



Where to Turn

Sixth Edition

לאן לפנות | אנגלית

משרד העלייה והקליטה

Ministry of Aliyah and Integration



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הופק על ידי
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ירושלים 2019



www.klita.gov.il

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הודפס על ידי המדפיס הממשלתי

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Introduction

"Where to Turn" is a guide to the network of public and voluntary bodies that offer services to the public. The goal of this booklet is to help locate an appropriate source of assistance in various situations. While "Where to Turn" cannot describe every public service available, it does give an overview of the main bodies responsible for specific areas, and which can provide more information and referrals to service providers. Although the information contained here is general, you can obtain more details from the bodies themselves, and from their websites, the addresses of which are provided wherever possible.

You can find more detailed information about specific topics in Ministry of Aliyah and Integration booklets, including "The Guide for the New Immigrant," "Housing," "National Insurance," "Health Services," "Education," "Employment," "The Life Cycle," "Guide to Services for Persons with Disabilities," "Education," "Transportation," and "Army Service." These booklets, along with others, are available from the Publications Department. See the order form at the back of this booklet. You can also view many of them online at **www.klita.gov.il**.

"Where to Turn" is divided into thirteen sections. Listings in each section are in alphabetical order to facilitate quick and easy reference.

The first section is a list of emergency services. Section Two contains a survey of governmental bodies and ministries, a summary of their individual functions, and the types of services that they provide to the public.

Sections Three through Thirteen address specific topics such as health, education, citizens' rights, and social services. They include references to the government agencies that have jurisdiction over each area, and listings of non-profit and voluntary organizations that can provide information and services.



Note: this publication does not recommend or endorse any particular body or service. Nor does it confer any manner of eligibility for any benefit or service. It is up to each individual to investigate and decide upon the most appropriate sources of information, assistance, and aid.

The information included in this booklet is based on data provided by various official sources. In case of any error, alteration, or discrepancy between the information presented here, and the laws and regulations of official bodies, the laws and regulations of the official bodies will prevail.

This is the sixth edition of this publication and hereby nullifies all previous editions.



Public Inquiries

Most public institutions, including government offices, health funds, hospitals, public transportation companies, etc., should have a department or officer in charge of public inquiries. Further, a number of bodies accept public inquiries about violations of the law, failure to implement correct procedures, or unjust treatment. Some also handle complaints against public institutions or government offices, while others deal with consumer complaints. Wherever possible, this booklet includes public-inquiries contact information.

Following are some general guidelines for submitting an inquiry or complaint.

Clearly state the nature of the incident or problem. Include relevant dates and names of any persons involved, whenever possible. Include copies of all relevant documents, such as contracts, sales receipts, etc., as well as copies of any prior correspondence.

Avoid abusive, insulting language. State the nature of the case in a factual, logical fashion.

State the type of redress you seek, such as monetary compensation, exchange or repair of an item, implementation of a procedure or action, or an apology.

Be sure the inquiry contains your contact information, including your identity number (*mispar zehut*).

Whenever possible, compose the inquiry in Hebrew, have a native Hebrew-speaker prepare it on your behalf, or invest in a professional translation. The recipient is more likely to understand and respond to an inquiry in Hebrew than to one in another language.





Section One Emergencies

First Aid and Emergency Services

Association of Rape Crisis Centers in Israel

  www.1202.org.il

National Hotline **1202**

Hotline for Men 1203 

Hotline for Religious Women (02) 6730002 

Hotline for Religious Men (02) 5328000 

Chat via the website.

The hotlines operate 24 hours a day, 7 days a week.

Emergency Veterinary Hospital

Hebrew University Veterinary Hospital

Emergencies and Intensive Care Unit - 24-hours a day.

 vethospital.huji.ac.il

 vethosp@agri.huji.ac.il

HaKirya HaChakla'it

 70 Derech HaMaccabim, Rishon LeTzion

Emergency number **(03) 9688533**

Information (03) 9688518/573 

Note: see Section Seven- The Environment for more emergency veterinary clinics.

Eran Mental Health Hotline

 www.eran.org.il **1201**

 info@eran.org.il

Hotline for Holocaust survivors & their families 1-800-24-1201 

ICQ Number 12010 

Senior Citizens *3201 



Soldiers..... *2201 

Chat via the website.

The Home Front Command

The Home Front Command (*Pikud HaOref*) provides information about preparation for national emergencies and natural disasters, and instructions during times of emergency.

 www.oref.org.il..... **104**

Israel Electric Company

For reporting power failures.

 www.iec.co.il..... **103**

Israel Police

 www.police.gov.il..... **100**

Local Authorities..... **106/107**

Call a local authority for assistance including pest control (snakes, rats, etc.) burst water mains or other infrastructure damage, and maintenance problems. The local authorities can also often assist with social-welfare emergencies.

Magen David Adom **101**

 www.mdais.org

 E-mail (for Emergencies Only) 101@mda.org.il

Fax (for Emergencies Only)..... **1-800-500-101**

SMS for Hearing-Impaired..... **052-7000101**

Magen David Adom provides ambulances and emergency first-aid medical care.

See also "Section Eight – Health; Emergency and First Aid Care."

Ministry of Environmental Protection Hotline

To report situations of immediate danger to the environment.

 www.sviva.gov.il

 moked@sviva.gov.il

Tel:..... 073-2733200/*6911 

Fax:..... (08) 9253461 



Ministry of Labor, Social Affairs and Social Services Hotline

The Ministry Hotline offers guidance and referrals in crisis situations.

 www.molsa.gov.il **118** 

Natal – Support Center for Victims of National Psychotrauma

Therapy, support, and counseling services for victims of terror and enemy actions.

 www.natal.org.il

 info@natal.org.il

Hotline **1-800-363-363** 

National Domestic Violence Hotline

Dial toll-free **1-800-220-000** 

The Hotline offers advice, counseling, and support.

National Fire and Rescue Authority

(Michabei Aish)

Firefighting and rescue operations.

 www.102.gov.il **102** 

National Poison Control Center **(04) 7771900** 

For medical information and instructions. 24 hours a day.
Rambam Hospital, Haifa

United Hatzala

Medical first-response for accidents and medical emergencies.

 www.israelrescue.org **1221** 

Wizo Hotline for Battering Men **(02) 6551159** 





Section Two The Government

The Government of Israel

The Knesset

The Knesset is Israel's legislative body. Every citizen has the right to consult with a member of the Knesset on any issue. It is also possible to refer issues to the Knesset Chairman, or the chairpersons of any Knesset committee. Telephone numbers and e-mail addresses of every member of the Knesset are on the Knesset website.

 www.knesset.gov.il

 Kiryat Ben Gurion, Jerusalem 9195016 (02) 6753333 

The President of Israel

The President of Israel acts as the country's Head of State. The President is chosen by the Knesset, and serves a seven-year term. The President's functions are primarily ceremonial.

Departments within the President's Bureau include a legal department (dealing primarily with clemency) and a public inquiries department (public inquiries and welfare). Citizens may submit petitions to the President on personal matters or matters involving public institutions.

The President's Fund enables the President to provide financial assistance to citizens who meet all criteria for aid. Inquiries to the President's Fund are through a social worker.

Office of the President

 www.president.gov.il

 public@president.gov.il

 3 Rehov Hanassi, Jerusalem (02) 6707211 

Fax: (02) 5887225 



The Prime Minister's Bureau

The Prime Minister's Bureau coordinates the activities of the Prime Minister and various Government institutions. Among the bodies within its auspices are the Government Corporations Authority, The Central Bureau of Statistics, The Government Press Office, the Civil Service Commission, the Government Publications Bureau, the State Archives, and the Anti-Drug Authority.

🏠 www.pmo.gov.il

@ pmo.heb@it.pmo.gov.il

📍 3 Rehov Kaplan, Kiryat Ben Gurion, Jerusalem

Tel.: (02) 6705555 📞

Fax: (02) 5605000 📠

Public Inquiries (03) 6109898 📞

Civil Service Commission

The Civil Service Commission implements Government policies regarding Government employees, including approving candidates for employment, determining advancement tracks, training, etc.

🏠 www.civil-service.gov.il

@ naziv@csc.gov.il

📍 3 Rehov Kaplan, Jerusalem

Fax: (02) 5795016 📠

Public Inquiries (02) 6705120 📞

Central Testing Division 072-3201902 📞

The Department of Gender Equality in Government Employment

The Department of Gender Equality in Government Employment works to advance women, and handles complaints of discrimination, damage to working conditions and salary, and sexual harassment in Government workplaces.

@ shivyon@csc.gov.il

📍 3 Rehov Kaplan, Jerusalem (02) 6705491 📞

The Public Ombudsman of the State Comptroller's Office

The Public Ombudsman investigates reports of violations of laws and of flagrant injustice. The office accepts complaints from



the public against government offices, public institutions such as institutions of higher education, the Electric Company, the State Lottery, Egged, the health funds, and the Bezek telephone company.

Submit complaints in writing, by e-mail, or with a form available for download from the State Comptroller's website.

 www.mevaker.gov.il

 mevaker@mevaker.gov.il

District Offices

 12 Rehov Hasan Shukri, Hadar HaCarmel, POB 4394 Haifa

Tel..... (04) 8649748 

Fax:..... (04) 8649744 

 2 Rehov Mevaker HaMedina, P.O.B. 1081, 9101001 Jerusalem

Tel..... (02) 6665000 

Fax:..... (02) 6665204 

 19 Rehov HaArba'a, POB 7024, Tel Aviv..... (03) 6835555 

Fax:..... (03) 6851512 

Israel Government Ministries

The Ministry of Aliyah and Integration

The Ministry of Aliyah and Integration (*Misrad HaAliyah VeHaKlita*) assists new immigrants and returning residents during the absorption process and aids adjustment in all facets of life in Israel. Assistance takes a variety of forms, according to specific criteria of eligibility, including financial assistance (Absorption Basket, subsistence allowances, etc.) registration for ulpan study, guidance and assistance in employment and professional training and retraining, and assistance to entrepreneurs. Consult with a personal absorption counselor for details.

Students in institutions of higher education are assisted by the Student Authority.

Eligible artists, writers, and athletes can receive particular financial and vocational assistance, while eligible new-immigrant and returning-resident scientists and researchers can apply to the Center for Integration in Science for vocational and financial assistance.

In addition, the Ministry facilitates the reintegration of returning



Israelis through the Senior Division for Encouraging Aliyah and Returning Residents.

 www.klita.gov.il

 info@moia.gov.il

National Telephone Information Center (03)9733333/*2994 

The Telephone Information Center answers questions and provides information in English, Russian, French, and Spanish, 24 hours a day, except Shabbat and holidays.

Immigrant Soldiers

The Ministry provides counseling, guidance, and special benefits to eligible new immigrants serving in regular compulsory IDF service as “lone soldiers,” and to those who qualify for special benefits and allowances. Consult with a personal absorption counselor for details.

The Publications Department

The Publications Department offers a wide variety of publications on various aspects of absorption. Booklets include basic information, such as benefits and assistance to new immigrants, the health system and service in the Israel Defense Forces, information on finding a job and requirements for various professionals who wish to work in Israel, and informational magazines and newspapers. Publications are available in English, French, Spanish, Russian, and Hebrew. See the order form at the back of this booklet.

The Student Authority – See also “Section Five- Education.”

 31 Sd. Shazar, Beer Sheva (08) 6261286 

 15 Sd. Palyam, Haifa (04) 8631140/41/48 

 4 Rehov HaMatmid, Jerusalem (02) 6214539/42 

 6 Rehov Esther HaMalka, Tel Aviv (03) 5209184 

Ulpan study – see “Section Five-Education.”

Contact the nearest Ministry of Aliyah and Integration regional or district office for information and referrals.



The Ministry of Aliyah and Integration

 www.klita.gov.il

 info@moia.gov.il

 Main Office - 2 Rehov Kaplan, Kiryat Ben Gurion, Building 2, Jerusalem..... (02) 6752611 

Employment Division..... (02) 6214509 

Entrepreneurs Division..... (02) 6214686 

Information on New-Immigrant Arrivals..... (03) 9774111 

Public Complaints..... (02) 6752765, (03) 5209127 

Fax:..... (03) 5209161 

Or through the "Contact Us" link on the Ministry website:

 www.klita.gov.il

 By e-mail: info@moia.gov.il

 Publications Department 15 Rehov Hillel, Jerusalem

Fax:..... (02) 6241585 

Senior Division for Encouraging Aliyah and Returning Residents

Tel:..... (02) 6750365 

Senior Housing Division..... (02) 6752683 

Ulpanim..... (02) 6752773 

Bureau, Branch, and District Offices

Haifa and Northern District Headquarters

15 Rehov HaPalyam Haifa..... (04) 8631111 

Fax:..... (04) 8622589 

Branch and District Offices

 1 Rehov Shalom HaGalil Kenyon Acco, Acco..... (04) 9910725 

Fax:..... (04) 9916833 

 34 Rehov Yehoshua Henkin, Afula..... (04) 6098300/1 

Fax:..... (04) 6098305 

 2 Rehov Ma'aleh Camun, Carmiel..... 1599-500-920 

Fax:..... (08) 9580875 

 13 Rehov Hillel Yaffe, Hadera..... 1599-5000-904 

Fax:..... (04) 6108417 

 15 Sd. HaPalyam, Haifa..... 1599-500-922 

Fax:..... (04) 8632336 

 7 Rehov HaMeyasdim, Kiryat Bialik..... 1-599-500-902 

Fax:..... (04) 8742957 



📍 104 Rehov Tel Hai, Kiryat Shmona	(04) 6818400	📞
Fax:	(04) 6818405	📠
📍 21 Sd. Yerushalayim Kenyon Rakefot, Ma'a lot	(04) 9078311	📞
Fax:	(04) 8202996	📠
📍 45 Rehov Nitzanim, Migdal HaEmek	(04) 6540331	📞
Fax:	(04) 6040376	📠
📍 9 Derech HaAtzmaut, Nahariya	(04) 9950400	📞
Fax:	(04) 9950404	📠
📍 16 Rehov Ben Zackai, Tiberias	(04) 6720399	📞
Fax:	(04) 6717061	📠
📍 1 Rehov HaGdud HaShlishi, Tzfat	(04) 6920218	📞
Fax:	(04) 6820571	📠
📍 "Lev Esekim," Bld. 52 Rehov HaMalacha, Upper Nazareth		
Tel. :	1-599-500-903	📞
Fax:	(04) 6564019	📠

Southern and Jerusalem District Headquarters

📍 31 Rehov Zalman Shazar, Beer Sheva	(08) 6261216	📞
Fax:	(08) 6230811	📠

Branch and District Offices

📍 34 Rehov Chen, Arad	(08) 6341527	📞
Fax:	(08) 9396201	📠
📍 Binyan Tzimir, 1 Sderot Begin, Ashdod	1599-500-914	📞
Fax:	(08) 8668030	📠
📍 9 Rehov Katznelson, Ashkelon	1599-500-915	📞
Fax:	(08) 6790770	📠
📍 31 Rehov Shazar, Beer Sheva	1599-500-921	📞
Fax:	(08) 6280529	📠
📍 9 Rehov Herzl, Beit Shemesh	(02) 9939111	📞
Fax	(02) 9912540	📠
📍 8 Rehov HaTza'ala, Dimona	(08) 6563888	📞
Fax:	(08) 6563880	📠
📍 3 Sderot HaTamarim, Eilat	(08) 6341621	📞
Fax:	(08) 6372367	📠
📍 4 Rehov HaMatmid, Jerusalem	1599-500-923	📞
Fax:	(02) 6249398	📠
📍 3 Rehov Hagefen, Kiryat Gat	(08) 6878666	📞
Fax:	(08) 6878660	📠



📍 10 Rehov Yosef Semilo, Netivot	(08) 9938673	☎
Fax:	(08) 9943307	☎
📍 37 Rehov Herzl, Ofakim	(08) 9961284	☎
Fax:	(08) 9962743	☎
📍 8 Rehov HaPlada, Sderot	(08) 6897033	☎
Fax:	(08) 6610614	☎

Tel Aviv and Central District Headquarters

📍 6 Rehov Esther HaMalka, Tel Aviv	(03) 5209112	☎
Fax:	(03) 5209121	☎

Branch and District Offices

📍 23 Rehov HaTa'ash, Cfar Sava	1-599-500-906	☎
Fax:	(09) 7663515	☎
📍 36 Rehov Eilat, Holon	1599-500-908	☎
Fax:	(03) 5056997	☎
📍 3 Rehov Bareket, Netanya	1-599-500-905	☎
Fax:	(09) 8629435	☎
📍 26 Rehov HaHistadrut, Petach Tikva	1-599-500-907	☎
Fax:	(03) 9312606	☎
📍 12 Rehov Benjamin, Rehovot	(08) 9378000	☎
Fax:	(08) 9390256	☎
📍 3 Rehov Yisrael Galili, Rishon LeTzion	1-599-500-910	☎
Fax:	(03) 9525893	☎
📍 91 Rehov Herzl, Ramle	1-599-500-912	☎
Fax:	(08) 9208019	☎
📍 6 Rehov Esther HaMalka, Tel Aviv	1599-500-901	☎
Fax:	(03) 5209173	☎

Center for Integration in Science

🏠 http://www.moia.gov.il/Hebrew/Subjects/ResearchAndScience/Pages/default.aspx		
Technology and Exact Sciences:	(02) 6214664	☎
@ marinala@moia.gov.il		
Social Sciences and Humanities	(02) 6214596	☎
@ lironc@moia.gov.il		
Life and Medical Sciences	(02) 6214596	☎
@ liorae@moia.gov.il		



Ministry Websites

-  www.klita.gov.il: main site for information in 5 languages
- <http://hebrew.moia.gov.il>: Ministry site for Hebrew language reinforcement (6 languages)
-  www.2binisrael.org.il: site for entrepreneurs, information and business advice (5 languages)
-  www.studentsolim.gov.il The Student Authority: (5 languages)

The Ministry of Agriculture and Rural Development

The Ministry of Agriculture and Rural Development (*Misrad HaHakla'ut U'Pituach HaKfar*) is responsible for coordinating cultivation and distribution of farm produce, assisting the establishment and development of rural communities, and management of the country's water supply and lands.

The Ministry is also responsible for supervising the sanitary conditions of livestock and the prevention of livestock diseases, regulating the importation of all animals into the country (including dogs, cats, and horses), and serves as the licensing body for all veterinarians in Israel.

The Ministry website contains articles on a variety of useful topics including how to identify organic produce, information about rabies, water-economic gardens, traveling with pets, and more.

 www.moag.gov.il

 P.O.B. 30, Beit Dagan

Public Inquiries

 Mankal@moag.gov.il

P.O.B. 30 Beit Dagan 5020000 (03) 9485461 

Fax: (03) 9485859 

Also through the website.

Veterinary Services (03) 9681606 

Bank of Israel

The Bank of Israel (*Bank Yisrael*) is responsible for implementing the State's fiscal policies. It is also in charge of overseeing commercial banks.

 www.boi.org.il

 3 Rehov Kiryat HaMada (02) 6552211 



 Bldg. D Har HaHotzvim, Jerusalem Fax:..... (02) 6528802 
 Public Inquiries about Banks and Banking Services
 P.O.B. 780, Jerusalem..... (02) 6552680/1212-200-689 
 Fax: (02) 6669077 
 pnivotz@boi.org.il
 Restricted Accounts and Customers (02) 3731000 

The public can also submit inquiries through the website. Note that the Bank of Israel accepts public complaints about banks and credit-card companies only following a complaint to the bank or company that was not resolved in a satisfactory manner.

The Ministry of Communications

The responsibilities of the Ministry of Communications (*Misrad HaTikshoret*) include supervising Bezeq and other telecommunications service providers, supervising the Postal Authority, setting & auditing Bezeq and Postal tariffs, and supervising cable television services and tariffs.

 www.moc.gov.il
 23 Rehov Yaffo, Jerusalem..... (02) 6706301 
 Public Inquiries about cable and satellite television
 Tel. : (02) 6702210 
 Public Inquiries about postal services..... (02) 6702224 

It is also possible to submit public inquiries via the website.

Bezek

 www.bezek.co.il
 132 Derech Begin, P.O.B. 62086 Tel Aviv
 Customer Service 199 
 Directory Information 144 
 Public Inquiries 198 
 123 Rehov Begin, P.O.B. 62086, Tel Aviv..... (03) 6118221 
 ca-2@bezeq.co.il

Israel Postal Authority

 www.israelpost.co.il
 Customer Service: 171 



Postal Bank Customer Service: (02) 5005303 

Public Inquiries: 1-599-500-171 

See the website for information on postal rates, to check postal codes, for locating branch offices, to track packages, and other information.

The Ministry of Construction and Housing

The Ministry of Construction and Housing (*Misrad HaBinuie VeHashikun*) implements Government policies concerning construction, housing, and community development. The Ministry also provides housing assistance to specific categories of the population, including eligible new immigrants. Information about levels of assistance can be found (in Hebrew) on the Ministry website. Assistance includes rental subsidies and mortgages, dispensed through the housing assistance companies and mortgage banks. For detailed information, consult "Section Nine-Housing." Refer also to the booklet entitled "Housing," available from the Publications Department.

The Registrar of Contractors (*Rasham HaKablanim*.) deals with specific types of complaints, including engineering and technical defects, failure to complete work, violations of purchase agreements, and delays in occupancy.

 www.moch.gov.il

National Telephone Information Line *5442 

 3 Rehov Clermont Ganneau, Kiryat HaMemshela, East Jerusalem

Tel.: (02) 5847211 

Public Inquiries:

 pniot@moch.gov.il

Registrar of Contractors

 rashampniot@moch.gov.il

Main Office and Public Inquiries (02) 5847847 

or via the Ministry website

The Ministry of Defense

The Ministry of Defense (*Misrad HaBitachon*) is responsible for state security. It is in charge of the Israel Defense Forces and



all its branches, and responsible for soldiers with disabilities and bereaved families.

 www.mod.gov.il

 The Kirya, 37 Rehov Kaplan, Tel Aviv 6473424

Telephone Information Center (03) 6975000/1 

Public Inquiries (03) 6975540 

 pniot@mod.gov.il

 HaKirya, Tel Aviv 6473424

Fax: 073-3233711 

Or via the website.

For details, see "Section Ten- The Military," and "Section 12 - Social Services," as well as the booklet entitled "Military Service," available from the Publications Department. See the order form at the back of this booklet.

The Ministry of Education

The Ministry of Education (*Misrad HaChinuch*) determines and implements educational policy, and oversees the State, State Religious, and Independent educational systems. The Ministry runs training programs for ulpan teachers and maintains a department for absorption of immigrant pupils. This department channels assistance from various sources to immigrant students, in most cases via the schools according to the number of immigrant students. Ministry of Education psychological services (Shefi), are based on a referral from the school. The Department of Adult Education runs ulpan programs throughout the country for teaching the Hebrew language to new immigrants.

For details, see "Section Five-Education."

 www.edu.gov.il

 info@education.gov.il

Information Line and Open Line for Students

Tel.: 1-800-250025 

 Main Office - 2 Rehov Dvora, Jerusalem (02) 5602222 

Public Inquiries

Fax: (02) 5602390 

 tluna@education.gov.il



Ministry of Economy and Industry

The Ministry of Economy and Industry (*Misrad HaCalcala veTa'asiya*) implements and oversees Government policies in the areas of industry and domestic and international trade relations. The Ministry is also in charge of consumer protection. See "Section Four-Consumerism" for details.

 www.moital.gov.il

 5 Rehov Bank of Israel, Jerusalem (02) 6662000 

Public Inquiries 1-800-20-11-80 

Fax: (02) 6662293 

Or via the Ministry website.

Ministry of Energy

The Ministry of Energy (*Misrad HaEnergia*) is responsible for the planning and management of natural and energy resources in the fields of gas and gas administration and quality control, is in charge of the gas companies, the Mekorot Water Corporation, and the Israel Electric Corporation.

