



► Volunteers from Johanniter Austria

In 2015, the Berlin Johanniter regional branch was supported by other German Johanniter volunteers coming from Baden-Württemberg, Bergisch-Land, Bergstraße/Pfalz, Bremen, Cottbus, Desden, Düsseldorf, Hamburg, Leipzig, Leisnig, Minden-Ravensberg, Nürnberg, Oderland-Spree, Regensburg, Salzgitter, Schwabach and Wasserburg. An additional nine volunteers from Austria.



► Several volunteers from Johanniter Germany and Johanniter Austria



## English volunteers at Austria's National Holiday event

Vienna, 25-26 October 2015

Over the weekend of 25 and 26 October, three English volunteers from St John Ambulance spent three days in Austria working alongside Johanniter-Unfall-Hilfe. Together they provided first aid and ambulance cover for Austria's National Holiday event in Vienna.

One of the volunteers called Tom Wilkes said, "It was fascinating to see how Johanniter Austria operated. Like St John Ambulance back home, they provide event cover; they also provide BLS (patient transport and low priority calls) and ALS (emergency transport) services to all hospitals throughout the city. Johanniter Austria has two ambulance stations with about 45 BLS ambulances and 10 ALS trucks. It's a big operation!"



► Material inspection



► Federal President of Austria Dr Heinz Fischer surrounded by volunteer of Johanniter Austria and St John Ambulance

Jozie Zuzan said, "We dealt with lots of casualties, many of them who had celebrated just a bit too much, some who were just exhausted from standing for too long and some who were suffering from the cold." Robert Prosser said, "I would encourage everyone to take advantage of the Volunteer Swap initiative. It's a real eye opener to see how a sister organisation works. We felt incredibly welcome and Johanniter Austria is keen on more St John Ambulance volunteers getting involved."



► Group picture of Johanniter Austria's volunteers with their three English colleagues in the front



## JOIN members at the commemorations of Bergen-Belsen concentration camp

Bergen-Belsen, 26 April 2015

A delegation of St John Ambulance England attended the 70th Anniversary commemorations of the liberation of the concentration camp of Bergen-Belsen in Germany. Amongst those attending the ceremony were the President of the Federal Republic of Germany, Joachim Gauck and the Duke of Gloucester (Grand Prior of the Order of St John). St John Ambulance was also escorted by the Association of Jewish Ex-Servicemen and Women,

including survivors from Bergen-Belsen, their families and the Chief Rabbi of Great Britain.

Several commemoration services were held throughout the day. The message that was sent out was one of hope interpreted through the different languages spoken, prayers from various religions, secular readings and a diverse group of people that attended the services.



► Volunteers of St John Ambulance England and Johanniter Germany escorting members of the Association of Jewish Ex-Servicemen & Women in Bergen-Belsen



# Selected Activities 2015

## JOIN members at the German federal youth first aid competition

Cottbus, 16 May 2015

The 24th federal competition of Johanniter-Unfall-Hilfe Germany (Rescue Olympics) took place in the eastern German city of Cottbus at the "Spreeauenpark". JOIN members from Hungary and Poland were among the 400 participants who had to deal with a wide range of scenarios: road accidents, heart attacks, people falling of ladders, inline-skating accident's, etc. The aim of the competition was to address these critical situations as a first aider in the most efficient way. About 1,600



► Johanniter team from Essen that won first place

Johanniter members also came to encourage their team.

The Prime Minister of the federal region of Brandenburg Dr. Dietmar Woidke praised the participants during his opening speech: "Our society is based on the commitment of these women and men who train during their free time in order to be able to provide assistance to people in need. I am also happy to see that many kids and teenagers show great commitment to being the next generation of rescuers. I would like to say a special thanks to them".

The Johanniter teams from Essen were successful in two different categories: they won the competition in category A (16 years and older) and in category B (between 12 and 16 years old). The Johanniter team from Lübeck defeated the other teams in the professional category (16 years and older). The Johanniter from Südbrandenburg won in category C (between 6 and 12 years old).

## Cooperation between JOIN members to provide help to earthquake victims in Nepal

Berlin, 28 April 2015

JOIN members from Austria, Hungary, Italy and Sweden supported German Johanniter International Assistance efforts in Nepal through fundraising and communication. Nepal was struck by the most devastating earthquake in the recent history of the country on 25 April 2015. Within hours after the earthquake, a first Johanniter assessment team had been sent to the disaster prone area in order to evaluate what help was urgently needed. On 30 April, a second Johanniter team of eleven people was sent for medical support for the people of Sindhupalchowk province, which had been particularly affected. Altogether, 16 Johanniter volunteer staff helped during the Nepal mission.

