

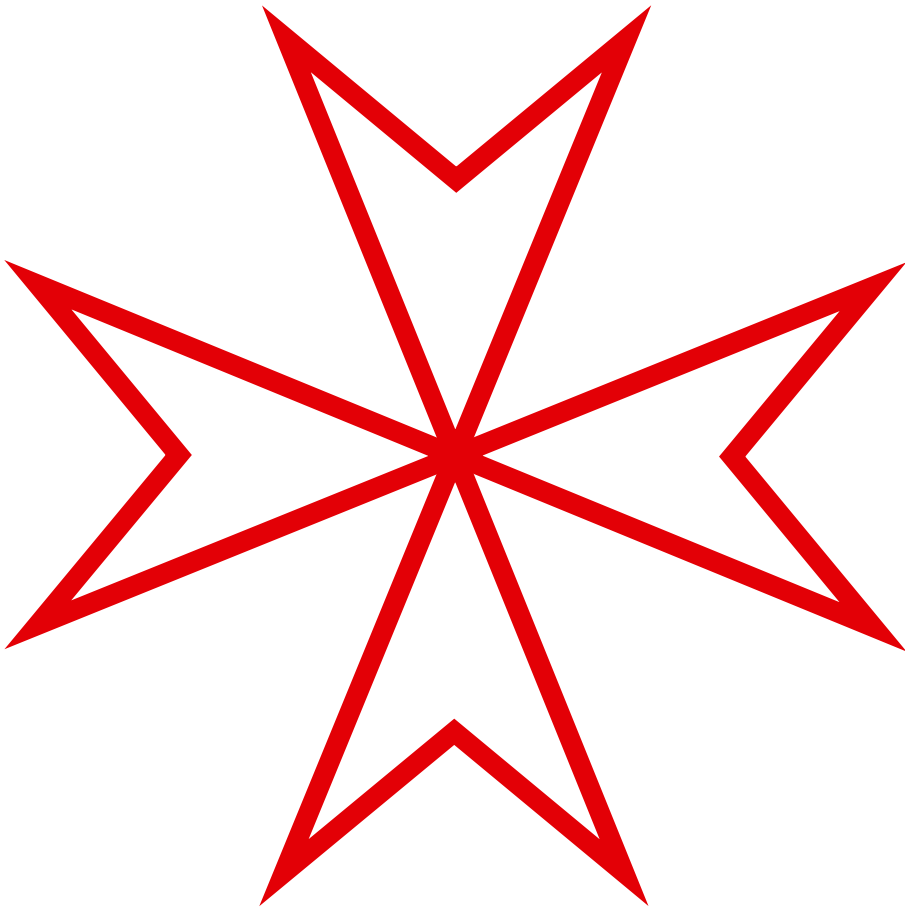


ANNUAL REPORT 2016

OUR STRENGTH **AT THE SERVICE OF THE WEAKEST**



ORDRE DE MALTE
FRANCE



Founded in 1927, The Ordre de Malte France is a catholic hospitaller association recognized as a public interest organization. Its mission, in accordance with the Church's social doctrine, is to take in, rescue and care for the most vulnerable members of society and to train their caregivers.

We put our strength at the service of the victims of exclusion and poverty, the ill, the dependent, the disabled, the weak, and migrants or refugees.

In France and overseas, we respond to emergencies in the same way that we do to everyday suffering and always put the human being at the centre of all our endeavours.

In keeping with its tradition, the Ordre de Malte France respects all individuals regardless of their origins, which enables it to act in accordance with the values and principles that it holds dear.

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Taking in and caring for the most vulnerable members of society is integral to our historical hospitaller mission. In 2016, more than ever, this was expressed in our diverse field activities and in the expansion of our caregiving and social outreach initiatives: the effort to combat social exclusion, the assistance of migrants or refugees, the support of those weakened by age or illness, and the rescue efforts in emergency situations both in France and beyond our borders.

This has been reflected, in particular, in the organization of new social and medical night rounds, the creation of a new medical institution to receive individuals with autism, the expansion of our medical and social training offer, the reinforcement of our rescue worker network and, on an international level, the improvement of health care access for those living in remote locations. All of this was made possible by the unfailing dedication of the employees and volunteers profoundly committed to their missions.

This year gave us the chance to reaffirm the convergence of our activities in France and overseas. Providing aid to foreigners is one of the original values of our charitable organisation, and our emergency missions dedicated to migrants and refugees on national territory are the extension of actions carried out in the 30 countries most affected by the lack of healthcare services. By contributing to the improvement of healthcare access and expanding training programs for local medical personnel, we have aligned ourselves with the strategy for global development of these countries.

2016 also enabled the development of interactivity, placing emphasis on the exchange and sharing of skills at the very heart of our association in order to improve the various competencies within our sectors of activity; but also externally, in the form of new sponsors and partnerships. These synergies have but one goal: to further improve the quality of our actions.

Lastly, I wish to call attention to the invaluable support of our loyal donors and partners. Their generosity contributes to the continuation of our missions and encourages us to look toward the next major challenges in society with confidence. At the dawn of the 90th anniversary of the Ordre de Malte France, our wish is for the ability to continue delivering the best that we have to offer to all individuals weakened by life traumas.

Yann Baggio
President of the Ordre de Malte France

// STRATEGY

CONTINUING OUR PROGRESS TOWARD 2020

Our Strategy Horizon 2020 initiative is the fruit of extensive consultation and collaborative work, and continues to guide the development of fieldwork across all of the areas in which we intervene.

Two incredible strengths drive our ability to face challenges. The first comprises our name, our reputation and the nearly one thousand years of experience in assisting the most vulnerable members of society. The second is the exceptional synergy between our employee and volunteer teams.

In our commitment to progress, we continually strive to provide an increasingly comprehensive response for our beneficiaries. To meet ever-growing needs, we have enriched our methods of intervention to be more suitable and more effective. For example, in the case of the homeless, re-establishing the social bond is the first fundamental step before proceeding to care and eventually social and professional reintegration. As such, we are developing complimentary and alternative solutions by uniting our activities to foster an increased synergy across our services.

We are also committed to reorganizing ourselves into sectors of expertise. By focusing on our core competencies and territorial anchoring, we are expanding our area of intervention in order to provide a continuously improved response to ever-changing needs. We have set that dynamic in motion this year, in particular, with the assistance we offer to individuals with autism by ensuring the management of a new social and medical service as well as a diagnostic centre.

In 2017, we intend to go even farther in terms of exemplarity, both our collective commitment and that of each individual. For example, we will launch thought initiatives to echo the new Social Solidarity Economy law (see below) in order to give new momentum to our progress with regard to governance.

By maintaining this positive dynamic, we hope to prove ourselves worthy of the confidence placed in our association and to continue to improve the assistance we offer to those most in need.

Driven by our mission, our values and our commitment, we will continue our endeavours and mobilize our energies to ensure that our efforts serve a more united world.

François Gautier
CEO of the Ordre de Malte France since June 2016



NEW SOCIAL SOLIDARITY ECONOMY LAW: TRANSITIONING TO MORE DEMOCRATIC GOVERNANCE

Law n°2014-856, dated July 31, 2014, concerning the Economie Sociale et Solidaire (ESS), invites all actors in the sector to reflect on the principles or essential subjects at the core of the ESS' identity. Democratic governance, concerted strategy, territorialisation, exemplary social and wage policies, relationships with users, diversity and the fight against discrimination constitute the main themes.

The Superior Council of the Social Solidarity Economy has published a guide intended to assist us in the implementation of the expected practices. This methodological support formalizes and clarifies the questions to which we have begun to respond and will no doubt help us to more efficiently and effectively execute the process already underway.

// GOVERNANCE

In addition to **AN EXECUTIVE BOARD**, which includes sixteen members elected by the General Assembly, three commissions assist the President:

A MEDICAL AND HOSPITAL COMMISSION, including an Ethics Committee, responsible for leading prospective reflection and overseeing the conformity of the actions and projects with the values of the Ordre de Malte.

A BUDGET AND FINANCE COMMISSION responsible for assessing the budget-making process and overseeing its implementation.

A WAGE AND SOCIAL POLICY COMMISSION that advises on the evolution of the wage policy, payroll and social conditions within the Ordre de Malte France.

The missions of the association fall within the strategy and action plans that are defined by the Executive Board.

Their implementation is entrusted to the CEO who is responsible for the organization and coordination of the actions carried out by

1 The Court of Auditors, The Inspector General of Social Affairs, The Inspector General for the Public Administration, Regional public health agencies...

the operational and functional directors. Many employees, in particular those in the hospital and medical-social sector, take part in the implementation of corresponding programs.

True to its values and mindful of rigor and exemplary conduct, the Ordre de Malte France operates in full conformity with the legal and regulatory provisions in effect. In addition to the annual certification of its accounts and their publication, it is a member of the Charter Committee whose regularly renewed accreditation guarantees the transparency of its operations, and is also a member of France Générosités. The Ordre de Malte France is regularly monitored by the grand corps d'inspection de l'Etat¹ (State Inspectorate).

Anyone sharing these values and goals may freely join the Ordre de Malte France, whose actions are ensured by several thousands of male and female volunteers.

Their commitment to the principles included in the volunteering charter justifies the full trust they are given and the often-important responsibilities entrusted to them.

THE EXECUTIVE BOARD (AS OF 31ST DECEMBER 2016)

BUREAU

President: Yann Baggio

Vice President: Thierry de Beaumont-Beynac

Vice President: Didier de Haut de Sigy

Vice President, General Treasurer: Guy-Raoul d'Harambure

Secretary General: Olivier de Préville

Assistant Treasurer: Bruno de Bengy

OTHER MEMBERS:

Gérard de Belenet, Didier de Broucker, Cédric Chalret du Rieu, Jean-Marie Decazes, Jean-Baptiste Favatier, Roselyne de La Croix, Patrice de La Rupelle, Laurent Marquet de Vasselot, Thierry de Seguins-Cohorn, Alain de Tonquedec.

EXECUTIVE COMMITTEE

On behalf of the President and under the authority of the CEO, the Executive Committee prepares and implements the decisions made by the Executive Board. It ensures the strategic management of activities in France and overseas and the day-to-day management of the association, along with all employees and volunteers, by providing its support and advice to actors in the field.

MEMBERS OF THE EXECUTIVE COMMITTEE

(pictured from left to right): Jacques Boulot, **Director of Medical and Social Institutions**, Catherine Scordia, **Director of Training and the Internal University** / Guillaume de Marnhac, **Director of Human Resources** / Dominique Avril, **Director of Fundraising** / Gaëlle Kergus-Jones, **Director of Communication and Sponsorships & Partnerships** / François Gautier, **CEO** / Philippe Gardent, **Director of Emergency Rescue Services and Solidarity** / Jérôme Cornuau, **Director of Delegations** / Charles de Chabot, **Director of Administration and Finances** / Dominique Artur, **International Director**.



// OUR COMMITMENT IN KEY FIGURES



ORDRE DE MALTE
FRANCE



1928 employees

9400 volunteers

spread across

106 territorial delegations

30 departmental rescue units

One mission in each of **27** countries

Assisting over



200,000 people

IN FRANCE

Fight against exclusion

Over

52,000

breakfasts, soups
and meals distributed

and more than **6,000**
care procedures
provided
to homeless people.

First aid

Over

8,000
operations

Training

84%
success in State
certifications
for Ambulance
personnel

Healthcare



17 health
and social & medical
structures

Assistance for migrants and refugees



Over **4,500**
people assisted

INTERNATIONAL

Care for the ill

More than



235,000

consultations
in our hospitals
and health centres

Protection for the most fragile

Over



10,500
births performed

Fight against illnesses and disabilities



More than

6,500
surgeries

Training



Over

700 rescue workers
and ambulance personnel trained



// 2016: A YEAR IN ACTION

JANUARY

Participation in the 63rd Annual World Leprosy Day

On 29th, 30th and 31st January, 7,000 volunteer collectors mobilized throughout France for a large-scale national collection aimed at supporting our actions in the fight against leprosy. They collected nearly €700,000 to help fund our efforts in research, testing, care and patient rehabilitation.



Advanced strategy for pregnant women

From January to November, we expanded visits made by our mobile teams to nine partner clinics in the needy neighbourhoods of Tananarive in Madagascar. This pilot program aims to detect and better accompany at-risk pregnancies in a country where over 3% of women die in childbirth.



FEBRUARY

“Life-saving gestures” Campaign Launch

On 1st February, the Ministry of the Interior launched a large-scale training initiative for citizens, involving actors in the first aid domain. Our first aid units were in attendance, providing sessions for initiation in life-saving gestures that regularly save in 17 departments.



Accreditation approval for our PHTLS Training

On 3rd February, we signed an agreement with the Life Support France association, holder of the national PHTLS accreditation (Pre-Hospital Trauma Life Support) and obtained authorization to provide this training at our Ile-de-France training institute. PHTLS training is recognized in pre-hospital emergency medical care.



8th edition of the “P’tits déj en Carême” operation during Lent

From 10th February to 26th March, nearly 58,000 youths aged 6 to 18 participated in this inclusive operation in schools throughout France. They collected donations and food products that were subsequently redistributed to the homeless people by our volunteers in the form of breakfast meals.



MARCH

National Persons with Physical Disabilities Week (SNPHP)

From 14th to 20th March, and for the duration of the SNPHP, our volunteer network mobilized to collect donations in support of our work in increasing the autonomy and well-being of people with disabilities. 2016 saw the collection of nearly €110,000.



7th Edition of our “Malta to Montlhéry” Day

On 12th March, we brought disabled people and exotic car collectors together at the Linas-Montlhéry racetrack. Organized in the context of the National Persons with Physical Disabilities Week, this event helped make the excitement of auto racing accessible to all.



APRIL

World Health Day: A Spotlight on Diabetes

On 7th April, the WHO dedicated World Health Day to diabetes, a disease responsible for almost 3 million premature deaths every year. In Africa, we have devoted the last two years to the fight against non-communicable chronic diseases through our actions aimed at increasing awareness, diagnosis and care. In Palestine, we launched a diagnostic and treatment program for diabetic pregnant women.



Conference on “Refugees: A Challenge for Europe”

On 15th April, we organized a conference on the theme “Refugees: A Challenge for Europe” - one of four conferences this year in the context of our “Internal University”. Alongside Pascal Brice, Managing Director of the French Office for the Protection of Refugees and Stateless Persons (OFPRA), representatives from our migrant division, our delegation from Indre-et-Loire and two Iraqi refugees currently residing in France shared their experiences and thoughts on the issue.



Launch of the 1st Training Course in the Social Field

On 27th and 28th April, a staff member from our Migrant Division offered a training session at the Departmental Directorate for Social Cohesion in Indre-et-Loire on the rights of foreigners, on behalf of our Ile-de-France training institute. This first initiative highlights the value of our expertise in solidarity for external audiences and marks the beginning of a more global offer from our training division in the social domain.



MAY

Inauguration of our Sainte Fleur Home in Vigneux-sur-Seine

On 17th May, a number of the residents of the Jeanne d'Arc Home, who had previously been hosted on a part-time basis, were able to settle into a new boarding house built especially for them – the Sainte Fleur Home. This increase in our hosting capacity allows us to respond to the ever-changing needs of the residents and their families.



5th Annual Associative Auti'Sport Day in Chartres

On 22nd September, the 5th annual Associative Auti'Sport Day, in collaboration with the Fédération Autisme Centre, took place at our Saint Fulbert home in the city of Lèves. This annual event organized residents and teams from thirteen Fédération establishments. This joint project was created to allow residents to meet and join efforts in a federating endeavour.



JUNE

1st Edition of our Annual Solidarity Meeting

On 4th June, thirty volunteer directors involved in outreach initiatives met to discuss the challenges they encounter in the field: management of volunteer teams, organisation of breakfasts, medical night rounds, the changing needs in the social emergency sector, and more. It is our intention to make this meeting an annual event.



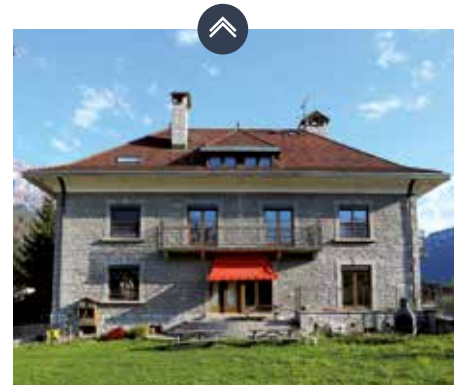
Opening of a New Eyeglasses Recycling Centre in Saint-Etienne

On 4th July, we opened a new centre essential to the development of our Optic Program. Dozens of volunteers are now on site to sort eyeglasses collected by 19 of our delegations. 10-20% of the eyeglasses that are kept are then sent overseas to help the visually impaired, namely in Africa and Cambodia.