The Ministry provides services and information about energy conservation, fuel, electricity, natural gas, and other topics.

 www.gov.il/he/Departments/ministry_of_energy

 pniot@energy.gov.il

 16 Rehov Yaffo, Binyan Sha'arei Halr, Jerusalem

Public Inquiries and Information Line 1-700-507-030 

Fax: (04) 8660189 

The Ministry of Environmental Protection

The Ministry of Environmental Protection (*HaMisrad LeHaganat HaSviva*) creates and implements environmental policy, implements pollution control programs, conducts monitoring and research, introduces legislation, and promotes environmental awareness among the public. For more information, see "Section Seven- The Environment."



 www.sviva.gov.il

 Main Office- 5 Rehov Kanfei Nesharim, Jerusalem

Tel.: (02) 6553777 

24-Hour Environment Hotline *6911/073-2733200 

 moked@sviva.gov.il

Public Inquiries 073-2733350/1 

 pniot@sviva.gov.il

Center (08) 9788802 

Haifa (04) 8632250 

Jerusalem (02) 5654444/*6911 

Judea and Samaria (02) 9977729/*6911 

North (04) 6059100/*6911 

South 073-2733356 

Tel Aviv (03) 7634444/*6911 

The Ministry of Finance

The Ministry of Finance (*Misrad HaOtzar*) is responsible for development and implementation of fiscal policies, prepares and oversees the State Budget, manages the State Treasury, collects taxes, and promotes investment.

Among the departments under the Ministry of Finance's jurisdiction are the Income and Property Tax Commission and the Customs Authority.

 www.mof.gov.il

 1 Rehov Kaplan, Jerusalem (02) 5317111 

Public Inquiries (02) 5317215/155 

Fax: (02) 5695347 

 pniot@mof.gov.il

Confidential Hotline for Reporting Customs and VAT Violations

Tel.: (02) 6664067 

Fax: (02) 6664066 

Confidential Hotline for Reporting Drug Smuggling and Money Laundering (02) 6511911 

Fax: (02) 6536111 

The public can also alert the Customs Authority about violations via their website. According to the Customs Authority, all information is confidential.



The Authority for Rights of Holocaust Survivors

The Authority for Rights of Holocaust Survivors of the Ministry of Finance distributes grants and allowances to Holocaust survivors as well as to eligible veterans of the Second World War. The Authority also assists in financing the purchase of equipment such as wheelchairs, special beds, and prosthetics.

Information Center

The Information Center provides information and explanations to Holocaust survivors and war veterans who have a disability and who receive an allowance and benefits according to provisions of specific laws.

The Authority operates an Information Line for questions and details about assistance.

The Information Line: (03) 5682651 

The Customs Authority

The Customs Authority (*Meches*) levies duties on imports into the country, including personal imports. The Customs Authority also grants Customs exemptions on the import or purchase of particular items to specific categories of eligible persons including new immigrants, returning residents, and persons with disabilities. General information on Customs exemptions for new immigrants is included in the "Guide for the New Immigrant," (see the order form at the back of this booklet). More detailed information is available from the Customs Authority.

 www.taxes.gov.il

Customs Offices

-  2 Rehov HaBanim, Ashdod (08) 8510610 
-  Eilat Port, P.O.B. 131 Eilat (08) 6383888 
-  3 Sha'ar HaNamal, Haifa (04) 8354811 
-  Parcel Release, 3 Rehov Shatner, Jerusalem ... (02) 6545551 
-  66 Kanfei Nesharim, Jerusalem (02) 6545555 
-  Ben Gurion Airport, Customs House, Lod (03) 9751111 
-  3 Rehov Yisrael Galili, Bldg. A, Rishon LeTzion . (03) 9421666 
-  Public Inquiries - Via the Customs Authority website.



The Income and Property Tax Commission

 www.taxes.gov.il

Branch Offices

 1 Rehov HaOz, Ashkelon.....	(08) 6836000	
 31 Sderot Shazar, Beer Sheva	(08) 6293555	
 14 Rehov Tchernikovsky, Cfar Saba.....	(09) 7610111	
 HaKenyon HaAdom, Eilat.....	(08) 6365777	
 15 Rehov HaPalyam, Haifa.....	(04) 8630000	
 66 Rehov Kanfei Nesharim, Jerusalem.....	(02) 6545111	
 Migdal Daniel, 236 Rehov Yaffo, Jerusalem.....	(02) 5019222	
 6 Rehov Smilansky, Netanya.....	(09) 8602525	
 26 Rehov HaHistadrut, Petach Tikva	(03) 9399444	
 11 Rehov Rozinsky, Rehovot	(08) 9446644	
 125 Derech Begin, Tel Aviv.....	(03) 7633333	
 3 Rehov Peretz, Tel Aviv.....	(03) 7634362	
 23 Rehov Alhadif, Tiberias.....	(04) 6714141	
 20 Rehov Weizmann, Tzfat.....	(04) 6929777	

Property Tax

The Property Tax division (*Mas Richush*) can compensate persons whose private property is damaged during security-related incidents. Detailed information about filing a claim for compensation, as well as information on the required documents, is available from the Property Tax branch offices as well as the Ministry of Finance website.

 www.taxes.gov.il

 31 Rehov Shazar, Beer Sheva.....	(08) 6293555	
 15 Sd. HaPalyam, Haifa.....	(04) 8630400	
 125 Derech Begin, Tel Aviv.....	(03) 7633333	
 66 Kanfei Nesharim, Jerusalem.....	(02) 6545222	

The Ministry of Foreign Affairs

The Ministry of Foreign Affairs (*Misrad HaChutz*) is responsible for implementing the State's foreign-relations policies.

Through its overseas embassies, the Ministry can aid **Israeli citizens** experiencing difficulties overseas, including:

- Assistance in case of the loss or theft of passports.



- Contacting the families of persons experiencing financial distress overseas.
- In cases of illness or injury, the local Israeli embassy can provide a list of doctors and hospitals, and a consular representative can maintain contact between the patient and the patient's family in Israel. When an Israeli citizen passes away overseas, embassies may be able to help arrange for the transport of the deceased to Israel.
- The local Israeli embassy must be informed and updated by local authorities if an Israeli citizen is arrested or imprisoned overseas. Whenever possible, a consular representative will visit the individual, inspect the conditions under which they are being held, and arrange for legal assistance and translators.

Note that consular officials **cannot** effect the release of an Israeli citizen from arrest or imprisonment overseas, or interfere with judicial procedures. Consular officials cannot confer any special benefits beyond those that to which any other Israeli citizen is entitled, nor can they cover any medical or rescue expenses, costs of transporting deceased citizens to Israel for burial, expenses for hotels or air tickets, legal fees, or any other expenses incurred.

 www.mfa.gov.il

 Main Office - 9 Sderot Yitzhak Rabin..... (02) 5303111 

 Kiryat Ben-Gurion, Jerusalem (02) 5303111 

 Situation Room, matzav@mfa.gov.il (02) 5303155 

Fax:..... (02) 5303896 

The Ministry of Health

The Ministry of Health (*Misrad HaBriut*) is responsible for the provision of health services to all residents of Israel, and for overseeing the health system, including planning, supervision, and coordination of activities.

In addition to provision and supervision of health services through the various health funds and family health centers, the Ministry of Health maintains psychiatric hospitals, community mental health clinics, treatment programs for substance abusers, and residences for patients with chronic illnesses.

The Ministry also licenses and regulates medical professionals.

Note: for detailed information on the health system, see the booklet entitled "Health Services in Israel," available from the



Publications Department (see the order form at the back). See also "Section Eight- Health."

 www.health.gov.il

 Main Office - 39 Rehov Yermiyahu, Jerusalem 9101002

"Kol HaBriut" Telephone Information

The Ministry of Health operates the "Kol HaBriut" telephone service line in several languages. The line offers professional, general, and personal information in a range of areas. Service is in Hebrew, English, French, Russian, and Arabic.

"Kol HaBriut" Telephone Information Service

 Call.Habriut@moh.health.gov.il

Tel.: *5400/ (08) 6241010 

Fax: (02) 5655969 

S-Th: 8:00-19:00, Fridays and holiday eves, 8:00- 13:00

The National-Health-Insurance-Law Public-Ombudsman

The Public Ombudsman (*netziv kvilot hatzibur*) handles public complaints including refusal to register an applicant in a health fund, limiting registration through special conditions or payments, or cases in which a health fund refuses to provide a service specified by the Government as part of the "Basket of Health Services."

National-Health-Insurance-Law Ombudsman

 kvilot@moh.health.gov.il

 39 Rehov Yermiyahu *5400/(08) 6241010 

Fax: (02) 5655981 

Jerusalem 9101002

Public Inquiries

The Public Inquiries Division accepts inquiries and complaints regarding physicians and dentists, the Freedom of Information law, and other issues not related to the National Health Insurance Law.

 39 Rehov Yermiyahu *5400/(08) 6241010 

Fax: (02) 5655969 

Jerusalem 9101002

Also via the Ministry website.



The Ministry of the Interior

Among its responsibilities, the Ministry of the Interior (*Misrad HaPnim*) oversees the local authorities, assists to implement plans for dealing with national emergencies, and investigates public inquiries about local authorities (see Section Four). The Central Elections Committee is also under its jurisdiction.

🏠 www.moin.gov.il

@ info@moin.gov.il

📍 2 Rehov Kaplan, Jerusalem (02) 6701411 📞

Public Inquiries

1 Rehov Shlomt Zion HaMalka, Jerusalem (02) 6293354 📞

Fax: (02) 6293323 📠

The Immigration and Population Authority

The Immigration and Population Authority issues personal identity certificates (*te'udat zehut*), visas and passports, birth and death certificates, and changes of name.

The Telephone Information Center provides information about Population Authority services, service locations, and required documents. Members of the public may process certain procedures, such as applying for birth certificates and other documents by telephone and via the website.

🏠 www.piba.gov.il

@ info@piba.gov.il

National Telephone Information Center ... *3450 or 1-222-3450 📞

Head Office – 1 Rehov Shlomt Zion HaMalka, Jerusalem

Public Inquiries

Fax: (02) 6294750 📠

@ tz@piba.gov.il

The public can also submit inquiries online via the website.

Call the National Telephone Information Center for public reception hours and other details.



Branch Offices

-  Mercaz Tzimer, 1 Rehov Begin, Ashdod
-  9 Rehov Katznelson, Ashkelon
-  4 Sd. HaTikva, Beer Sheva
-  Commercial Center, Beit Katzir, Beit Shemesh
-  89 Rehov Hazon Ish, Bnei Brak
-  140 Rehov Weizmann, Cfar Saba
-  HaKenyon HaAdom, Eilat
-  15 Rehov HaPalyam, Haifa
-  2 Rehov Hadar, Herzlia
-  1 Rehov Shlomo Zion HaMalka, Jerusalem
-  1 Rehov HaTilton, Modi'in
-  13 Rehov Remez, Netanya
-  6 Rehov Mohliver, Petach Tikva
-  2 Rehov Bialik, Ramat Gan
-  3 Yisrael Galilee, Rishon LeTzion
-  4 Rehov Binyamin, Rehovot
-  125 Derech Begin, Tel Aviv
-  4 Rehov Weizmann, Tzfat

The Central Elections Committee

The Central Elections Committee supervises the implementation of elections for the Knesset. For more information, see "Section Three- Citizens' Rights."

 www.bechirot.gov.il

Public Inquiries:

 vadatb@knesset.gov.il

Fax: (02) 5669855 

Local Authorities

Every municipality is headed by a local authority (*reshut mekomit*). The local authorities are responsible for providing services that include maintenance of local infrastructure such as water and sewage, registration for kindergarten and primary schools, social services for a variety of populations, and some health services. The local authorities are also responsible for community pest control and registration and licensing of dogs, and are empowered



to collect local property taxes (*arnona*), and fees for water. Note that specific groups, including new immigrants, persons with disabilities, and pensioners, may be entitled to a reduction in municipal taxes (*arnona*). Consult with a local authority for details. In most locations, the open-line information number (*moked ironi*) for the local authority is 106, although in others the number is 105 or 107. The Ministry of the Interior website also contains the addresses and phone numbers of local authorities. Submit public inquiries about a local authority to the authority itself.

The Ministry of Jerusalem and Heritage

Among its activities, the Ministry of Jerusalem and Heritage is responsible for developing national heritage assets, preserving content of national historical importance, and encouraging the assimilation of national heritage into the education system and the IDF.

🏠 www.gov.il/he/Departments/ministry_of_jerusalem_and_heritage

@ mankalj@pmo.gov.il

📍 3 Rehov Kaplan, Jerusalem (02) 6587140 📞

Fax: (02) 6587110 📠

The Ministry of Justice

Among the many functions of the Ministry of Justice (*Misrad HaMishpatim*) are public prosecutions, legislation, administration, registration and supervision of property, and registration of patents, copyrights, trademarks, and designs. The Ministry also administers departments for legal aid. See "Section Three-Citizens' Rights."

The Public Complaints Department handles complaints against the Ministry itself, as well as against other government ministries. The Ombudsman of the Judiciary accepts complaints about the conduct of judges, the manner in which trials are conducted, and other matters pertaining to the judiciary.

The Court Enforcer's Office (*Hotza'a LePoal*) can employ a variety of measures to enforce court decisions and verdicts, and to recover debts.



For information about the Court system, see "Section Three- Citizens Rights," and "Section Four- Consumerism."

 www.justice.gov.il

 Main Office - 29 Rehov Salah Ah Din,

Jerusalem (02) 6466666 

Information and Service Line 1-700-706-044 

National Courts Information Line 077-2703333 

 www.court.gov.il.

The Hotza'a LePoal

 www.eca.gov.il

Information Line *35592 

Patent Office

 patent@justice.gov.il

 1 Rehov Agudat Sport HaPoel, (02) 5651660 

 HaGan HaTechnologi, Malcha, Jerusalem

Public Complaints (02) 5425555 

 pniot.tzibur@justice.gov.il

Fax: (02) 6467085 

Registration of Notaries

 15 Rehov Kanfei Nesharim, Givat Shaul,

Jerusalem (02) 6545900 

Registrar of Non-Profit Organizations

The Registrar of Non-Profit Organizations can provide information on the status of non-profit and voluntary organizations.

 www.amutot.justice.gov.il/

 39 Rehov Yermiyahu, Migdalei HaBira, Bldg.1, Jerusalem

Tel.: 1-700-70-60-44 



Unit for Investigation of Police

The Unit investigates public complaints about police misconduct.

@ DIPI@justice.gov.il

📍 Main office- 8 Rehov Hartum, Har Hotzvim,

Jerusalem (02) 5412458 📞

Fax: (02) 6467794 📠

The Ministry of Labor, Social Affairs, and Social Services

The Ministry of Labor, Social Affairs, and Social Services (*Misrad HaAvodah, Revacha VeSherutim Chevrati'im*) provides guidance, counseling, rehabilitation, home-help, and other forms of assistance to families, individuals, and groups. Services are both through Ministry departments and the Social Services departments of the local authorities.

The Ministry also operates Centers for the Prevention of Domestic Violence throughout the country.

For more information, see "Section Twelve- Social Services."

The Ministry is the registering and regulatory body for social workers in Israel. See "Section Six-Employment."

The Ministry is also responsible for registration of children in day-care and public kindergarten frameworks, and operates the National Employment Service.

🏠 www.molsa.gov.il

📍 Main Office-10 Rehov Yad HaRutzim, Jerusalem

Tel.: (02) 6708111 📞

Public Inquiries Fax: (02) 5085590 📠

@ pniot@molsa.gov.il

Or via the Ministry website

Ministry of Labor, Social Affairs, and Social Services Hotline and Information Line

The Hotline offers guidance and referrals to aid and assistance in situations including domestic violence, and family and personal emergencies, as well as information and referrals for persons with disabilities, at-risk youth, single-parent families, and other groups.

Hotline and Information Line 118/1-800-506-060 📞



“Shil,” part of the Ministry of Labor, Social Affairs, and Social Services, offers advice, information, counseling, and advocacy for problems with government bodies and services, personal and family issues, and legal issues. Services are free of charge.

Call 118 for more information.

Ariel	052- 8934949	
Ashdod	(08) 8516841	
Ashkelon	(08) 6729444	
Beer Sheva	(08) 6270017	
Bnai Brak	(03) 5705632	
Carmiel	(04) 9088150	
Cfar Sava	(09) 7669393	
Haifa	(04) 8523872	
Herzlia	(09) 9541998	
Jerusalem	(02) 6297221	
Kiryat Arba	(02) 9969788	
Kiryat Shmona	(04) 6036800	
Ma'aleh Adumim	(02) 5905090	
Modi'in	(08) 6499695	
Netanya	(09) 8621118/9	
Ra'ananna	(09) 7430682/3	
Ramat Gan	(03) 6738273	
Rehovot	(08) 9392685	
Tel Aviv	(03) 7248453	

Call the Information Line for more numbers.

The Ministry of Public Security

The Ministry of Public Security (*HaMisrad LeBitachon Pnim*) is responsible for law enforcement, the National Fire and Rescue Authority, Prison Services, and the Civil Guard. The Public Inquiries Department handles complaints about the Police, Border Police, and Prison Services.



 www.mops.gov.il

 Rehov Clairmont Ganneux, Bld. 3, Jerusalem 9118101

 Public Inquiries, P.O.B. 18182, Jerusalem..... (02) 5428014 

Fax: (02) 5418061 

 mevaker@mops.gov.il or via the website.

The Civil Guard

The Civil Guard (*mishmar ezrachi*), under the administration of the Israel Police, is a corps of civilian volunteers who work together with the Police in order to improve security and order in their communities. Civil Guard volunteers assist in crime- and terror-prevention, and aid segments of the population suffering from societal problems. Most volunteers patrol on foot or in vehicles within their own community. For details, or to volunteer, contact the Civil Guard unit in your community. Consult with your local municipal information line (106/7) for contact information. You can also find information on the Israel Police website,  www.police.gov.il.

The Israel Police

To contact the Police in an emergency, dial 100. In a non-emergency, call the local station in your community. Contact your local municipal information line (*moked ironi*) for information in your area. Dial 106/7 in most locations. See also the Israel Police website.

 www.police.gov.il

Emergencies..... **100**

Local Numbers (selected list)

 www.police.gov.il/stations.aspx

Ariel.....	(02) 9065444	
Ashdod.....	(08) 6387295	
Ashkelon.....	(08) 6771444	
Beer Sheva.....	(08) 6462744	
Beit Shemesh.....	(02) 9902222	
Carmiel.....	(04) 9901444	
Cfar Sava.....	(09) 7473444	
Eilat.....	(08) 6362444	



Givat Ze'ev	(02) 5888360	
Haifa	(04) 8648444	
Jerusalem	(02) 5391111	
Kiryat Arba	(02) 9969444	
Kiryat Shmona	(04) 6958444	
Ma'aleh Adumim	(02) 5358444	
Modi'in	(08) 9726444	
Netanya	(09) 8864444	
Petach Tikva	(03) 9393444	
Ramat Gan	(03) 6104444	
Ra'ananna	(09) 7793606	
Rehovot	(08) 9371444	
Tel Aviv	(03) 7697444	
Tiberias	(04) 6728444	
Tzfat	(04) 6978444	
Zichron Ya'akov	(04) 6299444	

Public Inquiries

Northern Region

mahoz.zafon@police.gov.il

Tel. (04) 6509463

Fax: (04) 6458787

Hof Region

tlnt.zbr.hof@police.gov.il

Tel. (04) 8648112/8050

Fax: (04) 6458765

Center

tlunot-merkaz@police.gov.il

Tel. (08) 9279412

Fax: (08) 9279312

The Shfela and Ben Gurion airport

merhav.shfela@police.gov.il

merhav.natbag@police.gov.il

Tel. (08) 9371434

Fax: (08) 9770143

The Sharon

katatz-sharon@police.gov.il

Tel: (09) 7473345

Fax: (09) 7473386

Note: see the Police website for more numbers.



Unit for Investigation of Police of the Ministry of Justice- (see the Ministry of Justice).

National Fire and Rescue Authority

The National Fire and Rescue Authority (*Michabei Aish*) is divided into 7 regions, under the guidance of The Fire and Rescue Commission, headed by the Fire and Rescue Commissioner. The Authority employs approximately 2000 firefighters at 120 fire stations who work together with both youth and adult volunteers.

National Fire and Rescue Authority-Emergencies 102 

 www.102.gov.il

Public Inquiries (03) 9430196 

 pniottzibur@102.gov.il

To volunteer at a local fire station, consult with the volunteer coordinator for the particular station. To find the name of a coordinator, see:

 https://www.gov.il/he/Departments/General/volunteering_coordinators.

Ministry of Religious Services

The Ministry of Religious Services (*HaMisrad LeSherutei Dat*) provides religious services to the population of Israel and deals with all matters related to the provision of religious services. Among the Ministry's functions are the appointment of religious councils, and planning and financial assistance for the construction and renovation of synagogues and ritual baths. One of the Ministry's prime functions is that of personal status, i.e., marriage and divorce. For details, consult the booklet entitled "The Life Cycle in Israel," available from the Publications Department. See the order form at the back of this booklet.

The Chief Rabbinate is recognized by law as the supreme Halachic and spiritual authority for the Jewish people in the State of Israel. The Chief Rabbinic Council assists the two chief rabbis, who alternate in its presidency.



The Religious Council in each community is the principal agency representing the Ministry for providing religious services to the public. They are assisted by the local and neighborhood rabbis. The councils supervise kashrut, and maintain departments for marriages, synagogues, ritual baths, Torah classes, etc. Except in the large cities, they also provide burial services.

For information about religious services or the religious council in your community, contact the Ministry Telephone Line or your local municipal information line (106/7). You can also visit the Ministry of Religious Services website.

 www.dat.gov.il

 ContactUs@dat.gov.il

 7 Rehov Kanfei Nesharim, Jerusalem..... (02) 5311101/47 

24-Hour Telephone Line (02) 5311111 

(Daily except Shabbat and holidays)

Public Inquiries (02) 5311385 

Chief Rabbis' Bureau

 www.rabanut.gov.il

 Beit Yahav, 80 Rehov Yermiyahu, Jerusalem.... (02) 5313131 

Kashrut Division (02) 5313126/8 

Public Inquiries (02) 5313114 

Or via the website.

The Ministry of Science and Technology

The Ministry of Science and Technology (*Misrad HaMada VeHaTechnologia*) is responsible for development of science infrastructures, and for international scientific cooperation, as well as determining public policies on science and technology. The Chief Scientist coordinates scientific policy for other governmental offices. Further, the Ministry oversees National Civilian Service (see Section Ten-The Military for more information).

 www.most.gov.il

 3 Rehov Clairmont Ganneaux..... (02) 5411111/00 

Jerusalem

Public Inquiries (02) 5411808 

 pnivot_m@most.gov.il

Or via the Ministry website.



The Ministry of Social Equality

The Ministry of Social Equality develops projects for senior citizens including health, housing, social welfare, and other areas. The Ministry issues the "Te'udat Ezrach Vatik" (Veteran Citizen's Certificate) to eligible individuals, which confers a range of discounts and benefits, including discounted fares on some public transportation and discounted admission to certain social and cultural attractions.

 www.gimlaim.gov.il

 infovatikim@mse.gov.il

Information Line*8840 

Fax: (02) 5605034 

 P.O.B. 889, Givatayim

Authority for the Advancement of the Status of Women

The Authority for Gender Equality and the Advancement of Women, under the auspices of the Ministry of Social Equality, functions as the coordinating body of all organizations concerned with this issue. The Authority promotes gender equality in legislation and employment, and awareness of the problem of violence towards women.

 pnivot-women@mse.gov.il

 3 Rehov Am VeOlamo, Jerusalem (02) 6547007 

The Ministry of Tourism

The Ministry of Tourism (*Misrad HaTayarut*) is in charge of development and maintenance of the tourism industry in Israel. Their responsibilities include planning and maintaining infrastructure, regulating prices, and training tourism personnel. The Ministry accepts complaints about hotels and other tourist services through the main office, or their website.

 www.tourism.gov.il

 5 Rehov Bank of Israel, Jerusalem (02) 6664200 

Public inquiries about tourism services (02) 6664467 



Tel.: 050-9000400 
virtual.goisrael.com

The Virtual Tourism Bureau is a tourism information service operated by the Ministry of Tourism, featuring information about tourist destinations around the country, guides, attractions, accomodations, an interactive map, and more. It is accessible online, by smartphone, Facebook, WhatsApp, and an application for download.