The experienced rescue workers, emergency physicians and logistics staff from Johanniter International Assistance set up a medical treatment unit in the mountainous north east of the country, four hours away by car from the capital Kathmandu. This open air makeshift health centre was used as a central place for injured people of the surrounding villages. "Most of our patients approached us with untreated, mostly infected wounds, head or face injuries, burns, infections or internal injuries" reported team member Dr. Adrian Roth, emergency doctor from Munich.

Based at the health centre, Johanniter helpers split up into smaller teams to reach the mountain villages in the surrounding area to treat sick and injured people who could not come to the centre on their own. "Where the debris didn't allow us to go by jeep, we walked for hours on small and steep trails to the remote settlements. Often, we were brought the first medical help after the earthquake", Roth explained.

Furthermore, Johanniter delivered medication and medical equipment to a local clinic to enable the basic medical treatment for 10,000 people for three months. More food and hygiene packages were distributed, as well as tents for 2,500 families in Sindhupalchowk province.



► Johanniter International Assistance emergency response team



## JOIN presents its volunteering activities at the European Parliament

Brussels, 8 December 2015

On 8 December our Vice-Chairman, Christian Velten-Jameson, presented JOIN and its members at a roundtable discussion hosted by four Members of the European Parliament. The MEPs Ivo Vajgl (ALDE, Slovenia), Michaela Šojdrová (EPP, Czech Republic), Jana Žitáňská (ECR, Slovakia) and Biljana Borzan (S&D, Croatia) welcomed politicians and various volunteering organisations to discuss challenges and opportunities on the implementation of the "Policy Agenda for Volunteering in Europe" (P.A.V.E.).



► Debate at the European Parliament

The backdrop of this year's discussion was the refugee crisis. Our JOIN Vice-Chairman, Christian Velten-Jameson, took this opportunity to shed light on the various activities undertaken by our member organisations with the help of hundreds of volunteers. He highlighted the situation in Germany and Austria and how our members are responding to it. He also mentioned the unprecedented amount of volunteers our members have seen offer their help this year.

He went on to stress the two-way nature of volunteering, by highlighting the benefits of volunteering to the volunteers themselves. For his part of the discussion, he spoke in his capacity as a volunteer and not as Vice-Chairman of JOIN. "Volunteers find in their actions a valuable role in society along and outside the strict Homo Economicus social role that we play in our daily lives".

The workshop ended with the idea to form interest groups to tackle various issues affecting the implementation of P.A.V.E. as well as the recommendation to appoint a vocal point on volunteering matters at the European level.



► Christian Velten-Jameson addressing the PAVE workshop panellists. From left to right Gabriella Civico, CEV Director; Pavel Trantina, European Volunteer Alliance President; MEP Ivo Vajgl; Tatiana Basarab, EU-CoE Youth Partnership; MEP Jana Žitáňská

## Five JOIN Members at the youth summer camp in Estonia

Talu, 1 August 2015



► St John volunteers from Finland, France, Germany, The Netherlands, Sweden and Canada

This year, Johanniterhjälpen Sweden was in charge of organising the annual summer camp for mentally and physically disabled Estonian youth in Talu, Estonia. The camp, which

was previously organised by Johanniterhjälpen Finland, is a cooperation project between various St John enterprises. For the fifth year in a row, St John volunteers from Finland, France, Germany, The Netherlands, Sweden and Canada came together to ensure that visitors had a lovely week full of activities and experiences, such as horse riding and a visit of the zoo.



## St John Ambulance England and Cymru-Wales campaigning for "The Chokeables"

London, 19 January 2015

English JOIN member, St John Ambulance, has launched a new campaign "The Chokeables" to educate people about how to save a choking baby. The advert is voiced by a number of different celebrities, including David Walliams, David Mitchell, Johnny Vegas and Sir John Hurt. The campaign aims to show parents the appropriate actions to take and the first aid skills needed when a child is choking.

The campaign came in response to research showing that almost 80% of parents wouldn't know how to save their baby from choking to death despite it being a major fear for the majority of parents and 40% of parents report having witnessed their child choking. Many thought that dealing with choking was the most important first aid skill to learn as a parent.