A Diagnostic Centre for Autism opens in Notre Dame de Philermme

In our Sallanches establishment, we inaugurated a Diagnostic Centre for Autism in adults in response to the need for expertise and the evaluation of families and institutions in the department. The creation of the centre was entrusted to us by the Regional Health Agency and is part of the 3rd Plan Autisme.



JULY

Our Rescue Workers deployed after the terrorist attack in Nice on 14th July

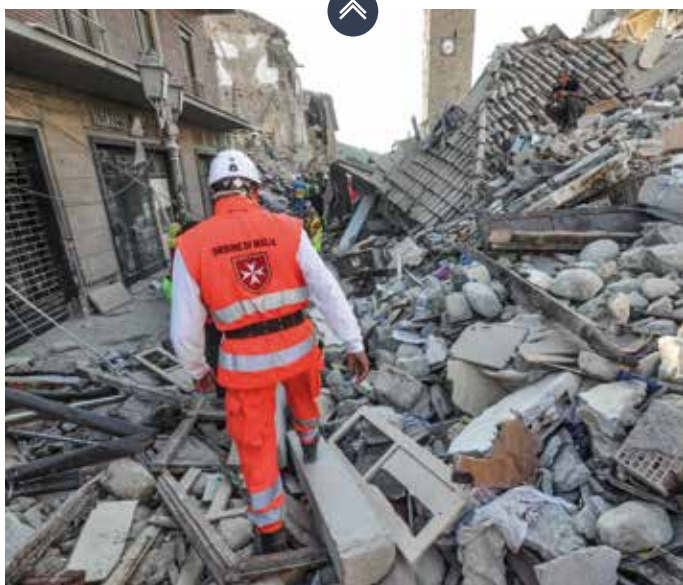
In the hours immediately following the terrorist attack in Nice on 14th July, our Alpes-Maritime Rescue Unit assembled 50 volunteers under the supervision of experienced rescue workers. On 15th July, and for several days afterward, they assisted in the psychological support of people involved in the events and the victims' families.



AUGUST

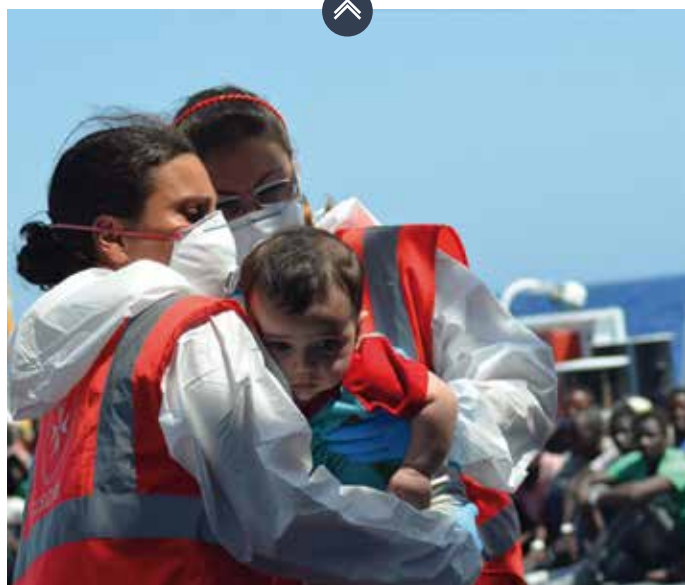
CISOM helps earthquake victims in Italy

On 24th August, following the earthquake in Italy, the teams from CISOM, the Italian Ambulance Corps of the Order of Malta, immediately intervened. At their request, a dozen of our volunteer logisticians came to support emergency management efforts and assist victims alongside the ICRC and Malteser International.



Presentation of a €65,000 donation to CISOM for its efforts in the Mediterranean

Thanks to the generosity of our parishes and our donors, we were able to present CISOM with the sum of €65,000, collected since January. This money was donated in support of rescue efforts made by CISOM for shipwrecked migrants since 2008.



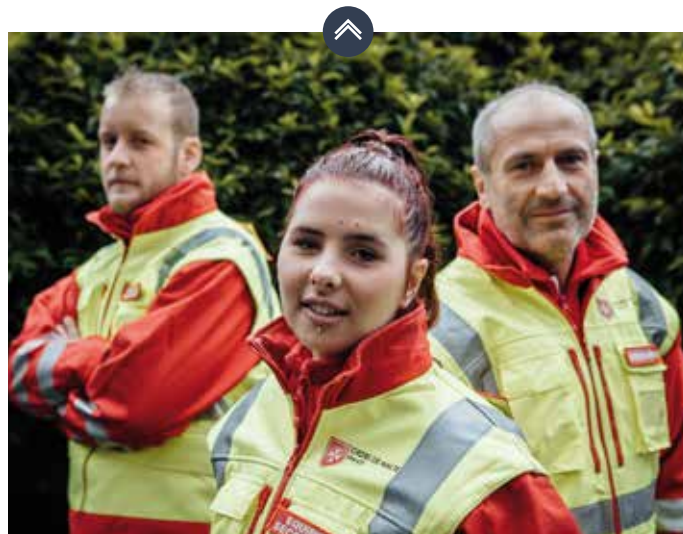
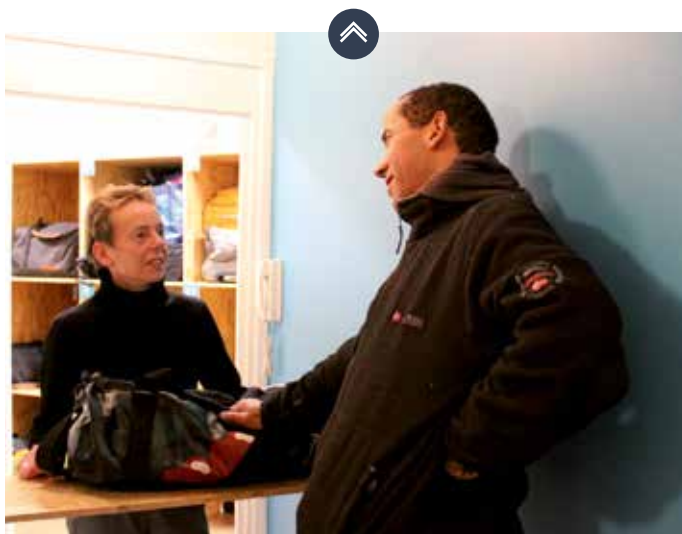
SEPTEMBER

Opening of La Bagagerie Coeur du Cinq for homeless people

In September 2016, teams from the solidarity division of the Ordre de Malte France participated in the opening of this Parisian baggage service located in the city's 5th district. Co-managed by homeless individuals, it offers its adherents the possibility of storing their baggage and personal affairs, thereby facilitating their social reintegration.

Launch of our 1st First Aid Campaign #jevisintensement (#lifelifeintensely)

On 7th September, we launched a large-scale campaign to recruit for and raise awareness about first aid work. "Living one's life intensely also means caring for others". Widely publicised throughout our First aid units, this campaign allowed us to gain interest from 260 people wishing to be trained or involved – in just three months.



OCTOBER

Malteser International provides disaster relief to hurricane-ravaged Haiti

On 4th October, Hurricane Matthew tore through Haiti. Malteser International, the Order of Malta's emergency relief agency, took immediate action, organizing clearing work in Port-au-Prince and assisting the population. The Ordre de Malte France organized a collection – "Urgence Haïti" – which garnered further support for work on the ground.

Opening of SAMSAH Saint Julien, a new service for people with autism

This medical-social support service helps autistic adults to live in a safe, autonomous environment in their own homes. It satisfies the very real need for autistic people and their families to be able to receive support without having to rely on a special home.

1st mission to provide reconstructive surgery for obstetric fistula

From 1st to 16th October, this pilot mission allowed us to operate on 23 women and train local personnel at the Pavillon Sainte Fleur, our maternity facility in Tananarive, Madagascar. It marks the launch of an ambitious three-year program in partnership with the United Nations Population Fund and the Malagasy Ministry of Health.



NOVEMBER

After Annecy, a new medical night round in Lille

In November, we launched this mobile medical centre concept in Lille after doing the same in Annecy in October. These two new medical night rounds strengthen the one implemented in 1998 by the Hauts-de-Seine delegation. Our objective is to extend this concept to 8 large cities by 2020 in order to facilitate healthcare access to those most in need.



DECEMBER

Partnership with the Agence Française de Développement (French Development Agency)

On 14th December, we signed a partnership agreement with the Agence Française de Développement (French Development Agency) to launch a support project for the indigenous population of Likouala (Congo). The co-financing of this 3-year program by a national agency is a key milestone that underscores our ability to lead thematic programs outside the usual scope of our establishments.



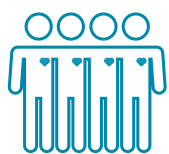
Mobilisation of our First aid workers during the night of Saint Sylvestre

On 31st December, 87 of our volunteers came out to run our Saint Sylvestre first aid station on the Champs-Élysées in Paris. Their presence enabled us to assist over 30 people.





920
employees



9,400
volunteers



106
territorial delegations



>26,000
people in need or in constant distress



// OUR MISSIONS IN FRANCE



> 9,000

people trained in the health, medical-social or first aid professions



1,366

residents and patients hosted in our establishments

COMBATING EXCLUSION
AID FOR MIGRANTS AND REFUGEES
EMERGENCY & FIRST AID
HEALTHCARE
TRAINING

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// COMBATING EXCLUSION

RE-ESTABLISHING A SOCIAL BOND THROUGH LOCAL ACTIONS



Philippe Gardent
Director
of First Aid
and Solidarity

“ The streets are home to more and more families, women, youths and poor workers. The volunteers out in the field assisting them can attest to this sad reality. To continue to better respond to their needs, we have, in keeping with the objectives of our Horizon 2020 strategy, strengthened our social and medical night rounds and trained our teams in order to help them better understand the people they encounter and the dilemmas they face. ”



FOSTERING ENCOUNTERS

The needs of homeless people are colossal. Life on the street is often characterized by the loss of a connection to society, and it is this connection that we are determined to rebuild. We encourage local actions that associate essential aid with an opportunity for exchange – a chance to share a moment. Looking ahead to 2020, we have committed to surpassing an objective of 100 to 150 local actions focused, in particular, on health care and breakfasts.

Expanding our night rounds

We organize our medical-social night rounds in collaboration with the 1151, the SIAO², and other associative partners including the Red Cross or the Saint-Vincent-de-Paul Society. These nocturnal “street rounds”, carried out between one and multiple times each week in 17 departments during the winter season, represent one of the pillars of our mission. Each team works in close collaboration with an entire local solidarity network: donations from partner bakeries, collection of food products in schools for the P’tits déj’ en Carême program... Over a bowl of soup or cup of coffee, we attempt to break down the isolation of homeless people, occasionally distribute emergency material care, inform, guide and, if necessary, accompany them to an emergency shelter. As such, we take part in the global social watch structure.



In 2016, we expanded our territorial grid and created a new night round and two new pedestrian night rounds. This expansion brings us up to 21 night round teams spread across the country and 108 teams in total for the entirety of our local actions. In order to better respond to volunteer needs, we organized the first national day devoted to actions to combat exclusion – 4th June – in order for the team directors to meet and share their experiences as well as their challenges. We also extended our training offer to volunteers so as to better prepare them for the realities of life on the street and to professionalise our actions.



DOCTOR BERNARD PECKRE - Physician on the medical night rounds and weekly consultations in Lille

“There are four of us in the ambulance: a volunteer used to day rounds, a driver / team leader, an experienced first aid worker, and me, a doctor for certain, but a novice when it comes to people living on the street. For the first time, we’re driving around Lille looking for those who spend the night outside. After offering them soup or coffee, we ask them about their health. I offer my services and we tell them about the weekly consultation that is available to them. It’s a warm welcome. I am meeting people just like any others and realizing that I’ve been living alongside them without ever seeing them. I am also realizing, obviously, that beyond the medical aspect of our exchange, it is the dialogue that creates the beauty of this mission...”



Pursuing our breakfast program

Our soups or breakfasts, organised on weekends, offer homeless people an unconditional welcome and friendly ambiance. We enjoy regular support from city councils, retailers, and associations like the Food Banks and Catholic Relief Services, but also from parishes that often lend us a space or a location. These regular events allow us to create ties and establish a positive dialogue with people living in dire poverty. The number of cities organising breakfasts increased in 2016, with two new breakfasts offered in Bagneux and Rennes, to make a total of 62.

EXPANDING OUR HEALTHCARE ACTIONS FOR HOMELESS PEOPLE

The life expectancy for people living on the streets today is 49. With a lack of medical follow-up, hygiene and care, one's health deteriorates very quickly: infectious, dermatological and pulmonary diseases, or psychological and psychiatric disorders... The obstacles to accessing care are numerous: cost, unawareness of one's rights, a language barrier, fear of stigmatisation, or even the refusal of care from certain healthcare professionals, etc.

Increasing our local healthcare actions by going out to meet these people without access to care is therefore a priority. We have set an ambitious objective for our association: 10 new medical consultations performed by our volunteer physicians in the existing facilities (some managed by the Ordre de Malte France), 8 new medical night rounds and 2 new clinics by 2020. Our approach is to provide people with general medicinal care, and also to offer them real attention in order to re-establish confidence and inform them of the healthcare coverage available to them. Along with our partners, we want to put them back on a care pathway by guiding them toward existing channels.

Providing new consultations

Thanks to volunteer physicians and nurses, we have multiple sites for medical consultations, including one intended for people temporarily hosted in our Emergency Shelter, the Fleuron Saint Jean, in Paris. Our partnership with the International Humanitarian Pharmacy allows us to distribute necessary medication at no cost following the acquisition of approval from the Regional Health Agency. In 2016, we also started a weekly medical permanence in Lille and new consultations in Montpellier during day rounds managed by our partner organisations.

Strengthening our medical night rounds

Our first medical night round was created in 1998 in the Hauts-de-Seine to go out and meet the people living on the streets. In 2016, our regional teams in the North and Haute-Savoie created their own structure thanks to the involvement of volunteer physicians and partners. For example, in the Northern department, a vehicle, medical material and volunteers were made available by the UDIOM4 59. This mobile medical unit will be extended to other large cities where a real need exists by 2020. Like the consultations, the expansion of this kind of mission relies on prior recruitment of volunteers from the healthcare profession.

¹ 115: social emergency number

² SIAO: the French Service Intégré d'Accueil et d'Orientation (Regional Service for Reception and Orientation)

³ Source: Collectif des Morts de la Rue (Collective for Deceased Homeless People)

⁴ Regional Intervention Unit of the Ordre de Malte

IN 2016

 **>14,000**
people assisted

 **108**
field teams
in 50 departments

 **>1,100**
night rounds

 **>52,000**
breakfasts, soups and meals

ACCOMODATING PEOPLE IN EMERGENCY SITUATIONS

In the logical continuation of our local actions with the homeless, we offer accommodation, spread over two shelters, called “fleurons”, and have done so since 1999. In this way, we help alleviate the growing lack of facilities intended to accommodate the homeless while fully acting on our mission to unconditionally host and assist the most vulnerable members of society. More than an offer of accommodation, it is an opportunity for us to guide people living in exclusion towards autonomy by offering them an adapted pathway towards social insertion or reinsertion.

Providing longer-term accommodations for homeless people

Le Fleuron Saint Jean, our Emergency Shelter in Paris, is an integral part of the social watch and fulfils the mission of public service. With a 50-person capacity, it was originally intended to provide shelter to homeless men for a few days or weeks, either on their own or with their dogs. In recent years, in order to avoid putting them back out on the street, we have evolved towards a support-oriented approach. Today, the majority of men taken in are sent by the Emergency SIAO of Paris, so that they can take advantage of a three to six-month stay.

To offset the saturation of shelters and other accommodations, we extended the length of stay for residents at le Fleuron Saint Jean in 2016. As a result, passengers have spent an average of 133 days in our establishment. Nevertheless, we were still able to take in 534 men living in dire poverty in 2016.