The Ministry of Transportation and Road Safety

The Ministry of Transportation and Road Safety (*Misrad HaTachbura VeHaBitichut BeDrachim*) provides transport services, and maintains and oversees international air, sea, and overland links. The Ministry is also responsible for Israel Railways and other public transportation, and for promoting traffic safety.

The Licensing Division, Vehicles Division, and Traffic Division are responsible for licensing and registration of drivers and vehicles. The Ministry also administers the The Meteorological Service.

Note: for detailed information, see the booklet entitled "Transportation Services in Israel," available from the Publications Department.

 5 Rehov Bank of Israel, Jerusalem (02) 66633333 
 www.mot.gov.il

Computerized Information Center of the Ministry of Transport

Tel.: *5678 

For all questions regarding issuance and renewal of driver's licenses and vehicle administration.

Public Inquiries (03) 9545400 

Fax: (03) 9545450 

 tlunot@mot.gov.il

(selected list)

Call the National Information Line for public reception hours at Licensing Bureaus and other details.

Licensing Bureaus

 rishuy.mot.gov.il

National Information Line *5678 

 6 Rehov HaGidud Halvri, Kenyon Simol, Ashdod

 9 Rehov Katznelson, Kiryat HaMemshela, Ashkelon

 5 Rehov Manof, Emek Sarah, Beer Sheva

 Kenyon HaShemesh, Northern Industrial Zone, Beit Shemesh

 2 Rehov HaLachi, Design Center, Bnai Brak

 1 Rehov HaHashmal, Industrial Zone, Carmiel

 12 Rehov HaMalacha, Kenyon Halr, Eilat

 2 Rehov Edison, Haifa Bay

 1 Rehov HaLohamim, Tel Giborim, Holon

 17 Rehov HaTnufa, Caruso Building, Talpiot, Jerusalem

 Clal Center, 97 Rehov Yaffo, Jerusalem

 Kenyon Lev HaTzafon, Kiryat Shmona

 Kenyon Hadarim, Netanya

 Kenyon Sirkin, 7 Rehov Elazar Fridman, Petach Tikva

 Kenyon Rehovot, Rehovot

 52 Rehov HaGalil, Galil Center Bldg. Tiberias

 Kenyon Sha'arei Halr, Tzfat

Note: see the Ministry website for more Licening Bureau offices, as well as self-service points at malls and other locations.

Public Inquiries - via the Ministry website

To report violence on public bus lines: 1-800-80-03-55 

Public Inquiries about Public Transportation (Buses and Taxis)

 P.O.B. 867 Jerusalem (02) 6663100 

Fax: (03) 6849876 

Or via the Ministry of Transportation website.



Photography Centers

In order to renew a driver's license, and in some cases to convert a foreign license, it is necessary to obtain a photograph and computerized form from a certified photography center, Femi-Premium or Ista. There are centers throughout the country. For details, see the Ministry of Transportation website.

 www.mot.gov.il

National Information Line *5678 

International Drivers Licenses

Among its services, Memsi provides international drivers licenses for use overseas.

Memsi

 www.memsi.co.il

 14 Rehov Balfour, Kenyon Lev Ashdod, Ashdod (08) 8521777 

 7 Rehov Ben Zvi, Store #8, Beer Sheva (08) 6270695 

 8 Rehov Pleiman, Haifa (04) 8674343 

 31 Rehov Ben Yehuda, Jerusalem (02) 6259711/2 

 17 Rehov Giborei Yisrael, Netanya (09) 8870610 

 Ra'ananim Mall, 2 Rehov HaMalacha, Ra'ananna (09) 7461991/2 

 20 Rehov HaRakevet, Tel Aviv (03) 5641122 

 60 Rehov Alhadif, Tiberias (04) 6951943 

Israel Airports Authority

 www.iaa.gov.il

 Ben Gurion Airport P.O.B. 8 *6663/ (03) 9723333 

Public Inquiries (Ben Gurion Airport) (03) 9752386 

 contactus@iaa.gov.il

 Kiryat Sde HaTe'ufa, Rehov HaGolan Binyan Beit HaGolan

Public Inquiries (03) 9774536 

Fax: (03) 9774599 

Or via the website

Eilat and Ovda Airports

 www.iaa.gov.il/he-il/airports/eilatn/pages/default.aspx

Information about arrivals and departures 1-700-705-022

Israel Civil Aviation Authority

The Israel Civil Aviation Authority offers a number of services to the public, including:

- Licenses and learner's permits for amateur pilots and for various types of aircraft including single-engine and twin-engine planes, helicopters, motorized gliders, and hot-air balloons.
- Licenses for commercial pilots, air traffic controllers, and other aviation professionals.
- Licenses for flight schools.
- Authorization of foreign pilots' licenses.

 www.caa.gov.il

Tel..... (03) 9774545 

Public Inquiries..... (03) 9774536 

Fax:..... (03) 9774599 

Or via the website

The Israel Meteorological Service

The activities of the Israel Meteorological Service include weather forecasts and warnings to the public, and weather reports and warnings to the aviation, industrial, marine operations, agricultural, and defense sectors. The forecast also appears on the IMS website. The IMS maintains a Visitors Center, which is open for group visits only. Arrange visits in advance.

 www.ims.gov.il

 ims@ims.gov.il

Public Inquiries..... (02) 9605555 

Telephone Weather Forecast..... (03) 5600600 

Visitors Center..... (03) 9403102 



Israel Ports Authority

The Israel Ports Authority provides shipping and marina services and facilities.

 www.israports.org.il

 info@israports.org.il

Customer Service Center- Ashdod Port..... (08) 8517846 

Information Center – Haifa Port (04) 8518111 

Public Inquiries- via the website

Transport Services

Citypass – the Jerusalem Light Rail Corporation

Citypass operates and maintains the Jerusalem Light Rail.

 www.citypass.co.il

Customer Service Center *3686 / 072-2564333 

 97 Rehov Yaffo, Clal Center, Jerusalem

Public Inquiries – via the website.

Dan Bus Corporation

Dan Bus services operate in the center of the country.

 www.dan.co.il

 information@dan.co.il

Information Line and Customer Service (03) 6394444/*3456 

Lost and Found

New Central Bus Station, 7th floor (03) 6394444/*3456 

 108 Rehov Levinsky, Tel Aviv

Public Inquiries

Fax: (03) 6933466 

Or via the website



Egged Bus Company

Egged maintains urban and inter-urban bus routes throughout the country.

 www.egged.co.il

Customer Service Center(03) 6948888/ *2800 

National Line (03) 9142010 

Lost & Found

 Beit Egged, Hof HaCarmel, Haifa *2800 

 Central Bus Station, 3rd Floor opposite platform 17, Jerusalem
Tel.: *2800 

 Central Bus Station, (7th floor), Tel Aviv *2800 

Public Inquiries (03) 9142010 

Or the website

Haifa Carmelit

 www.carmelithaifa.com

Information Line(04) 8376861/2231 

122 Sd. HaNasi, Haifa

Israel Railways

 www.rail.co.il

Information and Customer Service Call Center *5770 / (08) 6831222

Fax for Persons with Hearing Disabilities (08) 6261693 

Customer Service Department (Public Inquiries)

 pnivot@rail.co.il

 Tel Aviv Station, Savidor Central, POB 18085

Fax: (03) 6261693 

Or via the website

 Lost and Found Tel Aviv Station, Savidor Central (03) 6937555 

Road 6 Service Center

 www.kvish6.co.il

For information and services about travel on the Road 6 toll road.

Tel.: *6116/ (03) 9081111 



The National Insurance Institute

The National Insurance Institute (*HaMossad LeBituach Leumi*) is the government body responsible for social security. The National Insurance Institute collects monthly premiums from the public, and in return provides benefits according to eligibility, including maternity-leave payments, child allowances, old-age pensions, unemployment compensation, assured income payments, disability allowances including disabled-child allowances, reserve duty compensation, chronic-care insurance, and allowances and other assistance to victims of work accidents and victims of enemy actions.

The Counseling Service for the Elderly offers information and guidance, including information on government benefits, legal issues, and topics related to pensions and retirement.

Detailed information is available from branch offices of the National Insurance Institute, as well as from their website. You can also consult the booklet entitled "National Insurance," available from the Publications Department. See the order form at the back of this booklet.

 www.btl.gov.il

 Main Office- 13 Sderot Weizmann, Jerusalem ..(02) 6709211 

National Call Center *6050/(04) 8812345 

Counseling Service for Senior Citizens

English..... (02) 6463404 

Hebrew..... (02) 6463400 

Payment Line..... (08) 6509911 

Pregnancy-Risk Line..... (08) 6509934 

Public Inquiries..... (02) 6709070 

Fax:..... (02) 6525038 

District Offices (contact the National Call Center for information about public-reception hours and other details).

 31 Rehov Shazar, Beer Sheva

 39 Rehov Weizmann, Cfar Saba



-  8 Rehov HaPalyam, Haifa
-  4 Rehov Ben Shetach, Jerusalem
-  68 Sd. Herzl, Netanya
-  72 Rehov Rothschild, Petach Tikva
-  64 Rehov Remez, Rehovot
-  15 Rehov HaHashmonaim, Ramat Gan
-  7 Rehov Yisrael Galili, Rishon LeTzion
-  17 Rehov Yitzhak Sadeh, Tel Aviv

Branch Offices

-  14 Rehov HaBanim, Ashdod
 -  8 Rehov HaNasi, Beit Shemesh
 -  12 Rehov Aronovitz, Bnai Brak
 -  11 Nisi'ei Yisrael, Carmiel
 -  12 Rehov Midian, Eilat
 -  22 Rehov Ben Gurion, Herzlia
- Lev Halr Bldg., Commercial Center, Kiryat Shmona
Municipal Authority Complex, Ma'aleh Adumim

See the National Insurance Institute website or contact a local municipal information line (106/7) for information on more locations.

Websites

City Index (Medalr)

 www.cityindex.co.il

The “Medalr” portal contains links to the sites of Israeli municipal authorities and the online services that they provide.

Government Gate

 www.gov.il

The Government Gate website contains information and links to Government ministries. The site also includes links for downloading forms, guides, and maps, and for making certain payments.





Section Three **Citizens' Rights**

The Court System

The Court system is composed of General Courts and a number of specialized Courts. The General Court system includes Magistrates' Courts, District Courts, and the Supreme Court, which is the highest Court of Appeal. Particular Courts, such as the Labor Courts, Military Courts, and Religious Courts, have jurisdiction in specialized areas.

www.court.gov.il

National Court Information Line

Tel.077-2703333

Magistrate's Courts

Magistrates' Courts are the Court of first instance in criminal matters, depending on the nature of the offense and potential penalty; and in civil matters depending on the monetary value of the claim. In addition, the Magistrates' Courts-system includes Courts that hear specific types of cases, such as Traffic Courts, Family Courts, Small Claims Courts, and Local Affairs Courts. Israel has 31 Magistrates' Courts. Contact the National Court Information Line for locations.

District Courts

District Courts are located in Jerusalem, Tel Aviv, Beer Sheva, and Nazareth. District Courts hear appeals on the judgments of Magistrates' Courts. They also have jurisdiction over all criminal and civil matters that are not within the purview of the Magistrates'



Courts, as well as over matters that are not within the jurisdiction of any other court or tribunal. District Courts hear appeals on tax matters, prisoners' petitions, and appeals regarding the voters list for Knesset elections. The Supreme Court hears appeals of judgments of the District Courts.

Family Courts

Magistrates' Courts can also serve as Family Courts, which have jurisdiction in matters of civil claims between family members, or claims on the estate of a family member. Judgements of Family Courts can be appealed to a District Court.

Juvenile Courts

Minors are tried in either District or Magistrates' Courts that are vested as Juvenile Courts, depending on the nature of the offense. Cases are heard by Juvenile Court Judges. Unlike regular proceedings, which are open to the public, Juvenile Court sessions are held in closed chambers.

Labor Courts

The Labor Court system consists of Regional Courts and the National Court. A Regional Labor Court has jurisdiction over matters involving labor and employment relations, violations of labor laws, specific collective agreements, pension and savings funds, membership in labor organizations, and certain National Insurance Institute matters.

The National Labor Court has jurisdiction over matters concerning general collective agreements and disputes between labor organizations. The National Labor Court serves as the Court of Appeals on decisions of the Regional Labor Courts.

Military Courts

The Military Courts Martial try military offenses among soldiers. Decisions can be appealed to the Appeals Court Martial.



Municipal Courts

Municipal Courts are Magistrate Courts that rule on offenses involving local concerns, such as business licensing, construction transgressions, prohibited peddling, pollution and other like matters, which the State enforces through the local authorities by means of municipal inspectors. The proceedings in a Municipal Court are criminal trials and the municipality is always the plaintiff, as a party to the prosecution within the Attorney General's office, and the citizen is the defendant.

Rabbinic Courts

The Rabbinic Courts have jurisdiction over marriage and divorce involving Jewish Israeli citizens or Jewish residents in Israel. Rabbinic Courts can also hear other civil matters with the consent of both parties, and their judgements have the same weight as those of a secular court. Separate religious courts serve the Christian and Moslem communities.

Small Claims Courts

See "Section Four- Consumerism".

The Supreme Court

The Supreme Court is the Court of Final Appeal in the general Court system for both civil and criminal matters, and serves as Israel's High Court of Justice (*"Beit HaMishpat HaGevocha LeTzedek – Bagatz"*). The Supreme Court has jurisdiction over the entire country, and its rulings are binding on every other Court. Any citizen has a right to appeal to the High Court of Justice.

Traffic Courts

Traffic Courts hear cases involving traffic violations and offenses. Judgements can be appealed to a District Court.



The Court Enforcer's Office

The Court Enforcer's Office (HaHotza'a Lepoal) allows any person designated a "creditor" to obtain recompense or judgements to which they are legally entitled, including enforcement of court-ordered payments, procedures, and recommendations, or the enforcement of legally-binding contracts, checks, or bonds. The Court Enforcer's Office can employ a variety of methods to enforce court decisions and verdicts, and to recover debts, including seizure of property, and attachment of salaries and bank accounts.

 www.eca.gov.il

Information Line *35592 

The Guardian General

 <http://www.justice.gov.il/Units/ApotroposKlali/Departments/ApotroposKlali/Pages/default.aspx>

The Guardian General of the Ministry of Justice administers the affairs of persons who are unable to do so for themselves for reasons such as incapacity or disability. The Guardian General works on behalf of such persons following the appointment of a custodian. The Guardian oversees the administration of property and assets by the appointed custodian. Note: for more information, see the booklet entitled "Guide to Services for Persons with Disabilities," available from the Publications Department. See the order form at the back of this booklet.

District Offices

Beer Sheva	(08) 6264562	
Haifa	(04) 8634157	
Jerusalem	(02) 6215777	
Tel Aviv	(03) 6899635	



Legal Aid

Central Committee of the Israel Bar

The Israel Bar offers legal aid and consultations on specific types of matters. Note that many services are for a fee.

 www.israelbar.org.il

 1 Rehov Chopin, Jerusalem 1-599-500-606 

 mitmahim@israelbar.org.il

 10 Rehov Daniel Frish, Tel Aviv (03) 6362200 

 vaadmerkazi@israelbar.org.il

Legal Clinics

Legal clinics operate within the framework of law faculties of the institutions of higher education, and offer legal aid to persons and organizations who cannot afford private legal representation or do not qualify for legal assistance from governmental agencies. In many cases, assistance is free of charge or for a minimal fee.

Bar Ilan University Clinical Program

Tel.: (03) 5356742 

 www.law-clinics.biu.ac.il

The College of Management

Tel.: (03) 9634111 

 www.colman.ac.il

University of Haifa

Tel.: (04) 8249978 

 weblaw.haifa.ac.il



The Hebrew University

Tel.: (02) 5882554 

 www.cle.huji.ac.il

 law_clinics@savion.huji.ac.il

The Herzlia Interdisciplinary Center

Tel.: (09) 9527272 

 www.idc.ac.il

The Netanya Law School

Tel.: (09) 8607755 

 law.netanya.ac.il

Ono Academic College-Noga Center for Crime Victims

Tel.: (03) 5311841 

 www.ono.ac.il

 www.noga.org.il

The Ramat Gan Academic Center of Law and Business

Tel.: (03) 6000800 

 info@clb.ac.il

www.clb.ac.il/law/humanrights/clinics.htm

Sha'arei Mishpat Academic College

Tel.: (09) 7750333 

 www.mishpat.ac.il

Tel Aviv University

Tel.: (03) 6408361 

 hnew.tau.ac.il/law-clinic

 lawclinc@post.tau.ac.il



The Ministry of Justice Public Defender's Office/Legal Aid

The offices of the Public Defender and Legal Aid of the Ministry of Justice offer legal representation and assistance to persons who meet the criteria and who are in need of a lawyer but unable to afford one. The Public Defender assists individuals accused of a criminal offense, while the Legal Aid offices handle civil cases.

 www.justice.gov.il

National Telephone Information Line	1-700-706-044	
 4 Rehov HaYesod, Beer Sheva	073-3801333	
 15 Rehov HaPalyam, Haifa	(04) 8633700	
 34 Rehov Ben Yehuda, Jerusalem	(02) 5696180/1	
 4 Rehov Szold, Tel Aviv	(03) 6932600/60	
 1 Rehov HaMalacha, "Lev Asakim" Bld. Upper Nazareth	(04) 6029111	

The Ministry of The Interior

Central Elections Committee

The Central Elections Committee (*va'ada habechirot hamercazit*) supervises the implementation of elections for the Knesset. During an election period it is responsible for sending out a notice to each voter that indicates the address and serial number of their polling station. A voter who does not receive a notice can contact the Central Elections Committee.

The Central Elections Committee is also responsible for ensuring voting stations that are accessible to voters with disabilities.

The Central Elections Committee accepts public inquiries regarding fraudulent or illegal polling or voting activities.

 www.bechirot.gov.il

Public Inquiries

 vadatb@knesset.gov.il

Fax: (02) 5669855 



Citizens Advice Bureaus – “Shil” (Sherut Yiutz LeEzrach)

“Shil,” part of the Ministry of Labor, Social Affairs and Social Services, offers advice, information, counseling and advocacy for problems with government bodies and services, consumer grievances, personal and family issues, and legal issues. Services are free of charge.

National Information Line 118 

For more addresses, see “Section Two-Government Bodies; The Ministry of Labor, Social Affairs and Social Services.”

The Public Ombudsman of the State Comptroller’s Office

The Public Ombudsman investigates reports of violations of laws and of flagrant injustice. The office accepts complaints from the public against government offices, public institutions such as institutions of higher education, the Electric Company, the State Lottery, Egged, the health funds, and the Bezek telephone company.

Submit complaints in writing, by e-mail, or with a form available for download from the State Comptroller’s website.

 www.mevaker.gov.il

 mevaker@mevaker.gov.il

District Offices

 12 Rehov Hasan Shukri, Hadar HaCarmel, POB 4394 Haifa

Tel.: (04) 8649748 

Fax: (04) 8649744 

 2 Rehov Mevaker HaMedina, P.O.B. 1081, 9101001 Jerusalem

Tel.: (02) 6665000 

Fax: (02) 6665204 

 19 Rehov HaArba’a, POB 7024, Tel Aviv (03) 6835555 

Fax: (03) 6851512 

 8b Rehov Henrietta Szold, P.O.B. 599 Beer Sheva

Tel.: (08) 6232777 

Fax: (03) 6234343 



The Ministry of Social Equality

The Ministry develops projects for senior citizens including health, housing, employment, social welfare, and other areas. The Ministry provides a Veteran Citizen's Certificate (*te'udat ezech vatik*.) which entitles eligible persons to discounts on public transportation, discounted admission to certain nature reserves, museums and some cultural events, and other benefits. In most cases, those eligible should receive the certificate automatically upon reaching the appropriate age. An eligible individual who does not receive a certificate, or has questions, can contact the Ministry.

 www.shivyon.gov.il

 infovatikim@mse.gov.il

Information Line *8840/ (02) 5605034 

Non-profit and Voluntary Associations

The Association for Civil Rights in Israel

The goal of the Association for Civil Rights in Israel (ACRI) is to protect human and civil rights, including the areas of freedom of information, the right to education, workers' rights, new-immigrant rights, and age and gender discrimination.

 www.acri.org.il

 mail@acri.org.il

For Inquiries 073-7050752/ (03) 5601818 

 33 Pierre Koenig, Jerusalem (02) 6521218 

 75 Rehov Nachalat Binyamin, Tel Aviv (03) 5608185 

The Center Organizations of Holocaust Survivors in Israel

The Center Organizations of Holocaust Survivors in Israel is the umbrella organization for 55 organizations that represent communities persecuted by the Nazis during WWII. Among the



Center's activities are working to obtain rights and benefits for all groups of survivors, and to obtain restitution of private and communal property robbed from Jews, primarily in E. Europe. They also work to obtain compensation for child-survivors. Further, they organize cultural activities, and organize and coordinate volunteer groups for helping in survivors' homes.

 www.holocaust-s.org

 Merkaz1116@gmail.com

 55 Rehov HaMasger, P.O.B. 57403 Tel Aviv.....(03) 6243343 

Center for Women's Justice

The Center for Women's Justice offers legal aid to *agunot*, women denied a religious divorce, and women experiencing difficulties with litigation in the Religious Courts.

 www.cwj.org.il

 cwj@cwj.org.il

 43 Rehov Emek Rephaim, Jerusalem.....(02) 5664390 

Fax:.....(02) 5663317 

Israel Religious Action Center

The Israel Religious Action Center is the Israeli branch of the Movement for Progressive Judaism. Among their services is a free legal aid and counseling center for new immigrants for assistance with issues of personal status.

 www.irac.org.il

 iirac@irac.org

 13 Rehov King David, Jerusalem.....(02) 6203211 

Fax:.....(02) 6256260 



Israel LGBT Task Force

The Task Force offers support groups, information, social action against violence and bullying, and social events.

 www.glbtt.org.il

 aguda@glbt.org.il

Information and Help Line (03) 6205591 

Main Office- 28 Rehov Nachmani, Tel Aviv

Israel Women's Network

The Israel Women's Network offers legal aid in precedent-setting cases, primarily concerning women's employment rights.

 admin@iwn.org.il

Open Line (03) 6120000 

 25 Rehov Sa'adia Gaon, Tel Aviv 6101902 (03) 6123990 

Fax: (03) 6123991 

Jerusalem Open House for Pride and Tolerance

The Open House provides guidance and counseling for the LGBTQ community, anonymous HIV testing, youth counseling, social activities, political activism, and legal services in cases of discrimination.

 www.joh.org.il

 office@joh.org.il

 2 Rehov HaSoreg, Jerusalem (02) 6250502 

Fax: (02) 6253192 

Kol-Zchut

Kol-Zchut (All Rights) is an online database with information about rights and benefits in Israel, as well as listings of voluntary and non-profit organizations.

 www.kolzchut.org.il



Law in the Service of the Elderly

Law in the Service of the Elderly offers legal information and aid to seniors.

🏠 www.elderlaw.org.il

📍 P.O.B. 843, Haifa 1-800-2222-13 ☎

It is also possible to contact the organization through their website.