In "The Chokeables", the celebrities take on the character of small animated objects that could be a potential choking hazard for babies – a princess toy, a pen lid, a jelly baby and a peanut. "The Chokeables" campaign advert has been seen by an estimated 20 million people in only the first month of its release. The 40 second long video has been watched on Facebook, Youtube and Twitter as well as on national television.

Research by St John Ambulance also showed that the majority of parents thought that knowing first aid would help them feel better prepared and less scared. More importantly, of those that said they knew how to save a choking baby, less than 30% knew the correct and recommended method.



In addition to the advert, St John Ambulance has released new first aid resources on its website, including videos, advice for parents, and free guides for parents to inspire everyone to learn lifesaving first aid skills.

St John Cymru-Wales also began a campaign to demonstrate the importance of knowing first aid for children following the success of "The Chokeables" advert. Welsh JOIN member organised a series of child and infant first aid courses across Wales. The course teaches anyone looking after a child how to manage an incident, how to resuscitate an infant or child; how to treat choking, shock, poisoning, burns and scalds, head injuries and convulsions, as well as recognising and treating asthma, croup and meningitis. These are all key skills that can make the difference between life and death in an emergency.

## How do JOIN members help refugees?

Brussels, 22 November 2015



### Johanniter-Unfall-Hilfe Germany

Johanniter Germany is taking care of more than 55,000 refugees every day and supports 125 refugee facilities across the country. Medical assistance, emergency shelters and accommodation facilities (notably for unaccompanied minors) have been provided. As a partner of the federal regions, Johanniter Germany has also proved its excellent capacity in the creation of long-term accommodations while providing language training and assistance to facilitate the integration process.

Since the development of the refugee crisis in Europe in the summer, an unprecedented number of Johanniter volunteers and local Johanniter associations have been



involved in helping refugees. They have built emergency shelters within hours while delivering medical assistance and taking care of arriving people at the rail stations.



### **Johanniter-Unfall-Hilfe Austria**

Since 2 September, Johanniter Austria is part of the "Medical Team Vienna" which is taking care of the emergency shelters located in the Vienna Westbahnhof railway station. 500 beds have been set up there in order to accommodate refugees waiting for connecting trains. Over 200 Johanniter volunteers and employees are involved. In cooperation with other humanitarian organisations, Johanniter Austria is delivering sanitary and medical services every night.

At the weekend of 5 and 6 September, Johanniter Austria provided quick medical assistance to refugees at the border with Hungary in cooperation with AmberMed. They worked at the railway station in the town of Nickelsdorf. In less than 10 days, over 600 people were cared for. Many refugees suffered from numerous wounds like blisters and abrasions caused by the daily long marches, as well as skin rashes, cold and flu.



As of 12 October, Johanniter and Erste Bank were able to welcome 100 asylum-seekers into a long-term accommodation facility in Mariahilfstraße in Vienna. The aim is to provide the asylum-seekers with dignified accommodation while they await the response of their application. The project was funded by the Vienna Social Fund and made possible by volunteers and employees of both Johanniter and Erste Bank. Johanniter CEO, Dr. Robert Brandstetter, thanked the Erste Bank for its willingness to exempt its employees from their daily tasks in order to volunteer their time to help build this facility.

### **Johanniter International Assistance**

Johanniter is delivering humanitarian aid to Syrian refugees in Jordan and Lebanon, as well as refugees in Afghanistan, Pakistan, Kenya and Djibouti.

Having been involved in Jordan and Lebanon since 2012, Johanniter opened a country office in Jordan. Johanniter's activities are run in cooperation with a partner organisation in Lebanon, Naba'a - developmental action without borders, and Jordan partner organisations, Jordan Health Aid Society and United Muslim Relief. The country office is run by a country director together with a project coordinator and a financial administrator. In 2014, the Jordan office had a project volume of over 2 million EUR, which it received mainly from the German government.



Johanniter has already assisted a total of 296,000 people by distributing food, consumables, hygiene packages and medicines. In the coming months, these activities will be complemented by the delivery of clothes, sanitary articles, cash assistance as well as mattresses and warm blankets for the winter in Lebanon and Jordan. Johanniter is also providing psycho-social support to more than 2,000 refugee children and their families in Jordan. About 30,000 people have had access to primary healthcare. Most of these activities are planned to continue in 2016. Additionally, the Jordan office plans on organising vocational training and leisure activities for youth without disabilities.