Taking the first steps towards social integration

On the Fleuron Saint Jean, we accompany passengers toward the access to rights, healthcare, employment and solutions for more long-term accommodation while proposing socio-cultural activities that are vital to their reconstruction. More than offering on-site

social and medical care, we place particular importance on steps taken outside the barge - namely those towards employment. To this end, in 2016, we formed two new partnerships with the Pôle Insertion from the Aurore Association and the Carton Plein and Optim'Eti associations, which propose contracts for reinsertion or temporary employment.

BEGINNING THE REINSERTION PROCESS

Preparing for sustainable accommodation

On the Fleuron Saint Michel, our Centre for Accommodation and Stabilisation in Asnières-sur-Seine since 2008, we take in “poor workers”: individuals who are in training, already working or who are a short distance from the job market, but who are unable to find accommodation. In the context of a public service mission, the SIAO¹ 75 or the SIAO 92 sends these men, already on a path towards reinsertion, to us. Hosted for a period of about one year, the relatively long stay enables them to become reacquainted with the rules of living in society while developing a project to exit the system.

An emphasis on autonomy

To best prepare them for a return to normal life, we empower each occupant in a very concrete way by giving them rights and responsibilities (financial contribution, participation in community living, etc.). We accompany and encourage each and every one to take their health, their job search and the administrative process into their own hands. In 2016, 81% left Fleuron Saint Jean with a sustainable lodging solution: 57% obtained social housing, a spot in a home for young workers or in a social residence, while others settled into a couple or a family.

¹ Services intégrés de l'accueil et de l'orientation / Integrated hostel and orientation services



Encouraging a return to the workforce

Though access to sustainable accommodation is essential, it is not enough to provide a long-term solution. For several years, our teams have developed a partnership with the KPMG France Foundation whose members regularly come to the barge to give workshops on returning to the workforce. The sessions cover the fundamentals of job seeking in a personalized way and offer the chance to participate in mock interviews. The participants can also receive makeovers and life coaching organised by the association La Cravate Solidaire, a partner of the Foundation. Since 2016, we have made these workshops mandatory for all unemployed passengers and remain in close contact with insertion companies for better access to offers they propose. In 2016, 70% of our passengers left the barge with a job.

DEVELOPPING LOCAL PARTNERSHIPS

Helping families to get around

Through contact with our partners and with homeless individuals, we occasionally identify specific local needs. In Toulouse and Annecy, in collaboration with the 115, we launched a social taxi system intended for families in difficulty. In 2016, 112 people were able to use this service and, in Annecy, support from the city and the Prefecture enabled financing for the purchase of a more practical vehicle.

Safeguarding the belongings of the homeless

In September 2016, we participated in the opening of "La Bagagerie Coeur du Cinq", forming an association in which the Ordre de Malte France and the association Secours Catholique are partners. Located in the 5th district of Paris, this baggage service is dedicated to and co-managed by homeless people. It provides them with the opportunity to drop off their bags and personal affairs, thereby helping them in the reinsertion process. This

location, providing continued service ensured by our volunteers, satisfies a practical need and offers adherents a friendly welcome that helps build a social bond.

Bringing food assistance to the rural sector

Though homeless people are most heavily concentrated in large cities, exclusion is also a rural phenomenon that is often difficult to grasp. Since October 2016, in the Oise and in partnership with the Community of Communes de la Plaine d'Estrées, we have been travelling to the needy, isolated families identified by local councils: twice a week, the truck belonging to our Oise first aid volunteers is transformed into a mobile solidarity grocery, offering families food packages containing products donated by the Oise Food Bank. This is an event that, over time and through recurring encounters, offers moral support to these families living in difficult and remote conditions.



MONIQUE LAUTHIER, Director of Fleuron Saint Michel

\\ Today, Daniel became a volunteer! //

"Daniel, aged 56, joined the Fleuron Saint Michel in April of 2015. Like all of our passengers without work, he participated in the KPMG France employment workshop and took advantage of coaching offered by the association La Cravate Solidaire. And today, he joined as a volunteer! Assigned to clothes sorting, he sometimes brings some back for our passengers. His gratitude is a wonderful reward!"

IN 2016



> 6,000

health-related actions provided to over 1000 people



70 %

of people left Fleuron Saint Michel with a job



534

people hosted on board the Fleuron Saint Jean



51 %

of those hosted found a lodging solution upon leaving the Fleuron Saint Jean

// AID FOR MIGRANTS AND REFUGEES

EFFECTIVELY ACCOMPANYING EACH STAGE
OF THE MIGRATORY PROCESS



Clotilde Giner
Co-director,
Migrant Division

Created last year in order to coordinate all teams dedicated to this population, the Migrant Division federates our actions to assist uprooted individuals in search of stability and security. In 2016, we continued to reinforce the synergy between our support and accompaniment services across all phases of the migration process, from legal assistance in the Administrative Holding Centres to the integration of families – a necessity considering the magnitude of the needs, particularly the increased presence of children and vulnerable people in our services. //



RECEIVING AND SUPPORTING REFUGEES

Receiving exiles in conditions that respect their fundamental rights is part of our most important mission. Confronted with the world's current refugee crisis and subsequent large arrivals in France, we have stepped in and are determined to pursue this action. Thanks to public generosity reinforced by the involvement of our volunteers, our delegations receive and support people fleeing war and persecution. Often destitute and traumatized, these individuals are thus able to receive moral, legal and material support immediately upon their arrival. They are then assisted throughout the long process of integration: housing, education, study of the French language, employment, etc.



Helping all persecuted minorities, in particular Christians from the East

Since 2014, our Indre-et-Loire delegation has been on site at the outpost for refugees arriving mainly from Iraq, but also from Syria. This mobilisation is part of the extension of our international actions intended for civilians in war zones and displaced people. Building on a very positive experience in the Indre-et-Loire department, other delegations from the Ordre de Malte France have accompanied refugees from Iraq and Syria. 8 departments are currently active and as of the end of December 2016, 421 people had already received assistance.

IN 2016, THE MIGRANT DIVISION IS:



4,583
people
assisted



15,843
acts of legal
assistance



637
asylum seekers
accompanied

In 2016, our volunteers assisted 111 people travelling from Syria and Iraq to join their families already settled in France. Having perfectly mastered assistance in the first months after arrival, our teams have developed an entire solidarity network around the people concerned. They are now working on the next phase: strengthening assistance during the integration process with the help of local partners.

Supporting delegations assisting refugees

Beyond assisting persecuted minorities, several delegations from the Ordre de Malte France have developed aid activities for refugees. New ways of intervening, partnerships, and skills are being implemented. As such, our Rhône delegation has collaborated with the association Français à Domicile in order to provide classes in French as a foreign language (FFL) as well as cultural excursions. Other delegations have come to help refugees detained in the reception and guidance centre (CAO – centre d'accueil et d'orientation).

Acting as an administrative and legal resource for the delegations, the Migrant Division continues to broaden its skills. In 2016, its staff members were trained in psychosocial care for refugees who have experienced violence thanks to the Department of Social, Child and Health Assistance (Département de l'Action Sociale de l'Enfance et de la Santé or DASES) from the Mairie de Paris and at the Centre Primo Levi. It was also recently awarded a project from the City of Paris to implement modules for teaching French as a foreign language (FFL) to asylum seekers and refugees. Aside from these activities, the Migrant Division is developing a more global approach, taking into consideration the migrants who are homeless or hosted in CAOs, through a collaboration strengthened by delegations and teams from the First Aid and Solidarity Division.



MIRNA, AGE 9
Refugee from Iraq,
in France since 2014

“ When I’m big, I want to be a pilot
and I also want to help others. ”

*“When I was 7, I left my home country Iraq.
I had lots of friends and I went to school. We left because
we stayed afraid of ISIL. When we arrived in Tours, we were
in a lot of hotels and different apartments and I didn’t go
to school. Now I am in school in CE2. It was hard at first
because I couldn’t speak French very well. Now it’s better.
I’ve made lots of friends. Life in France is good now.
We have peace, there’s no war.”*

Assisting asylum seekers at OFPRA

The Ordre de Malte France is authorized to provide third party accompaniment during interviews at the Office français de protection des réfugiés et apatrides (OFPRA – French Office for the Protection of Refugees and Stateless Persons). Our participation enables asylum seekers, required to share their traumatic experiences to substantiate their request, to benefit from a reassuring presence at their side. We provided 25 accompaniments in 2016, while helping other unauthorized associations to prepare asylum seekers before their interviews.





HELPING FAMILIES IN EXILE TO INTEGRATE

The first initiative by the Ordre de Malte France to help migrant families, our Plate-forme Familles (Family Platform), has now been in service for fourteen years as part of a state-financed public service mission. It is dedicated to accompanying families in the midst of the legalisation process or that already have a residence permit. Often residing in hotels for years while waiting to receive social housing, these families are shepherded exclusively by the Samusocial de Paris, a partner of the Plate-forme. Helping them to build long-term projects by strengthening their pathway towards integration is central to our Horizon 2020 mission.

Encouraging social and professional insertion

Our team, consisting of social workers and a legal expert, offers personalized accompaniment to families during the legalization process, the activation of their social rights and, when their situation allows, access to employment and social housing. In 2016, we assisted 450 families across the 8 departments of the Ile-de-France.

Putting children at the heart of long-term projects

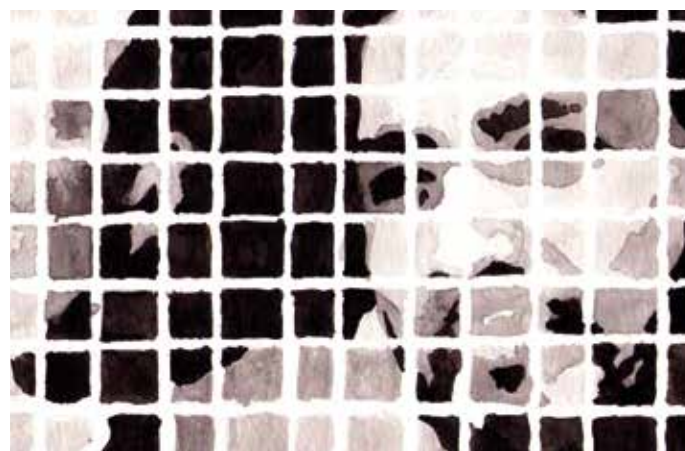
Mothers of isolated families are particularly vulnerable and affected by exile and comprise the vast majority of the beneficiaries. In 2016, we identified over 50% of the children on the Plate-forme (Family Platform), 180 of whom were under the age of three. To cope with this reality, our teams have undertaken a mission to protect children and ensure their well-being and education. More generally, they help families to plan for the future and a normal life, for which access to long-term housing is crucial.

ASSISTING MIGRANTS IN ADMINISTRATIVE HOLDING CENTRES TO EXERCISING THEIR RIGHTS

For six years, the Ordre de Malte France has been authorized to intervene in the Administrative Holding Centres (AHC) in Lille, Metz and Strasbourg, in order to provide legal assistance to people being detained and to ensure the fulfilment of their rights. The AHCs are places of deprivation of liberty where foreigners unauthorized to remain in France are detained for the period of time required by the administration to organize their return to their country of origin

or to any other country where they are legally admissible. Only five associations aside from us authorized to carry out this public service mission.

In 2016, our legal team assisted nearly 3000 people, despite the suspension of all activity at the Strasbourg AHC following the redeployment of border police in the context of the state of emergency. In light of the needs and the insufficient means allocated within the framework of the public market, civic volunteers reinforced the teams in Lille and Metz.



Providing legal and human assistance

Our legal experts, along with help from 600 volunteer interpreters, provide advice and do everything possible so that people are able to assert their rights within the time allowed. They also provide moral support to people affected by the deprivation of liberty and who are often weakened by exile.

In addition to strong daily activity, our teams have been confronted by a confined population increase in the AHCs resulting from the dismantling of migrant camps in Calais and Metz.

Lastly, the year also saw a sad record achieved: 51 families and 107 children were placed in the AHC in Metz. This, despite the fact that in July of 2016, the European Human Rights Court condemned France 5 times following the confinement of children – one of the decisions incidentally involving a family placed in the AHC in Metz in 2012. Faced with this reality, our teams, now more than ever,

denounce this traumatic aspect of confinement, namely through a press release recounting the particularly alarming ordeal experienced by two children in the AHC. Far from the received notions, children, many of whom are infants, are also among the detainees.

BECOMING A PLATFORM FOR EXPERTISE

Becoming part of a network of joint actions

Specializing in the legal and social accompaniment of migrants, our Migrant Division has, in recent years, amassed recognized skills. In 2016, we continued to work with other associations through work groups, study days, and thought exercises centred on best practises. We also strengthened our position as a contact point for public authorities by participating in numerous ministerial meetings focused on the detainment and accompaniment of refugees.

Training and advising in our areas of expertise

By 2020, we hope to make the Migrant Division a comprehensive platform of expertise, capable of intervening in terms of information, advice, orientation and training. As such, in 2016, we increased our training activity for a larger audience of interpreters working in the AHCs, volunteers from the association le Secours Catholique (Catholic Relief), lawyers from the bar association in Lille, and associations assisting asylum seekers and unauthorized persons in their interactions with the OFPRA. We also launched our first professional training sessions on assisting migrants or refugees with the Indre-et-Loire Departmental Commission for Social Cohesion (Direction départementale de la cohésion social d'Indre-et-Loire).



MRS D.
Beneficiary
of the Family Platform

“ In the meantime, I’ve found a job as a seller and got a spot in a day care for my son. ”

“Due to marital issues, I found myself alone, pregnant and without resources... After giving birth, I was staying in a social hostel with my baby. The Samusocial de Paris sent my file to the Plate-forme Familles (Family Platform). I then met a social worker and E., a specialist in hostel accommodation.

Last July, my social worker guided me toward a hostel on the rue Saint Maur. In the meantime, I found a job as a seller and got a spot in a daycare for my son. I come back regularly to get help with administrative procedures and my search for a studio. I’m grateful to them for everything they do!”



// EMERGENCY & FIRST AID

COMMITTED TO ASSISTING PEOPLE DAY-TO-DAY
AND IN EMERGENCIES



Joël Prieur
Assistant Director
of First Aid

2016 was a pivotal year for us in two ways. We increased the activity of our Departmental Intervention Units by 50% thanks, in part, to our training initiatives. But also, and most importantly, the key role played by our logisticians in the aftermath of the terror attacks in Nice and the earthquake in San Severino, Italy was visible and commended. Active alongside rescue workers with long-recognized professionalism, they now represent half of our personnel. Developing their skills and their role amongst us is essential.



EFFECTIVELY CONTRIBUTING TO PUBLIC SAFETY

Optimizing our coverage of national territory

Public safety is a major challenge, particularly in exceptional circumstances. An approved public safety association, the Ordre de Malte France therefore provides public safety missions in support of the State. Consisting of both volunteer rescue workers and logisticians, our UDIOM¹ are deployed across a large portion of the French territory, favouring areas of high-density population. One of our strategic objectives was to grow from 26 to 30 UDIOM by 2020 so as to reach optimal coverage of the territory. We already reached that objective this year in order to better serve needs in the field.

Training rescue workers and logisticians

On the national level, our rescue workers and logisticians represent some 1200 highly qualified people. Able to mobilize for emergency interventions, they also ensure a presence at aid stations at events such as those in the "fan zones" during the Euro 2016.

Acting within the framework of public safety missions demands exemplary reliability and professionalism, and the volunteers who work on our teams go through a rigorous training process.

Our rescue workers must complete a minimum of 70 training hours in order to perfectly master life-saving gestures. As such, they are able to take action with calm, effective self-sacrifice in any situation. In the Paris region, they regularly act as second responders, backing up the Brigade des Sapeurs-Pompiers de Paris (Paris Fire Brigade) and the SAMU (Emergency medical assistance service).

As for our logisticians (Technical and Administrative Logisticians), they follow a 14-hour common base training program in logistical support techniques. Afterward, they must choose one of three options: Soutien aux Populations Sinistrées (TAL SPS²), Dispositifs Prévisionnels de Secours³ (TAL DPS), and as of last year, following the creation of a new label, Action Psycho-social⁴ (TAL APS). Our logisticians intervene according to their specialisation; for example, the PES logisticians are mobilised to assist in the creation of rescue station infrastructures, the SDPs in the restoration of housing evacuated after flooding or severe storms, and the PSA logisticians to provide psychological support to persons involved in terrorist attacks and care for friends and family of victims following the events.

