;;;;;;aaa



Al-Hussein Society

Annual Report 2020

### **Table of Contents**

|  |  |
| --- | --- |
| Subject | Page |
| A Word from the President |  |
| Introduction |  |
| Comprehensive Rehabilitation Programs |  |
| Local and International Partnerships and Agreements |  |
| Regional and International Development Projects |  |
| Local and International Exposure |  |
| Participation in Local and Regional Events |  |
| New Policies and Procedures |  |
| Statistical Report on Rehabilitation Programs |  |
| AHS Contribution for PWD on National Level |  |
| Future Plans |  |
| Acknowledgements |  |

## **Acronyms & Abbreviations used**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| AHS | AL-Hussein Society /Jordan Center for Training and Inclusion | **DTF** | Disability Task Force |
| PWDs | Persons With Disabilities | **HCD** | [Higher Council for the Rights of Persons with Disabilities](https://www.google.jo/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&sqi=2&ved=0ahUKEwiWyuzT4azQAhVILhoKHUIpBq4QFgggMAA&url=http%3A%2F%2Fhcd.gov.jo%2Fen%2F&usg=AFQjCNF2N418Q64a57WzWyS0RqFsMQLJwg&sig2=PtXCU9jXsDbU2Q-XUs-gVA&bvm=bv.138493631,d.d2s) |
| ST | Speech Therapy | **MOE** | Ministry of Education |
| PT | Physio Therapy | **MOPIC** | Ministry of Planning and International Cooperation |
| OT | Occupational Therapy | **EIP** | Early Intervention Program |
| MA | Mobility Aids | **OW** | Orthopedic workshop |
| O&P | Orthotic Braces and Prosthesis | **OCHA** | Office for the Coordination of Humanitarian Affairs |
| SE | Special Education | **CBM** | Christoffel-Blindenmission-Christian Blind Mission |
| CBR | Community Based Rehabilitation | **BMZ** | The Federal Ministry for Economic Cooperation and Development (Germany) |
| WHO | World Health Organization | **LDS** | The Center for Cultural & Educational Affairs for the Church of Jesus Christ of Latter-day Saints |
| IOCC | International Orthodox Christian Charities | **ILO** | International Labor Organization |
| ED | Executive Director | **CBID** | Community Based Inclusive Development |
| TOT | Training Of Trainers | **MOU** | Memorandum of Understanding |
| MOSD | Ministry of Social Development |  |  |

# A Word from our President

I am confident you are all aware of the most challenging year the world went through in the year 2020 due to COVID-19 global pandemic, a pandemic that effected drastically the lives of people in general and of Jordanians in particular. A situation that warranted lockdowns, suspension of some services and adopting highly recommended hygienic solutions by all Jordanian citizens. Living through COVID-19 pandemic presented itself as a risk factor for the entire population. It impacted our life on all levels; health, social, economic, & education. Fighting the spread of the pandemic, saving lives, protecting our healthcare workers, & ensuring our healthcare institutions are up to standard became priority.

During 2020, call for proposals, income generating programs and donations were totally suspended. This brought Al Hussein Society to a very critical stage of lack of financial resources threatening the closure of programs. However, the strong determination of the team and complete cooperation, AHS was the first organization that reached people during the lockdown and provided them with comprehensive rehab services including psychosocial support being aware that persons with disabilities and their families are among those who suffered most.

AHS as service provider with salaries representing 70 percent of its expenditures, the only way we could survive throughout the pandemic was to minimize its activities and 50 per cent cut in salaries. Thus AHS “survived” and continued providing services despite all the challenges.

In view of the above mentioned, I would like to extend my sincere gratitude to AHS Executive Director and her team for their dedication and loyalty to the cause they serve. Furthermore, in the name of all our children with disabilities, I would like to appeal to every single Jordanian citizen to support us to continue with our mission, which aims at enhancing the quality of lives of the most vulnerable people living in Jordan and give them their rights to live the decent life they well deserve.

Throughout the previous years, AHS was able to survive due to the support of our committed partners who believed in our mission and I hope this will continue despite all the challenges we are facing.

Before the pandemic we used to say “Together we can do more and better,” now we say “Together we can survive and together we can sustain our programs while pursuing quality progress.”**

**HRH Princess Majda Raad**

**AHS Founder and President**

**Amman, March, 2021**

# Introduction

Due to the global Covid-19 pandemic, Al Hussein Society faced number of challenges that led to radical decrease in the number of beneficiaries in comparison with the previous years.

The major challenge of AHS was and continues to be the scarce financial resources due to very harsh economic situation in the region in general and in Jordan in particular. AHS did not receive sufficient financial support from both public and private sectors to cover its expenses and had to limit its programs to those sponsored by international organizations like OCHA, CBM and HELP.

Due to COVID-19 and the relevant defense orders, AHS operations were minimized focusing on Community-Based Rehabilitation through its initiative “Your Home is our Address” and providing online education and training workshops. AHS dealt with this challenge as an opportunity for improvement. AHS reviewed all its ongoing programs to see to what extent they serve the current needs and to what extent its activities are integrated. As an outcome, the following needs emerged that will be incorporated into the future 5 year strategic plan of AHS.

1. Comprehensive Assessment Services by Multidisciplinary Team
2. Pediatric Rehab Services including mental health services
3. Adult and Geriatric Rehab Services including mental health services
4. Assistive Technology including Orthopedic Workshop & Mobility Environmental Adaptation Workshops
5. Research and Training in inclusive education and rehabilitation

One of the most significant events for AHS during 2020 was its international online conference on “Networking and Sustainable Development” during when AHS international partners shared their experiences with AHS in implementing development projects and their impact on improving the quality of life of people with disabilities.

Despite all the challenges, AHS still has faith in its partners and in its team that with their support we will be able to survive, and even grow and present a model for others to follow.