### **Vaccination campaign against Polio in Syria for 93,000 children.**

The war in Syria has left hundreds of thousands of people dead and millions on the run both in and out of Syria. The health care system has collapsed in many regions of the country. Diseases that were considered to be eliminated before the war, such as Polio, have re-emerged. The first cases surfaced in October 2013.

Poliomyelitis - also known as infantile paralysis - is highly contagious and life-threatening, especially for young children. The polio virus is transmitted through faeces; it invades the nervous system and can cause irreversible paralysis within a matter of hours. It can lead to death or severe lifelong paralysis. The conditions in which many of the fled Syrians now live - such as in cramped rooms

with poor sanitation – are the best breeding ground for the polio virus to spread rapidly.

Johanniter in cooperation with its local partner Jordan Health Aid Society (JHAS) has vaccinated 93,000 children against Polio in the region of Dara'a. The vaccines were administered as part of a campaign organised by the World Health Organisation (WHO), which was made possible by UNICEF. For the campaign, Johanniter administered the vaccines in the South of Syria, while the WHO administered the vaccines in the North of Syria.

The implementation of the campaign has been particularly difficult due to the tense conditions on the ground. Military actions have forced the organisations to stop their actions on several occasions. It is especially difficult in the case of Polio which requires multiple vaccines to

be administered in order to ensure a minimum level of immunity.

Additionally, it has been extremely difficult for JHAS to organise meetings aimed at informing guardians about the dangers of Polio and vaccination possibilities. Gatherings are considered to be very dangerous therefore, public awareness campaigns must be held in open air and on the streets. Nonetheless, JHAS has managed to reach 140,000 guardians through its campaigns.

Aside from the Middle East, refugees in many other countries need assistance too. Johanniter has been providing humanitarian aid for many years to hundreds of thousands of refugees in Afghanistan, Columbia, The Democratic Republic of Congo and Pakistan.

## German Johanniter Director stars in a television series

Berlin, 15 January 2015

Jörg Lüssem, Federal Board member of Johanniter-Unfall-Hilfe Germany, infiltrated his own organisation as part of the German broadcaster RTL's television series "Undercover Boss". In the show, in his disguise as intern Jan Seifert, he had to remain undetected for five days whilst working in various Johanniter branches and seeing the organisation through the eyes of ordinary Johanniter employees and volunteers.

When he was asked by the production company, Jörg Lüssem knew immediately that he wanted to take part. „The higher you climb in the hierarchy, the more removed from the base you become. I wanted to take this opportunity to get an unfiltered and first-hand experience as to what the everyday work of the employees looks like and a sense of what motivates them.“ In addition, there were other benefits: „This is a tremendous opportunity to show people the great dedication and enthusiasm of the Johanniter“.

It only took a little time and effort to transform him – a wig, some makeup, and a background story of the 50 year old father who wants to get back to work after caring for his children – and Jan Seifert was born!

The first test was a night shift at an ambulance station in Ottobrunn near Munich, where the new intern had to practice CPR and Jörg Lüssem – a trained paramedic – was able to show that he still has it!

In day centre for the elderly in Ahrensburg near Hamburg, he enthusiastically took part in the bingo games and group exercises. The next day brought another new task – helping prepare dinner for 150 hungry people in Schleswig by cutting giant cabbages in half and serving



► before and after

the food. The next day was a little different, working at the "Traumland" Kindergarten in Schwarzenbek helping with potato printing, playing with the children, preparing food for hungry mouths, and last but not least getting the children to take a nap!

Not everyone was completely fooled by his disguise but everyone was complimentary about the mysterious intern and his abilities.

Boris Cramer, a paramedic and duty supervisor at the ambulance station in Ottobrunn in the Munich Region, said, "When I saw the sign "Federal Director" in the stairwell, I suspected something was up, I'd had a strange feeling before I came to Berlin. Jan had a knack for the job...that is no intern on his first day, I thought!"

Christine Beck, the director of the day care in Ahrensburg in the Schleswig-Holstein South East Region, said, „As an intern, he was great. He immediately knew how to work the dishwasher. It was not necessary to say "See if there's any coffee", he had already done everything himself!"



# Selected Meetings 2015

## JOIN Annual General Assembly 2015

Paris, 7–9 May 2015

"Paris in the Spring" was the venue for a most successful and positive meeting organised by the Association des Oeuvres de Saint-Jean. The usual agenda of presenting the activities of the working groups to the delegates was enhanced by highlighting international projects by JOIN members. These included St John International Mother and Baby Programme (Sir Paul Lambert), Johanniter International Assistance's operations in Nepal (Oliver Rodewald), Saint-Jean Diabetes Clinic in Madagascar



► The delegates of the JOIN AGM 2015

(Rainer von Echlin) and St John of Jerusalem Eye Hospital and its Outreach programme (Paul Williams).