¹ UDIOM: Unités Départementales d'Intervention de l'Ordre de Malte (Departmental Response Units of the Ordre de Malte) - ² SPS / SDP: Soutien aux Populations Sinistrées / Support for Disaster-stricken populations, formerly called Equipes Polyvalentes d'Intervention (EPI) - ³ Provisional first aid backup - ⁴ Psycho-social Intervention



LAURENT BASTIDE,
Assistant Director of
Emergency Services

We're seeing a natural coming together of our rescue work and our solidarity initiatives.

"We're seeing a natural coming together of our rescue work and our solidarity initiatives. In one direction, some of our rescue workers are extending their involvement by joining the medical night rounds. In the other, doctors on the medical night rounds are accepting to assist at first aid stations and, above all, numerous solitary volunteers are joining to support the UDIOMs like the TAL ASP. These is the beginning of a real synergy between the skills that are at the core of our training for ASP logisticians and the guarantee of consistent application of head office policy at the local level, under the leadership of the Delegates."

RESPONDING TO THE EXCEPTIONAL

Acting in the event of a terrorist attack

In 2015, our teams were on hand in the aftermath of Charlie Hebdo and the Bataclan. Unfortunately, this very particular type of situation, for which we consistently strive to better prepare our volunteers, occurred again in 2016. On 14th July in Nice, our UDIOM from Alpes-Maritimes, created in 2015, had yet to receive its civil protection accreditation. However, our teams decided to organize a PSA mission, relying on the profiles and experience of solidary volunteers. In these emergency conditions, 50 local volunteers were recruited under the supervision of certified rescue workers in order to assist in the psychological support of those involved¹ and the families of the deceased. This particularly delicate and vital intervention underscored the vital role played by volunteers within our teams.

Responding to natural disasters

During the intense flooding of the Seine in May of 2016, our volunteers in the Ile-de-France rescued, evacuated and accompanied affected residents. But it was in the aftermath of the earthquake in San Severino in Italy on 24th August that they demonstrated their ability to deal with extraordinary circumstances. Contacted by their Italian counterparts from the CISOM², along with the CICR³ and Malteser International, a dozen of our logisticians reported for duty to create the hosting structure intended for families affected by the disaster. This cross-border associative intervention highlighted, once again, our logisticians' skills.

¹ Those involved: people suffering shock but no physical injuries.

² CISOM: Corps de Soutien Italien de l'Ordre de Malte (Italian Ambulance Corps of the Order of Malta)

³ CICR: Comité International de la Croix Rouge (International Committee of the Red Cross)

⁴ Ordre de Malte Departmental Response Unit

SPOTLIGHT ON:

THE LOGISTICIAN'S "PSYCHO-SOCIAL ACTION" SPECIALITY: A COMBINATION OF SKILLS AT THE CROSSROADS OF SOLIDARITY AND FIRST AID

Created by the Ordre de Malte France, this innovative label takes into account the evolution of needs: recent years have seen an upsurge of large scale events wherein, in addition to the victims, many people have required emergency psychological assistance. With logisticians specialised in giving psychological support, we wish to facilitate better care for those involved in traumatic events like terrorist attacks. This category of logisticians is also trained to run PICs (public information cells) regularly set up at the initiative of prefects or mayors during dramatic events.



AMICIE DE SAINT LOUVENT,
Departmental Delegate
for Alpes-Maritimes

“ In a few hours, we were mobilised and ready to offer structured and skilled logistical support to the prefecture. ”

“Last 14th of July, faced with the drama in Nice, it was unimaginable that our unit remain inactive. I contacted volunteers from the association's medical night rounds, partner associations, personal contacts... In a few hours, we were mobilised and ready to offer structured and skilled logistical support to the prefecture. Our initiative was very well received and our experience inspired confidence. From the morning of the 15th, and for many days afterward, we were in the field as a support for the population.”



IN 2016



6

new UDIOMs created,

bringing the total number to 30



> 8,000

interventions



Close to 1,200
volunteer rescues



Close to 5,000
people trained in first aid in France

CONTINUOUSLY PROGRESSING AND INNOVATING

Developing specialized skills

The Ordre de Malte France has a double accreditation that enables it to teach first aid and to carry out all civil safety missions (A, B, C, and D as defined by the State¹).

In addition to the general framework, we encourage the cross-fertilisation of the skills across our branches of activity: thanks to our missions in EHPADS² or through the accompaniment of the Pilgrimage to Lourdes, our volunteers have accumulated specialised expertise across the rescue of disabled, autistic or dependant individuals. Likewise, for the last two years at the Invalides in Paris, the Ordre de Malte France has trained injured and disabled veterans in rescue mentoring.

Lastly, it is by capitalising on exchanges with our Solidarity branch that we created the first database for logisticians in 2015. In 2016, we implemented a workshop for TAL (technical and administrative logistics) trainers and four workshops of 10 to 12 people, all recruited from the volunteers participating in our solidarity actions geared toward the APS (action psycho-social) speciality. Already equipped with listening and empathy skills, these volunteers were able to obtain logistical skills and more advanced psychological training during the psychosocial module taught by a professor of mental health.

Improving the effectiveness of our responses

Our teams regularly participate in situations intended to sharpen their reflexes and facilitate their integration into coordinated emergency structures. As such, in 2016, 19 of our rescue workers took part in Sequana - the first European exercise based on a simulation of the Seine flooding in the Ile de France region. At the end of September, our teams were also mobilised during an important simulation of a terrorist attack at La Défense in the Hauts-de-Seine department, which brought together 600 people for an all-night drill.

Investing in high-performance equipment

Though the dedication and professionalism of our volunteers is our most crucial strength, we also continue to invest in cutting-edge equipment.

In 2016, in the effort to improve our early warning system, we adopted the VIAPPEL warning system for our UDIOMs that are most highly exposed to the risk of terrorist attacks. Now we are able to automate and accelerate our volunteer mobilisation by text messages; VIAPPEL also provides us with the precise number of available volunteers and their estimated time of arrival.

We have also continued to capitalise on the synergies between our civil security and solidarity volunteers. In the delegation where the two are present, we have begun to acquire reception centres. These locations, called CAIs (Centre d'Accueil des Impliqués/



PIERRE D'AGRAIN - Delegate from the Ordre de Malte in Haute-Garonne

"In 2016, we reconnected with the Guides et Scouts d'Europe. In its pedagogy geared toward service to others, scouting shares common values with our association. By re-establishing weakened ties, our association aims to become the natural next step in civic engagement for those coming from scouting. This year, certain UDIOMs, such as the one in Haut-Garonne, have laid the foundations for local partnerships with the Guides et Scouts d'Europe. We hope to strengthen this dynamic in the years to come."

Reception Center for People Involved) and CARE (Centre d'Accueil et de Regroupement/ Centres for Reception and Reunification), assemble interoperable materials used in crisis situations for rescue operations and, in normal times, for local actions. In 2016, Paris and Marseille were thus equipped. Our objective is for each department, with staff from both rescue and solidarity actions, to eventually have a reception centre, adapted means of transport and up to 20 volunteers trained in TAL Psycho-social Action.

BECOMING AN ACTOR IN ONE'S OWN SECURITY

Strengthening our training initiatives

Helping citizens to become actors in their own security is one of our most important goals. The continued development of the training we offer to private citizens and to companies corresponds perfectly to this objective. Training for the PSC1 (Prévention et Secours Civiques Niveau 1/ Civic prevention and rescue level 1) and for the use of a defibrillator allows us to teach the rudiments of first aid through role-playing exercises. In 2016, and in light of the terrorist attacks on 13th November 2015, we decided to reintroduce the tourniquet technique from wartime first aid to the PSC1 training program. In addition, in February and November, we responded to the government's call to train the general public in "life-saving gestures", providing 109 sessions of first aid initiation (IPS – Introduction au Premier Secours) in 17 departments.

Stressing the Importance of Awareness

As a compliment to these practical initiations, we are seeking to broaden the awareness and understanding of the challenges of and solutions for civil security of our audiences. Among our activities in 2016, we renewed our participation in Plouf75, which allows us to alert and train the populations at risk should the Seine overflow its banks. We made our activity known at the Salon Secours Expo (First Aid Expo), which received 20,000 visitors over the course of three days in February. In addition, in follow-up to the national "Life-saving gestures" campaign, we launched a large, national communication campaign devoted to first aid in September. (See opposite, "Spotlight")

¹ Type A: reinforcement of public first aid services

Type B: assisting disaster-stricken populations

Type C: supervising volunteers during aid missions to disaster-stricken populations

Type D: securing large events

² EHPAD: Etablissements d'Hébergement pour Personnes Agées Dépendantes/ Establishment of Accommodation for Dependant Elderly persons



SPOTLIGHT ON:

FIRST AWARENESS CAMPAIGN: "LIVING YOUR LIFE INCLUDES CARING FOR OTHERS' LIVES"

Calling attention to the importance of being trained in life-saving gestures and mobilising new volunteers are our two of our main objectives in terms of first aid. In 2016, the digital deployment of our communication campaign devoted to first aid is fully in line with this goal. Widely publicised throughout our UDIOMs in the form of open houses and first aid training, the #jevisintensement (#livelifeintensely) campaign enabled us to recruit volunteers and increase awareness about our missions. In three months, 260 people came forward to be trained or work alongside our volunteers.



// HEALTH

OFFERING RESIDENTS QUALITATIVE ASSISTANCE



Jacques Boulot
Director of Medical
and Social Institutions

“ In 2016, after a period of sustained growth, we focused on the quality of our reception and assistance in all of our establishments. That translated into a refocusing on our professions, our territories, the training of our accompanying teams, our attention to needs and the satisfaction of residents. Collaborating with associations and partner organisations also enabled us to more effectively respond to our insistence on offering the best to vulnerable people, to their families or to those assisting them. ”

PURSuing OUR HISTORIC VOCATION

Assisting the most vulnerable members of society

Ever since its creation, reception and care have been at the heart of the values of the Ordre de Malte France. In 1985, the association opened its first establishment for people with disabilities. Today, the Ordre de Malte France hosts over 1300 people across 17 medico-social structures. In 2016, its renowned expertise enabled the association to open a 17th facility, and celebrate the 20th anniversaries of two others. As such, it continued to provide qualitative assistance to the most vulnerable members of society while also working on new projects.

Adapted structures and personalised care enable each resident to develop his or her own physical or psychological abilities, with the aim of residents achieving fulfilment and, when possible, the reinforcement and maintenance of their autonomy.

ASSERTING OUR EXPERTISE

The general expertise and knowledge of our professionals enables us to have a more global vision of needs and to adapt our responses through innovation and the creation of new partnerships. This was particularly the case in 2016 with the creation of two new services for people with autism.

Favouring autonomy

Present early on in the domain of autism, opening its first structure in Rochefort in 1996, the association introduced a new form of medico-social assistance in October of 2016.

The SAMSAH TSA¹ Saint-Julien, located in the city of Chartres, assists adults with autism, helping them live at home in a safe and autonomous way while maintaining or developing interactions with their environment thanks to the implementation of a social and / or professional project.



IN 2016, THE HEALTH DIVISION IS:

17
medico-social
structures

- 4 for dependant elderly people (EHPAD),
- 4 for people with physical disabilities or multiple disabilities (MAS),
- 6 for people with autism,
- 2 hosting children with behavioural disorders,
- 1 paediatric health structure for functional rehabilitation (SSR).



1,366
people hosted

916
places
and beds

776
employees

This service completes the offer from our Saint Fulbert home in Lèves, which provides residential nursing care. The SAMSAH therefore responds to a real need for people demonstrating autism spectrum disorders, as well as their families, to be able to access help from qualified personnel without having to resort to accommodation.

The service is at the core of a dense and varied partner network structured around four domains: information and training (Autism 28, La Maison Saint Fulbert), professional integration (Cap Emploi, AGEFIPH), social inclusion (Association Sports Adaptés ou de loisirs/ Adapted Sports and Activities Association) and administrative support (Assistants Sociaux de Secteur/ Local Social Workers). This opening satisfies a double strategic objective to reinforce our actions intended for autistic populations and to develop our partnerships so as to ensure globally consistent and efficient assistance for the beneficiaries of our service.



Sharing our diagnostic expertise

A new structure has been put in place at our Maison Notre-Dame de Philermes in Sallanches: a Diagnostic service for Autism in Adults. Created in the context of the 3rd Autism Initiative, it responds to numerous demands for expertise and evaluation on the part of families and institutions.

In addition to a diagnosis of autism provided by a multi-disciplinary team, evaluations are also available. These allow for the measurement of a person's abilities and the possibility of better adaptation to their environment and vice versa: professional, social or institutional integration, planning for their living environment, pertinence of treatments, suggestions for orientation toward an adapted facility or service... And once again, our Maison in Sallanches worked with a network of partners, in particular with the Délégation départementale de Savoie et de Haute-Savoie de l'ARS (the Regional Health Agency of Savoie and Haute-Savoie), the Maison Départementale des Personnes Handicapées (MDPH 74), the Centre de Ressources d'Autisme (Région Auvergne-Rhône-Alpes) and the Centre d'Évaluation Savoyard de l'Autisme.

PUTTING CAREGIVERS AT THE HEART OF THE SYSTEM

Adapting our establishments to specific needs

Whether it is a temporary, daytime, alternating or full-time stay, the needs of our residents vary depending on their disability and evolve over time. Adapting to more effectively satisfy these needs means

continuously improving the assistance we provide them. Through these different methods of hosting, families can breathe easier by relying on these moments of reprieve.

In the case of our Foyer Jeanne d'Arc in Vigneux-sur-Seine (91), some residents with mental disabilities had, until now, been hosted as residents every other week. In order to better assess the growing care needs relative to residents' ages and the length of stay requested by their families, we worked on a project to host on a full-time basis. The subsequent construction work led to the opening of the Maison Sainte Fleur, a new residential unit at the Foyer de Vie (medico-social residence), which now provides an adapted solution while also fostering social inclusion.

Placing value on the role of those assisting our residents

The recognition of the roles of family and caregivers, whose presence is at the very heart of the care offered and life projects, is one of the most important principles of assistance in our establishments.

At the Roquetaillade CPMR² in Montégut (32), which hosts children in varying stages of convalescence and rehabilitation, extensive work was undertaken to modernise the technical platform as well as the care provided, while strengthening the quality of the reception of families with hospitalized children. We took advantage of this renovation to proceed with the construction of a new building. Last December, two years after the project launch, the work was finally completed, with 1800m² of space designed to offer the best in terms of receiving children and their families, care and work conditions for the healthcare personnel.

The caregivers' Café at the Maison Saint Jean-Hélios, our EHPAD³ in Nice, is a perfect illustration of the philosophy of listening and mutual support that we wish to initiate with the families. Renewed for the 5th year, this monthly event, organized by the establishment's psychologist, lets caregivers and families share their experiences and their feelings.



¹ SAMSAH TSA: Service d'Accompagnement Médico-Social pour Adultes Handicapés présentant des troubles du spectre autistique (Medico-social Assistance for Disabled Adults on the Autistic Spectrum)

² CPMR: Centre Pédiatrique de Médecine Physique et de Réadaptation / Paediatric Centre for Physical Medicine and Rehabilitation /

³ EHPAD: Etablissements d'Hébergement pour Personnes Agées Dépendantes / Establishment of Accommodation for Dependant Elderly persons

PROVIDING NEW MODES OF CARE

Innovating to encourage autonomy

Promoting technological innovation in our medical structures is a focal point of our strategic action. To this end, our establishments hosting autistic people have access to structured educational programs relying on recognized methods such as PECS, a system of communication through the exchange of images, and TEACCH, an educational method that takes into account the specific characteristics of each autistic person.

In 2016, we continued to expand the use of tactile tablets and their dedicated applications. These give autistic people easier access to learning programs and allow them to more effectively communicate with a third party thanks to a speech synthesis system that uses images.

Effectively diagnosing and managing pain

The well being of our residents is also a priority: detecting, evaluating and treating pain, whether it is physical or psychological, is one of our fundamental challenges.

Because we look to non-medicated methods of assistance in our establishments, we introduced the Snoezeleen approach, and continue to train personnel within the institution. This multi-sensory support for vulnerable people (the elderly, disabled, autistic, etc.) enables caregivers to relieve the anxiety and anguish generated by illness. Furthermore, with financial support from the APICIL Foundation, we have trained the entire care team at our Roquetaillade CPMR in

hypno-analgesia, a pain reduction technique using medical hypnosis that is especially adapted to children. This technique, which helps children better manage their pain and anxiety on a daily basis as well as during potentially painful technical procedures, reinforces the adherence to treatments that are critical to caring for young patients.