# Comprehensive Rehabilitation Programs

Comprehensive rehabilitation services to persons with disabilities were further developed and upgraded in the following programs (See pages …..-……):

|  |  |
| --- | --- |
| Early Intervention Program (EIP) | Inclusion |
| Community Based and Outreach Rehabilitation | Occupational Therapy |
| Mobile Clinics | Hydrotherapy |
| Psycho-Social Counseling | Orthotic Braces and Prosthesis |
| Medical Clinics | Therapeutic Horse Riding |
| Nursing | Training |
| Nutrition | Physiotherapy |
| Speech Therapy | Mobility and Adaptation Unit |
| Mental Health |  |

# Local and International Partnerships and Agreements

**AHS continued to implement previous agreements and launched new ones with the following partners**:

# - The Higher Council for the Rights of Persons with Disabilities (HCD)

* AHS participated in every event organized by HCD to ensure that its programs abide by the national policies and strategies.

# - The Ministry of Education

* Supported **60** AHS school students with an amount of JD **60,000.**
* Seconded **3** teachers to AHS school whose salaries are covered by MOE while AHS gave their bonuses.
* AHS staff attended online training on on virtual education.
* List of AHS underprivileged school students was submitted to the MOE to receive Ministry’s annual support.
* An official letter with the nominated schools by the parents for integration was submitted to MOE to facilitate the mission of the AHS team.
* A meeting was held between the Minister of Education and the Executive Director of AHS to discuss ways to support AHS and the renewal of the cooperation agreement
* Follow up licensing procedures for AHS school and kindergarten

# - The Ministry of Health

MOH continued seconding AHS with Rehab Doctor and Urologist.

* Follow up with MOH the requirements for licensing AHS OW and PT Center; A delegation from the Ministry of Health visited AHS to identify the requirements. Work License was issued for the PT center while the OW license is still pending.
* MOH-AHS agreement was renewed and new articles were added as an appendix to increase the number of seconded doctors and technicians.
* Several correspondences were submitted to MOH to facilitate AHS field missions and support AHS in its implementation … AHS staff obtained permits from MOH to move among the governorates.
* A meeting was held between the Minister of Health and Princess Majda with the presence of AHS Executive Director on the ways to support AHS programs to meet the emerging needs and the challenges due to COVID-19.
* Follow-up the procedures for licensing the P&O center
* **MOH seconded 6** Doctors to work at AHS; General Practitioner, Pediatrician, Pediatric Dentist, Neurosurgeon, Orthopedic Surgeon.
* AHS Executive Director conducted several meetings with MOH seconded doctors on the clinical operations and the provision of administrative support.
* Agreement appendix was developed to supply AHS with medical items and give priority to cases referred by doctors for follow-up in government hospitals concerning examinations, x-rays and dispensing of drugs
* A letter was submitted to the Ministry of Health to expand the services re SDR surgeries to increase the number of children with CP entitled for SDR operation and have the opportunity to walk again.

# - The Ministry of Social Development

* AHS activities were implemented abiding by the rules and the regulations of MOSD.
* A meeting was held between the Minister of Social Development and Princess Majda and the Executive Director of AHS on ways to support AHS
* Official letters and MOU were submitted to the for follow-up
* License was finally obtained for the Early Intervention Program (EIP).
* The Minister of Social Development attended AHS school graduation ceremony.
* National Technical Committee for the Development of the Early Intervention System was formed and AHS ED was assigned as one of the experts. Two meetings were held to develop a form to assess the EIP status in Jordan. ED reviewed and modified the questionnaires based on the practices applied at AHS.

# Ministry of Planning and international cooperation

* A meeting was held between the Minister of Planning and International Cooperation, the Princess Majda and the Executive Director of AHS on ways to support AHS.
* The Minister of Planning and International Cooperation visited AHS to get acquainted with AHS programs.
* The visit of the Minister was followed with a letter submitted to the Minister on AHS needs to activate the present and future income generating projects.
* Several visits were paid to AHS by MOPIC concerned people to review AHS future projects and requirements.
* Follow up the participation of MOPI at AHS 6th. International virtual conference.
* Upon the request of MOPIC, UNICEF paid a visit to AHS to study the possibility of cooperation in mental health.

# - The Hashemite University

* AHS offered clinical training to **53** physiotherapy and occupational therapy students.
* AHS and Hashemite University signed an agreement to introduce CBR higher diploma developed by AHS at the Hashemite University. The program will start at the beginning of the second semester of the academic year 2019-2020.

# The University of JORDAN

* AHS offered clinical training to **17** physiotherapy and occupational therapy students.
* Research Cooperation between University of Jordan and AHS on “Activating the use of a medical record for children with cerebral palsy at AHS”.

# isra University

AHS was approached for the first time by Isra University to provide clinical training to their PT students. **8** physiotherapy students received their training during 2019.

# Regional and International Development Projects

# The Center for Cultural & Educational Affairs for the Church of Jesus Christ of Latter-day Saints (LDS):

* **335** wheelchairs were distributed to beneficiaries on AHS premises and through its mobile clinics.
* Memorandum of understanding has been revised to clarify the roles of AHS and obligations of the two other local organizations to cover the expenses of providing wheelchairs
* MOU with GUVS was signed on providing 150 wheelchairs by GUVS under the supervision of AHS to ensure quality.
* MOU between AHS and LOP/Aqaba was signed whereby 89 wheel chairs to be provided by LOP under the supervision of AHS to ensure quality.
* 10 field workers’ from GUVS and LOP were trained by AHS TOT on **Wheelchair Assessment.**
* Agreement was prepared to be signed between AHS and LDS to provide AHS with **880** wheelchairs & **860** mobility aids (Walkers, Crutches) during **2021**.