The Presentation of JOIN accounts for 2014, the revised budget for 2015 and the preliminary budget for 2016 was given by Johannes Bucher. In view of financial concerns raised in 2014, a Financial Commission had been established to develop a fair and sustainable membership fee model. The Commission comprised of representatives from Austria, England, Germany, Hungary and The Netherlands. The resulting new formula was presented and the majority of delegates voted in favour of the proposal.

The election of the new JOIN Board, Chairman and Vice-Chairman concluded the main AGM proceedings. The new Chairman Ian Mackenzie stressed the importance of cooperation between JOIN members and the need to encourage and support the work of our different Working Groups. He welcomed the excellent atmosphere of the AGM 2015 and thanked Christian Velten-Jameson for organising the event and, more importantly, his leadership as Chairman over the last two years.

The next AGM is to take place in Helsinki in May 2016.

## PR, Marketing & Communication Working Group meet in Berlin

Berlin, 5–6 March 2015

In 2015, representatives of four different JOIN members and the JOIN Office were welcomed in Berlin by Johanniter-Unfall-Hilfe Germany this year.

As usual, the participants updated each other on PR and Marketing activities in their organisations and presented ongoing and future campaigns. The opportunity to share best practice and new developments, including Johanniter Germany appearing in a television series in "Undercover Boss", was appreciated.

The JOIN Office prepared an update from Brussels concerning relevant legislation and public consultations, notably on recent EU developments in health and safety and website accessibility.

Moreover, JOIN members compared the situation of first aid in schools in the national curricula in JOIN countries and discussed the variety of methods used for advocacy

by JOIN members. The Working Group also discussed the work programme for 2015.



► From left to right: Daniel McCormack, Therese Raatz, Claudia Hauptmann, Katinka Kersting, Richard Fernandez.

## Youth Working Group meets in London

London, 26–27 September 2015

On 26 September 2015, the JOIN Youth Working Group came together in London for a two-day meeting. The Chairman of JOIN, representatives from five different JOIN members and the JOIN Office were hosted by English JOIN member St John Ambulance.

On the first day, each participant gave an overview of the structures and activities related to youth in their own St John enterprise. Julia Zeilinger (Chair of the group) presented Johanniter-Unfall-Hilfe Germany, Imre Szabaján (Vice-Chair) Johannita Segítő Szolgálat Hungary, Amy Fletcher St John Ambulance England, Robert Beissmann Johanniter-Unfall-Hilfe Austria and Jerena Davies-Kumar St John Cymru-Wales. Around 30,000 young people (aged under 30) are members of the St John enterprises, which organise a wide range of events including first aid competitions, thematic days and summer camps. JOIN Chairman Ian Mackenzie underlined the objectives of JOIN for the next two years while JOIN General Manager Joachim Berney reported on recent developments within the JOIN network.

On the second day, Imre Szabaján proposed a review of the past cooperation since 2004 within the Youth



► From left to right: Ian Mackenzie, Imre Szabaján, Robert Beissmann, Amy Fletcher, Jerena Davies-Kumar, Julia Zeilinger.

Working Group. Then the participants discussed the functioning and objectives of the Youth Working Group for the coming two years. They agreed to strengthen cooperation and sharing of information through a new IT platform, production of communication material as well as broadening access to their youth events to young people from all St John enterprises.

## JOIN WG Clinical meeting in Brussels

Brussels, 24 October 2015

On 24 October, the JOIN Office welcomed doctors from three different JOIN members, namely Johanniter-Unfall-Hilfe Austria, Johanniter-Unfall-Hilfe Germany and St John Ambulance England.

The meeting was chaired by Dr Louis Lillywhite from St John Ambulance, who also addressed the changes made



► From left to right: Joachim Berney, Dr Christian Emich, Dr Rainer Thell, Dr Louis Lillywhite, Lubumbe Van de Velde, Dr Jörg Oberfeld

to the European Resuscitation Council (ERC) Guidelines as of October 2015. He notably spoke of the implications of these changes for the St John enterprises.