SUPPORTING ALL IN THEIR LIFE PROJECTS

Focusing on social open-mindedness

At the core of the services we offer our residents is the desire to support them in their life projects. These projects provide them with a sense of fulfilment and progress, while always taking into account their limitations. Organising adapted recreational activities in a new environment or involving new people is essential. As such, our establishments offer activities including horse riding therapy, music therapy, cultural visits, trips, inter-establishment exchanges, and more.

In September 2016, we organised, in cooperation with the Fédération Autisme Centre (bringing together thirteen establishments for people with autism in the Centre region), the 5th annual Journée Autis'Sport (Autis' Sport Day). This common project was designed to enable residents from various establishments to come together and work on a unifying project. This annual event – a year in the making – was organized with logistical support from our Maison Saint Fulbert in Lèves. The participating establishments were thus able to strengthen relations and create partnerships, whether of a financial (Fondation Caisse d'Epargne Val de Loire), technical (Centre de Ressources Autisme de Tours, Formasat) or institutional (ARS Val de Loire) nature.



LOÏC SURGET, Director of the Maison Notre Dame de Philermes in Sallanches (74)

"The educational approach that we offer is decidedly geared toward encouraging autonomy and the maintenance of acquired skills. These are the principles that guide our action and accompaniment of individuals towards better socialisation. The structured education includes space planning and daily organisation for residents. It is aimed towards making the environment easy to understand and predictable for autistic people. Hence, after a careful evaluation of a person's abilities and needs, the method consists of structuring time and space, implementing an adapted means of communication, anticipating eventual difficult behaviours and favouring the generalisation of learned skills in strict collaboration with the families."

Fostering Professional Integration

The possibility of working, either regularly or occasionally according to the aptitude of each person, facilitates a positive implication and contribution to society. That is why we are working on this topic in the life projects of those we assist.

Since November 2016, the Maison Notre Dame de Philermes has participated in an “innovative system” introduced by the Association des Amis et Parents de Personnes Handicapées Mentales (Association of Friends and Parents of Mentally Handicapped People) in Annecy. It involves accompanying autistic adults in achieving their life projects, in particular, in the search for a job, an activity or housing.



ISABELLE GIRON,
Director
of the Roquetaillade CPMPR

\\ Pain is a crucial and cross-cutting issue at the centre of our concerns. //

“Identifying pain is essential, but sometimes difficult. For the children at the centre, we have a battery of evaluation tools that help them better express their pain to the medical staff: the visual analogue scale, a comic, boxes of games that help them show the places that hurt on a doll or teddy bear. No pain should be neglected: simple discomfort due to bad posture in a wheelchair can transform into chronic pain. Our “positioning clinic” works to remedy this. Pain is a crucial and cross-cutting issue at the centre of our concerns.”



SPOTLIGHT ON

THERAPEUTIC GARDENING: A NON-MEDICINAL APPROACH

For several years, we have used therapeutic gardening to alleviate residents’ cognitive and physical disorders. We thus help them to access memories and emotions, to rediscover the notion of time, and to go from being a care recipient” to a “care giver” to the plant world. It also provides a moment of conviviality. In 2016, at the Maison Saint Sébastien and thanks to a partnership with the Comité d’Animation pour tous de Montaud (the Montaud Facilitation Committee for All), children and the elderly were able to garden together.

IN 2016



288

children and adolescents hosted in our establishment for physical and rehabilitation medicine



640

elderly people hosted in EHPAD



155

people with autism and physical disabilities in 6 structures



208

people with physical disabilities in 4 Maisons d’Accueil Spécialisées (specialised medical institutions)

// TRAINING

COMMITTING TO A QUALITY CERTIFICATION



Catherine Scordia
Training
Director

// In the continuation of the quality approach that we initiated in 2010 across all of our training institutes, we decided to apply for AFNOR certification. The NF Service Formation certification recognizes the quality service provided by training organisations, from the processing of client requests all the way to the assessment of goal achievement and management of dissatisfaction. This is the direction in which we wish to progress in order to guarantee the perfect mastery of our training activities and quality services for our clients. **//**



TRAINING TO CARE

Faithful to our values for the last 50 years, we “train to care” across three domains of expertise: first aid and risk prevention, healthcare and the medico-social domain. Through this training offer, we contribute to satisfying training needs across various territories while respecting the highest standards of quality in the aim to continually bolster our different professions and expertise.

Improving the quality of our IFA offer

At the heart of the training structure, our four Instituts de Formation d’Ambulanciers (Paramedic Training Institutions) provide a comprehensive offer: preparation for the entrance exam for DEA (Diplôme d’Etat d’Ambulancier/ State Paramedic Certification) training, DEA training and paramedical assistant training. Two short training modules are also offered for active paramedics.

Training 12.5% of the paramedics in France, our IFAs actively contribute to the advancement and recognition of a profession that is now in full transformation.

Our IFAs are made subject to certification renewal every 5 years. In 2016, the certifications for the IFAs of Paris Ouest and Toulon were renewed.

Accompanying our candidates toward professional integration

In 2016, interest in our training activity continued to grow. The number of enrolments in DEA training increased by 10%. This interest was accompanied by a rise in the level of interns - 59% had bachelor degrees compared to 51% in 2015 – and a decrease in training dropouts. 352 interns obtained the State Paramedic Diploma in 2016, with a rate of insertion into the job market of around 90%. The assistant paramedic training courses also grew by 4% compared to 2015, with 643 certificates issued in 2016.



Reinforcing our actions aimed at people in difficulty

The accompaniment and professional integration of people in difficulty are two key elements of our teaching project as well as our identity. Preparation for the DEA training entrance exam, launched in 2011 by the IFA in Toulon, is aimed at youths and adults who have neither jobs nor professional qualifications. We prepare them for the written and oral parts of the exam, which includes tests in French and mathematics. In 2016, five sessions were organised for fifty participants.

Furthermore, eleven interns received an Envol scholarship in 2016. Intended for candidates living in precarious circumstances who are unable to obtain public financing, these scholarships cover 50% to 80% of the intern's school fees.

Emerging in a highly competitive context

Since 2010, our competitive universe has become significantly tougher, with the number of IFAs going from 45 to 65 following the opening of numerous private institutes. In order to stand out amongst the competition, we are continuously seeking to improve the quality of our reception and training.

One example of this is the implementation of an extranet that enables students enrolled in DEA to securely access educational materials, their grades, and field internship offers. This extranet, which considerably improves the students' learning conditions, also contributes to a policy consistent with the pillars of sustainable development requested by our supervisory authority.



**NATHALIE
ROGER LE DOUSSAL,**
Assistant Director
to the Training Director

\\ The pursuit of a quality approach that is increasingly demanding is central to our development strategy for 2020. //

"Decree n°2015-790¹ requires that, beginning on 1st January 2017, training organisations financed by the OPCAs must have a quality certification. It is intended to improve the clarity of the training offer by inciting the providers to give more useful information to financiers and beneficiaries, in particular regarding the results obtained on exams and access to employment. In response to these new requirements, we have chosen to apply for NF Service Formation certification. The pursuit of a quality approach that is increasingly demanding is central to our development strategy for 2020. It has necessitated the mobilisation of all training institute team members and the Training Division."

¹ Decree n°2015-7901 of 30th June 2015 relative to the quality of the actions of continuous professional training.



IN 2016

4
Regional Training Institutes in
Ile-de-France, Brittany, Aquitaine and PACA

4
Paramedic Training Institutes in Versailles,
Brest, Bordeaux and Toulon



352 graduates or an **84%**
success rate for the State Paramedic Diploma



643
certifications for assistant paramedics

EXPANDING OUR OFFER OF CONTINUOUS VOCATIONAL TRAINING

Our regional training institutes, located in Ile-de-France, Nouvelle-Aquitaine, Brittany and PACA, respond to the training needs of active professionals. Their teachings rely on the skills and expertise developed throughout the different branches of activity of the Ordre de Malte France: healthcare, medico-social, first aid and risk prevention. Faithful to our action plan for Strategy Horizon 2020, we have sought to enrich the training offer from our training institutes.

Continuing to diversify our training institutes

2016 was marked by the launch of our first training course in the social domain, bringing the number of training domains up to four:

- First aid and risk prevention, with training in PSC1 (Prévention et Secours Civiques/ Prevention and Civil First Aid Level 1), SST (Sauveteur Secouriste du travail/ Occupational First Aid Provider), PRAP¹ or Fire Awareness
- Healthcare, with training in GSU (Gestion et Soins d'Urgence/ Emergency Care Management) and PHTLS², intended for all healthcare professionals
- Medico-social, with training dedicated to assisting people suffering from illness and disabilities
- Social field, with training on the rights of foreigners

Launching our first training course in the social domain

As planned in the context of Horizon 2020, the Training and First Aid and Solidarity Divisions began work on a common project in order to implement and highlight our expertise in the legal assistance of migrants. This work culminated in the implementation of a first training course on the rights of foreigners, given by the Ile-de-France training centre, for staff members of the Indre-et-Loire departmental agency for social cohesion and led by a collaborator from the Ordre de Malte France Migrant Division.

Expanding our first aid training

In 2016, to respond to the reality of the security situation, we received numerous requests for training for first aid and life-saving gestures. Across all of our institutes and first aid training courses, we organised 318 training sessions in 2016 – 65 more than in 2015. This is a particularly significant increase for PSC1 training with 177 sessions organised compared to 153 in 2015, and the IPSD sessions – emergency gestures and life-saving gestures – with 36 sessions organised compared to 8 sessions in 2015. This marks a noteworthy development in the diversity of our training offer for one sole objective: to assist.

Training our staff

In 2016, we also introduced 30 training sessions for the directorates or the establishments belonging to the Ordre de Malte France, with 21 sessions in first aid and risk prevention and 9 sessions in the health or medico-social domains. This marks a more than 50% increase in our domestic public interventions that falls directly in line with our 2020 objective.

Capitalising on our PHTLS Certification

Aware of the importance of developing training in pre-hospital emergency care, we initiated an alignment with the Life Support France (LSF) association, which holds a national PHTLS certification. The conditions of PHTLS certification respond to Anglo-Saxon specifications that are drastic in terms of education and means, as well as in terms of material conditions for receiving interns. Following the validation of the PHTLS instructor diploma by four of our colleagues, on 3rd February 2016, we signed a partnership agreement with LSF, who certified our training structure located in Versailles as the only PHTLS training centre in Ile-de-France. Two PHTLS sessions were thus organised in 2016.

¹ PRAP: Prévention des Risques liés à l'Activité Physique / Prevention of Risks linked to Physical Activity /

² PHTLS: Pre-Hospital Trauma Life Support





The first PRAP Training

Obtained in 2015, our PRAP certification allowed us to give our first training session at the training centre in Brittany in 2016. At the same time, the IFA Brest incorporated PRAP training into the basic training program for the National Paramedic Diploma. In this way, our IFA in Brest delivers this competency certificate to our DEA interns in addition to their DEA diploma. The IFA Brest is currently the only IFA in France to offer this added value to its DEA interns in training. The Ordre de Malte France plans to extend these possibilities to DEA interns and its three other IFAs.

Pursuing our accreditation with the Agence nationale du Développement Professionnel Continu¹ (DPC)

As of 1st January 2013, the HPST (Hôpital, Patients, Santé et Territoires/ Hospital, Patients, Health and Territories) law of 2009 has made ongoing training mandatory for health care professionals. Given our expertise in the health and medico-social fields, our training institutes naturally wanted to register as DPC-accredited training organizations. Following an application made to the Organisme Gestionnaire du DPC (the Management Entity of the DPC), the division managing the training structure for healthcare professionals, we obtained, in 2016, accreditation for our training modules for midwives and doctors.

¹ National Agency for Continuing Professional Development



FRANCK NICOLAS,
PHTLS Instructor
& PHTLS Coordinator for
the Ordre de Malte France,
Director of the IFA Brest
and the IFA Bretagne

It's about learning to speaking a common language to work better as a team.

"PHTLS is a prestigious training course created by Anglo-Saxon paramedics. The objective of its teaching is to provide all pre-hospital actors with a traumatised patient evaluation tool. It's about learning to speaking a common language to work better as a team. It's a reference in most European countries. By signing a PHTLS agreement with the association Life Support France on 4th February 2016, we enabled our training centre in Versailles to obtain the certification for the Ile-de-France region. This partnership satisfies the objective for notoriety and image, in compliance with the action plan for the training branch. It contributes to positioning us as an excellent operator in training in pre-hospital emergency care."



TRAINING IN FIRST AID AND RISK PREVENTION



2,917
PSC1 certificates



433
SST certificates

CONTINUOUS HEALTH AND MEDICO-SOCIAL TRAINING



2,958
GSU 1 and 2 certificates



89
client establishments



2,438
interns



 27 countries  15 facilities managed

 607 beds  164 clinics



1,006 staff members
841 in hospitals
and 165 in managed centres



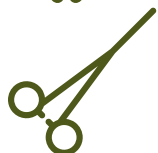
>235,000
consultations in our hospitals
and clinics



OUR INTERNATIONAL MISSIONS



>10,500
deliveries performed



>6,500
surgical interventions

PATIENT CARE
PROTECTION OF THE MOST VULNERABLE
TRAINING
FIRST AID AND EMERGENCY

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// PATIENT CARE

CONTINUOUSLY MEETING THE NEEDS OF POPULATIONS



Dominique Artur
Director for International
and Overseas

“ We have always intervened through our network of managed medical facilities or through direct support of local clinics. 2016 marked a new trend: we now steer thematic programs financed by institutional donors outside our network of facilities. This is particularly the case with the multi-year programme in the northern part of the Congo aimed at helping native populations, for which we receive support from the Agence Française de Développement (French Development Agency) - a crucial first step toward broadening the scope of our missions. ”



MANAGING A NETWORK OF EXEMPLARY CARE FACILITIES

As a natural extension of the Sustainable Development Goals laid out by the United Nations, our international actions in terms of health have the objective of facilitating healthcare access for the most vulnerable members of a society.

Promoting the quality of our facilities

Faithful to the hospitaller vocation of the Ordre de Malte France, which works to receive, care for and rescue the most fragile populations irrespective of their origin or religion, we are now responsible for the management of 5 hospitals, 2 maternity wards and 6 health centres in Africa and Palestine. We also support 164 clinics in Africa, Asia and the Middle East, as well as in Brazil – namely through the provision of medicine and medical devices. We thus intervene in nearly 30 countries all over the world.

Our establishments feature non-specialized and specialized services and excellent high performance technical equipment, and employ a medical staff that undergoes regular training so that the quality of care they provide is not only maintained, but also improved.

By respecting a rigorous ethics charter and quality charter, our facilities join the movement of environmental responsibility, whether it concerns the treatment of fluids and waste, the type of material used or energy choices, such as this year's installation of solar panels at our facility in Dakar.

Being accessible to all

Reducing inequalities in healthcare is one of our main priorities. In our non-profit facilities, we demonstrate this via an inclusive pricing policy that lets all local populations access quality healthcare. For the poorest, we provide care and medicine for free or at cost; if need be, we mobilise a hospital's social services or our fund for the needy. Our teams strive to find adapted solutions for each patient.

DEVELOPING STRATEGIC PARTNERSHIPS

Encouraging the development of lasting relationships

Our capacity to maintain a long-term presence in the fabric of local healthcare is a key factor in our effectiveness. We are continuously developing our network of partners in the public, private and associative sectors. Given that our facilities are dedicated to a public service mission, the Ministries of Health are our primary partners. We formalize each new implantation or intervention in a country with a signed agreement. We also cultivate privileged relationships with other NGOs present in the field, sponsors such as Krys, Optic 2000 and Essilor that support our optical programme, and nearly 50 local religious congregations that help us reach the most isolated populations. Lastly, in 2016, we signed partnership agreements with the Hôpital Saint Joseph (Marseille) and the Hôpital de l'Enfant-Jésus du Saint-Siège (Rome) in order to strengthen the training for our medical staff.

