

Facts | Figures 2012



Photo: W. Lux



Malteser
...weil Nähe zählt.



Active: Employees, members, volunteers

Members & supporters	1,040,373 1,032,752*
Active volunteers	48,692 47,002*
Members of Malteser Youth Organisation	7,906
Trained ambulance assistants in schools	7,715
School ambulance groups	498
Interventions of school ambulance	19,995
Employees	23,599

Malteser facilities

Locations in Germany	700 700*
Hospitals	8 7*
Residential homes for the elderly	21 21*
Facilities for youths and drug treatment inc. 3 schools	45 32*
Care facilities for asylum seekers & migrants	10 11*



The Order of Malta at work

Patients cared for in Order of Malta hospitals (inpatient and day-care)	71,401
Emergency medical transport services, incl. transport of the sick	752,568 687,841*
Passengers with disabilities assisted by regular and individual service	19,384
Training courses: total participants	345,941 347,359*
first aid only	331,596 316,426*
Users of home emergency call services	76,604 71,836*
Meal delivery service: meals delivered	3,62 Mio, 3,9 Mio,*
Malteser Service Centre (MSC)	
Patient transport management	34,500
Emergency medical support service	13,600
Worldwide repatriation service	3,200

* = Figures from 2011

Disaster preparedness: Protection and security for all

Members of disaster relief units: total	8,943
Disaster relief units: total	993
rapid deployment teams only	283
Psychological emergency care	
Critical Incident Stress Management (CiSM)	22 Teams
Crisis intervention	58 Teams
patients cared for	6,409
Medical service missions	20,500

Catholic Day in Mannheim: More than 500 members of Malteser Germany take care of 80,000 visitors

During the four day long Catholic Day in Mannheim in May 2012, Malteser Germany, on behalf of the organisers, was in charge of the medical services for the **80,000 visitors**. The **435 members of Malteser Germany** from all over the country, most of them volunteers, worked in different shifts. **100 members of the Malteser Youth Organisation** provided for the mobility of people with disabilities. Malteser Germany informed the visitors on topics concerning health and society in open discussions, workshops and at stands.



Social Volunteering: palliative care, visiting and accompanying services

Outpatient palliative services	115
Inpatient palliative facilities	12
Volunteers in hospice service	2,698 2,629*
7,857 (7,808*) terminally ill and 5,784 (6,456*) bereaved persons were cared for	
Visiting & accompanying services	229 198*
Visiting & accompanying services : people cared for	9,649
Visiting & accompanying services : volunteers	2,744 2,730*

* = Figures from 2011

Commitment

In 2012 more than 47,000 volunteers offered more than 5,000,000 work hours .
--



10th Malteser pilgrimage to Rome for people with disabilities



At the end of September, Malteser Germany starts a weeklong pilgrimage to Rome with more than **300 sick people and people with disabilities** and their relatives. It is the tenth trip of this kind since 1981. The sick or disabled participants are looked after by voluntary helpers, nurses, doctors and counsellors day and night.

With about **1,100 participants** and **29 overland buses**, this pilgrimage starting from different cities is among the largest of its kind. A police escort guides them through the traffic jungle of the Italian capital. A highlight is the visit of the General Audience of Pope Benedict XVI, during which the Holy Father talks to a disabled young pilgrim. At the end, the director of the pilgrimage, Karl Prince Löwenstein, says: "We had a wonderful pilgrimage week. The people with disabilities and the helpers enriched each other. The days in Rome confirmed our faith."