Each member of the working group in turn addressed relevant developments within their own organisations and raised significant issues. Dr Christian Emich and Dr Rainer Thell spoke of actions undertaken by Johanniter Austria in the areas of refugee assistance, ambulance services, but also the award-winning programme "Superhands" dedicated to supporting adolescents who provide care for their elderly family members. Dr Jörg Oberfeld presented Johanniter Germany's strategy in refugee assistance and CPR training in schools. Dr Lillywhite spoke of the new definition of the role of paramedics in the UK.

For the JOIN Office, Lubumbe Van de Velde presented SOCIALCARE to the Clinical Working Group and indicated ways in which the expertise of the working group could be utilised within the project. Joachim Berney also gave an update on the ongoing activities within the JOIN network.



# SOCIALCARE

The SOCIALCARE project is a collaboration of eight different partners from four European countries. Johanniter-Unfall-Hilfe Austria and the JOIN Office make up two of the eight partners. The project is funded by the AAL "Active Assisted Living" programme of the European Union which aims at strengthening existing community initiatives that empower elderly citizens.

SOCIALCARE wants to create a platform that brings together demand and offer for care. The purpose of the platform is best explained through the use of an example: imagine a situation where you are the primary carer of your father. He does not live too far from you so you like to check up on him every morning before work, just to make sure he is ok. However, due to changes at work you are unable to pay your father a daily morning visit. Your father's neighbour is willing to help and wouldn't mind checking up on your father. Another elderly neighbour has decided he would like to volunteer more of his free time by helping out people in his community. Also, on good days your father likes to take part in social activities organised by the community. The main question for SOCIALCARE is: how do we match these profiles?

SOCIALCARE recognises that a lot is being done at community level to answer the question stated above. Therefore, the solution is to create a one stop platform that takes into account the needs of the community and the existing solutions to those needs. Working for the local community also means that there is no "one solution for all".

The SOCIALCARE approach is to ensure that the ultimate result is user-centred and holistic. In the piloting countries, The Netherlands and Austria, partners involve the end-

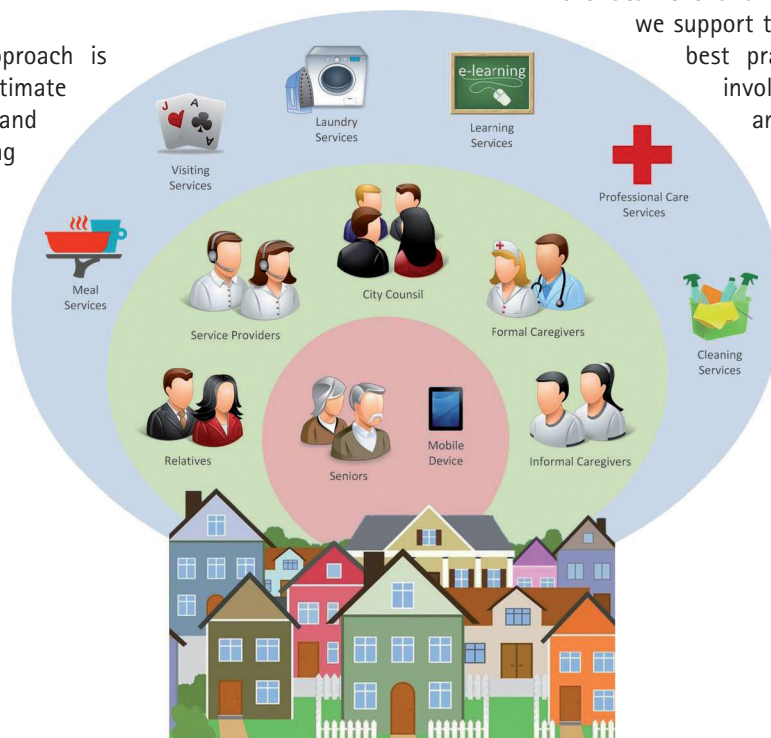
users in every phase of the project by conducting interviews, using questionnaires, organising try-outs and asking the citizens what they want and expect.

Johanniter Austria and the JOIN Office both saw the potential of SOCIALCARE and what it would mean to both the community and the care sector. This project is also an opportunity to share the wealth of knowledge and experience held within the enterprises of St John. Our members, in a variety of ways, are involved in health care, community service, elderly care and volunteering.

Johanniter Austria has been very active in providing the materials necessary for conducting user-centred research. The research department has built up an extensive expertise in user-centred research processes. They support the project partners by ensuring that research is conducted at the highest level of quality, taking into account all legislation on privacy and ethics.