Strengthening our partnership with the Agence Française de Développement

The Health Division of the Agence Française de Développement (AFD) has been one of our primary partners since 2009. It contributed to the financing for our Hôpital de Bodo-Tiassalé (Ivory Coast) and the implementation of the mother-child ward of our Hôpital de Njombé (Cameroon). The partnership took on a new dimension this year. On one hand, we obtained co-financing for a 3-year programme to help native populations in Likouala (Congo Brazzaville). On the other, our Hôpital d'Elavagnon (Togo) incorporated the AFD's programme to reduce the infant mortality rate (Muskoka), thereby receiving equipment for its maternity ward and advanced strategic operations in the villages. The credibility we gained when it comes to public financiers is already enabling us to plan new projects for the years to come.

INNOVATING AND INVESTING FOR THE FUTURE

Satisfying the magnitude of local needs

By implanting ourselves in rural areas where the healthcare offer is insufficient, we are helping to encourage local populations to remain in their current locations.

This is particularly the case for our Hôpital Saint-Jean Baptiste de Bodo-Tiassalé, inaugurated in 2015, which is pursuing its deployment. Following the opening of the maternity ward, we reinforced the medical team with the arrival of a chief doctor.

Other new services have also opened their doors: paediatric care, an emergency ward and digital radiology. In 2016, this large general hospital was already able to care for 9500 patients and will soon be expanded. In addition, our health centre Saint Jean de Malte (Burkina Faso) inaugurated a second extension in 2016: having received 5000 patients in the year when it first opened, it now treats over 30,000.

Strengthening the quality of reception and care

Ever more demanding in our approach to quality service for patients, we are constantly modernising our facilities and their equipment. In 2016, for example, we renovated the "Maison Marigot", a nutrition education centre for mothers in our Hôpital d'Elavagnon, and equipped our Hôpital in Njombé with cutting edge equipment that enables us to better track the effectiveness of our treatments in the fight against diabetes.

FRENCH OVERSEAS DEPARTMENTS: AN OUTPOST FOR INTERNATIONAL ACTION

The Ordre de Malte France has active delegations in the French overseas departments: the one in Nouméa (New Caledonia) organises snacks at the shelter and entertainment at the retirement home, and will develop a first aid programme partnership with the New Caledonian government in the next several years; in addition to organising a soup service, the delegation in Papeete (French Polynesia) actively participates in the collection of eyeglasses for our Optical programme; and lastly, the delegation on Reunion Island organises first aid training courses in isolated schools in the centre of the island. Taking advantage of the geographic proximity, we were also able to secure a partnership between our Pavillon Sainte Fleur (Madagascar) and the Reunion Island CHU (teaching hospital). In 2016, the latter received and trained 2 quality specialists over a 12-day period.



THE ADVANCED STRATEGY IN 2016 IS:


4 countries:
Palestine, Madagascar,
Togo and Benin


29 villages


Close to
18,000
consultations


Over
400
children treated in the fight
against malnutrition

// PROTECTION OF THE MOST VULNERABLE

INCREASING OUR SPHERE OF ACTION THANKS TO MOBILE MEDICAL UNITS



Pr Sylvie Faucompret
Director of International
and Overseas
Medical Activities

Initially, we created the majority of our facilities in former medical deserts where the needs were most acute. But, more and more, we are going out to meet the more isolated patients in order to inform, detect, diagnose, alleviate and, if need be, transport people to our hospitals to provide them with treatment. This is the basic principle of the advanced strategy. The most vulnerable are often those most excluded from medical care: developing this approach, which strengthens the reach of the Ordre de Malte France by going “closer to those who need it” is therefore one of the major focuses of our Horizon 2020 strategy. //



PROTECTING MOTHER AND CHILD

Mothers and children constitute the most at-risk population and are one of our priorities across all of our international activities: they represent more than 60% of our hospital capacity. We perform over 10,000 births in our facilities, and in particular in our two maternity wards in Bethlehem (Palestine) and Antananarivo (Madagascar).

Detecting at-risk pregnancies

On the island of Madagascar, more than 3% of the female population dies in childbirth – three times the Millennium Goals. Our Sainte Fleur Maternity ward is working with nine clinics in Antananarivo and its outskirts in the context of a programme begun at the end of 2015: pre and postnatal consultations, emergency transport, caesareans and premature infant care are guaranteed at no cost. In 2016, this advanced experimental programme has already overseen the birth of 48 infants in good conditions. We have set an objective for 2020: to ensure 12,000 clinic consultations per year and the provision of 360 caesarean deliveries at the Pavillon Sainte Fleur for at-risk pregnancies.

Mobilising against obstetric fistula

The consequence of prolonged and difficult deliveries performed in the absence of qualified medical staff, obstetric fistulas are severe lesions in the vaginal wall. Women who are affected are subsequently sterile and suffer chronic incontinence that brings on kidney infections, which can lead to death. On top of this, they are made victims of discrimination and social exclusion due to the inconvenient consequences of the illness.

Determined to fight against this phenomenon that is still widespread in Madagascar (5,000 new cases per year), we have signed an agreement with the United Nations Population Fund and the Malagasy Ministry of Health to offer patients surgical treatment performed by experts, while reinforcing the expertise of local nursing staff. Started in October of 2016, this 3-year programme has already provided operations for 23 women at the Pavillon Sainte Fleur performed by surgeons from the Ordre de Malte France, assisted by the local nursing staff. The objective is to operate on 50 women per year and to more widely deploy this type of programme.



COMBATING MALNUTRITION

Adept at sustainable innovation, we are fighting against malnutrition by creating gardens with nutritional and educational purposes to raise awareness amongst mothers and their children. In our Jardins Hospitaliers (Hospital Gardens) in Djougou (Benin) and Elavagnon (Togo), nutritionists and gardeners teach patients and give them seeds to plant in their vegetable gardens. Also, our mobile medical units are more and more often incorporating a nutritional component in the aim to diversify children's nutrition.

TACKLING LEPROSY

The fight against leprosy, a disease often associated with poverty and exclusion, is one of our historical struggles. We take part in World Leprosy Day every year and have also created the research programme *Maltalep*. In the field, we are active on every level: campaigns for early detection and awareness, such as those year in Mozambique or in Southeast Asia; organisation of missions for reconstructive surgery, such as those at the National Dermatology Centre in Vientiane (Laos), which we support; but also through equipment and rehabilitation for patients. In 2016, we lead the renovation of the orthopaedic shoemaking division of the CHOM in Dakar (Senegal).

ASSISTING VULNERABLE POPULATIONS

Supporting the native populations of the Congo

The populations of Likouala, a small minority that is highly discriminated against, live in the greatest state of deprivation, far from any healthcare facilities. Therefore, in 2015, we developed a mobile clinic programme to travel directly to them. In partnership with the AFD, and thanks to support from the Global Fund for Forgotten People, we launched a more comprehensive, 3-year programme in 2016: its goal is to strengthen medical activities, to expand awareness about rights and to propose income-generating schemes. We hope to help 50,000 people with this programme between now and early 2020, while continuing to pursue the entirety of our health programmes aimed at improving health conditions of stigmatized native populations.



DOCTOR CLAUDE DUMURGIER
Surgeon for the mission
at Pavillon Sainte Fleur

\\ Our missions allow us to heal the sick
in more than two thirds of the cases. //

"Obstetric fistula destroys the lives of millions of young women. The Ordre de Malte France's commitment to this complex fight in Madagascar is a first step. After a feasibility assessment, we can roll it out to the association's other maternity wards throughout Africa. It is a commitment that is exactly in line with our values. Our missions make it possible to improve the situation, and even heal the sick in more than two thirds of the cases. The training of hospital staff contributes to sustaining our combat to improve mothers' health, and also to make the civilian society aware of preventive measures."

TACKLING NEW CHALLENGES: OPTICAL, DENTAL, CHRONIC AND NON-TRANSMITTABLE DISEASES

Better diagnoses of chronic diseases

In the countries where we are active, changing lifestyles are bringing new needs to the surface. Non-transmittable, chronic diseases such as diabetes, hypertension, cancer or asthma are responsible for many deaths, 80% of which occur in lower or middle-income countries. In order to take on these new challenges, we are encouraging the transfer of skills and integration into local health programmes. Diagnosis is one of the leading key steps. In 2016, we launched an advanced strategy campaign for the detection of arterial hypertension, diabetes and HIV in our Hôpital in Njombé. In our Hôpital de la Sainte Famille (Bethlehem), our diagnostic initiative mainly focuses on gestational diabetes.

Consolidating our optical programme

Since 2014, we have pursued the development of our optical programme, in line with the WHO's Vision 2020 programme, with actions including the shipment of close to 15,000 pairs of eyeglasses collected thanks to our four sorting centres in France, a campaign against preventable blindness, and more. In 2016, we opened an ophthalmological centre in our Hospital in Njombé and completed that of our health centre in Ouagadougou in order to expand ophthalmological consultations and double the number of cataract operations. Accentuating our combat against blindness amongst the poorest populations is one of our central objectives in the move toward 2020.

¹ The Millennium Development goals are 8 objectives adopted in 2000 that cover the major humanitarian challenges.

² Source: United Nations Population Fund

// TRAINING



Denis Guillaume
Assistant Director
for "Project" at
the International and
Overseas Directorate

CONTRIBUTING TO THE DEVELOPMENT OF NEW SKILLS AND PROVIDING QUALITY SERVICES

\\ The challenges of training on the international level largely exceed the quality framework of care in our hospitals. We initiate the transfer of skills that reinforce local healthcare systems outside our facilities and contribute to reducing medical migration. //



TRANSMITTING LEADING-EDGE SKILLS

Developing mentoring

In the effort to increase medical expertise across our facilities and in the structures we support, we are multiplying the number of internal training missions between colleagues – in general and surgical medicine. In 2016, at the Hospital in Elavagnon, a professor of surgery from Besançon came to share his neonatal orthopaedic surgical techniques with the local medical team by assisting the surgical team for a week. This resulted in 120 patients examinations, and fourteen interventions performed in tandem at the hospital operating room. Our doctors and nursing staff also exchange regularly about their practices and train each other in the use of newly acquired, leading-edge equipment.

Initiating a transfer chain

We also organize training sessions provided by specialists from France or from government health organisations for the benefit of health care staff. The latter then go on to become training providers in their own health care centres or in remotely located clinics as a part of the advanced strategy.

Participating in the training of local students

Every day, our Hospital in Njombé receives around 40 medical, surgical or paramedical interns from the medical schools in Cameroon. At the Centre Hospitalier de l'Ordre de Malte in Dakar, operations are routinely filmed and commented live by a professor for the interns. We thus contribute to disseminating the most innovative medical techniques.

TRAINING MORE FIRST AID WORKERS AND PARAMEDICS

Building on our renowned expertise in pre-hospital emergency care, we have been expanding this activity internationally since 1998. The reinforcement of current training divisions and the creation of new specialised centres is one of our goals for 2020. In 2016, more than 700 rescue workers and assistant paramedics were trained in Burkina Faso, Mali, and Cameroon, as well as in Mauritius. We also welcomed five new monitors in our centre in Bamako (Mali) and trained one hundred Burkinabe prison guards in first aid thanks to a project co-financed by the French embassy and the local Ministry of Justice.



DOCTOR RODRIGUE DJUMENE
Head of the paediatric
unit at the Hospital in Njombé

\\ This service could therefore become a reference in neonatology for the region of Njombé. //

"For some time now, we have wanted to expand the neonatal service in Njombé. My three-month training at the Hôpital Saint-Joseph de Marseille fulfills this objective. Their maternity ward delivers a baby every 8 hours. It's a treasure trove of information that will help me, along with this precious instruction, to establish a really effective service at the Hôpital Saint-Jean de Malte: this service could then become a reference in neonatology for the region of Njombé."

IN 2016

4
countries (Mali, Burkina Faso,
Cameroon, Mauritius)

Over **700** certificates
delivered (rescue workers, rescue
supervisors and assistant paramedics)

More than **4,400**
health evacuations
performed

96
first aid stations

// EMERGENCY AND FIRST AID

ORGANISING SYSTEMS FOR ASSISTANCE



Alain de Parcevaux
Project Director
at the International
and Overseas Directorate

“ In developing countries, the organisation of first aid and medical transports is vital, particularly in crisis or emergency situations: natural catastrophes or conflicts, and also the growing number of car accidents. To confront this reality, we are doubling our efforts to provide local authorities with trained teams and appropriate equipment. We are also working to strengthen our partnerships for emergency and individual first aid, in particular with Malteser International. ”



REINFORCING EMERGENCY ROAD SERVICES

In developing countries, road accidents are multiplying while local responses remain very limited. In Burkina Faso since 2000, in Mali since 2013, and now in Cameroon where we are planning to open in 2017, the Ordre de Malte France manages training centres that, with time, will teach life-saving gestures and, for trained teams, the management of first aid stations.

EXPANDING MEDICAL TRANSPORTS

Though highly insufficient in most of the countries where we intervene, medical transports are crucial: women on the verge of giving birth, sick individuals incapable of moving on their own, the injured in need of urgent medical attention... In 2016, in Burkina Faso, the five, well-established paramedical centres of the Ordre de Malte France consolidated their activity, completing 500 medical transports. Increasing the number of first aid stations and medical transports is one of our priorities for 2020.

ASSISTING REFUGEES AND VICTIMS IN AREAS OF CONFLICT

In 2016 in Syria, where we have been active for 25 years, we signed a partnership with the excellent Hôpital Saint-Louis in Aleppo in the context of a project financed by the Global Fund for Forgotten People in the amount of \$30,000. This agreement enables us to save several dozens of civilians injured in the war. In parallel, we have also pursued our partnership with a women's promotion centre in Aleppo that has adapted its activity in order to rescue refugees. In 2016, more than 850 families were supported in the form of monthly distribution of food and sanitary baskets. Lastly, our partnership with the association Oeuvre d'Orient allowed us to organise a collection to benefit the programme "Goutte de Lait" (drop of milk), which provides nutritional aid to the children of Aleppo.

REINFORCING THE EFFORTS OF MALTESER INTERNATIONAL

During epidemics, wars, and natural or climactic catastrophes, we are always present via Malteser International, an association of which we are a founding member. In 2016, the emergency corps intervened in Syria to support a paediatric hospital in Aleppo and then in a displacement camp; it was also mobilised after Hurricane Matthew hit Haiti, in the fight against the Zika virus in Columbia, after the earthquake in Italy in August, for which we sent funds and a team of French logisticians.



SPOTLIGHT ON



**Malteser
International**
Order of Malta Worldwide Relief

Malteser International, the emergency corps of the Order of Malta present around the world, acts in coordination with the 26 national associations of the Sovereign Order of Malta. The Ordre de Malte France is one of its founding members. Active in over 100 projects in 25 countries across Africa, Asia and America, Malteser International intervenes in the aftermath of catastrophes, taking part in the efforts to rebuild, rehabilitate and prevent for the purpose of sustainable development..



1,928

EMPLOYEES INCLUDING:



In France

776

within medical institutions

144

outside the medico-social institutions



1,006

Overseas



9,400

Volunteers



A network of **106**
territorial delegations



CLOSE TO **58,000**
children from 6 to 18 years of age have
taken part in "P'tit Déj en Carême"

THE VOLUNTEER & EMPLOYEE
COMMITMENT

Page 46

THE INTERNAL UNIVERSITY

Page 49



// COMMITTED VOLUNTEERS & EMPLOYEES

DIVERSE HUMAN RESOURCES AT THE SERVICE OF OTHERS

Many people work at the heart of the Ordre de Malte France to make our missions possible. They are employees, both in France and overseas, volunteers spread across our territorial delegations, civil service volunteers and even interns and young students from the Ecole Polytechnique. We are proud of this diversity in our various actors, which is a key element of our putting our energies at the service of the most vulnerable. This synergy is essential for us to successfully accomplish our actions.

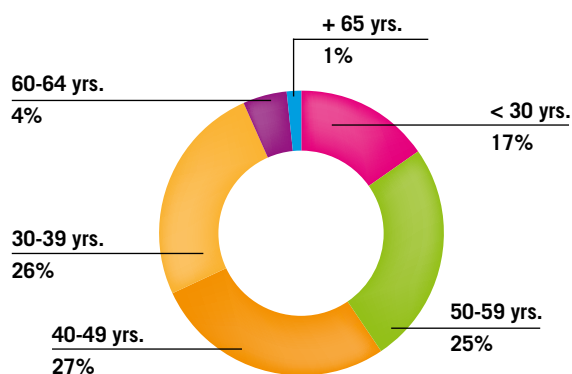
1/ THE EMPLOYEES

The Ordre de Malte France employs 1,928 men and women to carry out its actions. Most are stationed across our 17 medico-social structures, our 8 training centres, and in our clinics and hospitals overseas, namely in Africa.