The Movement for Freedom of Information in Israel

The Movement for Freedom of Information in Israel acts to promote transparency in public institutions and increased supervision in the activities of public authorities, and to encourage the public to make use of the right to information.

🏠 www.meida.org.il

@ office@meida.org.il

📍 Beit HaAmutot, 26 Rehov Sa'adia Gaon, Tel Aviv (03) 9560146 ☎

Fax: (03) 9560359 📠

The Movement for Quality Government in Israel

The Movement for Quality Government in Israel works for the strengthening of a political culture, based on democratic values, the rule of law, sound public administration, integrity, and quality of government.

🏠 www.mqg.org.il

@ mqg@mqg.org.il

📍 208 Rehov Jaffa, Jerusalem (02) 5000073 ☎

Fax: (02) 5000076 ☎

Na'amat – Movement of Working Women and Volunteers

Na'amat's legal department helps couples draw up agreements pertaining to financial matters, divorce, and annulment. Legal counseling is offered for issues regarding child custody, child



support, and visitation rights. Na'amat can also advise women on work-related matters.

 www.naamat.org.il

 naamat@naamat.org.il

 National Office, 93 Rehov Arlozorov, Tel Aviv (03) 6921990 

Noga

A project of the Ono Academic College, Noga offers legal advice and representation to victims of serious crimes and to their families, including during encounters with the Police and the Courts.

 www.ono.ac.il/academy/social-agenda/noga-center/

Help Line (03) 9299533 

 104 Rehov Tzahal

Kiryat Ono

Schar Mitzva

Schar Mitzva is a pro-bono program of the Israel Bar Association that offers legal aid in civil matters to persons who are unable to afford an attorney. Among their services are initial legal counsel and guidance, answers to questions about legal issues, assistance in preparing letters and documents, and representation during legal procedures. The program operates 44 centers throughout the country.

 www.israelbar.org.il

 Bar Association Hotline 1-700-505-500 

Shatil

Shatil promotes social, economic, and environmental justice, human and civil rights, and cultural and religious pluralism.

 www.shatil.org.il

 9 Rehov Yad Harutzim, Jerusalem 073-2445211 

Or contact through the website.



WIZO operates legal-advice bureaus that provide advice and legal aid about family issues, couple mediation, and support services for women during and after divorce. Information Centers on Women's Rights offer advice, information, and guidance on all matters of Israeli law pertaining to women.

 www.wizo.org.il

National Office

 39 Sderot David HaMelech, Tel Aviv (03) 6923783 

Women's Status Dept. & Legal Advice Bureaus

 32 Rehov Rothschild, Bat Yam (03) 5082155 
 1 Rehov Weizmann, Beer Sheva (08) 6277714 
 83 Rehov Weizmann, Cfar Saba (09) 7443095 
 29 Rehov Yerushalayim HaShlema, Eilat (08) 6332961 
 216 Rehov Ben Gurion, Givatayim (03) 7322490 
 8 Rehov Herzog, Hadera (04) 6323540 
 50 Rehov Moriah, Haifa (04) 8388817 
 12 Rehov Rosh Pinna, Herzlia (09) 9540152 
 6 Rehov HaRashut, Hod HaSharon (03) 7417263 
 1 Rehov Mapu, Jerusalem (02) 6253641 
 131 Rehov Herzl, Rehovot (08) 9456395 
 38 Sderot David HaMelech, Tel Aviv (03) 6923030 
 42 Rehov HaPalmach, Tzfah (04) 6920056 

Yad Leisha/ Legal Aid Center and Hotline

The Yad Leisha Legal Aid Center and Hotline assists women with legal representation in the Rabbinical Courts during the process of obtaining a religious divorce. The Legal Aid Center has a staff of female rabbinical court advocates.

 www.yadlaisha.org.il

 yadlaisha@yadlaisha.org.il

Hotline 1-800-200-380 
Beer Sheva Center 072-2400520 
Jerusalem Center (02) 6710876 
Tel Aviv Center (03) 6951899 



Yad Riva offers information, legal aid, and advocacy to the elderly and their families.

 www.yadriva.org.il

 pninaf@yadriva.org.il

Legal Information Line (02) 6444569 

Or contact Yad Riva via the website

For an appointment at any branch *6444 

 Main Branch 124 Sd. Herzl, Jerusalem

 7 Rehov HaNegev, Afula

 7 Rehov Kibbutz Galuyot, Ashdod

 6 Rehov Ariel, Ashkelon

 2 Rehov Shaul HaMelech, Beer Sheva

 6 Rehov Gottlieb, Bnai Brak

 12 Rehov HaNitzanim, Cfar Sava

 31 Rehov David HaMelech, Haifa

 37 Rehov Beilinson, Holon

 37 Rehov Zaminhoff, Tel Aviv

See the website for more branches.

Yedid

Yedid operates Citizens' Rights Centers throughout the country that offer legal aid in a variety of areas, including consumer issues, new-immigrant rights, and financial matters. The public can also send inquiries to the Yedid website.

 www.yedid.org.il

 yedid@yedid.org.il

Hotline 1-700-500-313 

 Main Office-28 Rehov Pierre Koenig, Jerusalem. (02) 6790710 



Section Four Consumerism

The Consumer Protection Authority Ministry of Economy and Industry

The Consumer Protection Authority (*HaReshut LeHaganat HaTzarchan*) is responsible for enforcing the 'Consumer Protection Law' (1981). This includes prohibitions against misleading consumers, exploiting consumers in distress, and misleading advertising. The Law also applies to consumer information, regulation of advertising directed at children, regulation of product labeling, and protection against fraud in door-to-door sales, sales of vacation apartments, and sales by telephone or other electronic means.

 www.moital.gov.il

 cpfta@economy.gov.il

Ministry General Information Line.....*6675 

 5 Rehov Bank of Israel, Jerusalem..... (02) 5396000 

Or via the Ministry website

Fax:.....(02) 6662590 

The Israel Consumer Council

The Israel Consumer Council, established by the Ministry, works to protect consumer rights and responds to individual consumer complaints.

 www.consumers.org.il

 moatza@consumers.org.il

Telephone Information Line.....1-700-727888 

 P.O.B. 20413, Tel Aviv 6120301..... Fax: (03) 6241035 



The Israel Standards Institute

The Israel Standards Institute (*Machon HaTekenim HaYisraeli*) formulates criteria for a variety of products, and tests items manufactured both locally and overseas. The Institute's website contains a large number of articles containing consumer information, as well as a list of certified items. Items certified by the Institute display a symbol, the 'tav taken.'

🏠 www.sii.org.il

@ mevaker@sii.org.il

📍 42 Rehov Chaim Levanon, Tel Aviv (03) 6465154 📞

Ombudsman and Public Inquiries (03) 6465130 📞

Public Inquiries – Public Institutions

Note: see also Section Two, Government Ministries

Bank of Israel

🏠 www.bankisrael.gov.il

Complaints about Banking Services and Information on Banks

📍 P.O.B. 780 Jerusalem, 9100701 Fax: (02) 6669077 📠

Or via the website

For urgent questions and initial clarifications (02) 6552680 📞

Immigration and Population Authority

🏠 www.piba.gov.il

National Telephone Information Center *3450 📞

Public Inquiries

@ tz@piba.gov.il

📍 6 Rehov Mesillat Yisharim, Jerusalem (02) 6294701 📞

Fax: (02) 6294442 📠



Israel Electric Company

 www.iec.co.il

Customer Service Line 103 

For reporting power failures, reports on monitor readings, and for public inquiries.

 Public Inquiries P.O.B. 25, Tel Aviv 610000 072-3428256 

 ombudsman@iec.co.il or via the website

Israel Lands Administration

 www.land.gov.il

 Main office- 15 Rehov HaTzvi, Jerusalem, 9438622 ... 073-2021111 

Telephone Information Line: *5575/(03) 9533333 

Public inquiries about property registration, via the Administration website, or e-mail

 pniot@mmi.gov.il

Ministry of Communications

Public inquiries via the Ministry website

 www.moc.gov.il/26-he/moc.aspx

 www.moc.gov.il

Public inquiries about cable and satellite television: ... (02) 6702210 

 pniyot_tv@moc.gov.il or via the website

Public inquiries about postal services: (02) 6702224 

 pniyotdoar@moc.gov.il or via the website

Bezek Telephone Company

Tel.: 199 

 www.bezek.co.il

Customer Service 1-800-885-199/199/(03)7278199 

Fax: (03) 6118221 

Directory Information 144 



Israel Postal Authority

 www.israelpost.co.il

Information Line for postal rates, postal codes, and posting packages:171 

Customer Service:1-599-500-171 

Public Inquiries: Fax:076-8870010 

 internet@postil.com

See the website for information on rates, to check postal codes, for locating branch offices, and other information.

Ministry of Construction and Housing

 www.moch.gov.il

Public Inquiries, P.O.B. 18110, Jerusalem 9118002

Tel.:1-222-5442/*5442 

Public Inquiries

 pniot@moch.gov.il

Or via the Ministry website

Registrar of Contractors

Public inquiries about contractors listed in the Register, on issues of faulty construction, work delays, etc.

 ecom.gov.il/Voucher/Contact.aspx?vid=162&lng=he&err=0

 rashampniot@moch.gov.il

Main Office and Public Inquiries(02) 5847847 

To submit an inquiry: download a form from the website and send it by registered mail to P.O.B. 18110 Jerusalem 9118002

Ministry of Energy

 www.gov.il/he/Departments/ministry_of_energy

Public Inquiries and Information Center1-700-50-70-30 

Fax:(04) 8660189 

 pniot@energy.gov.il

POB 33541 Haifa

Ministry of the Interior

 www.moin.gov.il

Public Inquiries

 info@moin.gov.il

P.O.B. 1333, Jerusalem or via the Ministry website (02) 6293354 

Fax: (02) 6293323 

 6 Rehov Misillat Yisharim, Jerusalem.....

Tel: 1-222-3450/*3450/ (02) 6294701 

Fax: (02) 6294750 

Public Inquiries about Local Authorities

 1 Rehov Shlomt Zion HaMalka, Jerusalem (02) 6293354 

Fax: (02) 6293323 

The office accepts public inquiries about a local authority following an inquiry directly to the relevant local-authority channels first.

Ministry of Tourism

Public inquiries about hotels and other tourist services.

 www.tourism.gov.il

5 Rehov Bank of Israel, P.O.B. 91108, Jerusalem... (02) 6664200 

Public inquiries about tourism services, guides, hotels and other tourism issues (02) 6664467 

Fax: (02) 6664443 

Ministry of Transportation and Road Safety

 www.mot.gov.il

 tlunot@mot.gov.il

Public Inquiries (03) 9545400 

Fax: (03) 9545450 

Note: first submit an inquiry via the Ministry website. This number is for inquiries following complaints that have been submitted via the website.



Municipal Authorities

Tel.: 106/7 

Contact a municipal authority to submit an inquiry about water supplies and water pressure, pipe damage, environmental pests, and other infrastructure issues.

The Public Ombudsman of the State Comptroller's Office

The State Comptrollers' Office accepts public inquiries regarding government services, the Postal Authority, the State Lottery, universities, and other public bodies.

 www.mevaker.gov.il

 mevaker@mevaker.gov.il

See "Section Three, Citizen's Rights."

Small Claims Courts

In a Small Claims Court (*Beit HaMishpat LeTviot Katanot*) a claimant can file a suit against a merchant, manufacturer, business, or any other supplier of goods and services. The Court can order monetary compensation up to a set amount, exchange or repair of goods, or the cancellation of a transaction. A Small Claims Court can also order the enforcement of Court verdicts for damages and compensation, as well as payment of debts. Small Claims Courts are located throughout the country.

Note that neither the plaintiff nor the defendant is entitled to representation by an attorney. A claimant can seek legal counsel before the proceedings.

In order to file a claim, fill out forms available at the Court Secretariat office of any Small Claims Court, or download them from www.court.gov.il. The fee for filing a claim is a percentage of the monetary amount of the claim. Pay the fee by purchasing and affixing 'income stamps' (*bulei hachnasá*) to the form. Obtain stamps at a post office branch. Be sure to attach copies of any relevant documents, including receipts, warranties, and prior correspondence.

To appeal a verdict of a Small Claims Court, send an application of appeal, in writing, within 15 days, along with a copy of the verdict, to a District Court judge.



See also "Section Three–Citizens' Rights."

National Court Information Line 077-2703333 

Nonprofit and Voluntary Organization

The following organizations accept public complaints and offer advice and assistance with consumer issues. When contacting an organization, be sure to have all pertinent documents, including agreements, receipts, and any written communication with the relevant bodies. Be sure to clearly state the nature of the complaint, and include name, address, telephone number, and identity number.

Consumer Protection Authority of the Histadrut

 93 Rehov Arlozorov, Tel Aviv (03) 6921280 
Fax: (03) 6921225 

Emun HaTzibur

Emun HaTzibur accepts consumer inquiries about any business or organization, including public bodies and associations.

 www.emun.org
 moked@emun.org
 5 Rehov HaMasger Tel Aviv (03) 5606069 
Fax: (03) 5601384 

Israel Consumers' Association (Independent)

 35 Rehov HaMelech George, Tel Aviv (03) 5285228 
Fax: (03) 5285229 

Israel Consumers Council

 www.consumers.org.il
 P.O.B. 20413 Tel Aviv 6120301 1-700-727888 
Fax: (03) 6241035 
Or via the website.





Section Five Education

The Ministry of Aliyah and Integration

The Student Authority

The Student Authority (*Minhal HaStudentim*) provides services to immigrant students who meet eligibility requirements. Assistance can include:

- Tuition subsidies
- Educational guidance and counseling
- Preparatory programs
- Assistance and advice on registration for institutions of higher education
- Social and cultural activities

Contact the Student Authority for more information.

The Ministry of Aliyah and Integration

National Telephone Information Center (03)9733333/*2994 ☎

The Student Authority

🏠 www.studentsolim.gov.il

English Desk (02) 6214589 ☎

See “Section Two – Government Bodies, The Ministry of Aliyah and Integration,” for more information.

The Ministry of Education

(See also “Section Two – Government Bodies; The Ministry of Education.”)

🏠 www.edu.gov.il

@ info@education.gov.il



Main Office

📍 2 Rehov Devora, Jerusalem	(02) 5602222	☎
Public Inquiries	(02) 5602206	☎
@ tluna@education.gov.il		
Inquiries and Information	1-800-25-00-25	☎
@ info@education.gov.il		
Open Line for Students	1-800-25-00-25	☎

Bureau for the Evaluation of Foreign Academic Degrees and Diplomas

The Bureau for the Evaluation of Foreign Academic Degrees and Diplomas is the authorized body for evaluating academic degrees and diplomas issued overseas. Evaluation is usually necessary for purposes of salary and professional grade in the public sector. See the website for requirements, as well as for information on public reception hours.

🏠 www.edu.gov.il		
📍 22 Rehov Kanfei Nesharim, Jerusalem	(02) 5601684	☎
📍 15 Rehov HaPalyam, Haifa	(04) 8632566	☎
📍 4 Rehov HaTikva, Beer Sheva	(08) 6263255	☎

Department of Immigrant Students

Coordinators of immigrant students at Ministry of Education District offices can provide information about benefits for immigrant students. Contact the main office for information.

📍 Main Office -2 Rehov Devora, Jerusalem	(02) 5603619	☎
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Department of Matriculation Exams

The Department of Matriculation Exams (*Agaf HaBechinot*) can provide information on matriculation exams, exam scores, and testing dates.

🏠 cms.edu.gov.il/educationcms/units/exams		
@ bechinot@education.gov.il		
📍 2 Rehov Devora, Jerusalem		
Switchboard	(02) 5602222	☎



External Matriculation Examinations

📍 35 Rehov Shazar, Beer Sheva.....	(08) 6283291	📞
📍 33 Sd. HaTzionut, Haifa.....	(04) 8645584	📞
📍 24 Rehov Kanfei Nesharim, Jerusalem.....	(02) 6515913	📞
📍 10 Rehov Hidushai HaRi'im, Tel Aviv.....	(03) 6164022	📞
📍 Mordot Tverya, Tiberias.....	(04) 8645584	📞

Psychological Services 'Shefi'

Shefi provides counseling and guidance to students. Referrals are through the school.

Education Departments of the Local Authorities

The Education Departments of the local authorities are responsible for registration for all school-age children in each community. They can also provide information on educational options and services. The information line (*moked ironi*) for most municipal authorities is 106/7.

Higher Education

The Student Authority

See the Ministry of Aliyah and Integration

The Council for Higher Education

The Council can provide information on higher-education options.

🏠 www.che.org.il

📍 43 Rehov Jabotinsky, Jerusalem.....(02) 5094444 📞

Fax:.....(02) 5094445 📠

Public Inquiries, Fax:.....(02) 5094545 📠

🏠 www.meida.che.org.il

@ www.meida@che.org.il

Public inquiries by post to the address above or via the Council website.



National Center for Examination and Evaluation (NITE)

The Center provides information, registration, and public inquiries regarding Psychometric exams.

 www.nite.org.il

Public Affairs Department

P.O.B. 26015, Jerusalem (02) 6759555 

Fax: (02) 6759543 

Public Inquiries via the website

Informal Education

The Council of Youth Movements

The Council provides information and accepts inquiries about youth movements.

 www.tni.org.il

 1 Rehov HaYasmin, Ramat Efal (03) 5354777 

Fax: (03) 7369101 

The Association of Matnasim

Most communities have a "Matnas," (community center) which offers a variety of activities for children and adults, including sports, art, drama and music classes, social and cultural programs, and other activities. The Association of Matnasim can provide information on local community centers and programs. To locate a *Matnas*, contact your local municipal information line (106/7 in most locations).

 www.matnasim.org.il

 pniot@matnasim.org.il

 4 Rehov HaMalacha, Lod 073-2870100 



Department of Special Education

The Department of Special Education of the Ministry of Education has various units for special education. These departments provide advice and information to parents on special-education options.

 www.education.gov.il

Jerusalem..... (02) 5603280 

Placement Committee of the Ministry of Education

The Placement Committee (*Va'adat HaSama*) assesses the eligibility of students ages 3-21 who require a special-education placement. Placements can include a special-education kindergarten or primary school, a special-needs classroom in a mainstream school, and more.

The Placement Committee, made up of special-education professionals and lay representatives, pediatricians, psychologists, and social workers, in conjunction with the parents, determine the need for a special-education framework, and the type of framework that will meet the student's requirements.

Requests for a hearing are directly in writing by the parents, by the school, by the "Integration Committee" (*va'adat shiluv*), or by local authority's education department. Parents have the right to appeal decisions of the Committee within 21 days to the Appeals Committee (*Va'adat Irur*).

Two essential documents are necessary for the placement hearing:

1. Educational evaluation (written by the child's school as part of the Placement Committee referral questionnaire).
2. Appropriate documentation that verifies the presence of significant impairment.

Additionally, parents should bring all necessary medical documents, school records, psychological assessments, and any other relevant documents. For more information, consult with the school or the education department of the local municipality.

The National Insurance Institute

Study Grant

The National Insurance Institute pays an annual study-grant at the start of the academic year to single-parent families, and to families that receive certain specific benefits, who meet National Insurance Institute criteria, for children between the ages of 6 and 18.

 www.btl.gov.il

National Call Center *6050/(04) 8812345 

Ulpan Studies

Ministry of Aliyah and Integration

The Ministry provides information, registration, and subsidies for Hebrew ulpan study for eligible new immigrants, including ulpan *aleph*, vocational ulpan, and ulpan for pensioners. Contact a personal absorption counselor at branch offices of the Ministry for details. See "Section Two-Government Bodies; The Ministry of Aliyah and Integration" for more information.

 www.klita.gov.il

National Telephone Information Line (03)9733333/*2994 

Kibbutz Ulpan

For information about participating in a kibbutz ulpan, which combines Hebrew study with work on a kibbutz, contact one of the kibbutz movements or the Jewish Agency (See Section Eleven-New Immigrants).

Religious Kibbutz Movement

 www.kdati.org.il

 kdati@kdati.org.il

 7 Rehov Dubnov, Tel Aviv (03) 6072777 

United Kibbutz Movement

 www.kibbutz.org.il

 kibbutzulpan@gmail.com



📍 1 Rehov Yasmin, Ramat Efal (03) 5301255 📞

Fax: (03) 6352961 📠

Note: For more information on ulpan study, consult the booklet entitled "Guide to Ulpan Study," available from the Publications Department. See the order form at the back of this booklet.

Non-profit and Voluntary Organizations

Ahada-Organization of Parents of Children with Special Needs of the Kibbutz Movement

Ahada, under the auspices of the Kibbutz Movement, offers a variety of support and counseling services to any family that is part of a kibbutz and that has a member with special needs.

🏠 www.ahada.org.il

@ tamars.ahada@gmail.com

Tel. 050-6466632 📞

'Aleh' – Society for Advancement of Blind and Dyslexic Students in Israel

Aleh offers information centers, academic preparatory courses, computer studies, study aids, and other services on university campuses.

🏠 www.alehblind.org.il

@ lcb@alehblind.org.il

📍 Hebrew University, P.O.B. 24051 Mount Scopus, Jerusalem

Tel: (02) 5882155 📞

Fax: (02) 5826166 📠

Ahava-United Organization of the Disabled in Israel

Ahava serves persons with disabilities of all ages, and provides information, advocacy, advice, counseling and activities. Ahava representatives may also accompany parents to placement committee meetings for decisions about educational frameworks for their children.



 www.amuta.org

 haergon@walla.com

Tel: 052-2200895 

It is also possible to contact Ahava through their website.

The Association for the Blind

Among its services, the Association offers financial assistance and enrichment classes, organizes trips and vacations, and provides scholarships for musical studies.

 www.4jerusalemblind.org

 moadon@4jerusalemblind.org

 7 Rehov Yemin Avot, Jerusalem (02) 6540306 

The Association for the Promotion of Education – Ashkelon

The Association works to integrate immigrant children into Israeli society. It operates joint activities for immigrant and veteran-Israeli children in areas including preparation for matriculation examinations, psychometric exams, university preparation, sports, music, and more.

 515/15 Rehov Milrod (08) 7710073 

Ashkelon

Big Brothers/Big Sisters of Israel

Big Brothers/Big Sisters of Israel recruits and supports long-term mentors who meet weekly with children ages 5 through 18 from single-parent homes.

 www.bigbrothers.org.il

 info@bigbrothers.org.il

 84 Rehov Golomb, Jerusalem (02) 5612131 



ESRA – English Speaking Residents Association

ESRA offers support groups for parents of children with learning disabilities, as well as for young adults and adults with learning disabilities and AD/HD.

 www.esra.org.il

 esra_her@trendline.co.il

 10 Rehov HaTsabarim, Herzliya (09) 9508371 

Fax: (09) 9543781 

Kavim U'Machshevot

Kavim U'Machshevot offers assistance to adults and children with attention deficit disorder, and to their families. They offer support to parents, help to find professional treatments, and provide counseling for managing daily activities.

 www.keshev.org.

info@keshev.org

 23 Rehov HaMegilla, Rishon LeTzion 058-7245279

"Keshet" Information, Counseling, and Support Center for Families of Children with Special Needs

Keshet operates a range of services for families, including a Support Services Center for information, guidance and advocacy, groups offering support and parental guidance, as well as groups for additional family members (siblings and grandparents), workshops on parenting, and other services.

 www.keshet.org.il

 info@keshet.org.il

Open line 1-700-501-601 

Support Services Center: (03) 5257467 

Central Region: (03) 5282518 

Haifa: (04) 8596439 

Jerusalem: (02) 6236116 

Southern Region: (08) 6289142 



Leshem – Association for the Advancement of Learning-Disabled Students in Higher Education

Leshem develops and operates college preparation programs and support services for students with learning disabilities in colleges and universities.

 www.leshem.telhai.ac.il

P.O.B. 4403, Jerusalem 052-3659956 

Telefax: (09) 7498001 

Magen Avraham-Harmony – Center for Inclusion

Magen Avraham-Harmony is an educational center for children with disabilities and their peers. Programs include an inclusive pre-school as well as outreach services to mainstream schools.