# - CBM continued to provide support for the establishment of AHS Regional Training Center as follows:

* Quarterly, semi and annual statistical and narrative reports were prepared and submitted in conformity with the rules and the regulations of CBM.
* Workshops on inclusion were implemented addressing **21** caregivers of the school & EIP children.
* Two workshops on Child Safe Guarding. Guidelines were organized to **48** caregivers of the School & EIP children.
* Environment adaptations were made in **4** schools where AHS students were integrated.
* Three days intensive training course was held for **18** trainees, (Jordanian) representatives from all sectors including but not limited to: Government, Volunteers, and Persons with Disabilities, Caregivers and UNRWA on CBR programs conducted by AHS trainers. The trainers focused on defining CBR program, the role of the community with regard to disability issues / the role of volunteerism / mechanism of the program application and implementation - CBR strategies – CBR matrix.
* Accountant and technician have been enrolled for English courses at Amid East within AHS continuous capacity training programs.
* AHS has successfully implemented its **6th**. International Conference entitled “ Networking and Sustainable Development” on December 14 & 15, under the Patronage of HRH Princess Majda Raad, the Founder and President of Al Hussein Society/Jordan Center for Training and Inclusion
* **4** trainers participated in a zoom webinar presenting **4** working papers” entitled” Developing life skills for children with mental challenges organized by the Habayebna as follows:
* Executive Director presented AHS programs in differentiated education.
* AHS Occupational Therapist presented a paper on the impact of OT on children with cognitive disabilities.
* AHS Speech Therapist presented a paper on the role of speech therapy in improving the communication skills of the children with developmental delay.
* School special educator presented a paper on the role of special education in improving the skills of the child with developmental delay.
* Within AHS policy to empower the middle management and activate its participatory role in taking decisions, **16** staff members attended: Accounting for non-Accountants and middle management training course by AHS external training partner.

# CBR –CBM

Terms of Reference (TOR) for external final evaluation was prepared by AHS team to collect offers in coordination with CBM.

TOR was sent to specialized institutions to provide AHS with financial offers for AHS final decision in coordination with CBM management team

# OCHA -PROJECT: INCREASE access to rehabilitation services for marginalised people & children with disabilities and their families in Azraq Camp, ZARQA, Ma'an and Tafileh Governorates

* **145** Persons with disabilities both Syrians refugees and Jordanians were assessed and their mobility needs identified in Azraq camp, Zarqa, Maan and Al Tafeleh. **140** persons received **299** mobility aids and orthotic devices.
* **76** physiotherapy and occupational therapy services were provided.
* **12** psychological counselling services were provided. **10** psychological support groups were conducted for 13 female caregivers.
* **13** persons with disabilities and their families have received training at home and rehabilitation sessions during 3 months. They gained the skills and the knowledge on how to treat their PWDs.
* **13** referrals were made to AHS workshop and to the public health centers.
* A group of donors accompanied by RCHC and OCHA Head of Office visited AHS field Mobile Clinics along with house visits to the beneficiaries of the project.
* **2** centers have been adapted to receive PWDs and senior citizens; A health center in the Al-Husseiniyah region in Ma'an governorate and Prince Hashem Bin Abdullah Charitable Society in Al Hassa / Al Tafilah Governorate. Daily, 70-80 Persons with Disabilities and elderly people benefit from the centers services.
* **Four raising awareness workshops were held as follows :**

1. Workshop in **Azraq camp** in coordination with UNHCR and NHF to raise awareness on Child Safeguarding. **58** persons with disabilities, caregivers, (refugees) and people without disabilities received training on Child Safeguarding and child protection from abuse. An awareness flyer was prepared and distributed to all the participants of the workshop.
2. Workshop in **Al Rsaifeh** /**Zarqa Governorate** in coordination with two local societies (Zhour Alward) to raise awareness on Child Safeguarding Issues as part of Child Safeguarding. **45** persons with disabilities, caregivers, (refugees) and people without disabilities have received training on Child Safeguarding and child protection from abuse. An awareness flyer was prepared and distributed to all the participants of the workshop.
3. Workshop in Al **Husseiniyeh/Ma’an Governorate** in coordination with Husseiniyeh Society & Social Development Directorate to raise awareness on Child Safeguarding Issues as part of Child Safeguarding. **42** persons with disabilities, caregivers, (refugees) and people without disabilities received training on Child Safeguarding and child protection from abuse. Awareness flyer were prepared and distributed to all the participants of the workshop.
4. Workshop in **Al Hassa /Al Tafilah Governorate** in coordination with Prince Hashem Bin Abdullah Charitable Society and Social Development Directorate to raise awareness on Child Safeguarding Issues as part of Child Safeguarding. **53** persons with disabilities, caregivers, (refugees) and people without disabilities received training on Child Safeguarding and child protection from abuse. An awareness flyer was prepared and distributed to all the participants of the workshop.

* The Adaptation and Maintenance Workshop took place in Azraq **camp** by Al Hussein Society’s technicians. AHS trained 8 Syrian refugees (**2** females - one with a disability. 6 males (youth), **2** with physical disability,) for 5 days including preliminary course on Maintenance, Repair, and Adjustment Mobility Aids
* AHS reprogrammed the suspended project activities due to COVID-19 & submitted a new proposal to reach AHS beneficiaries in their own houses.
* Approval for reprogramming has been obtained.
* Letter to MOPIC to get approval for reprogramming the activities according to MOPIC forms.

**Main achievements during COVID pandemic in Amman Governorate**

* 29 persons received 52 adapted Mobility Aids
* 130 persons were provided with hygiene and sanitation kits
* 110 persons were  provided with rehabilitation sessions ( therapeutic exercises, special education sessions , pressure sores management and treatment )
* 16 persons were provided with medications, catheters.
* 60 persons received psychosocial support and medications (Mental health)
* CBPFs\_COVID-19 Result reporting template was submitted to OCHA

# Help-Project: Creation of sustainable structures for the psychosocial treatment of Syrian refugees in Jordan (Balsam Project)

* Technical report was submitted to HELP
* Project beneficiaries were received at AHS as a follow up sessions by Dr. Maher Assasleh .**506** persons living in Sahab, Zarqa and Mafraq benefited from AHS clinics.

# Humanity Aid and Development Cooperation (ACTION –Medeor)

* Follow up of clearance requirements for an accessible vehicle by Medeor in cooperation with HRH Princess Majda.
* Final financial reporting has been followed up.