The JOIN Office ensures the flow of knowledge from its members to the project and from the project to its members. At a local and community level, the JOIN Office wants to ensure the compatibility of SOCIALCARE within the Brussels Capital Region. Four local care organisations and one end-user organisation are involved in various stages of the project through consultation and regular focus group meetings. We gather best practices found at the European level, through the different JOIN members, and see whether they can be interpreted at the local level and vice versa. Furthermore,

we support the project by providing best practices on sustainable involvement of volunteers and by disseminating the results both to our local partners in Brussels and the JOIN members.



## First SOCIALCARE focus group meeting

Brussels, 2 December 2015

The JOIN Office held an initial SOCIALCARE focus group meeting with its local Brussels partners. The focus group meetings are an essential part of the JOIN tasks within the SOCIALCARE project consortium.

To accommodate the language diversity in Brussels, we held a Dutch speaking session in the morning, chaired by Lubumbe Van de Velde. The session gave us the opportunity to present the SOCIALCARE project, after which the participants presented their organisations and discussed on current initiatives on elderly care in Brussels. The session consisted of representatives of the following organisations: AGE Platform Europe, Brusselse Welzijns –en gezondheidsRaad, Kenniscentrum Woonzorg Brussel and S-Plus Mantelzorg.

The afternoon session was held in French and was chaired by Joachim Berney. The session consisted of participants from the association of active seniors, Énéo. It focused on the benefits for the elderly and end-user acceptance. Each participant was able to voice their concerns and or suggestions.

Both meetings were a success in bringing together opinions and representatives from both care organisations and primary end-users. The focus groups meetings will be held every four months until the end of the project in 2018.

## JOIN participates in a panel of an AAL Forum

Vienna, 17 December 2015

JOIN research officer Georg Aumayr was invited to take the floor at a forum in Vienna. The event called "Smart Homes – Smart Services" presented projects and funding opportunities aimed at improving the quality of life for the elderly. The event was jointly organised by the Austrian Ministry for Transport, Innovation and Technology and the Austrian Research Funding Organisation.

Georg Aumayr was a panellist on a discussion dedicated to the EU funded "Active and Assisted Living (AAL)" programme and the Austrian AAL programme. JOIN is currently part of the SOCIALCARE project funded by the AAL programme. In his intervention, Georg Aumayr stressed the importance of developing market-oriented

products to fit the needs of the elderly. Furthermore, he expressed his preference for AAL funded projects that foster user-centred outcomes and involve end-user organisations through dissemination. According to him, the quality of the work performed by volunteers and professionals can also be improved in Austria thanks to new products developed through AAL funding.

Finally, Georg Aumayr suggested that non-profit organisations should consider new working fields in order to develop themselves. They should be actively involved in research projects to ensure that their needs are adequately addressed.



► Georg Aumayr addressing the public



# JOIN's Work in 2015

## 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.

In 2015 the term of the previous Board elapsed. At the Annual General Assembly in Paris, Ian Mackenzie from St John Ambulance England was elected new Chairman of JOIN, while Christian Velten-Jameson from the French enterprise (Association des Oeuvres de Saint-Jean) appointed Vice-Chairman. Both Mackenzie and Velten-Jameson were members of the previous Board (2013-2015). The two new Board members to be elected were Wolfram Rohleder, Federal Board member of Johanniter-Unfall-Hilfe Germany, and Eric von Troil from Johanniterhjälpen i Finland. The term of the current Board ends at the Annual General Meeting in May 2017.

The Board meets regularly at face-to-face meetings or holds conference calls. In 2015, apart from meeting at



► From left to right: Wolfram Rohleder, Christian Velten-Jameson (Vice-Chairman), Ian Mackenzie (Chairman) and Eric von Troil

the AGM, the Board held one meeting in Berlin in April, another in Brussels last October and several conference calls.

## Working groups in 2015

Given that the aim of JOIN is 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. Face-to-face meetings organized at least once a year allow for a more thorough and personal exchange, while regular Skype and telephone conferences ensure close exchange between the working group members.

In 2015, five working groups were operative within JOIN.

### Clinical Working Group

As its name suggests, the JOIN clinical working group deals with all clinical and medical cooperation within JOIN. 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. In addition, the working group monitors international developments with regard to clinical issues such as negotiations at the European Resuscitation Council. The Clinical group is currently headed by Dr. Louis Lillywhite, chief medical officer of St John Ambulance England.

In 2015, the group met in Brussels in October to discuss EU directives related to clinical activities and updated each other on their current projects and challenges in the clinical area. For more information see the meeting report on page 13.