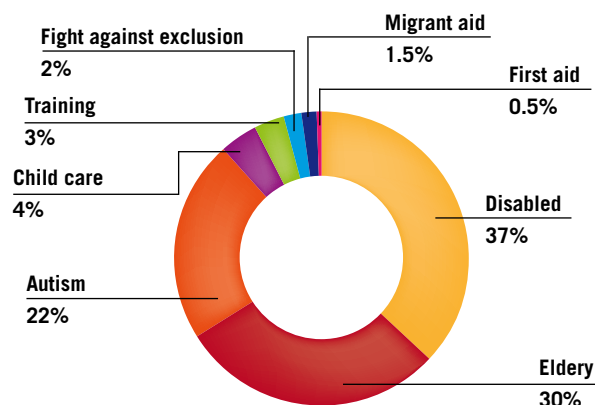
EMPLOYEES IN FRANCE

MEN 24% WOMEN 76%

BREAKDOWN BY AGE

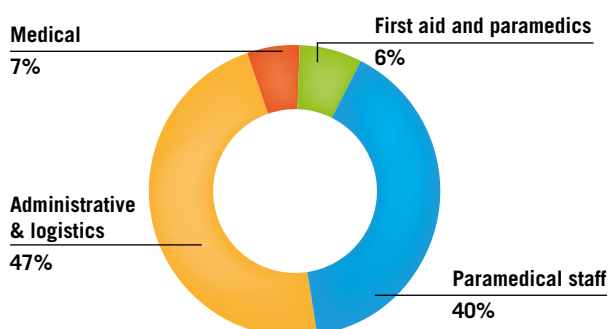


BREAKDOWN BY PROFESSION (OUTSIDE SUPPORT FUNCTIONS)



EMPLOYEES OVERSEAS

BREAKDOWN BY PROFESSIONAL CATEGORY



The Ordre de Malte France attaches great importance to the respect of its values and the well being of its employees. In this context, concrete steps are taken, in accordance with the institutions representing all personnel, to improve the management of working hours and to foster a better balance between personal and professional lives. Measures are also being taken to improve equality between men and women, prioritize internal promotion and bolster employee training. The social dialogue has also been enhanced, thanks, in particular, to the implementation of a Central works council and its committees, and also by the strengthening of national collective discussions.

2/ THE VOLUNTEERS

Volunteerism is the cornerstone of associative commitment. From its inception, the Ordre de Malte France set it down as one of its fundamental principals, recognizing volunteers as an indispensable human asset without which it could not completely fulfil its mission. In France, more than 9,400 volunteers spread out over a hundred territorial delegations ensure the success of the actions carried out by the Ordre de Malte France. This solid network ensures the entirety of our activities.

In the field, the Delegate identifies the needs of a department or district, launches activities, recruits volunteers and, most importantly, gives life and meaning to the actions carried out in the spirit of conviviality. He is supported by activity managers in these efforts.

In the field, volunteers, in coordination with the teams from the association headquarters, lead solidarity operations including:

- the fight against poverty and exclusion
- assistance to migrants and refugees
- first aid
- accompaniment of the elderly, the ill and the disabled
- operations to collect eyeglasses, x-ray film and medical equipment
- national collection for World Leprosy Day and National Disabilities Week



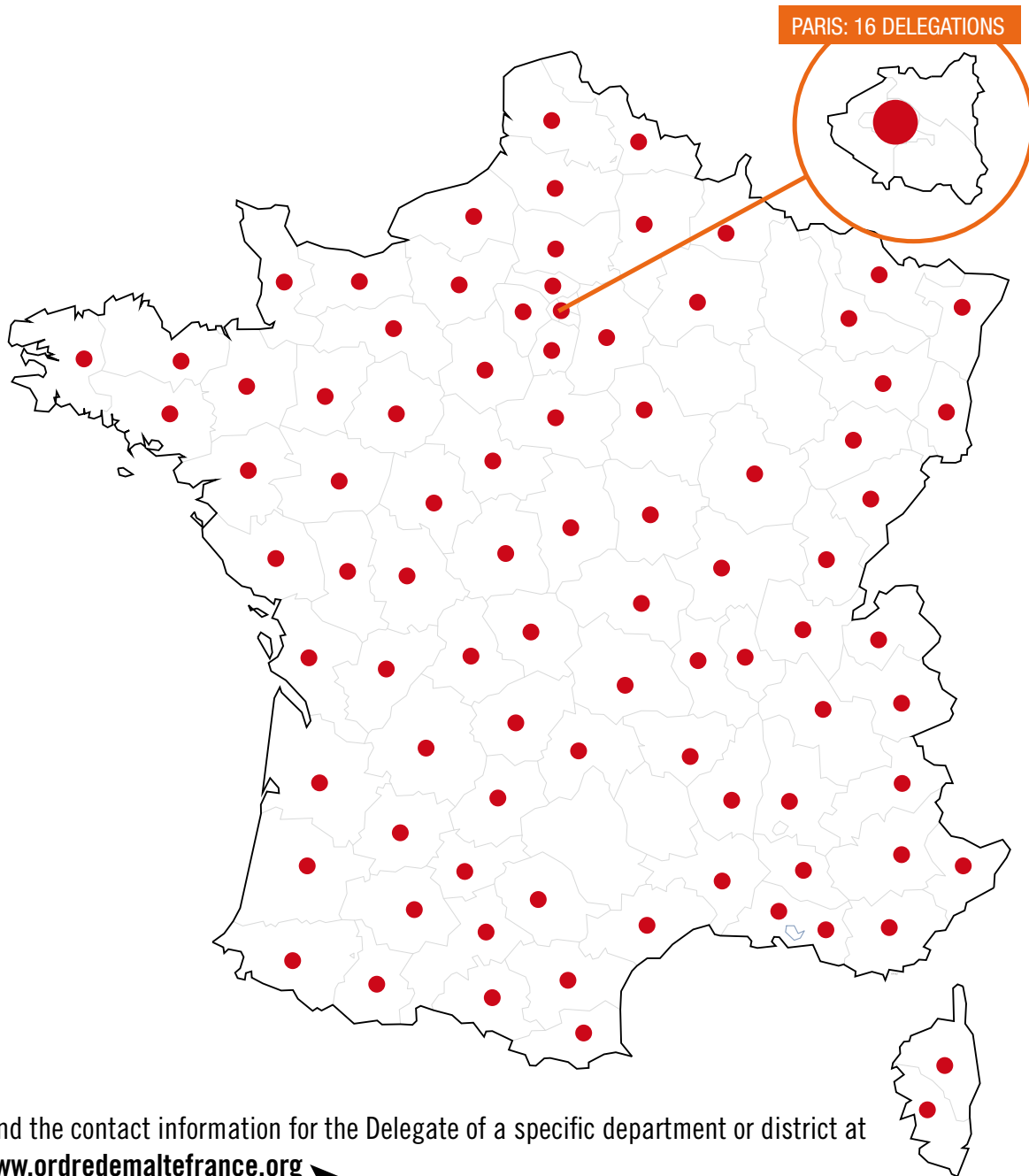
OLIVIER, AGE 65,
Logistician for the First Aid Unit
in Eure

“ I enjoy rescuing, comforting
and supporting the needy. ”

“I enjoy the logistician missions because we’re out in the field. I enjoy rescuing, comforting and supporting the needy. Putting an event together is also an aspect I like very much because without logistics, a mission cannot be accomplished on safe and smooth terms. Being a logistician specialized in the support of catastrophe-stricken populations also means learning how to listen.”



MAP OF TERRITORIAL DELEGATION IN FRANCE



SPOTLIGHT ON

P'TIT DEJ EN CAREME OPERATION, AN ACTION ORGANISED BY OUR DELEGATIONS

Every year since 2009, during the period of Lent, delegations from the Ordre de Malte France call on children and teens to give their best.

In 2016, 58,000 children all over France collected food products and donations. These were then redistributed in the form of breakfasts organised and managed by delegation volunteers to help people living in extreme poverty, exclusion and / or alone.

The goal of this annual operation is to raise awareness among children and teens about important issues including poverty, exclusion, solidarity, generosity and giving, by involving them in the collection of food products and donations intended for those who need them most.

// THE INTERNAL UNIVERSITY

FOSTERING A COLLECTIVE DYNAMIC OF KNOWLEDGE AND INNOVATION



Catherine Scordia
Director of the Internal University

2016 was a key phase in the development of our Internal University. Thanks to the implementation of an intranet, we now have an online platform for exchange and teaching resources available to all staff members of the Ordre de Malte France. This will enable it to increase both its employee and volunteer audiences. Developing skills, contributing to the creation of a shared culture, promoting innovation, favouring openness and exchange between the various actors and parts of the Ordre de Malte France – these are the objectives at the heart of the Internal University's mission. //

PUTTING NEW TECHNOLOGIES AT THE SERVICE OF A SHARED CULTURE

Created in 2012, our Internal University is a space for training, expression and encounters between employees and volunteers. It relies on new technologies in order to offer innovative training and increase the size of its audience.

This year, we broadcasted our two first training courses online on the MOOC1 on the "Understanding the Order of Malta" and "Assisting Homeless People". 2016 also saw the creation of "The History of the Order of Malta" and "Understanding the Snoezelen Approach", which will be made available online in 2017.

In parallel, we launched an intranet that now allows access to Internal University news, all of our conferences since 2012 in video and document formats, and to our online training modules. This intranet includes a space dedicated to research groups intended to simplify document sharing amongst our various participants.

ACCOMPANYING OUR COLLABORATORS IN AN EVOLVING ENVIRONMENT

Our "opening" conferences help our collaborators to better understand the challenges that can arise while they're on the job. In 2016, we organised 4 conferences led by outside speakers:

- **"Respecting differences while working in humanitarian situations: a cross-cultural approach"** by Professor Marie Rose Moro, paediatric psychologist, Director of the Maison de Solenn, consultant for Médecins sans Frontières;
- **"Refugees: A challenge for Europe"**, by Pascal Brice, Managing Director of OFPRA (Office Français de Protection des Réfugiés et Apatrides / French Office for the Protection of Refugees and Stateless Persons);
- **"Humanitarian work: the new challenges of the 21st Century"**, by Jean-Christophe Rufin, former president of Action Contre la Faim and former French Ambassador to Senegal;
- **"The new requirements in terms of solidarity and response from associations"**, by Louis Gallois, President of FNARS (Fédération nationale des associations d'accueil et de réinsertion sociale / National Federation of Reception and Social Integration Associations).

DEVELOPING AND SHARING OUR EXPERTISE

Between 2013 and 2015, we created 7 research groups intended to develop and share our expertise – both individual and collective – internally as well as externally.

In 2016, our new research group looked at the meaning of sustainable development in our programmes and its application in our medical structures. Common to all activities of the Ordre de Malte France, it is central to the strategic plan Horizon 2020 and meets a triple objective:

- Establishing an environmentally responsible dynamic at the heart of all our directorates;
- Encouraging the pursuit of our quality process by preparing for AFNOR certification for the training division;
- Defining a policy for common sustainable development for all of our structures and professions both in France and overseas.

¹ A MOOC (Massive Open Online Course) is a course made available online by colleges and prestigious universities all over the world.



CONFERENCES ORGANIZED
SINCE 2012:

IN 2016:

> 1,400 people

> 8,200 views on the web

4 organize conferences

356 people

// 2016 ACCOUNTS OVERVIEW

THE SOCIOECONOMIC MODEL OF THE ORDRE DE MALTE FRANCE

In France, the Ordre de Malte France manages medico-social structures funded principally by public finances. In addition, it spearheads various “solidarity” operations in France and, on the international front, the management of hospitals and health centres in addition to offering support to 164 clinics and leper colonies using resources that come, in large part, from public generosity.

OUR PUBLIC FUNDRAISING POLICY

In the context of the Horizon 2020 Strategy, and in order to confront the decrease in the number of donors, the Ordre de Malte France decided to increase its efforts to recruit new donors. This is why costs of the call for public generosity show an increase of 18.3% compared to last year. This temporary financial effort, comparable to an investment, is necessary as it enables us to guarantee the future of our actions and, more importantly, to increase them for the benefit of the most vulnerable members of society. Globally, public fund-raising expenses together account for €4.9 million for a total of €17.57 million in resources, or an annual ratio of 27.86% in 2016 compared to 22.87% in 2015.

VOLUNTEER ACTIVITY

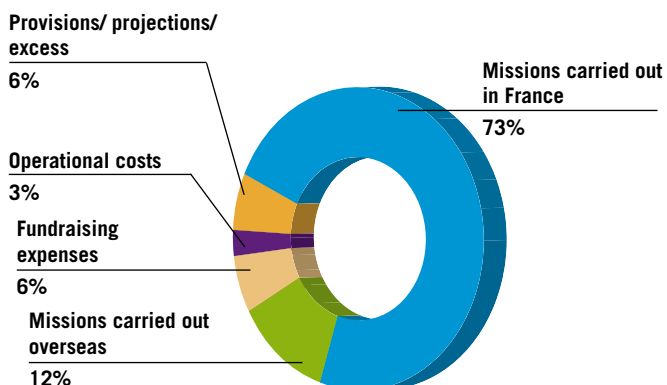
The participation of volunteers is focused mainly on actions carried out in the context of solidarity, rescue work and the assistance of people who are ill or suffering from disabilities.

ANNUAL EXPENDITURES

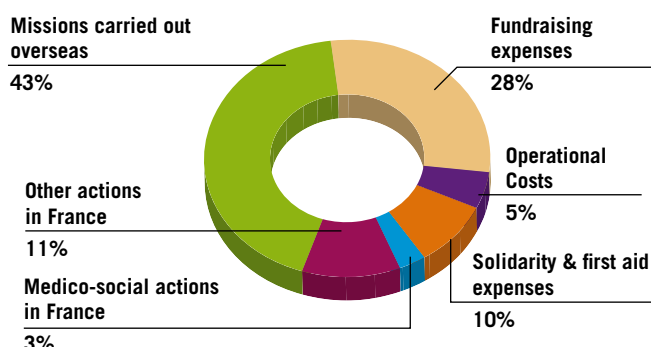
EXPENDITURES (in thousands of euros)	Uses of funds in 2016	Allocation of funds raised from public and used in 2016 by allocation
Missions carried in France	63,258	4,080
Missions carried out overseas	10,541	7,364
Total social missions	73,799	11,444
Fundraising expenses	5,238	4,896
Operational costs	2,400	899
TOTAL ANNUAL EXPENDITURES RECOGNISED IN P&L	81,437	
Allocations to provisions	1,541	
Projected use of allocated funds	1,447	
Excess income for the period	1,839	
TOTAL EXPENDITURES FOR THE PERIOD	86,264	
Proportion of gross fixed assets for the period financed by revenues raised from the public		0
Total expenditures financed by revenue raised from the public		17,239

Expenditures in 2016, outside of allocations for provisions, projected uses and excess income totalled €81,437K, out of which €17,239K were funded by revenues collected from the public. The difference was financed by both private and public funds. The €63,258K for missions carried out in France were spread out across medico-social establishments (€55,481K), poverty and first aid (€4,889K), and training (€2,888K). Furthermore, fundraising expenses and operational costs financed by public generosity represent 27.86% and 5.12%, respectively, of funds raised from the public.