# CLASP Consolidated Logistics for Assistive Technology Supply and Provision

* **7** wheelchairs were distributed
* CLASP SP Reports were submitted including :
* Wheelchair Provision Table
* 1 consumer report
* 1 service report
* 6 user stories
* **ED was interviewed by CLASP on gender barriers in wheelchair provision.**

# Orange Jordan: Mobile Phones and wireless internet service

**An agreement was signed between AHS and Orange Company to support AHS in establishing comprehensive rehab services as income generating project**.

* A delegation from Orange Company visited AHS to review the actions taken by AHS to establish the PT center.
* Statistical and progress reports were submitted.
* PT work license has been followed and eventually issued.

# Embassy of Ireland

Submit new project: Model for online inclusive education

A contract was signed with the Embassy within Irish Aid Funding to AHS dedicated to providing inclusive education to persons with disabilities in Jordan in the amount of €10,000

# ZERO PROJECT

In February, 2020, AHS distinguished practice in inclusive education was internationally acknowledged by Zero Project.

The innovative approach towards Inclusive Education “Leaving No one Behind “was presented by AHS ED during the Zero Project Conference at the United Nations in Vienna. The event was attended by HH Prince Mired Bin Raad, representatives of Austrian Organizations working in the field of visual disabilities and experts and leaders in the field of disability from all over the world. **468** nominations from106 countries were submitted. **75** innovative practices from **56** countries received awards. AHS program was one of them.

# New Local and International Agreements

* MOU between MGH Institute of Health Professions, Inc Massachusetts not-for-profit Corporation, Boston, and AHS; “The MGH Institute and AHS hereby agree that this Agreement concerns CEEs for students enrolled in only those Institute program(s) specifically agreed to between the parties.”
* Research Cooperation between University of Jordan and AHS on “Activating the use of a medical record for children with cerebral palsy at AHS” was conducted.
* MOU between AHS and Jordan University of Science and Technology; “The parties have agreed as follows: AHS and JUST intend to contribute, each for the specific sector of competence, to the implementation of the research project “Therapeutic effect of transracial direct current stimulation on gait patterns in children with diplegic cerebral palsy.”

# Local and International Exposure/ Participation in Local and Regional Events

**AHS Executive Director presented scientific papers at the following international conferences**:

1. Zero project
2. Developing life skills for children with mental challenges webinar which was organized by the Habayebna.
3. In response to GIZ request and acknowledgement of AHS’ distinctive efforts during COVID-19 , AHS Executive Director presented a scientific paper during the fourth virtual conference (webinar) organized by GIZ with the title “Distance learning approach adopted by AL-Hussein Society during the COVID-19 response.”

* A meeting was held with the Cerebral Palsy Foundation attended by HRH Princess Majda Raad, President of AHS, Princess Alia Al Tabaa, and board members of the Cerebral Palsy Foundation.
* Discussion on an alliance between AHS and Cerebral Palsy Foundation. An official letter has been sent in this regard by AHS Executive Director.
* Jana Zeinnidin performer, drama practitioner and writer visited AHS as recommended by HRH Princess Nissa to read stories to AHS children using rap lyrics. HRH Princess Majda attended one of the sessions.
* The participation of AHS children in ICS Art Gallery.
* Celebrating Zero Project and Mother’s Day dedicated to AHS ED with the presence of HRH Princess Majda Raad, Mrs. Amira Juma’a, Ms. Dorothy Mango, Ms. Patricia Qattan, Mr. Tawfiq Al-Dalu, and TACTIX Company, who donated symbolic gifts to AHS staff.
* Visit by Dr. Ibrahim Aqel and his team from Noor A-Hussein Foundation to AHS to discuss cooperation between the Institute for Family Health and AHS.
* Football Tournament initiative.
* Graduation ceremony, August 12, 2020.
* Summer camp for school students.
* Online Art competition by AHS.
* Upon the request of AHS, AHS visited Supporting Persons with Disabilities Society, in Allan area- Al-Salt, to identify their needs and ways to support their target population.
* AHS Executive Director visited Princess Rahma University College / Al-Balqa Applied University and held a meeting with the Dean of the College on “How to support special education programs at AHS.”
* ED visited Queen Rania Academy for training and discussed ways of cooperation.
* A meeting was held between the president of German Jordan University and AHS Executive Director on ways to support AHS. Follow up official letters on supporting the activities and the programs of AHS were submitted to the University's president.
* AHS ED held a meeting with special education team from Jordan University on the training of their faculty students, class teacher, special education teacher and councilors.
* National Technical Committee for the Development of the Early Intervention System was formed and AHS ED was assigned as one of the experts. Two meetings were held to develop a form to assess the EIP status in Jordan. ED reviewed and modified the questionnaires based on the practices applied at AHS.
* AHS ED visited Queen Rania Academy for training to discuss ways of cooperation.
* **1 JOD Campaign was launched on August 10th , 2020**
* To promote the role of AHS in training and rehab services , AHS ED together with HRH Princess Majda Raad paid visits to the following ministers:

1. Minister of Planning and International Cooperation
2. Minister of Social Development
3. Minister of Education
4. Minister of Health

**The outcomes of these visits:**

1. Visit to AHS by the Minister of Planning.
2. Visit to AHS by the Minister of Development.
3. Agreement with the Ministry of Health to second 6 medical doctors in different specializations: Orthopedic Doctor, General Practitioner, pediatric dentist, Rehab Doctor, Pediatrician, Neuro Surgeon.
4. Visit by UNICEF to AHS on cooperation in mental health.