 13 Rehov Katzenellenbogen, Har Nof, Jerusalem (02) 6519929 

National Parents' Leadership Organization

This organization assists parents of children in special education, primarily with the subject of placement committees, and other topics concerning education.

 14 Rehov Coresh, P.O.B. 1037, Jerusalem (02) 6252889 

Fax: (02) 6246623 

'Nitzan' – Society for Advancement of Children with Learning Disabilities

'Nitzan' is active in rehabilitation and integration of children, teens, and adults with learning disabilities, as well as their families. Services include vocational rehabilitation, sheltered housing, and assistance in acquiring digital equipment for classrooms.

 www.nitzan-israel.org.il

Open Line *2391 

 Main office-174 Rehov Arlozorov, Tel Aviv (03) 5372266 



📍	6 Rehov Bnai Or, Beer Sheva	(08) 6497438	☎
📍	124 Sderot HaNasi, Haifa	(04) 8372488	☎
📍	9 Rehov Colombia, Machon Szold, Jerusalem	(02) 5405012	☎
📍	6 Rehov Kinneret, Ra'ananna	(09) 7463388	☎
📍	16 Rehov Ohel Ya'akov, Tiberias	(04) 6722947	☎
📍	171 Arlozorov, Tel Aviv	(03) 6952553	☎

Ohel Sarah

Ohel Sarah operates 4 schools for children ages 6-21 who have cognitive disabilities, as well as cognitive disabilities accompanied by physical, learning, and behavior difficulties.

🏠 www.ohelsarah.org

@ info@ohelsara.org

📍 15 Rehov Tzfah, Bnei Brak (03) 5797116 ☎

Seeach Sod

Seeach Sod provides an educational framework for children with special needs. They offer group-homes for English-speakers, and educational frameworks and programs including an early day-care center, preschools, elementary and junior high school for girls, Talmud Torah and a yeshiva for boys, a vocational center, a community-based residential program, and a respite center.

🏠 www.seso.co.il

@ info@seso.co.il

Main office 1-599-50208 ☎

📍 31 Rehov Yirmiyahu, Jerusalem (02) 6405000 ☎

Sulam

Sulam provides educational frameworks for children with physical and intellectual disabilities in order to help integrate into mainstream schools.

🏠 www.sulam.net

📍 P.O.B. 117 Jerusalem 1-599-550-440 ☎





The Yedidim organization offers high-school students a tutoring program combined with social activities. Within the Yedidim framework are other programs including "Sela," for immigrant adolescent girls at risk. "Sela" offers a one-year pairing with a university student who serves as a role model. "Sela" also provides counseling in cases of assault or violence, and advice on health and employment, and can offer legal aid. The "Sayeret" program offers aid to immigrant students at risk of dropping out of school.

 www.yedidim.org.il

 office@yedidim.org.il

 11 Rehov Beit HaDfus, Givat Shaul, Jerusalem (02) 6429636 

Note: for more listings of voluntary and non-profit organizations, see "Section Twelve- Social Services."





Section Six Employment

Note: information on licensing and recognition procedures, and information on finding employment, workers' rights, and conditions of employment, is available in the booklet entitled "Employment," available from the Publications Department. See the order form at the back of this booklet.

The Ministry of Aliyah and Integration

 www.klita.gov.il

National Telephone Information Line (03) 9733333/*2994 
See "Section Two-The Government" for Ministry addresses.

Employment Assistance

The Ministry of Aliyah and Integration operates through a number of channels in order to assist new immigrants and returning residents to find employment. A Ministry of Aliyah and Integration personal absorption counselor can assist eligible new immigrants and returning residents to devise an employment track that suits their individual needs. Assistance can include vocational guidance and advice, referrals to training or retraining courses, assistance through the Voucher Program, job placement, special assistance to eligible scientists, artists, writers, athletes, and entrepreneurs, and participation in salaries.

The Ministry of Aliyah and Integration also offers vocational ulpan for various professions, participation in fees for licensing-exam preparatory courses, refunds of licensing exam fees, and various other forms of assistance. Consult with a personal absorption counselor for more information.



The Center for Integration in Science

New-immigrant and returning-resident scientists may be eligible for assistance from the Center for Integration in Science. For details, consult the booklet entitled Scientists and Researchers, available from the Publications Department, or contact the Center directly. Information is also on the Ministry website.

Technology and Exact Sciences.....(02) 6214664 

 marinala@moia.gov.il

Social Sciences.....(02) 6214596 

 lironc@moia.gov.il

Life and Medical Sciences.....(02) 6214631 

 liorae@moia.gov.il

Assistance to Artists, Writers, and Athletes

The Ministry offers special assistance to artists, writers, and athletes. For more information, consult with a personal absorption counselor at Ministry branch offices. Information is also on the Ministry website.

Bureau for the Evaluation of Foreign Academic Degrees and Diplomas – The Ministry of Education

The Bureau for the Evaluation of Foreign Academic Degrees and Diplomas of the Ministry of Education is the authorized body for evaluating academic degrees and diplomas conferred overseas in relation to equivalent degrees granted in Israel. Evaluation is necessary for purposes of salary and professional grade in the public sector. See the website for requirements, and for information on public reception hours.

 <http://cms.education.gov.il/EducationCMS/Units/KishreiChutz/HaharachatTeharimAcademyim/GuidelinesEvaluation>

 22 Rehov Kanfei Nesharim, Jerusalem.....(02) 5601684 

 15 Rehov HaPalyam, Haifa.....(04) 8632566 

 4 Rehov HaTikva, Beer Sheva.....(08) 6263255 



The Ministry of Labor, Social Services, and Social Affairs

The Israel National Employment Service

The Israel National Employment Service refers job seekers to available employment or to vocational training or retraining. It maintains bureaus in locations throughout the country. New immigrants must register with the National Employment Service following their first year in the country in order to be eligible for unemployment compensation.

Note that during the first year following aliyah, new immigrants who are seeking employment should register with a personal absorption counselor in order to receive assured income payments from the Ministry of Aliyah and Integration according to conditions of eligibility.

For locations, see the National Employment Service website, or contact a municipal information line (106/7).

 www.taasuka.gov.il

Telephone Information Line.....*9687 

The Ministry of Social Equality

Darush Nisayon

The Ministry operates the “Darush Nisayon” program to encourage the employment of older persons. Services include a website for job seekers, a telephone center for advice and consultations, and referrals to workshops for preparation to enter the job market, composing a CV, and other topics.

 www.darush-nisayon.org.il.....*3196 

 darush-nisayon@vehadarta.com

Civil Service Commission

The Civil Service Commission implements Government policies regarding employees, including approving candidates for employment, determining advancement tracks, training, etc.

 www.civil-service.gov.il

 henyama@civil-service.gov.il



Main Office – 3 Rehov Kaplan, Jerusalem..... 072-3201902 
Central Testing Division

Public Inquiries

csc.gov.il/PublicInquiries/Pages/conectUs.aspx

Income Tax Authority -The Ministry of Finance

The Income Tax Authority, part of the Ministry of Finance, collects income tax from every employed individual according to income. In most cases, new immigrants are eligible for income tax concessions in the form of credit points for 3.5 years following aliyah.

 www.mof.gov.il

 webmaster@mot.gov.il

Main Office..... (02) 5317111 

Public Inquiries..... (02) 5656400 

Branch Offices

 31 Sderot Shazar, Beer Sheva..... (08) 6293555 

 15 Rehov Palyam, Haifa.....

Tel.:..... (04) 8630400 

 Migdal Daniel, 66 Rehov Kanfei Nesharim, Jerusalem

Tel.:..... (02) 6545222 

 6 Rehov Smilansky, Netanya (09) 8602525 

 11 Rehov Rozinsky, Rehovot (08) 9446644 

 125 Derech Begin, Tel Aviv..... (03) 7633333 

 23 Rehov Alhadif, Tiberias..... (04) 6714141 

See the Ministry of Finance website or contact a municipal authority information line (105/6/7) for information about more branch offices.



Professional Licensing and Registration Bodies

Central Committee of the Israel Bar

🏠 www.israelbar.org.il

📍 1 Rehov Chopin, Jerusalem 1-599-500-606 ☎

@ mitmahim@israelbar.org.il

📍 10 Rehov Frish, Tel Aviv (03) 6362200 ☎

@ vaadmerkazi@israelbar.org.il

The Israel Auditors Council

🏠 www.justice.gov.il/MOJHeb/MoezetroeiHasbon

@ moazar@justice.gov.il

📍 22 Rehov Beit HaDfus, Third Floor, P.O.B. 34357, Jerusalem

Tel.: (02) 6549333 ☎

Ministry of Agriculture- Veterinary Services Unit

Licenses for veterinarians.

🏠 www.moag.gov.il

📍 HaKiriya HaChakla'it, P.O.B. 12, 5025001, Beit Dagan

Tel.: (03) 9485800 ☎

Ministry of Education - Unit for Improving Status of Teachers- Absorption of Immigrant Teachers

🏠 www.edu.gov.il

Beer Sheva (08) 6263333 ☎

Haifa (04) 8632788 ☎

Jerusalem (02) 5601575 ☎

Tel Aviv (03) 6896022 ☎

Ministry of Health

🏠 www.health.gov.il

📍 Department of Medical Professions 39 Rehov Yermiyahu



Jerusalem.....(08) 6241010 /*5400 ☎
 Fax:.....(02) 5655969 ☎
 📍 Nursing Division 39 Rehov Yermiyahu, Jerusalem
 Tel.:.....(08) 6241010/*5400 ☎
 Fax:.....(02) 6787782 ☎
 Department of Dental Health
 📍 39 Rehov Yermiyahu, Jerusalem.....(08) 6241010/*5400 ☎
 Fax:.....(02) 5655969 ☎
 Secretariat- Council of Psychologists
 📍 5 Rehov HaRebbi MeBachrach, Tel Aviv... (03) 6684937/*5400 ☎

District Offices

📍 4 Rehov HaTikva, Beer Sheva.....(08) 6263511 ☎
 📍 15 Sderot HaPalyam, Haifa.....(04) 8633111 ☎
 📍 87 Rehov Yaffo, Jerusalem.....(02) 5314811 ☎
 📍 12 Rehov HaArba'a, Tel Aviv.....(03) 5634848 ☎
 📍 40 Rehov Alchadif, Tiberias.....(04) 6710300 ☎

Ministry of Economy and Industry

🏠 www.economy.gov.il

Unit for Electricity and Electronics

Registration and licensing for electricians

@ Ifat.Aroch@moital.gov.il

(Postal address) 8 Rehov King David, Jerusalem (02) 6662030 ☎

(Public-reception address) 24 Rehov Kanfei Nesharim, Jerusalem

Unit for Registration of Engineers and Architects

Recognition and authorization for engineers and architects.

8 Rehov Bank of Israel.....(02) 6662540 ☎

Ministry of Labor, Social Affairs, and Social Services - Registrar of Social Workers

For listing in the Registry of Social Workers.

🏠 www.molsa.gov.il

📍 39 Rehov Yermiyahu, Migdalei HaBira, Jerusalem(02) 5085650 ☎



Ministry of Tourism

 www.tourism.gov.il

 5 Rehov Bank of Israel, Jerusalem

Training and licensing of tourism professionals, including guides and hotel professions.

Professional Training Division (02) 6664200 

Ministry of Transportation

Tel.: (02) 6663222 

Licensing and training for professional drivers.

 www.mot.gov.il

 5 Rehov Bank of Israel, Jerusalem *5768 

Self Employment

The Ministry of Aliyah and Integration

The Ministry of Aliyah and Integration Entrepreneurs Division offers professional assistance to new immigrants and returning residents. Assistance includes advice from experts on creating a business-development plan and determining the economic viability of business ideas, assistance in obtaining loans with special conditions, and subsidized business-counseling services. See "Section Two-The Government" for more information.

Telephone Information Center (03) 9722222/*2994 

 www.klita.gov.il

The Business Information Center

The Business Information Center provides new immigrants and returning residents with information and advice from business consultants in English, Russian, French, and Spanish. The Center operates 24 hours a day except for Shabbat and holidays.

 www.2binIsrael.org.il

Tel.: 1-700-701-200 



Ma'a lot - Business Centers for New Immigrants

and Returning Residents

New-immigrant and returning-resident entrepreneurs who want to establish or expand a business in Israel can consult with Ma'a lot - Business Centers for New Immigrants and Returning Residents operated by the Ministry of Aliyah and Integration. The Centers offer business advice and counseling, economic advice, assistance locating sources of funding, and more.

Ashdod, Beer Sheva, Eilat.....	054-7807807	
Netanya, Hadera, the Sharon	(09) 8855661	
Haifa and Western Galilee.....	(04) 8703838	
Jerusalem.....	(02) 6794242	
Ramat HaGolan and the Eastern Galilee	(04) 6760700	
Tel Aviv, Holon	(03) 5501128	

Income Tax Authority

All self-employed individuals are required by law to open files with the Income Tax Authority of the Ministry of Finance. See "Section Two - The Government" for more addresses.

 www.mof.gov.il

Main Office	(02) 5317111	
Public Inquiries.....	(02) 5656400	

Mercazei Tipuach Yazamot - MATI (Small Business Development Centers)

Entrepreneurs with appropriate personal and business qualifications, who have either a marketable product or a promising business idea, may apply to a Small Business Development Center for assistance.

Centers serve new immigrants, returning residents, and veteran Israelis.

The Centers supply information and training on topics such as small-business management, drawing up business plans, financing, marketing, tax regulations, and licensing. The Centers



also help find local partners, investors, employees, advisors and suppliers.

Some Centers also function as “business incubators,” offering workspace at subsidized rates.

 www.mati.org.il

National Information Line 1-800-23-20-23 

Value Added Tax

All self-employed persons must open a file with Value Added Tax (*Mas Erech Musaf- Ma'am.*) keep receipts, and be sure that Value Added Tax payments are up to date.

 www.taxes.gov.il

Main Office-5 Rehov Bank of Israel, Jerusalem *4954 

Tel.: (02) 5656400/ 1-222-4954 

 31 Rehov Shazar, Beer Sheva (08) 6293333 

 15 Rehov HaPalyam, Haifa (04) 8630631 

 66 Rehov Kanfei Nesharim, Jerusalem (02) 6545555 

 29 Rehov Rothschild, Tel Aviv (03) 6552240 

See the Ministry of Finance website or contact a local municipal authority for more addresses.

Unemployment Insurance, Maternity Benefits, Work Injury Insurance*

*See “Section Twelve- Social Services; The National Insurance Institute.”

 www.btl.gov.il

National Information Line *6050/(04) 8812345 

Workers' Rights

Citizens Advice Bureaus "Shil" – Sherut Yiutz LeEzrach

Citizens Advice Bureaus, "Shil," run by the Ministry of Labor, Social Affairs, and Social Services, offer information, counseling, and referrals to sources of assistance. Areas of consultation include the National Insurance Institute, work relations, and employment and vocational training.

See "Section Three-Citizens' Rights," and "Section Twelve- Social Services."

 www.molsa.gov.il

National Information Line 118 

Department of Gender Equality - The Civil Service Commission

The Department coordinates all activities involving advancement and integration of women in the civil service, and handles complaints of discrimination, damage to working conditions, salary, and sexual harassment in government workplaces.

 www.csc.gov.il

 shivyon@csc.gov.il

 3 Rehov Kaplan, Kiryat Ben Gurion, Jerusalem (02) 6705452 

Fax: (02) 6705246 

Department of Labor Relations, Ministry of Economy and Industry

The Department of Labor Relations can answer questions about laws pertaining to salaries, vacations, sick days, and other rights. They can also assist employees who are in conflict with their employers over violations of their rights or contracts.

 www.moital.gov.il

Labor Relations Telephone Line 1-800-800-390 



Department of Labor Relations

Haifa (04) 8613782 ☎
Jerusalem (02) 6667975 ☎
Tel Aviv (03) 7347270 ☎

Labor Courts - The Ministry of Justice

There are two Labor Court instances: the Regional Labor Courts, and the National Labor Court, which hears appeals from the Regional Courts. The Regional Courts have jurisdiction over matters that include employer-employee relations, membership in labor organizations, certain National Insurance matters, and violations of labor laws. In many cases, Departments of Labor Relations can assist in bringing cases before Labor Courts. See also "Section Three-Citizens' Rights; the Court System."

🏠 www.court.gov.il

National Court System Information Line 077-2703333 ☎

Voluntary and Non-Profit Organizations

Fifty Plus Minus

Fifty Plus Minus assists unemployed persons over the age of 45 to find work either as employees or as entrepreneurs. The organization offers counseling, workshops, and training. The organization also works with the absorption departments in a number of municipalities in order to help new immigrants find employment.

🏠 www.amutat50.org.il

@ taasuka50@012.net.il

Tel: (03) 5103860 ☎

Fax: (03) 5298515 ☎



HaNoar HaOved VeHaLomed

HaNoar HaOved VeHaLomed provides information and assistance regarding the rights of working minors.

 www.noal.org.il

Main office (03) 5125125 

Assistance Line Telemesser *1121/(03) 5125157 

Kav LeOved

Kav LeOved offers consultation, guidance, and legal aid to workers.

 www.kavlaoved.org.il

 email@kavlaoved.org

 18 Rehov Herzl, Haifa (04) 8643350 

 Mercaz HaBesora, Nazareth (04) 6082228 

 75 Rehov Nachalat Binyamin, Tel Aviv (03) 6883766 

The New Histadrut Labor Federation

The Histadrut offers its members guidance and counseling on employment issues, and assistance during labor disputes. It can also provide information on professional organizations and associations.

 www.histadrut.org.il

National Line 1-700-700-331 

 Derech Reiger, Beer Sheva (08) 6463011 

 2 Rehov Hour, Haifa (04) 8610111 

 17 Rehov Strauss, Jerusalem (02) 6207222 

 93 Rehov Arlozorov, Tel Aviv (03) 6921888 

See the Histadrut website for more addresses.



Ovdim

 www.ovdim.org.il

Ovdim is an online information service with information about labor laws, career advice, labor relations, and other topics.

Telem

Telem, sponsored by the JDC together with several government ministries, operates a job-placement center for job seekers age 60 and over.

 3 Rehov Mitzpe, Tel Aviv (03) 5228655 

Vehadarta

Vehadarta aims to connect senior citizens to society. Among its programs is the "Second Time Around" program which assists mature workers who wish to re-enter the job market.

Among the sponsoring bodies of Vehadarta is the Ministry of Social Equality.

 www.vehadarta.org.il

 vehadarta@vehadarta.com

 26 Rehov Sa'adia Gaon, Tel Aviv 072-2225000 

See also "Section Three-Citizens' Rights."



Section Seven The Environment

Hebrew University Veterinary Hospital, Beit Dagan

The Veterinary Hospital of the Hebrew University operates an emergency-care clinic that is open 24 hours a day, 7 days a week, as well as a range of specialty clinics that include equine surgery and fertility, an exotic-pets unit, ophthalmology, oncology, cardiology, dentistry and mouth-and-jaw surgery, and a dialysis unit.

 vethospital.huji.ac.il

 vethosp@agri.huji.ac.il

Appointments, Emergencies, and Intensive Care Unit

Tel.: (03) 9688533 

Information (03) 9688588/*8818 

Pharmacy (03) 9688516 

 HaKirya HaChaklai'i, next to Machon Volcani

 Rishon LeTzion – Beit Dagan Highway

The Ministry of Environmental Protection

The Ministry of Environmental Protection (*HaMisrad LeHaganat HaSviva*) is responsible for formulating and implementing environmental policy, introducing legislation, monitoring and research, implementing pollution-control programs, and promoting environmental awareness among the public.

Among the areas in which the Ministry operates are conservation of national resources, supervision of sewage, hazardous substances and waste, business licensing, animal protection, pest control and noise abatement.

The Ministry Hotline accepts reports of incidents that involve environmental damage, including spillage of hazardous



substances, pollution of the sea or coastline, abnormal air pollution, spillage of hazardous waste in public places, and animal abuse.

 24-Hour Environment Hotline..... *6911/073-2733200 

 www.sviva.gov.il

 moked@sviva.gov.il

 Main Office - 5 Kanfei Nesharim, Jerusalem

Public Inquiries..... 073-2733350/1 

 pniot@sviva.gov.il

Center..... 073-2733255 

Haifa..... 073-2733353 

Jerusalem..... (02) 5654414 

North..... 073-2733352 

South..... 073-2733356 

Tel Aviv..... 073-2733347 

Animal Welfare Trustees

Animal Welfare Trustees work to prevent animal cruelty. Citizens above the age of 16 can volunteer as a Trustee, and can report incidents of cruelty and animal suffering to the authorities. For more information, contact the Ministry of Environmental Protection. To become a Trustee, complete a form on the Ministry website, or contact:

Unit for Animal Protection

Ministry of Environmental Protection..... (02) 6495812/3 

Fax:..... (02) 6495867 

 P.O.B. 34033, Jerusalem

 animal@sviva.gov.il

The Nature and Parks Authority

The Nature and Parks Authority, part of the Ministry of Environment Protection, is responsible for environmental-law enforcement and conservation, and for developing, protecting, and promoting Israel's natural, historical, and recreational sites. The Authority can provide information about sites and routes throughout the country. There is also a listing of national parks and nature reserves on their website.

 www.parks.org.il

 moked@npa.org.il

 www.parks.org.il

To report injured, hazardous, or illegal wild animals *3639 

 mokedmiv@npa.org.il

To report environmental damage or hazards (24 hours a day)

Tel.: *6911/073-2733200 

24 hours a day

Public Inquiries

Fax: (02) 5005433 

 keshher@npa.org.il

 Central District, Yarkon National Park, Rosh Ha'ayin .. (03) 9150400 

Fax: (03) 9150400 

 Eilat District, Tourist Information Center (08) 6373988 

Fax: (08) 6375047 

 Jerusalem, 3 Rehov Am VeOlamo (02) 5005444 

Fax: (02) 6529232 

 Judea and Samaria, 13 Rehov Helene HaMalka ... (02) 6232936 

Fax: (02) 6259783 

 Northern District, Megiddo National Park (04) 6522167 

 Southern District, 19 Rehov HaAvot, Beer Sheva .. (08) 6280404 

Fax: (08) 6230021 

Voluntary and Non-Profit Organizations

Adam, Teva, V'Din, Israel Union for Environmental Defense

The Israel Union for Environmental Defense utilizes legal advocacy as a means of safeguarding the environment. Projects focus on four main areas: prevention of air pollution, safe drinking water, solid waste management, and accessible open spaces.

 www.iued.org.il

 info@adamteva.org.il

 48 Rehov Yehuda HaLevy, Tel Aviv (03) 5669939 



Anashim BeAdom (People in Red - Organization to Promote Road Safety)

Anashim BeAdom works towards reducing the number of injuries and fatalities on Israel's roads. The organization serves as a lobby, and provides a forum for families of road-accident victims.

 www.anashimbeadom.org

Tel.: 050-5384642/ 052-2481608 

Anonymous for Animals

Anonymous for Animals campaigns against animal abuse, especially in the commercial sector. They also have an education center and library.

 www.anonymous.org.il

 info@anonymous.org.il

P.O.B. 20544, Tel Aviv, 6120401 (03) 6204878 

Avir Naki

Avir Naki provides information and legal advice in situations in which public venues and places of employment fail to enforce no-smoking laws.

 www.avir-naki.com

 info@avir-naki.com

Chai HaGalil

Chai HaGalil, which is operated by the municipal veterinary center of Tiberias, does animal rescue, operates a clinic, and facilitates adoptions.