### 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 (for example fundraising for natural disasters, participation of personnel from other JOIN members in international rescue teams from JOIN members or joint application for European fund), 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, AT), 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. The working group provides a platform where JOIN members can share resources and material aimed for PR, marketing and communication purposes. Related issues such as fundraising and the JOIN-internal purchasing of medical equipment have also been part of the group discussions.

In 2015 the working group met once in Berlin. For more details on this face-to-face meeting, please see page 12.

### Volunteering Working Group

This working group is headed by Adam Williams (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 also deals with all other issues regarding volunteering such as legal guidelines and recruitment of volunteers.

In 2015, the working group was decisive in organising all activities related to the JOIN Permanent Volunteer Swap (see page 4).

### Youth Working Group

As the name suggests, the working group youth 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.

Apart from several Skype meetings in 2015, the group had a face-to-face meeting in London in October. Participants agreed to strengthen cooperation and sharing information through production of communication material as well as broadening access to their youth events to young people from all St John enterprises. For more details on the meeting in London, please see page 13. Julia Zeilinger from Johanniter-Unfall-Hilfe Germany is chairing the working group youth.

## The JOIN Secretariat in 2015

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. 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 2015 was to foster International Cooperation. Following strategy discussions held at the AGM, one of the key priorities identified was to increase the awareness of International Cooperation projects within the JOIN network.

Another significant influence on the work agenda of the JOIN Secretariat for 2015 was the EU grant it has been awarded for its participation in SOCIALCARE.

SOCIALCARE, as highlighted in the previous pages, will last until the beginning of 2018.

Throughout the year, the JOIN Secretariat maintained its representative character in Brussels. Upon request of the 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, research and innovation (HORIZON 2020) and care on behalf of several JOIN members.

Additionally, the JOIN team not only changed, but also grew in 2015. After more than three years of working as the General Manager of JOIN, Daniel McCormack handed over the JOIN Secretariat to Joachim Berney. Joachim Berney took over the office as of July, after a two month transition period. Before coming to JOIN, he had worked for several Swiss Embassies, including the Permanent Mission of Switzerland to the EU.

In October, Georg Aumayr and Lubumbe Van de Velde joined the Brussels Secretariat. Georg Aumayr, who is also the head of the R&D Department of Johanniter Austria, has joined the JOIN Secretariat on a part-time basis as a research officer on the SOCIALCARE project. Lubumbe Van de Velde, who is a legal graduate from the University of Antwerp, has completed the team as a Project Assistant. For the next 28 months, she will be the contact person for the Brussels-based care organisations within the SOCIALCARE project. Additionally, she will work together with Joachim Berney on JOIN matters.



# Perspectives on 2016

In 2016, 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 a priority for JOIN and the Brussels office will support them in the best way possible.

First and foremost, it seems likely that JOIN members will explore the possibility of preparing joint project proposals. Promoting EU funding opportunities, notably in the framework of the AAL – Active and Assisted Living Programme – will be 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. Additionally, the JOIN Office will be committed to fully fulfill and implement its tasks under SOCIALCARE.

In the area of international cooperation, the JOIN Office aims to build on the discussion held at the Annual General Assembly 2015. Motivated by positive cooperation

examples in the past – such as joint fundraising for natural disasters or participation of personnel from other JOIN members in international rescue teams from JOIN members – the JOIN Office will seek to identify potential cooperation areas while raising awareness on international programmes within the JOIN network.

Naturally, the JOIN Office will maintain one of its classical functions that of facilitating exchange between the different members. Following the successful projects that the Volunteer Swap brought in 2015, efforts will be continued to attract more volunteers and offer more projects. First swap opportunities for 2016 are already being offered. In the area of youth, the JOIN Office aims to further encourage JOIN members to carry out JOIN-wide youth exchanges.

The Annual General Meeting in 2016 will be hosted by the Finnish JOIN member Johanniterhjälpen and will take place in Helsinki from 20-21 May 2016.

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### Cover

1 – Venerable Order of St John; 2 – Johanniter Germany; 3 – Venerable Order of St John;  
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p. 4 (top) – Gruber Arno sen., (middle and bottom) – Juliane Flurschütz/Johanniter Germany; p. 5 – Johanniter Austria;  
p. 6 – St John Ambulance England; p. 7 (top) – Johanniter Germany, (bottom) – Johanniter International Assistance;  
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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.