**To sustain AHS programs, AHS Management Team directed and supervised by ED submitted the following project proposals and signed agreements:**

1. Strengthening Inclusive Educational System and Supporting Rehab Services by Applying the CBID Approach to BMZ through CBM
2. Upgrade AHS PT center services to Medeor Action
3. Mental Health & Comprehensive Rehab Resource Center submitted??? to HELP and Ministry of Planning.
4. Tertiary Health empowerment for People with Disabilities based on Technologies and Innovations submitted to EU through Al Azhar University- Gaza
5. AHS as potential partner for national project with ILO in vocational training for people with disabilities.
6. Rotary International prepared a project proposal for AHS to become resource rehab center for children who operate SDR as the success of the operation depends on the pre and post-surgery PT services using the Galileo Unit equipment.
7. Initiate cooperation between AHS and ‘MaFaZ for Medical Supplies Co. Ltd to improve the quality of the rehab services with the support of Ottobock.
8. AHS to introduce 3D printing into the OW with Industrial Engineer Hoveeg.
9. List of instant and future needs of AHS was presented and number of meetings organized with a young salesman acting as the representative of a local anonymous sponsor.
10. MOU between AHS and MGH Institute of Health Professions to receive their Master and doctorate students at AHS within CBR course

**AHS attended several Online Webinars as follows:**

* Social Protection: Priorities on National and International Levels.
* The 6th session of Social Protection Policies in the Arab World Dialogue Series/ARDD.
* Sharing good practices in the region and drawing practical recommendations on realizing Inclusive Education during COVID-19 with particular focus on children and youth with disabilities in the region/UNESCO Beirut and the Inter-Agency Network for Education in Emergencies (INEE).
* Speech Therapist Ms. Alaa Bani Mustafa attended a seminar on Assistive Technology “AT Delivery Worldwide during the COVID-19 Crisis.” Quality and Training Coordinator attended a seminar on “The Social Protection Policies Regional Dialogues Series 6th Session.”
* Regional Webinar “Impact of COVID-19 on Organizations Mission”/AHS.
* Under the umbrella of 10-Year Strategy for Inclusive Education the GIZ project PROMISE (Promoting Quality in Inclusive Education in Jordan) in cooperation with the Ministry of Education and the Higher Council for the Rights of Persons with Disabilities in Jordan, AHS staff attended the first webinar of the series “Education for all Learners: Sustainable Approaches for a COVID-19 Response in Jordan.” AHS staff attended 6 webinars as follows :

1. 1st Webinar “Learning together by Inclusive Distance.”
2. 2nd Webinar “Supporting the Wellbeing of Education Practitioners.”
3. 3rd Webinar “Practical Approaches to Support all Learners in their Education at Home.”
4. 4th Webinar “Good Practices towards Inclusive Approaches.” From Jordan, AHS ED presented a paper on distance learning approach adopted by Al Hussein Society/Jordan Centre for Training & Inclusion during the COVID-19 response.
5. 5th Webinar “Are Parents the new Teachers? – Defining Roles and Responsibilities.”
6. 6th Webinar “Building Back Better.”

# New Policies and Procedures

* AHS strategic plan (2020-2025).
* 2019 situation analysis (SWOT) of all AHS programs. The process considered the following:
* AHS vision and mission
* International and national rules and regulations
* Internationally accredited  work procedures
* 2020 action plan based on the outcomes of the SWOT analysis.
* Staff meetings continued on Microsoft Team/ Zoom application.
* The Coronavirus Protection and Prevention Protocol has been applied in all internal and external programs of AHS.
* 3 teachers were assigned for each class at AHS school: Class teacher, Teacher assistant and trainees.
* Online AHS service application form has been uploaded.
* AHS teachers were provided with laptops.
* Abiding by the instructions of the defense orders, distance learning was applied at AHS school.
* Distribution of tablets to students' parents to follow up during distance learning was implemented along with training.
* IT Engineer made accounts for all AHS school students on Microsoft Teams for online education purposes.

**ED held the following meetings to advance the role of AHS as center of excellence:**

1. With AHS seniors focusing on the restructuring of AHS programs to meet the raised needs and challenges due to COVID-19. In this respect, ED prepared Monthly Detailed Work Plan to be filled by each staff member be used as a baseline study for SWOT Analysis and as a basis for the strategic plan.
2. With AHS seniors, school staff focusing on inclusive education and identify the criteria for accepting students in the new academic year 2020/2021.
3. With Dr. Ahmed Makahleh, Deputy Dean of Princess Rahma College, on how to support the AHS special education programs in particular the issue of differentiated education.
4. With the Dean of Princess Rahma University College / Al-Balqa Applied University on how to support special education programs at AHS. An agreement was drafted.
5. With AHS seniors, school staff to secure the expected impact of online education.
6. With special education team from Jordan University on training of their faculty students, Class Teacher, Special Education Teacher and Councilors.

* The school children were redistributed among different classes based on their intellectual, behavioral and physical needs.
* The teachers were re-distributed based on their credentials to meet the needs of each class room.
* The curriculum was simplified to meet the needs of the children while achieving the same outcomes.
* Assessment tools modified according to the potentials of the children rather than relying on their performance.
* Client satisfaction has been continuously monitored.
* TACTIX new management has been approached to continue with their support carried out the past two months.
* Each single operation to be supported with protocols to be uploaded into the enterprise Resource Planning automated system to ensure sustainable quality deliverables.
* 2020 annual plan was developed based on 2019 situation analysis.
* Parents training workshops were organized: Inclusion, PWDS rights, Safe environment for children.
* Safeguarding workshop for AHS employees was held to disseminate child safeguarding code of conducts.
* Internship program was introduced and activated to fill the gaps of the available vacancies and minimize activities.
* All the technical performances of PT and OT were assessed by Dr. Hikmat.
* All the assessment forms were reviewed by Dr. Hikmat and adopted by AHS staff.

**During COVID -19 pandemic AHS implemented a National Initiative**

**Phase I**

* Comprehensive Online groups and individual support to all AHS beneficiaries by AHS multidisciplinary team through Facebook, WhatsApp, and Twitter.
* Client satisfaction implemented to assess the impact of the online support.
* AHS children needs are determined based on the client satisfaction outcomes and children’s assessment previously done.