BREAKDOWN OF FUND USES FOR THE PERIOD (€86,264K)



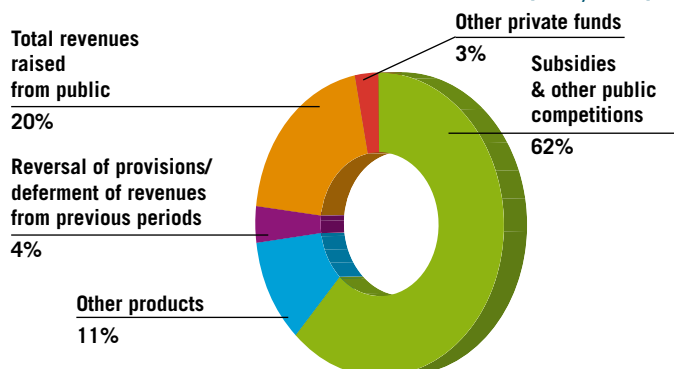
BREAKDOWN OF ALLOCATION OF RESOURCES COLLECTED FROM THE PUBLIC (€17,239)



Revenue (in thousands of euros)	Revenue collected in 2016	Follow-up of funds raised from public and used in 2016
REPORT OF NON-ALLOCATED & UNUSED REVENUE FROM PUBLIC FUNDRAISING		11,832
Manual donations	10,263	10,263
Legacies & donations	6,932	6,932
Other products tied to appeal for public generosity	380	380
Total revenues from public donation	17,575	17,575
Other private funds	2,489	
Subsidies and other public competitions	53,065	
Other products	9,300	
TOTAL REVENUE FOR THE PERIOD APPEARING IN THE P&L	82,429	
Reversal of provisions	1,921	
Deferment of revenues allocated & unused from previous periods	1,914	
Variations in dedicated, publicly-raised funds		221
TOTAL REVENUE FOR THE PERIOD	86,264	17,796
Uses of funds financed by publicly-raised funds		17,239
TOTAL NON-DESIGNATED, UNUSED FUNDS RAISED FORM THE PUBLIC		12,389

The manual donations totalling €10,263K are broken down into non-allocated donations at €4,748K and allocated donations at €5,515K. Legacies and donations reached €6,932K, of which €6,512K non-allocated and €420K allocated. The other private funds amounting to €2,489K include subsidies from the Fondation Française de l'Ordre de Malte for a total of €1,397K. Subsidies and other public competitions come mainly from pricing in our medico-social structures for €52,223K. The remainder of revenues raised from the public, both non-allocated and unused at the end of 2016, came out to €12,389K including, in particular, the 2016 result attributable by the General Assembly for €977K.

BREAKDOWN OF REVENUES FOR THE PERIOD (€86,264K)



SIMPLIFIED BALANCE SHEET AS OF 31ST DECEMBER 2016

Assets (in €K)	2016	2015	Liabilities (in €K)	2016	2015
FIXED ASSETS			ASSOCIATION FUNDS		
Tangible, intangible, and financial assets	69,777	71,013	Contribution, reserve & subsidy investments	58,369	56,439
			Result assignable by the AG	977	2,151
			Result, provisions, regulated reserves in liaison with the administration	17,719	17,311
CURRENT ASSETS			PROVISIONS	2,047	1,874
Achievable (receivables) and available (treasury) values	52,458	49,179	DEDICATED FUNDS	5,636	5,780
			DEBTS	38,201	37,131
ADJUSTMENT ACCOUNTS			ADJUSTMENT ACCOUNTS		
Prepaid expenses	962	658	Deferred income	248	164
TOTAL	123,197	120,850	TOTAL	123,197	120,850

The increase in total assets comes mainly from the current assets and the surplus from the previous year.

RESERVE POLICY

The Ordre de Malte France tends to build reserves that enable it to finance its current activity (outside of medico-social establishments) over the course of a year.



The Comité de la Charte du Don en Confiance (Committee for the Charter for Trust in Fundraising) has developed a Deontology Charter and gives its approval to organisations that voluntarily commit to respecting it and submit to its inspections. It recognises four main criteria: a statutory and disinterested functioning, stringent management, quality communication and fundraising, and financial transparency.

// SPONSORING & PARTNERSHIPS

A POLICY FOR STRATEGIC & MEANINGFUL ALLIANCES



Gaëlle Kergus-Jones

Director of Communications and Sponsorships & Partnerships

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g.kergus-jones@ordredemaltefrance.org

In the continuous efforts to better meet the new challenges it must face, the Ordre de Malte France continues its alliances with companies and corporate foundations. It thus proposes a new way of thinking in order to build innovative projects adapted to the needs of people weakened by illness, disabilities or exclusion and to training those who help them.

In 2016, we developed partnerships committed to two areas of intervention: autism and education for all!

SOME EXAMPLES FOR 2016

AUTISM: PARTNERSHIPS FOR ADDRESSING THE CHALLENGE OF SOCIAL INCLUSION

For more than 20 years, the medico-social teams of the Ordre de Malte France have placed particular emphasis on assisting people living with autism, adults in particular.

In addition to care, the teams develop real life projects for residents in the form of therapeutic, educational, athletic, fun and cultural activities. This is an essential step that concerns valuing the person, the quest and support of expression, empowerment and pleasure.



malakoff médéric
SANTÉ • PRÉVOYANCE • RETRAITE



It is thanks to private partners like Malakoff Médéric or the Fondation Orange that, in 2016, we were able to set up a cooking workshop at the Maison Saint Fulbert in Lèves, provide the Maison Notre Dame de Philermie in Sallanches with adapted athletic equipment, and equip the residents of the Maison d'Ulysse in Bullion with tablets.



Tandem: playing sports enables people to channel energy and curb behavioural and musculoskeletal disorders. Cycling has become a preferred activity for all of our residents!



Tablets: This new form of communication encourages autonomy, verbalisation and the expression of emotions. These tablets are transforming residents' day-to-day routines as well as their interaction with those around them.

EDUCATION: AN INNOVATIVE PARTNERSHIP WITH THE SIKANA ASSOCIATION TO OVERCOME POVERTY AND EXCLUSION

"Education is the most powerful weapon that you can use to change the world."

Nelson Mandela



We have developed an innovative partnership with the SIKANA association that focuses on the transmission of knowledge and understanding thanks to the production of free educational videos available in multiple languages.

The idea is built on a simple belief: education is still the only means by which one can emerge from all forms of poverty or exclusion. As such, these educational tools aim to raise maximum awareness amongst the poorest people with regards to health, nutrition, hygiene and life-saving gestures.



Thanks to the support and expertise of DANONE EAUX France, in association with doctors and nutritionists from the Ordre de Malte France and SIKANA, we were able to produce two new educational videos: "Water and nutritional hygiene" and "Dehydration and children's water needs". Translated in several languages, including Wolof, the videos aim to educate the poorest populations on the dangers of deficiencies and the improper use of water.

// OUR FOUNDATION



FONDATION FRANÇAISE
DE L'ORDRE DE MALTE



The Fondation Française de l'Ordre de Malte was created in 1992 by the Ordre de Malte France in order to strengthen and escalate its actions and collection, thanks to its status as a foundation recognized as a public utility obtained in 1994. Thereafter, it diversified its activities by acquiring the ability to accommodate other foundations over the course of 200 and by acquiring buildings that belong to the historical and cultural heritage of the Order of Malta or those linked to Christianity.

In 2016, the Foundation was thus able to contribute directly to the activities of the Ordre de Malte France by providing a subsidy more than five hundred million euros in favour of programmes developed principally for overseas, but also in France. This translated, in particular, into financing for the purchase of medicine intended for the 168 dispensaries in 11 African countries and the support of massive Hospitaller programmes in the context of protection for mothers and children in Madagascar, Benin, Togo and Cameroon. In France, significant funds were disbursed in the context of rescue work and the fight against poverty, in particular for the purchase of specialised rescue vehicles.



The Fondation Française de l'Ordre de Malte, presided over by Monsieur Jean-Pierre Mazeiry, former Grand Chancellor of the Sovereign Order of Malta, is supported by an administration composed of fifteen administrators, five of whom are State representatives.

Its privileged legal status enables it to enjoy and make available to donors numerous advantages, namely financial, in terms of the TFR for example, or optimising financial and real estate assets for which the revenues are entirely tax-exempt for companies and foundations.



CONTACT :

Ms Dominique Jan-Nassé - Director

Phone : 01 45 20 98 07

Email : fondation@ordredemaltefrance.org

Website : www.fondationordredemalte.org

// THE ANAT



ANAT Saint Jean
de Malte

Created in 1998 on the initiative of the Ordre de Malte France, the Association Nationale Tutélaire Saint Jean de Malte (ANAT), an independent association under the Law of 1902, is authorized to take legal protection measures for adults including legal guardianship, curatorship, trusteeship and lasting power of attorney. Its mission is to secure the well being and fulfilment of the person in its protection.

ANAT constitutes a natural extension of the mission of the Ordre de Malte France: receiving and rescuing the most vulnerable members of society. Within ANAT, this means: assisting, often until the end of their lives, individuals with diminishing autonomy or living in isolation. In 2016, ANAT helped 531 protected adults.

CONTACT :

Phone : + 33 01 42 03 06 38 - **Email :** contact@anat-sjmalte.org

// THANK YOU!

TO ALL OUR DONORS, WHOSE LOYALTY ENABLES US TO ACCOMPLISH OUR MISSIONS,
TO OUR 9,400 VOLUNTEERS AND 1, 928 COLLABORATORS WHOSE DEDICATION GIVES
MEANING TO OUR ACTIONS,

TO OUR 7,000 COMMITTED RESEARCHERS INVOLVED IN WORLD LEPROSY DAY AND
THE NATIONAL DISABILITIES WEEK ,

TO THE 58,000 YOUTHS WHO ASSIST US WITH ENTHUSIASM AND GENEROSITY FOR
THE "P'TITS DEJ EN CARÊME",

TO OUR PARTNERS WHO, WITH US, IMAGINE THE SOLUTIONS FOR TOMORROW:

► PRIVATE PARTNERS

Highways and tunnels of Mont Blanc, STAR Breweries (Madagascar), Caisse d'Epargne of Lorraine Champagne-Ardenne, Compagnie Fruitière, COTOA, Danone Eaux France, Eminence (Montpellier), Energy Assistance France, Fondation Aide aux Enfants Régine Sixt, Fondation Groupe Optic 2000, Fondation KPMG France, Fondation Krys Group, Fondation l'Occitane, Fondation Orange, GFAOP, Groupe Apicil, La Mie Câline, Life Support France, Malakoff Médéric, Malongo (Nice), Paul, Peter Auto, Prêt à Manger, Restaurant Vatel (Nîmes), Révillon (Lyon), Royal Canin (Montpellier), Société Générale, Vision For Life Essilor, Wavestone, and numerous local businesses...

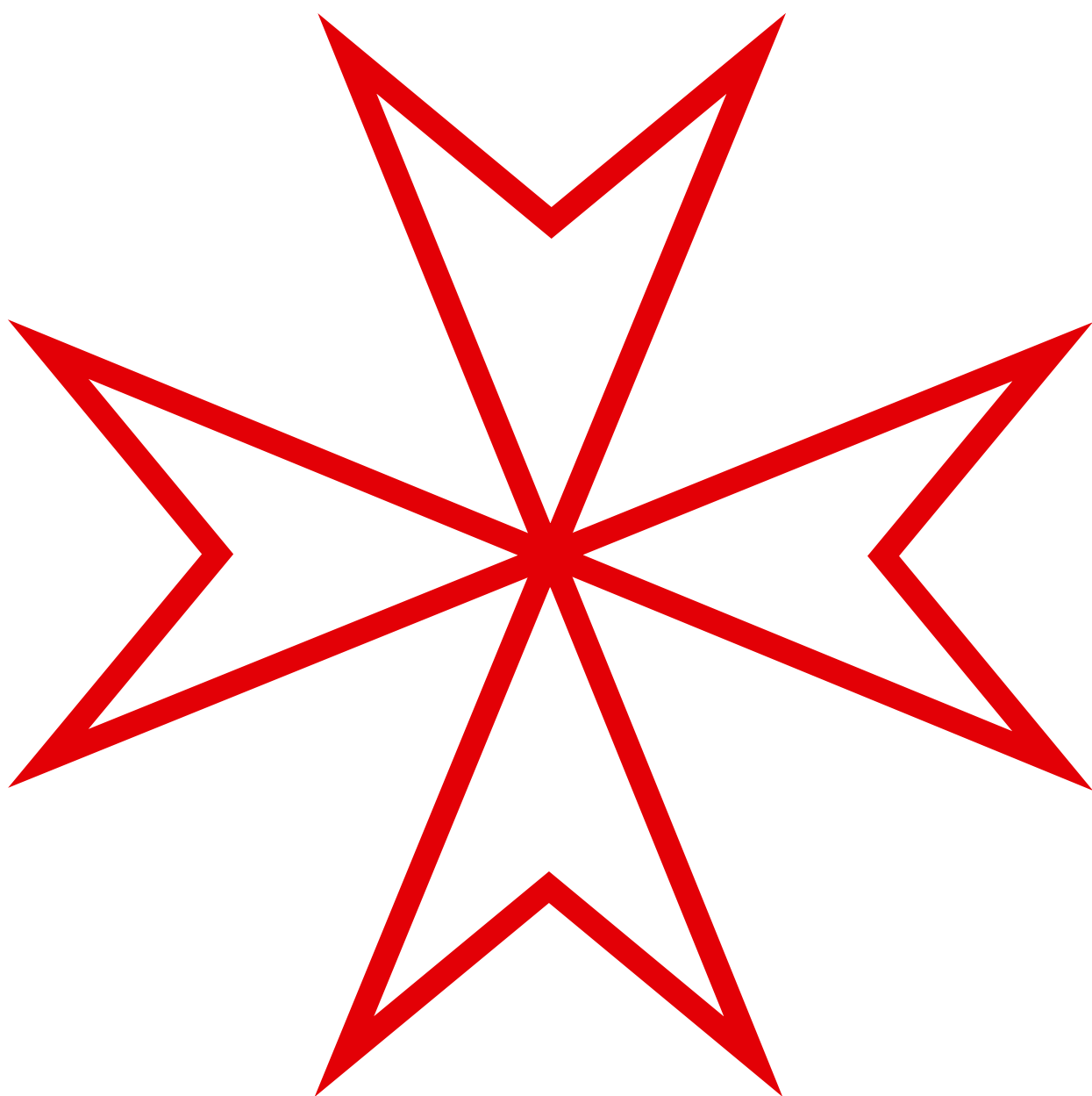
► INSTITUTIONAL PARTNERS

German agency for international cooperation (GIZ), Agence Française de Développement, Agence Tchèque de Développement, International Humanitarian Pharmacy Association, the World Bank, Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (BMZ), Communauté de Communes de la Plaine d'Estrées, Conseil départemental de Vendée, les Conseils départementaux d'Île-de-France, Coopération technique Belge, DRIHL, Fédération Française des Banques Alimentaires, UNFPA, Fonds de Solidarité Santé Navale, Fondation Française de l'Ordre de Malte, the United Nations Population Fund, Global Fund for Forgotten People (GFFP), Institut Supérieur d'Étude et de Protection civile, the 115, Mairie d'Asnières, Mairie de Paris, Mairie de Vigneux-sur-Seine, les mairies et les DDCCS de nombreux départements, Malteser International, Ministère de l'Intérieur, Ministère de la Défense, Ministère des Affaires étrangères et du Développement international, Organisation Mondiale de la Santé, Programme Alimentaire Mondial, the regions of Bretagne, Nouvelle-Aquitaine and Provence-Alpes-Côte d'Azur, Samusocial of Paris, Sénat Français, Service Intégré d'Accueil et d'Orientation 75, Service Intégré d'Accueil et d'Orientation 92, The Global Fund...

► AND ALL OF OUR SUCCESSFUL COLLABORATIONS

AAPEL L'Epanou – Région Annecy (74), ADH, American Leprosy Mission, Apiflordev, Apprentis d'Auteuil (Creil), Autisme Eure et Loir, APEL de Thonon Chablais (74), Association Castel Mauboussin, Association Dons Solidaires, Association des spiritains du Congo, Association Gaia (74), Association La Rose des Vents (77), Association Le Carillon, Association Le Pain Partagé (30), Association Le Relais (18), Association Solidarités Aire Toulonnaise (83), Association Tarmac (72), Centre hospitalier du Mans, Centre hospitalier du Vésinet, CHU de Toulouse, CHU La Réunion, Compagnie Industrielle des Bois (Congo Brazzaville), DAHW, DCC, Entreprise d'insertion ENVIE 2E Gennevilliers, France Bénévolat (74), Fondation 30 millions d'Amis, Foyer Notre-Dame (Strasbourg), Foyer Notre-Dame des Sans-Abri (69), Guides et Scouts d'Europe, Hôpital Saint Joseph de Marseille, IFSO de Landernau, Intercordia, ISEPC, L'Arche Beauvais, La Bagagerie Cœur du Cinq (75), La Croix Rouge Française, Le Relais Est (67), Les Restos du Cœur, Mairie de Lèves, Mairie de Sallanches, Maison pour les personnes autistes du département de l'Eure-et-Loir (MDPA 28), Musée de l'Homme, Netherlan Leprosy relief, Rotary Club, SARL Taxi Lucas, Scouts et Guides de France, Scouts Unitaires de France, Secours Catholique, Secours Populaire, Service de Coopération Développement, Société Saint-Vincent-de-Paul, Vestiaire Saint-Martin (Annecy), Vision Soli Dev...

AND MANY MORE...!





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