 Rehov Tavor HaAretz, Tiberias (04) 6600660 



Chaver

Chaver provides rescue and shelter for dogs, cats, and other animals, neutering and spaying, youth activities, and pet adoption.

 www.haverdogs.org.il

 Derech HaPardes, Yakum (between Rishpon and Netanya)

Tel.: 054-6303861 

Chayot VeChaverim

Chayot VeChaverim is a joint project of JDC Israel and Reut-Eshel, and is based on the premise that interaction with pets can have positive effects on health. The project arranges visits of volunteers and pets to the elderly and to persons with disabilities in hospitals, day-frameworks, and residential frameworks. Persons with appropriate pets can volunteer for the program. The program can also assist eligible persons to acquire and maintain a suitable pet.

 www.pets.org.il/Contact.aspx

Matav Information Number (02) 8994140 / 077-8994140 

 Iritko@matav.org.il

Reut-Eshel Information Number 1-700-700-204 

Online Application Form

 www.reutheshel.org.il/index.aspx?id=2832

Council for a Beautiful Israel

The Council for a Beautiful Israel promotes environmental education and awareness, and campaigns against destruction of ecosystems and landscapes.

 www.israel-yafa.org.il

 info@israel-yafa.org.il

 9 Rehov Rogozin, Ashdod (08) 8567235 

 59 Rehov Ruppin, Beer Sheva (08) 6103605 

 107 Rehov Tzahal, Carmiel (04) 9884523 



📍 19 Rehov Ben Gurion, Cfar Sava.....	(09) 7662563	📞
📍 7 Rehov Bodenheimer, Haifa.....	(04) 8311590	📞
📍 1 Rehov HaNotarim, Holon.....	(03) 5013943	📞
📍 1 Kikar Safra, Jerusalem.....	(02) 6297155	📞
📍 80 Sd. Rokach, Tel Aviv.....	(03) 6422839	📞

Gag LeChayot

Gag LeChayot operates an animal shelter, pet adoptions, and clinic.

🏠 www.animals-roof.org.il

📍 1 Rehov Moshe Levy, Holon.....054-7728721 📞

Greenpeace Mediteranean

Greenpeace is an international environmental lobby.

🏠 www.greenpeace.org/israel/he/

@ gpmedisr@greenpeace.org

📍 113 HaHashmonaim, Tel Aviv.....(03) 5614014 📞

Fax:.....(03) 5614015 📠

Hadassah Women's Organization

In addition to health-related activities, Hadassah is involved in projects for improving the environment and for public health. There are 19 branches of Hadassah throughout the country. See the website for information.

🏠 www.hadassah.org.il

@ hadasir@netvision.net

📍 Main office- 24 Rehov Strauss, Jerusalem.....(02) 6231411 📞

Fax:.....(02) 6240768 📠



HaKol Chai

HaKol Chai offers information and advocacy for animal welfare through legislation, education, and direct support to animals in need.

 www.chai-online.org

 info@hakolchai.org

 4 Rehov HaYarkon, Ramat Gan (03) 6241640 

Haver Al Arba

Haver Al Arba maintains a no-kill shelter for dogs and cats, and offers animals for adoption.

 www.haverdogs.org

 haver.org@gmail.com

 Derech HaPardess between Rishpon and Netanya

Tel: 054-6303861 

Haver Li

Haver Li works with the Gush Dan veterinary service to place dogs for adoption.

 www.imutz.org

 imutz@013.net

Tel: 050-7548187 

Tel: 054-2030203 

Israel Association Against Animal Experimentation

The Association strives to bring about a complete halt to commercial animal experimentation in Israeli industry through various campaigns and projects.

 www.isav.org.il

 isav@isav.org.il

 P.O.B. 2646, Jerusalem 076-5403257 



Israel Bicycle Association

The Israel Bicycle Association works to advance the culture of bicycles and bike transportation in Israel. The Association also works to improve public health, quality of life and the environment, and increase levels of safety for riders.

🏠 www.bike.org.il

@ office@bike.org.il

📍 Beit HaAmuta, 26 Rehov Sa'adia Gaon, Tel Aviv .. (03) 6429815 📞

Israel Cat Lovers' Society

The Israel Cat Lovers' Society promotes neutering of strays, provides medical care, rescues cats in distress, finds adoptive homes, and works to prevent poisoning of strays.

🏠 www.isracat.org.il

📍 P.O.B. 31037, Haifa..... (04) 8244724 📞

Let the Animals Live -Tnu Lechait Lechiyot

Let the Animals Live aids animals that are abandoned or in distress. They provide medical care, maintain shelters in various parts of the country, and help to find homes. Let the Animals Live aids dogs and cats, as well as horses, donkeys, crocodiles, dolphins, camels, and other types of animals.

🏠 www.letlive.org.il

@ letlive@letlive.org.il

Clinic..... *3703 ext. 4 📞

Main Office..... *3703 📞

Northern Branch..... 050-3199395 📞

Shelter- Cfar Ruth..... *3703 ext. 3 📞



Malraz-The Council for the Prevention of Noise and Air Pollution in Israel

Malraz assists with complaints about noise from air conditioners, public events, music, and other sources. They also maintain a laboratory for testing cellular and electrical radiation, and operate a telephone line for questions about radiation, complaints about noise problems, air quality, and other issues.

 www.malraz.org.il

Telephone Help Line (03) 5250038 

 141 Rehov Aluf David, Ramat Gan

Megama Yeruka

Megama Yeruka (Green Course) is a student organization for environmental activism.

 www.green.org.il

 megama@green.org.il

 3 Rehov HaShefla

 P.O.B. 472, Tel Aviv 077-2102003 

Metuna

Metuna is devoted to road safety and prevention of accidents. Among its activities are community-based road safety projects, courses on correct reporting of traffic violations, and government lobbying. Metuna also has a support group for families of road-accident victims.

 www.metuna.org

 metuna@ymail.com

National Office (09) 8844667 



Organization of Public Transportation Passengers

This organization is a forum on behalf of users of public transport, and provides information and advocates for more efficient urban and inter-urban transport.

🏠 www.tachbura.org.

@ tachburareport@gmail.com

📍 38 Rehov LaGuardia, Tel Aviv

Pegasus- Society for the Protection of Horses and Donkeys

Pegasus rescues and cares for abandoned and mistreated horses and donkeys.

🏠 www.pegasus-israel.org/

@ Pegasus.org.israel@gmail.com

Office 0722-313-313/050-9797123 📞

Rak Susim-The Society for Rehabilitation of Large Animals

Rak Susim works to provide a home for unwanted or abused animals, as well as conducts rehabilitation and search and rescue activities. They also offer activities for children with disabilities.

🏠 www.raksusim.co.il

@ raksusim@gmail.com

The Society for Jerusalem Street Cats

The Society provides medical care including neutering and spaying, rescue of cats in distress, and a telephone hotline for reporting injured or trapped cats.

🏠 www.jerusalemcat.org

Telephone line 052-8701277 📞



The Society maintains shelters for abandoned and stray animals throughout the country. Many local branches also operate clinics.

 www.sPCA.co.il

 info@sPCA.co.il

 159 Rehov Herzl, Tel Aviv *4553/(03) 5136500 

Children's site

kids.sPCA.co.il

Local Branches

Arad LeChai

 www.arad-lechai.com

 dashanovo@gmail.com

 P.O.B. 1403, Arad 052- 3817309 

Beer Sheva Loves Animals

petpal.co.il/org

 7 Rehov Yehoshua HaTzoref (08) 6281808 

Carmi Chai

<https://he-il.facebook.com/>

 karmihay@walla.com

 11 Rehov Hallanot, Carmiel 054- 9987405 

Cfar Sava Loves Animals

 www.herzelialovesanimals.org

 7 Rehov Ruppín, Cfar Sava 052-3210843 

Eilat Loves Animals

 P.O.B. 3129, Eilat (08) 6325836 

Gilboa Loves Animals

 www.gilboadogs.co.il

 Kfar Tikva, Kiryat Tivon (04) 9531924 



Hadera Loves Animals

 www.haderapets.org/ 054-7007927 
 haderapets@gmail.com

Haifa A.S.P.C.A.

 www.petprotect.org.il
 Derech Moshe Dayan, Haifa Bay (04) 872969 

Herzlia Loves Animals 054-4497795 
 www.herzelialovesanimals.org
 info@herezliaovesanimals.org.

Jerusalem A.S.P.C.A.

 www.jspca.org.il
Emergencies 054-7700223 
 1 Rehov Meir Avner, Jerusalem
Shelter (Atarot) (02) 5854465 
Adoptions and volunteering 054-7700221 
Clinic (02) 6780222 
Rescue of injured or abandoned animals 054-770-0220 

Karnei Shomron A.S.P.C.A

 P.O.B. 210, Karnei Shomron (09) 7929051 

Petach Tikva Loves Animals

www.facebook.com/pt.love.animals/timeline
 vet@ptikva.org.il
 1 Rehov Rehovot 054-9495311 

Rishon Loves Animals

 www.rla.org.il
 rla.org.il@gmail
 rishon.loves.animals@gmail.co
Rishon LeTzion 052-3264943 

Ramat Gan

 www.sPCA.org.il 050-7795277/ 050-7795477 



Rehovot Loves Animals

 www.petking.co.il

 New Industrial Zone, Rehov Motti Kind

Shelter (08) 9460135 

Clinic (08) 9463292 

Sharon District A.S.P.C.A.

P.O.B. 166 Ra'ananna

(09) 7745532

Tel Aviv/Jaffa A.S.P.C.A

 www.spca.co.il/newsite

 info@spca.co.il

After-hours emergencies 054-7317329 

 159 Rehov Herzl (03) 5136500/*4553 

Tel Aviv

Shevi- Animal Rights Israel

Shevi is active in the protection of animal rights.

 www.free.org.il

 shevi_liberation@yahoo.com

Society for the Protection of Nature

The Society for the Protection of Nature (SPNI) works to preserve natural scenery and plant and animal life in Israel. The Society also offers a wide variety of public events and activities, as well as hikes and tours, and has established field study centers and youth clubs.

 www.teva.org.il

 teleteva@spni.org.il

 2 Rehov HaNegev, Tel Aviv (03) 6388688 



SOS Animals aids stray and abandoned animals and helps find them homes. They also assist in helping to locate lost pets.

 www.sospets.co.il

 office@sospets.co.il

Tel: (03) 7441111/7441010 



Section Eight Health

Emergency and First Aid Care

During an emergency there are a number of options, including:

Emergency Clinics

Emergency clinics, belonging either to a health fund or under independent auspices, offer services when regular health-fund clinics are closed, such as evenings, Shabbat, and holidays. Services are for a fee, which is usually not refundable. Consult with your health fund or local municipal information line (106/7) for the location of the nearest clinic.

Emergency Rooms

Emergency-room care is for a fee. In certain specific cases, the fee is waived or refunded, for example, when a patient arrives with a doctor's referral, is involved in an accident, or is admitted to the hospital following the emergency-room visit. Check with your health fund to find out their conditions for refunds on emergency-room care, and the procedures for receiving a refund.

In locations with a number of hospitals, the hospitals are divided into duty hospitals, with one hospital receiving pediatric emergencies, others responsible for obstetrics, orthopedics, etc. The listing of the duty hospitals is published in the press. However, during emergencies in which delay or extended travel could endanger the patient, go to the nearest emergency room regardless of whether it is the duty hospital.

Health-Fund Information Lines: each health fund has an information line that members can call for advice. The health fund can recommend options such as a house-call from a doctor or a visit to an emergency room. The information line can also advise callers about the costs of treatment and refer them to the appropriate source of assistance.



A patient unable to travel to a doctor's office or health fund clinic may request a house call by a health fund doctor. House calls require payment, which varies according to the circumstances and the time of day of the doctor's visit. The patient may also be able to request an emergency house call from Magen David Adom, for a fee. In some cases, a Magen David Adom house call may be refundable. In order to find out about eligibility for a refund, bring the doctor's report and receipts from payments to the health fund office.

Magen David Adom

Magen David Adom stations are located throughout the country, and provide round-the-clock first-aid and emergency services, seven days a week. Some first-aid services are provided free of charge, although treatment by a doctor is usually for payment. In some cases a health fund may reimburse costs.

The health funds may refund costs of ambulance transport to a hospital in cases of accidents or when a patient needs to be hospitalized. Costs are also usually covered for pregnant women who travel by ambulance to a delivery room. When calling for an ambulance, it is important to give as much information as possible to the dispatcher so that the appropriate type of unit can be sent, e.g., a regular ambulance or a mobile cardiac intensive care unit.

For the address of the nearest station, contact a local municipal information line (105/6/7) or visit the MDA website.

Magen David Adom maintains a blood bank and collects blood donations from volunteers.

 www.mdais.org

 info@mda.org.il

Emergencies **101** 

Blood Bank (03) 5300400 1-800-400-101 

Payment Office 1-800-390-101 

Public Inquiries (03) 6300234 

 60 Rehov Yigal Allon, Tel Aviv Fax: (03) 6306046 

Or via the website

Switchboard (03) 6300222 

 78 Rehov Yirmiyahu, P.O.B. 36223, Jerusalem (02) 5002020 

National Poison Control Center

The National Poison Control Center, a branch of the Ministry of Health, offers consultation by telephone during emergencies, 24 hours a day, about poisons, pharmaceuticals, and the influence of drugs, chemicals, and other toxins on pregnancy and lactation.

 www.rambam.org.il

Rambam Hospital

Emergency line - 24 hours a day (04) 7771900 

For an appointment (04) 7772725 

United Hatzala

United Hatzala provides free, country-wide emergency medical first-response for accidents and medical emergencies, administered by trained and certified volunteer EMTs, paramedics, and doctors.

 www.israelrescue.org

 info@1221.org.il

Emergencies **1221** 

 87 Rehov Yermiyahu, Jerusalem (02) 5002020 

Fax: (02) 5002025 

Health Funds

Primary health services in Israel are through the four health funds, Clalit, Leumi, Maccabit, and Meuhedet. Services include primary-care physicians and specialists, laboratory services, and paramedical services, as mandated by the National Health Insurance law.

Clalit Health Services

 www.clalit.co.il

24-hour Service Line *2700 

National Customer Service Line Fax: (03) 9405350 



Public Inquiries

Central Region	(03) 9687665	
Dan/Petach Tikva	(03) 5773215	
Eilat	(08) 6358079	
Haifa	(04) 8568595	
Jerusalem	(02) 6661111	
North	(04) 6557249	
Sharon/Shomron	(09) 8633219	
Tel Aviv/Yaffo	(03) 5122785	
South	(08) 6207513	

Kupat Holim Leumit

www.leumit.co.il

National Information Line 1-700-507507

Public Inquiries - via the website.

Kupat Holim Maccabi

www.maccabi-health.co.il

24-Hour National Information Line *3555/1-700-505-353

Public Inquiries

P.O.B. 50493, Tel Aviv Fax: (03) 5143822

Kupat Holim Meuhedet

www.meuhedet.co.il

National Information Line *3833

Fax Line for the Hard of Hearing (09) 8853666

Download fax appointment form from the Meuhedet website.

Public Inquiries

pniot@meuhedet.co.il

124 Rehov Ibn Gvirol, Tel Aviv (03) 5202323

Fax: (03) 6327047



Hospitals

There are approximately 259 hospitals in Israel, including general hospitals, psychiatric-care facilities, chronic-care hospitals, rehabilitation institutes, and maternity hospitals. A health fund will refer a member to the hospital with which they have arrangements to cover the needed procedures. The health fund will also provide all necessary referrals and authorizations. In a location with more than one hospital, there may be a greater choice of options; if there are only one or two hospitals in a given area, or specific hospitals that are equipped to provide the required treatment, the patient will usually have to go to the hospital to which they are referred by the health fund.

The Ministry of Health

 www.health.gov.il

Kol HaBriut Information Line.....*5400 

Fax:..... (02) 5655969 

See also "Section Two- Government Bodies; The Ministry of Health."

Child Development Centers

The Ministry of Health maintains Child Development Centers (*mercazim lehitpatchut hayeled*) in a number of locations. The Centers offer therapy and counseling for children and youth. The types of issues that they address include:

- Delayed motor development
- Neurological difficulties
- Visual or hearing problems
- Delayed language development
- Behavioral problems
- Conditions that affect behavioral and cognitive development.
- In most cases, fees are on a sliding scale. Referrals may be on the part of parents, physician, or Family Health Center (see below). Consult your health fund, a District Health Office or local authority information line (*moked ironi*) for information about the nearest Center.



District Health Offices

Among their services, the District Health Offices register and treat patients bitten by animals suspected of rabies as detailed in the booklet entitled "Guarding Your Health in Israel," (See the order form at the back of this booklet).

District Health Offices administer specific inoculations for persons travelling overseas. The Offices are also responsible for issuing burial certificates following a death (consult the booklet entitled "The Life Cycle in Israel" for details. See the order form at the back.)

Each District Health Office has a District Psychiatrist who is responsible for determining involuntary psychiatric hospitalizations.

District Health Offices

 Barzilai Medical Center, Ashkelon.....	(08) 6745555	
 4 Rehov HaTikva, Beer Sheva.....	(08) 6263511	
 Sd. HaTamarim, Eilat.....	(08) 6374279	
 15A Rehov HaPalyam, Haifa.....	(04) 8633111	
 86 Rehov Yaffo, Jerusalem.....	(02) 5314811	
 23 Sd. Weizmann, Netanya.....	(09) 8300111	
 31 Rehov Achad HaAm, Petach Tikva.....	(03) 9051818	
 10 Rehov Oppenheimer, Rehovot.....	(08) 9485858	
 12 Rehov HaArba'a, Tel Aviv.....	(03) 5634848	
 40 Rehov Alchadaf, Tiberias.....	(04) 6710300	
 100 Rehov HaHalutz, Tzfat.....	(04) 6994222	

Family Health Centers

Family health centers (*tachanot le briut hamishpacha*, formerly known as *tipat halav*) run by the Ministry of Health in conjunction with the local authorities, offer a variety of services including pre- and post-natal care, preventative medical care, guidance on family planning, and care for the elderly. Check with a local municipality for information on the nearest Family Health Center. To contact a local municipal information line (*moked ironi*), dial 105/6/7 in most locations.



Genetic Testing

The Ministry of Health conducts Tay Sachs and other genetic tests at the following locations. Note that testing is only at specific times and on specific dates. Call in advance to clarify testing dates in a particular area. Note also that the health funds may offer additional testing facilities. Check with your health fund for more information.

 Asaf HaRofeh Hospital, Tzrifin	(08) 9779617	
 Barzilai Hospital, Ashkelon	(08) 6745456	
 Beilinson Hospital, Petach Tikva	(03) 9377659	
 Bnai Zion Hospital, Haifa	(04) 8359459	
 HaCarmel Hospital, Haifa	(04) 8250918	
 Hadassah Hospital, Ein Kerem, Jerusalem	(02) 6776995	
 HaEmek Hospital, Afula	(04) 6495446	
 Herzlia Medical Center, Herzlia	(09) 9592582	
 Ichalov Hospital, Tel Aviv	(03) 6974704	
 Kaplan Hospital, Rehovot	(08) 9441384	
 Meir Hospital, Kfar Sava	(09) 7472540	
 Rambam Hospital, Haifa	(04) 8542456	
 Sha'arei Tzedek Hospital, Jerusalem	(02) 6666035	
 Sheba Hospital, Tel HaShomer	(03) 5303060	
 Soroka Hospital, Beer Sheva	(08) 6400749	
 Sorosky Hospital, Tel Aviv	(03) 6974444	
 Western Galilee Hosp., Nahariya	(04) 9107493	
 Wolfson Hospital, Holon	(03) 5028536	
 Ziv Hospital, Tzfatz	(04) 6828712	

HIV Testing

The Ministry of Health offers free testing for HIV at the locations listed below. All tests are anonymous. Call in advance to check days and hours. See the Ministry of Health website for more information (www.health.gov.il).

 Beilinson Hospital, Petach Tikva	(03) 9376920	
 Hadassah Hospital- Ein Kerem Outpatient Clinic, Jerusalem		
Tel.:	(02) 6778276	
 HaEmek Hospital Outpatient Clinic, Afula	(04) 6495447	
 Ichilov Hospital, Clinic Bldg. Tel Aviv	(03) 6973653	
 Kaplan Hospital, Neve Or AIDS Center, Rehovot	(08) 9441917	



- 📍 Meir Hospital Outpatient Clinic, Cfar Sava (09) 7472896 📞
- 📍 Rambam Hospital Outpatient Clinic, Haifa (04) 8543452 📞
- 📍 Sheba Hospital, Tel HaShomer (03) 5304937 📞
- 📍 Soroka Hospital Outpatient Clinic, Beer Sheva (08) 6244607 📞

Ministry of Health Clinics

- 📍 Central Bus Station, Tel Aviv (03) 5373788 📞
Opposite Platform 4 (call for an appointment)
- 📍 15 Rehov HaParsim, Haifa (04) 8619719 📞
(call for an appointment)

The Israel AIDS Task Force/Ministry of Health AIDS Hotline

Tel.: (03) 5613300 📞

🏠 www.aidsisrael.org.il

Anonymous Testing Centers

- 📍 Mercatz HaNegev, 6/40 Rehov Masada, Beer Sheva
Tel.: (08) 6486519 📞
- 📍 The Open House Clinic, 2 Rehov HaSoreg, Jerusalem
Tel.: (02) 6250502 📞
- 📍 Israel AIDS Taskforce Clinic, 43 Rehov Florentine, Tel Aviv
Tel.: (03) 5613000 📞
- 📍 Israel AIDS Taskforce Clinic, 14 Rehov Beit Hillel, Tel Aviv
Tel.: (03) 5613000 📞
- 📍 Israel AIDS Taskforce Clinic, 22 Rehov Tchernichovsky, Tel Aviv
Tel.: (03) 5613000 📞

See the website for more information.

The Jerusalem AIDS Project

The Jerusalem AIDS project operates an Open Line for persons with AIDS and for general information, and conducts research and educational activities throughout the country, including the school system and the IDF.

🏠 www.sid-israel.org

@ jaipisrael@yahoo.com

Open Line (02) 6799671 📞

📍 10 Rehov Heller, Jerusalem (02) 6797677 📞



Eating Disorders

Treatment for eating disorders is through the health funds and hospitals, and through voluntary and private auspices.

Beer Sheva Mental Health Center

Tel.: (08) 6401502 

Clalit Health Fund Youth Clinic

Carmiel (04) 9584443 

Cfar Sava (09) 7428552 

Haifa (04) 8351670 

Haifa-Krayot (04) 8787966 

Netanya (04) 8603582 

Leumit Health Fund Youth Clinic

Tel.: (09) 9581811 

(in conjunction with the Herzlia Municipality)

The Clinic accepts applications from members of all health funds.

Maccabi Health Fund Eating Disorder Clinic for Youth and Adults

 3 Rehov HaNetach, Ramat HaSharon (03) 5484788 

Youth Clinic, Haifa (04) 8348286 

Meuhedet Health Fund Eating Disorder Clinic

Jerusalem (02) 6215444 

"HaNotrin Clinic"

 7 Rehov HaNotrin, Ra'ananna (09) 7743083 

Eating-Disorder Clinics; Hospitals

 Asaf HaRofeh Hospital, Tzrifin (08) 6745555 

 Barzilai Hospital, Ashkelon (08) 6745555 

 Bnai Zion Hospital, Haifa (04) 8359970 



📍 HaAmakim Community	
📍 Hadassah Hospital, Jerusalem.....	(02) 6777348 📞
📍 Hadassah Hospital, Jerusalem.....	(02) 6779190 📞
📍 HaEmek Hospital, Afula.....	(04) 6494136 📞
📍 Ichilov Hospital, Tel Aviv.....	(03) 6974707 📞
📍 Jerusalem Municipality, Jerusalem.....	(02) 6433882 📞
📍 Kaplan Hospital, Rehovot.....	(08) 9441211 📞
📍 Mental Health Center, Gilboa.....	(04) 6533239 📞
📍 Rambam Hospital, Haifa.....	(04) 7773143 📞
📍 Sheba Hospital, Tel HaShomer.....	(03) 5302692 📞
📍 Shnieder Children's Hospital, Petach Tikvah....	(03) 9253663 📞
📍 Shvil - Hadassah Hospital Mental Health Services for Adolescents, Jerusalem.....	(02) 6777111 📞
📍 Soroka Hospital, Beer Sheva.....	(04) 6400351 📞
📍 Tel HaShomer Hospital, Ramat Gan.....	(03) 5305101 📞
📍 Western Galilee Hospital, Nahariya.....	(04) 9850505 📞
📍 Ziv Hospital, Tzfat.....	(04) 6828086 📞

For more resources, contact a social-services department at a local municipal authority, a health fund, or a municipal mental-health clinic.