**Phase II**

Home visits by AHS multidisciplinary team who provided the following services:

Maintenance of mobility aids, adaptation of splints and prostheses, therapeutic exercises, pressure sores management and treatment, provision of medications, catheters, and food.

**Phase III**

* Introduction of 4 specialized programs applying CBID concept supported with mobile application as follows:
* Health and Rehabilitation
* Livelihoods and Environment
* Mental Health and Social Aspect
* Inclusive Education
* 134 persons were served through home visits by AHS multidisciplinary team who provided the following services:

1. Maintenance of Mobility Aids.
2. Adaptation of Splints and Prostheses.
3. Therapeutic Exercises.
4. Pressure Sores Management and Treatment.
5. Provision of Medications, Catheters, and Food.

**Online rehab procedures**

* Contact numbers of rehab programs announced on the Facebook page by the administration.
* The responsibility for monitoring cases in the rehabilitation programs was distributed through WhatsApp groups with the participation of the association's team.
* Necessary information and awareness about COVID 19 and counselling were provided through the Public Health Coordinator within WhatsApp group.
* Spinal bifida student follow up through phone calls and WhatsApp application.
* Exercises and training programs provided for families on groups to ensure beneficiaries’ follow-up during the quarantine period and to prevent abilities loss and deformities.
* Parents were reached through what’s app groups on any inquiry regarding children.

Training materials were prepared from rehab programs to provide training and awareness to the community and to the beneficiaries through Facebook.

**Training materials**

* Cognitive skills
* breathing exercises
* stretching exercises
* Skill of using both hands
* Corona Virus and Physiotherapy
* Range of motion
* Prevention of bedsores.
* Eye Hand Coordination
* Positioning
* Strengthening exercise
* Attention & concentration
* Standing & gait training
* Developing the language of my child
* Mobility aids
* Preschool skills
* Balance games
* Using crutches for walking
* Pronunciation of voices

# Statistical Report on Rehabilitation Services

### - **Early Intervention Program (EIP)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Service Categories | | Total |
|  | | **Number of beneficiaries** | 64 |
|  | | **Screening session** | 53 |
|  | | **Individual family training session** | 1591 |
|  | | **Hydrotherapy** | 67 |
|  | | **P&O appointment for device repair** | 13 |
|  | | **Co-session** | 25 |
|  | | **Medical clinics- orthopedic, Neuro-pediatric** | 35 |
|  | | **Serial Cast** | 9 |
|  | | **Electrical sessions** | 9 |
|  | | **Galileo sessions** | 311 |
|  | | Care giver support | 4 |

16 Beneficiaries under **3** years of age who attended EIP represent **25%** of the total number of new EIP beneficiaries.

### **Outreach Program / (CBR)**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
|  | **Client served at the centers** | 10 |
|  | **Client served outside the centers (home visits )** | 79 |
|  | **Number of distributed adapted mobility aids** | 353 |
|  | **Number of volunteers trained** **about CBR strategy** | 18 |
|  | **Courses & workshops for volunteers** | 2 |
|  | **Community awareness lectures (centers, schools).** | 4 |
|  | Number of beneficiaries attending awareness lectures | 198 |

### **Areas Serviced by Outreach Program**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Location | Amman | Maan | Al Tafeleh | Azraq Camp | Al Zarqa |
| Number of beneficiaries | 89 | 40 | 20 | 60 | 20 |

### **Mobile Clinic**

|  |  |  |
| --- | --- | --- |
| Beneficiaries | Area | Mobility aids distributed:  (wheelchairs, walkers, crutches, …) |
| PWDs “Refugees and Jordanians” | Amman, Azraq Camp, Al Tafeleh, and Maan | 353 mobility aids distributed through 14 mobile clinics |

### **Physical Therapy Program**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
|  | **Assessment sessions** | 137 |
|  | **Group therapy** | 5 |
|  | **Individual sessions** | 715 |
|  | **Individual family training sessions** | 16 |
|  | **Family training meetings and workshops** | 4 |
|  | **Hydrotherapy** | 39 |
|  | **Co-sessions** | 14 |
|  | **Referrals to the clinic (Ortho, Neuro, Spinal cord)** | 32 |
|  | **Serial castings** | 17 |
|  | **P&O appointments for device measurement** | 22 |
|  | **Out patients** | 5 |
|  | **Rehabilitation meetings** | 43 |
|  | **Electrical sessions** | 1 |
|  | **Galileo sessions** | 228 |
|  | Sport sessions | 148 |

### **Occupational Therapy Program**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
|  | **Screening sessions** | 62 |
|  | **Evaluation "Assessment"** | 70 |
|  | **Group therapy** | 5 |
|  | **Individual session** | 261 |
|  | **Classroom adaptations** | 27 |
|  | **Class Room Attendance** | 63 |
|  | **Splinting** | 7 |
|  | **Wheelchair adaptations and Maintenance** | 47 |
|  | **School integration visits** | 9 |
|  | **Community& home –based visits** | 14 |
|  | **Rehabilitation meetings** | 28 |
|  | **Family training** | 3 |
|  | **Provision of mobility aids** | 113 |
|  | Co-management Sessions | 20 |
|  | Assistive Technology services | 28 |

### **Nursing Program**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
|  | **Screening** | 126 |
|  | **Management of sores** | 55 |
|  | **Bowel training** | 127 |
|  | **Bladder training** | 889 |
|  | **Caregiver support individual training-** | 12 |
|  | **Follow-up surgeries** | 8 |
|  | **Rehabilitation meetings** | 8 |
|  | **Medical clinics** | 230 |
|  | **Personal hygiene sessions** | 173 |
|  | **Class Sessions** | 22 |
|  | **Follow up hydrotherapy** | 6 |
|  | Hippo therapy | 6 |
|  | Mental health clinic | 506 |
|  | Field visits (houses-hospital- schools) | 17 |

### **Orthopedic Engineering Program**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
| 1. | **Rehabilitation clinics** | 81 person through 17 rehab & Orthopedic clinics |
| 2. | Number of manufactured / repair /medical braces | 202 devices |