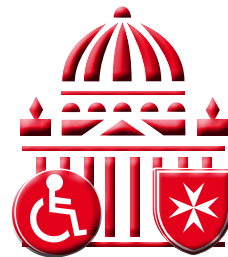


Photo: W. Lux



Undercover Boss: Eight million spectators watch Malteser Germany from close up

A boss helps at the grass-roots level – at first dressed up as an intern so that he is not spared from anything. In spring 2012, **almost eight million people** watched the episode "Undercover Boss" on the channel RTL. In front of the camera, Douglas Count Saurma-Jeltsch, board member of Malteser Germany (fig. left), worked in the rescue service, in the food service, in the hospital, generating sustaining members and in the family centre. On the night of the broadcast, the "Undercover Boss" reached the highest share of all shows in the target audience between 14 and 49 years. The audience sensed the closeness of Malteser Germany to people in need and how satisfying this work is – despite the time pressure and the physical effort. The "intern" puts up a good fight and is not recognised immediately. When he then reveals himself as "boss" to the staff, his praise counts even more.

Queen Silvia of Sweden: a visit to Bottrop

Queen Silvia inaugurates the nationwide first Malteser Germany day care centre for people in early stage dementia. The meeting centre works according to the palliative philosophy "Silviahemmet" and is run by Malteser Germany with voluntary and salaried staff. The Queen of Sweden launched the foundation "Silviahemmet" in 1996. The goal of the Malteser Germany day care centre is to lovingly receive people suffering from the disease in a surrounding designed to meet their capabilities, to stimulate them in an adequate manner and to assist and relieve the relatives in the attendance. The board of Malteser Germany announced that all voluntary and salaried staff members will be trained in dealing with people suffering from dementia.



Photo: W. Lux

Malteser Germany takes over third secondary school

Together with the current sponsor, the Malteser Werke took over the Antoniuskolleg in Neunkirchen-Seelscheid in 2014. Around **1,150 students, 80 teachers and staff members** as well as numerous actively assisting parents are engaged in the daily life and routine of the secondary school. After the secondary schools St. Bernhard-Gymnasium in Willich and Liebfrauen-Gymnasium in Büren, the Antoniuskolleg is the third school run by Malteser Germany.



Bruchsal: Inauguration of a substitution ambulance

In May, Malteser Germany takes over its first substitution ambulance for people heavily addicted to drugs in Bruchsaal, Baden-Württemberg. **Three medical specialists** and **two medical assistants** work in the ambulance. Every day, they assist around **100 patients** from the district Karlsruhe. While Malteser Germany is responsible for the medical therapy, the regional association of Baden-Württemberg for prevention and rehabilitation (Landesverband für Prävention und Rehabilitation – bwlv) is in charge of the patients' psycho-social assistance. "Malteser Germany engages in aid for drug users and addicted people because we see them as people really in need according to the principles of our Order," says Patrick Hofmacher, member of the direction of the Malteser Werke describes the commitment.



Syria: Assistance for displaced people and refugees



Photo: IBC

Due to the civil war in Syria, the number of people fleeing from their homes has continued to rise over the year. In January, around **100,000 people** left their homes looking for shelter, by the end of the year, about **700,000 persons** had fled from bombs and violence to neighbouring countries. In Syria, around three million people have been displaced from their homes and land. Since July, Malteser International has been assisting the people via local partners in Aleppo and Damascus, handing out emergency packs with blankets, mattresses and toiletries for babies to the displaced persons. In Lebanon, Malteser International receives refugees in their polyclinic close to Tripoli and treats the patients for free. Fever and diarrhoea are among the common diseases that the doctors diagnose. Before the start of the winter, thousands of families in Syria receive winter equipment like blankets, clothes and small ovens so that they are not at the mercy of the cold in their emergency shelters such as schools and empty buildings.

The Malteser Germany are members of:



Assistance for around 10 million people in 25 countries

- | 119,562 people received emergency assistance after disasters and crises
- | 300,582 medical examinations provided mothers with safe pregnancy and birth
- | 11,255 toddlers are prevented from under-/malnutrition
- | 531,043 people given daily access to clean drinking water thanks to our help This and a lot more is made possible by 739 local staff members, 83 international staff members from 24 countries in the field as well as 45 staff members at headquarters.