Mental Health Clinics

The Ministry of Health maintains Community Mental Health Clinics (*merpa'ot lebrut hanefesh*) in almost every municipality. Any person may make an appointment for a consultation. Following intake procedures, the staff then determines an appropriate course of assistance. To locate the nearest clinic, contact a local municipal information line (*moked ironi*, 106/7).

National Food Service- Reporting Food Poisoning

Submit complaints of food contamination or food poisoning to the nearest District Health Office or to the National Food Service, a department of the Ministry of Health. Include a sample of the item when possible.

 www.health.gov.il

Tel:..... *5400/ (08) 6241010 📞

Fax:..... (02) 5655960 📠



Adi - The National Transplant Center

Adi - the National Transplant Center was established by the Ministry of Health, and serves as the official and independent body for the management and coordination of the organ-donation and transplant system in Israel. Adi is a unit within the Ministry of Health, and is the sole organization in Israel for registering for a transplant and by means of which allocation of organs for transplant takes place. Any organ transplant carried out in Israel requires authorization of the National Transplant Center - Ministry of Health.

 www.adi.gov.il

 adi@moh.health.gov.il

 15 Rehov Noah Moses, Tel Aviv *6262/(03) 6061705 

Fax: (03) 6061845 

Public Inquiries

National Health-Insurance Law Ombudsman The Ministry of Health

The National Health-Insurance Law Ombudsman (*netzivot hakvilot bituach briut mamlachti*) handles public inquiries on issues regarding the National Health Insurance Law.

 39 Rehov Yermiyahu, Jerusalem *5400 / (08) 6241010 

Fax: (02) 5655969 

 kvilot@moh.health.gov.il

Public Ombudsman

The Public Ombudsman (*netziv kvilot hatzibur*) is responsible for handling public complaints about medical personnel, the Freedom of Information law, and other issues that do not relate to the National Health Insurance Law.



Registration and Transferring Health Funds

The Postal Banks process registration for a health fund. New immigrants can also register at Ben Gurion Airport upon arrival. For the location of the nearest Post Office, visit www.israelpost.co.il, or contact a local municipal information line (*moked ironi*; dial 106/7 in most locations).

Members may transfer from one health fund to another twice a year on specific dates determined by the Ministry of Health and publicized on the Ministry website. Transfer procedures can be processed at a Post Office or through the National Insurance Institute website, www.btl.gov.il.

Rehabilitation

See "Section 12 - Social Services."

Substance Abuse Treatment

Ministry of Health Departments for Treatment of Substance Abuse offer treatment and therapy for victims of substance abuse, and for their families. There are both residential- and day-facilities. For information, consult with a health fund or the department of social services of the local municipality. To contact a local municipal information line (*moked ironi*), dial 106/7 in most locations.

The Unit for Treatment of Alcohol Abuse offers residential- and day-hospital treatment, in conjunction with the Ministry of Labor, Social Affairs and Social Services and "Efshar" centers. For information, consult with a local community mental health clinic, or the department of social services of the local municipality.

See also "Section Twelve-Social Services."

The Ministry of Social Equality

The Ministry operates "Yechidot Segula" in hospitals throughout the country. The units provide information about rights to health care and rehabilitation for hospitalized senior citizens and their families.

 www.shivyon.gov.il

Yechidot Segula- Information Units

 Asaf HaRofeh Hospital, Rishon LeTzion.....	(08) 9542153/9	
 Barzilai Hospital, Ashkelon.....	(08) 6746928	
 Ichilov Hospital, Tel Aviv.....	(03) 6973574	
 Kaplan Hospital, Bitan 16, Rehovot.....	(08) 9441509	
 Meir Hospital, Cfar Saba.....	(09) 7472426	
 Nahariya Hospital, Nahariya.....	(04) 9107388	
 Poriya Hospital, Tiberias.....	(04) 6652286	
 Rambam Hospital, Haifa.....	(04) 7772788	
 Sha'are Tzedek Hospital, Jerusalem.....	(02) 5645066	
 Soroka Hospital, Beer Sheva.....	(08) 6400468	
 Tel HaShomer Hospital, Ramat Gan.....	(03) 5305402	
 Ziv Hospital, Tzfat.....	(04) 6828162	

Voluntary and Non-Profit Associations

Aids

Israel Aids Taskforce

The Israel Aids Taskforce provides information, counseling, social activities, support groups, and advocacy.

 www.aidsisrael.org.il

Open Line..... (03) 5613300 

 Main office- 18 Rehov HaNatziv, Tel Aviv..... (03) 5613000 

Anonymous Testing Centers

 Mercaz HaNegev, 6/40 Rehov Masada, Beer Sheva

Tel.:..... (08) 6486519 



-  The Open House Clinic, 2 Rehov HaSoreg, Jerusalem
Tel.: (02) 6250502 
-  Israel AIDS Taskforce Clinic, 43 Rehov Florentine, Tel Aviv
Tel.: (03) 5613000 
-  Israel AIDS Taskforce Clinic, 14 Rehov Beit Hillel, Tel Aviv
Tel.: (03) 5613000 
-  Israel AIDS Taskforce Clinic, 22 Rehov Tchernichovsky, Tel Aviv
Tel.: (03) 5613000 

Cancer

Beit Natan - Women's Cancer Support and Resource Center

Beit Natan offers information, counseling, and support groups for women with cancer.

-  www.beitnatan.org
-  info@beitnatan.org
-  48 Rehov Bayit VeGan, Jerusalem (02) 6446052 
- Fax: (02) 6429579 

Chaianu

Chaianu provides services to families of children with cancer including medical advocacy, home and hospital tutoring, social activities including weekends and summer camps, social workers, legal counsel, and other assistance.

-  www.chaianu.org.il
-  info@chaianu.org.il
-  3 Mercaz Shatner, Jerusalem (02) 6583000 

Clinical Information Center

The Clinical Information Center provides information and support for patients with serious diseases, and to their families.

-  www.cic.org.il



Darchei Miriam

Darchei Miriam offers physical and emotional support to cancer patients, including transportation to treatments and other aid, as well as refreshment stations for families at local hospitals.

 www.darcheimiriam.org.il

 15 Rehov Zichron Yaakov 077-4147777 
Jerusalem Fax: (02) 5325639 

Hayim -Association for Children with Cancer

Hayim offers information, support groups, transportation services, social activities, tutors, care-givers and help at home or in the hospital, and accompanies children during treatment.

 www.hayim.org.il

 hayim@hayim.org.il

 138 Rehov Jabotinsky, Ramat Gan (03) 6120494 
Fax: (03) 5751065 

Hope for Life

Hope for Life offers assistance to children undergoing treatment for cancer, and to their families. They can help fund certain medicines and supplies that are not covered in the "Basket of Health Services," sponsor events in the hospital such as birthday parties for children, and other assistance.

 www.tlechaim.org.il

 t13@tlechaim.org.il

P.O.B. 6987 Ramat Gan

Fax: (04) 9040617 

Israel Cancer Association

The Israel Cancer Association provides information, counseling, and support for cancer patients and their families.

 www.cancer.org.il

 telemeyda@cancer.org.il

Telemeida Information Line 1-800-599995 

Support Line 1-800-200-444 

 telemeyda@cancer.org.il



📍 7 Rehov Revivim, Givatayim(03) 5721616 📞
Tel.:(03) 5721616 📞

'Kav LaChayim' – National Center for Helping Sick Children

Kav LaChayim assists children who have cancer as well as disabilities, both in the hospital and at home. Kav LaChayim offers "babysitting," hikes, and summer camps, helps escort children to school, and a variety of other services.

🏠 www.kavlachayim.co.il
@ kavlachayim@kavlachayim.co.il
📍 Main Office– 15 Rehov Gonen, Petach Tikva(03) 9250505 📞
Fax:(03) 9215566 📠

Larger Than Life –Quality of Life for Children with Cancer

Larger Than Life organizes trips, special events, parties, vacations, summer camps, and hospital activities for children with cancer.

🏠 www.gdolim.co.il
@ gdolim1@gdolim.org.il
📍 P.O.B. 815 Givatayim 5310801
Tel:(03) 6195977

Lev

Lev organizes support groups and social activities for children with cancer. Lev services the northern region of the country.

🏠 www.lev-child.org.il
📍 P.O.B. 3142, Haifa050-8435901/052-3997076 📞

One in Nine – Support for Breast Cancer Patients

One In Nine provides breast cancer patients with information, counseling, support groups, social activities, a telephone hotline, and legal aid.

🏠 www.onein9.org.il
@ callus@onein9.org.il
Hotline1-800-363-400 📞
📍 100 Rehov Ussishkin, Tel Aviv(03) 6021717 📞
Fax:(03) 6020506 📠

Sunrise Israel

Sunrise operates extracurricular activities for children with cancer, and for their siblings. Activities include one-day programs as well as day camp during school vacations.

 www.sunriseisrael.org.il

 P.O.B. 9092, Even Yehuda (09) 9501544 

Fax: (09) 9501881 

Tishkofet-Life's Door

Tishkofet offers workshops, support groups, information, counseling, and activities to persons suffering serious illness, and to their families.

 www.lifesdoor.org

 info@tishkofet.co.il

Information Line 1-599-550066 

 4 Rehov Ma'ase Choshev
Talpiot, Jerusalem

The Yuri Stern Holistic Center

The Yuri Stern Holistic Center offers holistic treatments to cancer patients, including reflexology, shiatzu, massage, and energy treatments. Treatments are available in oncology wards at Sha'are Tzedek Hospital, and at the Yuri Stern Center.

 www.yurishstern.org.il

 info@yurishstern.org.il

 3 Rehov Asa, Jerusalem

Office 077-9181428 

Clinic 077-5181021 

Zichron Menachem- Association for Children with Cancer and Their Families

Zichron Menachem provides information, support groups, and social activities, and can loan equipment.

 www.zichron.org

 info@zichron.org

 26 Rehov Zilberg, Jerusalem (02) 6400800 

Fax: (02) 6433991 



Acha - The Israel Association for the Deaf

"Acha" offers information, activities, and other services.

🏠 www.deaf-israel.org.il

@ deaf-israel@barak.net.il

Support Services Center..... (03) 7303355 📞

Communication Center-Tel. and SMS..... 052-7251507 📞

📍 13 Rehov Yad LeBanim, Yad Eliyahu, Tel Aviv

Fax:..... (03)7396419 📠

Achlah - Association for the Quality of Life for Persons with Special Needs

Achlah provides care and support to families in which one or more members has a disability or disabilities. Services include counseling and emotional support, employment services, guidance and a telephone line that is available 24 hours a day.

🏠 www.achlah.org.il

📍 5 Rehov San Martin, Jerusalem..... (02) 6505276 📞

Akim - Israel Association for Habilitation of Children and Adults with Intellectual Disabilities

Akim offers therapy and rehabilitation. Akim also works to protect rights, and offers legal guardianship and other services.

🏠 www.akim.org.il

Assistance Line- Parents Helping Parents..... 1-800-399-333 📞

📍 National Office, 69 Rehov Pinchas Rosen, Tel Aviv. (03) 7662222 📞

Fax:..... (03) 6470055 📠

Alut - The Israel Society for Autistic Children

Alut maintains workshops and educational and rehabilitation centers, offers assistance to families, and works to raise societal awareness of autism. The Family Center helps families to develop methods of understanding and coping.

🏠 www.alut.org.il

Open Line..... (03) 6709094 📞

📍 National Office - 1 Rehov Corazin, Givatayim..... (03) 5178188 📞

 Family Center - Beit Loren, 63 A' Rehov Krinitzky, Ramat Gan
Tel.: (03) 6703077

Amichai – Family Organization for Developmentally Disabled Children

Amichai offers services to families of older children with disabilities in the Hod HaSharon area. The organization provides counseling and social activities.

 www.amichai.org.il

 office@amichai.org.il

 2 Rehov Kinneret, P.O.B. 817, Hod HaSharon (09) 7430004 

Fax: (09) 7686322 

Anashim - Organization of People with Cerebral Palsy

Anashim provides information and support for parents of children with cerebral palsy, and promotes rights and legislation, accessibility in public spaces, and housing solutions for older persons.

www.anashim-cp.org.il

 24 Rehov Meir Ba'al HaNess, Ramat Gan

Telefax: (03) 6761011 

Azarim

The Azarim website is a database that provides information on assistive technology and devices.

www.azarim.org.il

Telephone Support Line 072-2230007 

Beit HaGalgalm

Beit HaGalgalm offers social centers for recreation and activities for children and adults with cerebral palsy, muscular dystrophy, and other conditions.

www.beitgalgalim.org.il

Center: (09) 9557999 

Jerusalem: 052-8385666 

North: (04) 9914236 



South:.....(08) 9920125 📞
For haredi girls and young women052-768-4674 📞
@ avigail@beitgalgalim.org.il

Beyahad

Beyahad offers counseling, support and assistance, advice and treatment options, and educational enrichment activities for persons with disabilities, and support for families. They also sponsor conferences and information days, a parents' forum, and educational programs in schools.

🏠 beyachad.topeak.co.il
@ beyachad.org@gmail.com
📍 1 Rehov HaMerapeh, Kenyon Har HaHotzvim... (02) 5829983 📞
P.O.B. 45188, Jerusalem

Eliyah

Eliyah offers preparatory programs for children who are blind or have visual disabilities in order to integrate into the mainstream and the general community. Eliyah also has programs for children with developmental disabilities for integration into facilities suited to their capabilities, and therapy, support and counseling programs for babies up to a year old and their parents. Among the programs are summer camps, music and art therapies, hydrotherapies, animal-assisted therapies, and more.

🏠 www.eliya.org.il
@ Eliya-il@eliya.org.il
📍 4 Rehov Amos Yarkoni, Beer Sheva (08) 6270971 📞
📍 3 Rehov Ma'aleh Ze'ev, Jerusalem (02) 5639164 📞
📍 3 Rehov Lavon, Petach Tikva (03) 9336840 📞

Etgarim

Etgarim helps children, adolescents, and adults to rehabilitate physically, mentally and socially, through challenging sports and outdoor activities.

🏠 www.etgarim.org
@ frontdesk@etgarim.org
📍 18 Rehov Beit Hillel, Tel Aviv (03) 5685200 📞



Et La'asot

Et La'asot offers activities for children with physical disabilities, cerebral palsy, autism, Down's syndrome, and other disabilities, and for their families. Activities include hikes and trips, "fun days" and parties, and summer and winter camp.

 www.etlaasot.org.il

 etlaasot@etlaasot.org.il

 14 Rehov HaNorea, Netanya 077-5538800 

Eyes for the Blind in Israel

Eyes for the Blind in Israel trains service dogs, and instructs recipients in their use.

 www.guidedog.co.il

 P.O.B. 649, Tzavon, 10200 (04) 6980218 

Fax: (04) 6987263 

Ilan – Israel Association for Disabled Children

Ilan offers assistance with physical care, education, rehabilitation, employment, and sports. Areas of service include individual aid, a special-education network, sheltered workshops, sports centers, residential facilities, after-school activities, summer camps, clubs, and support groups for parents.

 www.ilan-israel.co.il

 ilan@ilan-israel.co.il

 National Office - 9 Rehov Gordon, Tel Aviv (03) 5248141 

 P.O.B. 523, Beer Sheva 052-8672100 

 12 Rehov Allenby, Haifa (04) 8522378 

 4 Rehov Trumpledor, Jerusalem (02) 6234091 

 5 Rehov Ichilov, Petach Tikva (03) 9307527 

 2 Rehov Buki Ben Yogli, Tel Aviv (03) 5281217 

 26 B Rehov Bareket P.O.B. 23, Tzfat 052-5694225 

See the Ilan website for more addresses.



Israel Elwyn

Israel Elwyn aims to provide persons with disabilities the tools to live an independent life. Services include early intervention, including early childhood intervention, vocational services, supported living and an Academy for Training, Support and Guidance.

 www.israelelwyn.org.il

 info@IsraelElwyn.org.il

 Main Office - 20 Rehov Szold, Jerusalem (02) 6415448 

Community Residential Services

 20 Rehov Henrietta Szold, Jerusalem (02) 6411212 

Roizman Early Intervention Center

 21 Ze'ev Rehov Haklait (02) 6332416 

 Beit Vegan, Jerusalem

Supported Living Services

 20 Rehov Henrietta Szold, POB 9011 Jerusalem (02) 6415675 

Haifa and North

 8 Rehov HaEla, Haifa (04) 8511812 

Jerusalem & Southern Israel

 20 Rehov Henrietta Szold, Jerusalem (02) 6431051/2/3 

Sharon & Center

 33 Rehov Ben Gurion, Herzlia (09) 772 9370 

Kav LaChayim – National Center for Helping Sick Children

Kav LaChayim assists children who have muscular dystrophy, cerebral palsy, and motor difficulties. The organization helps escort children to school, offers hikes and summer camps, and a variety of other services.

 www.kavlachayim.co.il

 kavlachayim@kavlachayim.co.il

 Main Office -15 Rehov Gonen, Petach Tikva (03) 9250505 

Fax: (03) 9215566 



Keren Malki

Keren Malki offers programs for families that care for children with disabilities at home: one program provides specialized equipment and others offer home-based therapies.

 www.kerenmalki.org

 office@kerenmalki.org

 P.O.B. 53314, Jerusalem (02) 5670602 

Keshet- Information, Counseling, and Support Center for Families of Children with Disabilities and Chronic Illnesses

Keshet operates a range of services for families, including a Center for information, guidance and advocacy, groups that provide support and parental guidance, as well as groups for additional family members (siblings and grandparents), parenting workshops, and other services.

 www.keshet.org.il

 info@keshet.org.il

Open line 1-700-501-601 

Support Services Center (03) 5257467 

Central Region (03) 5282518 

Haifa (04) 8596439 

Jerusalem (02) 6236116 

Southern Region (08) 6289142 

Kvutzat HaShavim

Kvutzat HaShavim offers art- and music-based activities and therapies, trips, and social activities for adolescents and adults on the autism spectrum. Kvutzat HaShavim also operates a Learning and Occupation Day Center for Adults in Ramat HaSharon in conjunction with Alut –The Israel Society for Autistic Children.

 www.kvutazat-hashavim.org

 29 Rehov Korzak, Herzlia 054-4341012 



LeLo Hagbala

LeLo Hagbala is an online newsletter and directory of services, events, discounts and other items of interest to persons with disabilities.

 www.lelo-hagbala.co.il

Mateh HaMa'avak HaNechim BeYisrael

Mateh HaMa'avak HaNechim BeYisrael provides legal aid at no cost in matters related to disability, offers a membership card that grants benefits, provides counseling including advice regarding the National Insurance Institute, discounted recreational activities, and a monthly newsletter.

 www.matenechim.co.il

 maavak2@netvision.net.il

 93 Rehov Arlozorov, Tel Aviv (03) 6921681 

Fax: (03) 6921555 

Mifne Center

The Mifne Center provides diagnosis, early intervention, and short-term intensive treatment for autism in infants up to age two, and for their families.

 mifne-autism.com

 info@mifne-autism.com

 P.O.B. 112, Rosh Pinna 1200000 (04) 6931021 

Migdal Or

Migdal Or offers functional and vocational rehabilitation for persons with blindness and diminished vision.

 www.migdalor.org.il

 info@migdalor.org.il

 4 Rehov Avraham Danino, Kiryat Chaim, Haifa *9366 

Tel.: 077-7721400 



Misholim

Misholim offers therapy and rehabilitation to at-risk children and youth, and to persons with an intellectual or physical disability, through working with animals. Activities include therapeutic horse riding, dog training, and connecting with animals. Misholim also works with Special Olympics Israel, and patients can take part in organized competition in horse riding.

 www.misholim.org

 Kibbutz Magal, D.N. Hefer 054-2497905/(04) 6287502 

Multi-Service Center for the Blind and Visually Impaired

Multi-Service Centers offer services in the areas of employment and job-search workshops, psychological support, education, and more, including Hebrew for new immigrants.

 1 Rehov Shaul HaMelech Beer Sheva (08) 6435976 

 32 Rehov HaGefen, Haifa (04) 8527222 

 Binyan Sha'arei HaIr, 216 Rehov Yaffo, Jerusalem

Tel.: (02) 5545169/6 

 20 Rehov Mordechai Mendalay Seforim, Tel Aviv (03) 7241975 

See the website of the Ministry of Labor, Social Affairs and Social Services for more information:

 www.molsa.gov.il/Populations/Disabilities/Blindness/Pages/Marshal.aspx.

Netzer- Society of Parents of Children with Developmental Deficiencies on the Autism Spectrum-Milman Center

Netzer operates diagnostic and treatment frameworks for children with developmental disabilities on the autism spectrum (A.S.D.). Netzer serves the northern population of the country. Programs include therapeutic preschool, treatment centers for kindergarten age through school age, and after-school therapeutic leisure clubs for school-age children.

 www.milman-center.org.il

 34 Rehov Chativat Carmeli, Haifa

Telefax: (04) 8227560 



Ohel Sarah

Ohel Sarah provides support services in the areas of education, employment, and housing to persons with special needs. Services include schools for children ages 6-21, employment and day centers for adults, and group homes for students age 21 and up.

 www.ohelsarah.org

 info@ohelsara.org

 Main Office-15 Rehov Tzfat, Bnai Brak (03) 5797116 

Ofek LiYeladanu – Israel National Association of Parents of Visually Impaired Children

Ofek LiYeladanu offers information, support groups, and after-school and summer activities.

 www.ofekl.org.il

 ofek@ofekl.org.il

 8 Rehov Degel Reuven, Jerusalem..... (02) 6599553 

Fax:..... (02) 6522614 

Shmaya

Shmaya offers therapies for children with hearing disabilities, equipment, treatment centers, guidance to parents, and an institute and activities for teens/young adults. There are 51 branches throughout the country.

 www.shmaya.org.il

 shmaya@shmaya.com

 Main Office- 13 Rehov Povrovsky, Bnai Brak 1-599-555-222 

 Hearing Institute 11 Rehov HaRav Sorotzkin, Bnai Brak

Tel.:..... (03) 5783410 

Shutaf

Shutaf offers programs for children with and without disabilities including day camps during Passover and summer vacations, after-school activities, a Young Leadership program for teens and young adults, Inclusion-Education workshops, and parent and family activities.

 www.campshutaf.org



@ info@campshutaf.org

📍 6/9 Rehov Beit HaArava, Jerusalem..... 054-7290114 📞

Sports Organization of the Deaf

The Sports Organization offers information and sports activities and teams in a variety of sports, including bowling, martial arts, tennis, basketball, volleyball, swimming, and others,

🏠 www.israeldeafsport.org

📍 Beit Helen Keller, 13 Sd. Yad LeBanim, Tel Aviv

Fax:..... (03) 6310940 📠

Sulam

Sulam provides educational frameworks for children with physical and intellectual disabilities in order to help them integrate into mainstream schools.