### **Mobility Aids Maintenance and Adaptation Workshop**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
|  | **Wheelchair adaptations** | 156 |
|  | **Wheelchair maintenances** | 90 |
|  | **Maintenance of CP wooden chairs** | 6 |
|  | **Maintenance of classroom tables** | 26 |
|  | **Maintenance of AHS furniture** | 15 |
|  | **Adaptation of the school buses** | 8 |
|  | Mobile clinic participation | 14 |

### **School**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
|  | **Classroom sessions** | 2428 |
|  | **Support class sessions** | 413 |
|  | **Music sessions** |  |
|  | **Computer sessions & assistive technology sessions** | 30 |
|  | **Educational visits (Outside AHS)** |  |
|  | **Individual rehab sessions (School counselor)** | 79 |
|  | **Individual session family meeting (School counselor)** | 115 |
|  | **Sport Sessions** | 148 |
|  | **Parent-Teacher meeting "Rehab meeting"** | 4 |
|  | **Individual parent-teacher meetings** | 58 |
|  | **Class room group session (School counselor)** | 26 |
|  | **Online group sessions (School counselor)** | 26 |
|  | **Number of volunteers** | 6 |
|  | Individual special education sessions | 67 |

### **Psychosocial Counseling Department**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
|  | **Individual sessions family meeting** | 386 |
|  | **Support groups with students** | 29 |
|  | **Screening sessions (Stanford-Binet)** | 67 |
|  | **Social studies** | 18 |
|  | **Individual sessions with students** | 119 |
|  | **Online. Rehab. Session (as per student)** | 274 |
|  | **Classroom group sessions** | 47 |
|  | **Online Group session** | 89 |
|  | **Family counseling sessions** | 17 |
|  | **Rehabilitation meetings** | 40 |
|  | **Online. Rehab. Family** | 253 |
|  | **Child abuse treatment/individual sessions for children** | 4 |
|  | **Child abuse treatment/ individual sessions for families** | 7 |
|  | **Child Reinforcement** | 65 |
|  | **Training courses** | 12 |
|  | **Community Integration visit (outside AHS)** | 12 |
|  | **Home visits** | 38 |
|  | **Training courses for staff (capacity building )** | 23 |
|  | **Number of families who have signed the code of conduct to protect children from abuse** | 65 |
|  | **Number of AHS staff who have signed the code of conduct to protect children from abuse** | 9 |
|  | Number of university students who have signed the code of conduct to protect children from abuse | 27 |

### **Speech Therapy**

|  |  |  |  |
| --- | --- | --- | --- |
| Service Categories |  | | |
| **EIP** | **School** | **Outpatients** |
| Number of beneficiaries | **19** | **12** | **2** |
| Evaluation sessions | **32** | **26** | **2** |
| Individual sessions | **460** | **89** | **19** |

### **Integration**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
| 1. | **Follow-up school visits (All-integrated Students)** | 18 |
| 2. | **Meetings with parents** | 2 |
| 3. | **Workshop with the Ministry of Education** | 0 |
| 4. | **Meetings with school's headmasters and counsellors** | 30 |
| 5. | **Private meetings with parents** | 5 |
| 6. | **Counselling lectures for students in integrated classes** | 25 |
| 7. | **Public schools with integrated students** | 8 |
| 8. | **Private schools with integrated students** | 6 |
| 9. | UNRWA schools with integrated students | 1 |

### **University Students Training**

|  |  |  |  |
| --- | --- | --- | --- |
|  | University | Type of training | Total |
| 1. | **Jordan University** | **Clinical Training for 4th year Occupational Therapy and Physiotherapy students** | 17 |
| 2. | **Isra University** | **Clinical Training for Physical Therapy students** | 8 |
| 3. | **Hashemite University** | **Clinical Training for Occupational Therapy students & Physical Therapy students** | 53 |
|  | Total | | 88 |

### **Family Training**

|  |  |  |
| --- | --- | --- |
|  | Service Categories | Total |
| 1. | **Number of conducted training workshops** | 4 |
| 2. | Number of attending families | 156 |

### - **Capacity-Building Activities**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Course Title | # of Participants | Duration | Organizer |
|  | Age Inclusive Humanitarian Intervention (TOT) | **1** | **2 Weeks** | Help Age International |
| 2 | Occupational Skills Analysis Workshop | **2** | **2** | ILO |
|  | Applying differentiated teaching skills | **12** | **2** | ALbalqa University |
|  | Early intervention guideline | **1** | **1** | MOSD  UNICEF |
|  | Wheel chair adaptation –Basic level | **2** | **2** | UPA |
|  | Assistive Technology | **12** | **2** | AHS |
|  | Wheel chair adaptation | **14** | **1** | AHS |
|  | Theory of emotional, behavioral, rational therapy | 23 | 1 | AHS |

**AHS attended the following Online Webinars :**

* Social Protection: Priorities on National and International Levels
* The 6th session of Social Protection Policies in the Arab World Dialogue Series/ARDD.
* Sharing good practices in the region and drawing practical recommendations on realizing Inclusive Education during COVID-19 with particular focus on children and youth with disabilities in the region/UNESCO Beirut and the Inter-Agency Network for Education in Emergencies (INEE).
* Speech Therapist Ms. Alaa Bani Mustafa attended a seminar about Assistive Technology “AT Delivery Worldwide during the COVID-19 Crisis”.
* Quality and Training Coordinator attended a seminar on “The Social Protection Policies Regional Dialogues Series 6th Session”.
* Regional Webinar “Impact of COVID-19 on Organizations Mission”/AHS.
* Under the umbrella of the 10-Year Strategy for Inclusive Education the GIZ project PROMISE (Promoting Quality in Inclusive Education in Jordan) in cooperation with the Ministry of Education and the Higher Council for the Rights of Persons with Disabilities in Jordan, AHS staff attended the first webinar of the series “Education for all Learners: Sustainable Approaches for a COVID-19 Response in Jordan.” AHS staff attended the following 6 webinars :

1. 1st Webinar “Learning together by Inclusive Distance.”
2. 2nd Webinar “Supporting the Wellbeing of Education Practitioners.”
3. 3rd Webinar “Practical Approaches to Support all Learners in their Education at Home.”
4. 4th Webinar “Good Practices towards Inclusive Approaches” From Jordan, AHS ED presented a paper on distance learning approach adopted by Al Hussein Society/Jordan Centre for Training & Inclusion during the COVID-19 response.
5. 5th Webinar “Are Parents the new Teachers? – Defining Roles and Responsibilities.”
6. 6th Webinar “Building Back Better.”