Countries of origin of worldwide expatriate staff, 2012

	Albania	1		Hungary	1		Philippines	8
	Australia	2		Italy	2		Serbia	1
	Bangladesh	1		Japan	1		Sri Lanka	1
	Belgium	3		Kenya	1		Sweden	1
	Canada	2		Madagascar	3		Switzerland	1
	France	2		Myanmar	2		Uganda	3
	Germany	36		Nepal	1		Uruguay	2
	Great Britain	2		Netherlands	2		USA	3

Professionals abroad

Region/Country	local staff		seconded employees	
	2012	2011	2012	2011
229 Africa	201	236	28 (23)	32 (21)
DR Congo	88	92	11 (9)	10 (8)
Kenya	21	15	3 (3)	2 (2)
South Sudan	85	120	13 (10)	19 (10)
Uganda	7	9	1 (1)	1 (1)
521 Asia	478	612	43 (35)	53 (41)
Indonesia	5	5	0 (0)	0 (0)
Japan	0	0	1 (1)	1 (1)
Cambodia	43	31	6 (4)	3 (3)
Myanmar	231	379	15 (12)	18 (11)
Nepal	0	0	1 (1)	1 (1)
Pakistan	100	120	11 (9)	17 (16)
Sri Lanka	27	23	3 (3)	5 (3)
Thailand	54	44	5 (4)	7 (5)
Vietnam	18	10	1 (1)	1 (1)
72 America	60	137	12 (9)	19 (13)
Haiti	59	136	12 (9)	19 (13)
Peru	1	1	0	0 (0)
total	739	985	83 (67)	104 (75)

Malteser Social Day: 110 projects benefit

During the 10th Malteser Social Day in September, staff members of companies help out in **110 social projects** for one day. They are exempted from work from their companies and renovate rooms in kindergartens and schools, go on excursions with sick people, whip into shape green areas of social institutions or hand out a warm meal to people in need. **1,300 employees** from banks, insurances, news agencies, public services, telecommunication and human resources companies work for the good cause.



St. Nicholas-action

About **50,000 children, elderly people and people in need** in Germany and abroad receive a visit and gifts during the days around the 6 December, the day of St Nicholas. Nationwide, Malteser Germany gets involved in actions in **150 cities**. "Assistance according to St. Nicholas is very easy – it only needs a small initiative where it is cold, where people long for warmth or a meal, where they are happy about a conversation or someone who listens", the new patron of the St-Nicholas-action and vice president of Malteser Germany, Vinciane Countess of Westphalen describes the essence of the St. Nicholas-action.

Voluntary social services

Number of people cared for:	
during pilgrimages and other religious events	58,158
during travels and excursions	6,845
in Open Work with the elderly	28,209
the homeless and mentally ill	28,900
Malteser medical facility for migrants	
Patients	18,081
	14,926*

* = Figures from 2011

Congress on surgery for the elderly

With the so called "1st Cologne congress on surgery for the elderly", the initiators of the Malteser Hospital St. Hildegardis in Cologne break new ground. It is an increasingly important medical issue to surgically treat elderly and geriatric patients in an appropriate way. In addition to specialised medical competence, care and social aspects are very important for a holistic treatment of elderly patients. 130 participants from all over Germany discussed this bridge between high performance and care-oriented medicine.



Imprint: Publisher: Malteser Deutschland gGmbH | Kalker Hauptstraße 22-24 | D-51103 Cologne | www.malteser.de
 Supervisor: Dr. Claudia Kaminski | Tel.: +49 (0)221 98 22 111 | Fax: +49 (0)221 98 22 78111 | e-Mail: malteser@malteser.org
 Design + composition: Malteser Grafikzentrum, Cologne, Jörg Röhrig | e-Mail: malteser.grafik@t-online.de | Photos (if not stated otherwise): Malteser archives
 All figures: 31. December 2012 (figures marked * are from previous year).



Malteser

...weil Nähe zählt.

Malteser Kommunikation

Kalker Hauptstraße 22-24

51103 Köln

Telefon: (02 21) 98 22-0

Internet: www.malteser.de