### **Information Technology**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Service Category | | Total |
|  | | Software prepared by the IT manager | 3 |
|  | | Maintenance of computers and other equipment | Daily-upon request |
|  | | Database backups and maintenance | daily |
|  | | Back-up for AHS computers | Servers |
|  | | Computer sessions & assistive technology sessions | 27 |
|  | | Network security | Daily |
|  | | DVRs | Daily |
|  | | ERP System infrastructure and support | Upon request |
|  | | Trainings/Events technical preparations | 8 |
|  | | Multimedia | Upon request |

**Main activities**

1. Increase the Microsoft Teams license for 200 users.
2. Purchasing f new Zoom license for 1 year unlimited with 100 participants to host conferences and online training.
3. Preparing the main hall to host school and other department online training with necessary software’s.
4. Replace the new KalBoard Android touch screen to improve the training and conference performance.
5. Purchasing new conference system with high quality video and audio system.
6. Re designing the main room with comfortable background and new lights.
7. Training for school and other departments for zoom and Microsoft Teams.???
8. Broadcast live streaming all conferences and online Training on Social media networks.
9. Prepare and format 45 Samsung Tab for students and install Microsoft Teams to keep all students equipped for online.
10. Post all the conferences and the trainings on Facebook and YouTube channels.
11. Make web pages for participants for events registrations and some other information on event time date and other.
12. Using Google Forms to do some tests to ensure that all training participants are well trained.
13. Cooperate with 3rd-party company to edit and montage the training and the conference events to keep AHS social network more professional and of good content.

# AHS Contribution for Persons with Disabilities at National Level

The total number of AHS services provided during 2020 amounted to **3006** beneficiaries as clarified in the below table

|  |  |  |
| --- | --- | --- |
| No of beneficiaries | Service's |  |
| 93 | Academic Education - inclusive education | **1.** |
| 64 | Early Intervention Program (EIP) | **2.** |
| 18 | Integration / Public & Private schools | **3.** |
| 76 PWDs  198 sessions have been carried out | Outreach& CBR programs, PT, OT, and Counselling Sessions | **4.** |
| 506 persons through 25 clinics | Mental health services: Clinics & provided dispensing medications | **5.** |
| 202 | Medical Devices / Orthotic Braces and Prosthesis | **6.** |
| 511 Persons received 763mobility aids | Distribution of adapted Mobility Aids | **7.** |
| 96 | Mobility aids maintenance | **8.** |
| 88 | Training of university students | **9.** |
| 157 | Training of Family / Empowering care givers | **10.** |
| 311 | Medical Clinics (Urology, Neurology, Dentist, Orthopedic, pediatric, General Medical | **11.** |
| 47 | Training of field workers | **12** |
| 432 | Number of persons attended awareness-raising workshops on the rights of persons with disabilities and safeguarding . | **13** |
| 75 persons through 6 places were adapted | Number of persons directly benefited from the adaptation of the facilities that AHS had adapted its environment - Accessibility | **14** |
| 330 | Number of persons provided with hygiene and sanitation kits | **15** |
| 3006 | **Total** |  |

# Future Plans

* **Support AHS Future Strategy / Strategic Plan (2020-2025).**
* Renovate the infrastructure to maintain **AHS Future Strategy** & AHS services.
* Provide comprehensive rehab services for all as income generating project.
* Renew old buses for AHS children & students.
* Establish research labs.
* Activate sponsorship programs.
* Increase the AHS sponsors' base.

# Acknowledgements

**Th**a**nk You**

Al Hussein Society Jordan Center for Training and Inclusion extends its sincere gratitude and appreciation to all those who supported its mission during 2020 and to the Diplomatic Missions and to the International Women Associations who participated in the Annual Bazaar, as well as to the numerous contributors to our vintage shop “New to You”. Special thanks also goes to our supporters / partners:

**Royal Hashemite Court**

**Princess Nissa Raad**

**Higher Council for the Rights of Persons with Disabilites**

**Ministry of Social Development**

**Ministry of Education**

**Ministry of Health**

**Ministry of Digital Economy and Entrepreneurship**

**Ministry of Labor**

**Ministry of Planning & International Cooperation**

**Greater Amman Municipality**

**Hashemite University**

**JUST University**

**University of Jordan**

**Isra University**

**C B M**

**BMZ**

**IOCC**

**HELP International**

**Action Medeor**

**Jordan Humanitarian Fund-United Nations Office for the Coordination of Humanitarian Affairs (OCHA), Jordan**

**Center for Cultural & Educational Affairs for the Church of Jesus Christ of Latter-day Saints -(LDS)**

**CLASP**

**Ireland Embassy**

**Orange**

**Eitihad Bank**

**TactiX Strategic Consulting**

**Mr. Karsten Inde**

**Suha Shoman & Family**

**Messrs. Shawi, Rsheidat & Massanat Company**

**Amman Acdemy**

**InterContinental Jordan**

**International Community School**

**Nouran Kirdar**

**Iyad Musbah**

**Othman Bdeir**

**Basma Bisharat**

**Bert & Sara DeVries**

**Jenna Morton Family**

**Hasan Sobhi Al Haj Hasan**

**Maher & Samer & Loli Anis Muasher**

**Tareq Al Kurdi**

**Abla Kawar**

**Tara Abdullah Ali**

**Sara Mango & Riad Dajani**