🏠 www.sulam.net

📍 P.O.B. 117 Jerusalem, 9118102..... 1-599-550-440 📞

Tsad Kadima - The Association for Conductive Education in Israel

Tsad Kadima offers education and rehabilitation services to children, adolescents, and young adults with cerebral palsy and other motor dysfunctions. Services include daycare centers, after-school activities, guidance and activities for parents, summer camp, and preparation for independent living. Tsad Kadima has locations throughout the country.

🏠 www.tsadkadima.org.il

@ office@tsadkadima.org.il

📍 11 Rehov Beit HaDfus, Jerusalem (02) 6540062 📞

Eating Disorders

Agam - Institute for Treatment and Rehabilitation of Eating Disorders

Agam, part of the Reuth Health Center, offers treatment and therapy for eating disorders by a staff of physicians, mental health professionals, and nutritionists.



 www.reuth-mc.org.il/index.asp?id=2252

 agam@reuth.org.il

 2 Sd. HaChayal, Tel Aviv 1-800-40-80-40 

For inquiries and appointments (03) 6447420 

Nofit

Nofit offers clinical care and therapy for all aspects of eating disorders.

 www.nofit.org

 nofit@nofit.org

 8 Rehov Nofit (09) 7447111 

Hod HaSharon Fax: (09) 7447112 

Shahaf – Organization for Overcoming Eating Disorders

Shahaf offers treatment and prevention programs, and an information and support center.

 www.shahaf-ed.co.il

 info@shahaf-ed.co.il

 61 Rehov Ibn Gvirol, Tel Aviv (03) 6473147 

Overeaters Anonymous

Overeaters Anonymous offers information, support, and a 12-step program.

 www.aa-israel.org

 oaIsrael1@gmail.com

 179 Rehov HaRo'ah, Ramat Gan (03) 5745799 

Fax: (03) 6762494 

Equipment and Services

Ezra LeMarpeh

Ezra LeMarpeh provides a variety of services, including loans of emergency equipment, medical counseling, rehabilitation, and transportation.

 www.ezra-lemarpe.org



Central Service Telephone Line.....	(03) 5777000	
1 Rehov HaBosem, Ashdod	(08) 8525541	
24 Rehov Chida, Bnai Brak	073-2229999	
Haifa (Ambulance service only)	1-599-51-51-61 Ext. 3	
Jerusalem (Ambulance service only)	1-599-51-51-61 Ext. 1	
27 Rehov Shoham, Kedumim	(09) 7921447	
22 Rehov Dan Dayan, Kiryat Shmona	(04) 6949408	
142 Rehov Ahuza, Ra'ananna	(09) 7401700	
10/12 Rehov Lev HaZahav, Ramat Gan	(03) 6742622	

Ezer MiTzion

Ezer MiTzion can provide medical guidance, emergency call button services, transport of patients, and other services. Ezer MiTzion also maintains an international bone-marrow donor registry.

www.ami.org.il

National Number	*2236	
National Office-5 Rehov Rubinov, Bnai Brak	(03) 6144444	
4 Rehov Rambam Ashdod	(08) 8606727	
18/1 Rehov Admor MiRuzin, Beitar	(02) 5806634	
59 Rehov Tchernichovsky, Cfar Saba	(09) 7437293	
45 B Rehov Ramaz, Herzlia	(09) 9512693	
31 Rehov Szold, Holon	(03) 5043131	
11 Rehov Beit HaDfus, Jerusalem	(02) 5002111	
5 Rehov Mesillat Yisharim, Modi'in Ilit	(08) 9743838	
Levinstein Hospital, 278 Rehov Ahuza, Ra'ananna	(09) 7711782	
Tel HaShomer Hospital, Ramat Gan	(03) 5341338	
18 Rehov Mendele, Rehovot	(08) 9456144	
54A Rehov Bar Kochba, Tel Aviv	(03) 5257010	
Ichilov Hospital, Tel Aviv	(03) 6974637	

See the Ezer MeTzion website for more locations.

Friends for Health

Friends for Health can help to acquire medications or treatments that are not included in the Basket of Health Services, and can assist in providing medications to patients who are unable to purchase them. They also organize special activities for children with illnesses, such as parties, day trips, weekends and summer camps.



 www.haverim.org.il

 info@haverim.org.il

 4 Rehov Shmuel HaNavi, Bnai Brak (03) 5792220 

Keren Yishai Marpe LeChaim

Keren Yishai Marpe LeChaim offers assistance to persons with illnesses and disabilities, including assistance in purchasing medications that are not included in the Basket of Health Services and certain surgeries.

 www.marpe.org.il

 office@marpe.org.il

 11 Rehov Chaim Vintner, Jerusalem (02) 6521986 

Lev Malka

Lev Malka's services include a blood bank, transport services, loans of medical equipment, and a medical advisory service.

 www.levmalka.com

 info@levmalka.com

 Main Office- 38 Rehov HaMem Gimmel, Jerusalem

Tel.: (02) 5376666 

Contact the office for more addresses.

Or LeOlam

Or LeOlam lends medical equipment to persons with an illness or disability, and to the elderly.

 www.orlaolam.org.il

Main Office

 9 Rehov Kadima, Jerusalem 1-599-535455 

 50 Rehov Tzionut, Haifa 1-599535455 

 7 Rehov Rav Norok, Ramat Eliyahu 1-599535455 

See the website for more addresses.



Sa'ad U'Marpeh

Sa'ad U'Marpeh offers assistance to families of children with disabilities and severe illnesses. Services include transportation to hospitals, medical counseling, blood donations, Shabbat and vacations, and loans of medical equipment. Sa'ad U'Marpeh also organizes parties for children in hospitals, weekends and getaways for families, and other events.

 www.helpgetwell.org

 10 Rehov Kedushat Aharon, Jerusalem

Tel.: (02) 5021154/(02) 5381840 

Yachad

Yachad offers services to persons with illness and to their families, including transportation to hospitals, financial assistance for purchase of medications and other medical items, medical counseling, loans of medical equipment, and parties and events in hospitals.

 www.yachad.org.il

 dikla.yachad@gmail.com

 4 Rehov Herzl, Ashkelon 1-800-800-543 

Fax: (08) 6901600 

Yad Sarah

Yad Sarah loans medical equipment, transports patients, offers activities for the homebound, maintains an emergency alarm system, a geriatric dental clinic, offers legal aid for the elderly, meals on wheels, and other services. Branches are located throughout the country. To find the nearest branch, consult Yad Sarah's website, or contact a local municipal information line (*moked ironi*). Dial 105/6/7 in most locations. Note that at some branches it is necessary to call ahead for an appointment.

 www.yadsarah.org.il

 info@yadsarah.org.il

Main Office

 124 Rehov Herzl, Jerusalem

 National Information Line *6444/(02) 6444444 



Branch Offices

📍 Ha'emek Hospital, Afula	(04) 6403088	📞
📍 16 Rehov HaShayarot, Alon Shvut	(02) 9933619	📞
📍 11/4 Sd. Chen, Arad	(08) 9953422	📞
📍 7 Rehov Kibbutz Galuyot, Ashdod	(08) 8638800	📞
📍 6 Rehov Ariel, Ashkelon	(08) 6711532	📞
📍 3 Rehov Borochoy, Bat Yam	(03) 5521349	📞
📍 2A Rehov Shaul HaMelech, Beer Sheva	(08) 9112000	📞
📍 3 Rehov Zvahl, Beitar Illit	(02) 5807480	📞
📍 4 Rehov Jabotinsky, Beit Shemesh	(02) 9915857	📞
📍 6 Rehov Gottlieb, Bnei Brak	(03) 5708071	📞
📍 7 Rehov Asif, Carmiel	(04) 9888707	📞
📍 Yad L'Yad Center, Efrat	(02) 9932138	📞
📍 Mercas Mor, Eilat	(08) 6371445	📞
📍 31 Rehov David HaMelech, Haifa	(04) 8381704	📞
📍 Rambam Hospital, Haifa	(04) 8542254	📞
📍 54 Rehov Borochoy, Herzlia	(09) 9587121	📞
📍 Yad Sarah House, 124 Sd. Herzl, Jerusalem	(02) 6444455	📞
📍 Hadassah Hospital, Ein Kerem, Jerusalem	(02) 6776260	📞
📍 Hadassah Hospital, Mt. Scopus, Jerusalem	(02) 5844485	📞
📍 Sha'arei Tzedek Hospital, Jerusalem	(02) 6555195	📞
📍 12 HaNitzanim, Kfar Sava	(09) 7621111	📞
📍 29 Rehov HaNasi, Kiryat Shmona	(04) 6940480	📞
📍 15 Rehov Yehoshua Ben Nun, Kiryat Arba	(02) 9605841	📞
📍 1 Kikar Yahalom, Ma'aleh Adumim	(02) 5900716	📞
📍 Kenyon Harel, Mevasseret Zion	(02) 5337667	📞
📍 23 Rehov Motta Gur, Modi'in Maccabim Re'ut	(08) 9707525	📞
📍 1/5 Rehov Rabbi Akiva, Modi'in Illit	(08) 9743378	📞
📍 Western Galilee Hospital, Naharia	(04) 9107103	📞
📍 3 Rehov Yavne, Naharia	(04) 9924444	📞
📍 8 Rehov Ichilov, Netanya	(09) 8303400	📞
📍 4 Rehov Jabotinsky, Petach Tikva	(03) 9241814	📞
📍 3 Rehov Simcha Holtzberg, Ra'ananna	(09) 7706600	📞
📍 8 Rehov HaNevi'im, Rehovot	(08) 9457396	📞
📍 37 Rehov Zaminhoff, Tel Aviv	(03) 5238974	📞
📍 2 Rehov Hashmonaim, Tiberias	(04) 6715663	📞
📍 Sieff Hospital, Tzfata	(04) 6923074	📞
📍 120 Rehov Golan, Upper Nazareth	(04) 6552263	📞

See the Yad Sarah website for more locations.



Yad LeTomech

Yad LeTomech was established by Yad Sarah together with Re'ut and Eshel to provide support for family members who are caretakers for elderly or ill relatives. Yad LeTomech offers support groups, information, referrals to services, a contact line, and other support.

 www.reutheshel.org.il/en

Contact line *6444 Ext. 5 

Or through Yad Sarah branch offices

General

Association for Juvenile Diabetes

The Association for Juvenile Diabetes can offer information, counseling, social activities, support groups, advocacy, and a support line for patients and their families.

 www.jdrf.org.il

 office@jdrf.org.il

 157 B Rehov Yigal Allon, Tel Aviv (03) 5160171 

Emda-Alzheimer's Association of Israel

The Alzheimer's Association provides information, counseling, support groups, and advocacy for patients and their families.

 www.alz-il.net

 office@alz-emda.org.il

Hotline *8889 

P.O.B. 8261, Ramat Gan (03) 5341274 

Fax: (03) 5341276 

Eyal - Israel Epilepsy Association

Eyal provides information, counseling, support groups, and social activities.

 www.epilepsy.org.il

 Main office-4 Rehov Avodat Yisrael, P.O.B. 1598, Jerusalem



Haifa.....(04) 8527163 📞
Jerusalem.....(02) 5000283 📞
Tel Aviv.....(03) 5739090 📞

Inbar – Israeli Association for Rheumatic Diseases

Inbar offers information, counseling, social activities, support groups, and advocacy.

🏠 www.inbar.org.il
@ office@inbar.org.il
📍 10 Rehov Arlozorov, Ramat Gan.....(03) 5613832 📞

Israel Foundation for Crohn's Disease and Ulcerative Colitis

The Foundation offers support to patients with Crohn's disease and ulcerative Colitis, and to their families. They also have a hotline for advice and support.

🏠 www.ccfi.co.il
@ info@ccfi.co.il
Hotline.....(03) 7441391 📞
📍 5 Rehov Yokneam, Tel Aviv.....(03) 6421999 📞

Israel Foundation for Osteoporosis and Bone Diseases

The Israel Foundation for Osteoporosis and Bone Diseases focuses on increasing awareness of osteoporosis and other bone diseases, disseminating reliable information about bone diseases and methods for coping, promoting patients' rights, and initiating activities to improve quality of life.

🏠 www.bone.org.il
@ infob@inter.net.il
Hotline.....(03) 5286550 📞

Israel Celiac Foundation

The Celiac Foundation offers information, counseling, and practical assistance to patients and their families.

🏠 www.celiac.org.il
@ office@celiac.org.il
Open Line.....(03) 6781481 📞



Israel Association for Cystic Fibrosis

The Association provides support for patients and families, as well as summer camp for adults and adolescents, conventions, lectures and group meetings for the families.

 www.cff.org.il

 cf@cff.org.il

 79 Rehov Krinitzky, Ramat Gan (03) 6702323 

Fax: (03) 6702324 

Israel Diabetics Association

The Diabetics Association offers information, counseling, social activities, support groups, and advocacy. See the Association website for locations of more groups.

 www.sukeret.co.il

 Main Office- 46 Derech HaMaccabi'im,

Rishon LeTzion (03) 9508222 

Beer Sheva 052-5222180 

Haifa 054-6371171 

Jerusalem 054 4512336 

Modi'in (08) 9706262 

Ra'ananna (09) 7729107 

Rishon LeZion (03) 9561565 

Tel Aviv (03) 9508222 

See the Association website for more locations.

Israel Multiple Sclerosis Society

The Israel Multiple Sclerosis Society provides information, counseling, social activities and support groups.

 www.mssociety.org.il

 agudaims@netvision.net.il

 16 Rehov Homa VeMigdal, Tel Aviv (03) 5377002 

Fax: (03) 5377004 



Israel National Kidney Foundation

The Israel National Kidney Foundation acts to further and protect the rights of persons with kidney diseases and of dialysis patients, provides information and support, and organizes social events.

 www.inkf.org.il

 info@inkf.org.il

 P.O.B. 53404, Jerusalem 052-3820433 

Israel Ostomy Association

(in association with the Israel Cancer Society)

The Israel Ostomy Association provides information, advice, and explanatory material on ostomic surgery.

 www.cancer.org.il

 silvia_a@cancer.org.il

 7 Rehov Revivim, Givatayim (03) 5721618 

Israel Parkinson Association

The Israel Parkinson Association offers information, social activities and exercise groups, support groups, and advocacy.

 www.parkinson.org.il

 info@parkinson.org.il

Main Office - P.O.B. 25418, Tel Aviv (09) 7431614 

Information and Assistance 054-6125043 

Beer Sheva 052-3370309 

Haifa 052-2982390 

Jerusalem 077-4501897 

Tel Aviv 054-4496609 

See the Association website for more addresses.

Ne'eman- Stroke Survivors

Ne'eman is a self-help organization of stroke survivors and their families. Ne'eman operates social clubs and a support line for information and guidance.

 www.neeman.org.il

Support Line (03) 6022934 

 7 Rehov Hov Eted, Neveh Savyon, Or Yehuda ... (03) 5331566 



"Chen" Association for Couples Dealing with Infertility

Chen offers counseling, support groups, and legal assistance.

 www.amotatchen.org

 amotat_c@netvision.net.il

 13 Rehov Vitkin, Holon(03) 5050345 

Mercaz Panim

Mercaz Panim provides emotional and physical support to women and couples by using a multidisciplinary approach.

 merkazpanim-fertility.org.il

 info@merkazpanim-fertility.org.il

Tel:050-4300147 

Puah Institute for Fertility and Medicine

in Accordance with Jewish Law

Puah offers information, assistance, and counseling on issues of infertility in accordance with Jewish law.

 www.puah.org.il

 info@puah.org.il

Tel.:(02) 6515050 



Da'at – Public Health Information Center

 www.yadsarah.org.il

Da'at is a joint endeavor of Hadassah Hospital and Yad Sarah, and offers information and answers to medical questions. Information is offered about illness, treatments, and other topics. Information is free of charge, and supplied by post or e-mail.

 www.yadsarah.org.il

 info@yadsarah.org.il

Tel..... (02) 6444500 

Fax:..... (02) 6444505 

Kol HaZechuyot

Kol HaZechuyot works together with the Sha'arei HaMishpat College to provide legal assistance to families of children with special needs in order to receive the rights and benefits to which they are entitled.

 www.allrights.co

 14 Rehov HaYetzira, Ramat Gan..... 073-2291384 

Fax:..... (03) 7518574 

Magen LaCholeh

Magen LaCholeh provides patients and their families with medical consultation and referrals. They can also help provide transport and equipment.

 www.magenl.org

 info@magenl.org

 64 Rehov Bayit Vegan, Jerusalem..... (02) 6442000 

Fax:..... (02) 6435479 

See the website for more addresses.

Society for Patients' Rights in Israel

The Society accepts inquiries and complaints on issues related to patients' rights, and provides information services.

 www.patients-rights.org

 info@patients-rights.org

 P.O.B. 52056 Tel Aviv 6152001.....(03) 6022934 

Fax:.....(03) 6021878 

Mental Health

The Clinic for Law, Medicine, and Psychiatry

The Clinic for Law, Medicine, and Psychiatry is a pro bono legal service of the Ono Academic College. It provides legal representation and assistance to families dealing with mental-health rehabilitation.

 www.ono.ac.il

 nira.tendler@ono.ac.il

 104 Rehov Tzahal, Kiryat Ono.....(03) 5311726 

Enosh – Israel Association for Mental Health

Enosh offers information, counseling, support groups, social activities, vocational rehabilitation, and sheltered housing. Branches are located throughout the country. Information about branches is available on the Enosh website.

 www.enosh.org.il

 info@enosh.org.il

National Office, 30 Rehov Moshe Dayan, Cfar Saba

Tel.:.....(03) 5400672 

Fax:.....(03) 5400474 

Telephone Information Line.....074-7556155 

Beer Sheva.....(08) 6286915 

Haifa.....054-9299587 

Jerusalem.....(02) 6724723 

Tel Aviv.....(03) 6815032 

See the Association website for more locations.



Eran Mental Health Hotline

 www.eran.org.il

 info@eran.org.il

Tel.: 1201 

Hotline for Holocaust survivors & their families

Tel.: 1-800-24-1201 

Online chat - direct access through the website

Senior Citizens *3201 

Soldiers *2201 

Eychut BeShikum

Eychut BeShikum offers rehabilitation services for persons with mental illness, including housing, employment, personal rehabilitation programs, recreation programs and life skills. In addition, the association has a center for advice and guidance for families.

 www.eychut.org.il

 Hostel, 55-55A Schunat Neve Arazim, Holon

Telefax (03) 5585887 

Youth Club, Adult Club, Sheltered Employment, Sheltered Housing

 1 Rehov Sokolov, Holon (03) 5018331 

Ezer MiTzion Mental Health Division

Ezer MiTzion mental health services include a Big Brother/Sister Program, rehabilitative employment centers, a psychological referral team, and a 24-hour crisis hotline.

 www.ami.org.il

 Meravl@ami.org.il

Crisis Line- 24 hours a day 1-800-30-30-12 

 5 Rehov Rubinov, Bnai Brak (03) 6144521 

Israel Center for Treatment of Obsessive-Compulsive Disorder

The Israel Center for Treatment of Obsessive-Compulsive Disorder provides information and therapies for obsessive-compulsive behaviors.

 www.ocdcenter.org.il

 obenarush@gmail.com

 20 Sd. HaMiktzo'ot, Modi'in (08) 6532023 



Lishma

Lishma is a peer organization established by people with mental illness. The organization works to protect members' rights and provide mutual assistance during times of crisis. Together with the National Insurance Institute and the Ministry of Health, Lishma created a "peer program" in psychiatric hospitals in which patients become part of the staff in order to help their peers, as well as the "Coming Home" project with the support of the JDC, to enable people to re-acclimate into the community with the help of their peers following hospitalization.

 www.lishma.co.il

 tammy.lishma@gmail.com

Headquarters

5 Rehov San Martin, Jerusalem

Jerusalem 054-5316787 

Tel Aviv 054-6909575 

Meitiv-Herzog Israel Center for the Treatment of Psychotrauma

The Meitiv-Herzog Israel Center offers immediate crisis intervention for trauma, as well as ongoing trauma therapy and treatment for PTSD for both children and adults, including discharged combat soldiers.

 www.traumaweb.org

 info@traumaweb.org

 4 Rehov HaSadna, Talpiot, Jerusalem (02) 6449666 

Ozen Kashevet Hotline

Ozen Kashevet is a youth hotline managed by the Yad B'Yad organization and staffed by psychologists, social workers, nurses, and educators.

 www.yadbeyad.org.il

Hotline for children and youth (03) 6204999 



Misgav-Relief Resources

Misgav offers services to individuals with mental-health disorders, including referrals to professionals in various areas.

Tel: (02) 5808008 

@ info@misgav.org

Reut

Reut was established by the JDC and the Ministry of Health, and provides community-based rehabilitation services for persons with mental illness. Facilities include occupational clubs, hostels, sheltered housing, mentoring and supported academic studies, training centers, and supported employment.

 www.amutatreut.co.il/

@ rfireut@netvision.net.il

 3 Rehov Poali Tzedek, Jerusalem (02) 6749911 

Fax: (02) 6730844 

Shelanu

Shelanu, established by WIZO, offers support to families of persons with mental illness. Shelanu provides support groups, home visits, lectures, workshops, and referrals to information centers.

 www.wizo.org.il

 Beit Horim WIZO, 40 Sd. David HaMelech, Tel Aviv

..... (03) 7303919 

Sahar On-Line Psychological Assistance

Sahar offers psychological assistance and support via their website, administered by professionals and volunteers. Hours are 9:00 p.m. – midnight.

 www.sahar.org.il

@ sahar.help@gmail.com

Yad B'Yad Youth Hotline

The Yad B'Yad Youth Hotline is a telephone line for teens, which offers peer advice and counseling by trained teenage volunteers.

 www.yadbeyad.org.il

 yadbyd@zahav.net.il

Telephone Line (03) 6204999 

See also the listings of voluntary and non-profit organization in "Section Twelve-Social Services."

Premature Birth

Lahav- Association for Premature Infants

Lahav provides information, counseling and support, and educational activities for prevention of premature birth.

 www.pagim.net

 info@pagim.net

 Help Line (03) 9533935 

Women's Health

Beit Natan

Beit Natan provides community health services for women, including information, early detection of breast cancer, support groups, and assistance for families undergoing a health crisis.

 www.beitnatan.org

 info@beitnatan.org

 48 Rehov Bayit Vegan, Jerusalem (02) 6446052 

Fax: (02) 6429579 

Bishvilaych

Bishvilaych focuses on preventative medical care and health promotion for women, and on direct medical care, professional and community education, research, and advocacy.

 www.bishvilaych.org

 center@bishvilaych.org



 11 Rehov Beit HaDfus, Jerusalem.....(02) 5021096 

 19 Rehov Aharonovitch, Bnei Brak

The Center for Women's Health Information

The Center for Women's Health Information operates a 24-hour hotline, promotes women's health education, and works with health-care providers, hospital staff and others to advocate for women's health and rights to health care within ultra-orthodox communities.

 www.health-women.org.il

Hotline.....(03) 6786377 

8 Rehov Yoel, Bnei Brak.....(03) 6161730 

Efrat

Efrat offers material and emotional support to pregnant women who choose to have their babies.

 www.efrat.org.il

 efrat@efrat.org.il

 10 Rehov Halluiy, Jerusalem.....(02) 5454500 

The Israel Association for the Advancement of Women's Health

The Association distributes information about women's' health issues through newsletters and other materials, as well as via their website.

 www.la-briut.org.il

 33 Rehov Pierre Koenig, Jerusalem.....(02) 6725039 

Fax:.....(02) 6717699 

LaDaat – Israel Association for Family Planning

LaDaat provides information and counseling on issues of family planning.

 www.ladaat.org.il

 ladaat@ladaat.org.il

Hotline.....(02) 6258841 

 5 Rehov Ibn Yisrael, Jerusalem



Nishmat Women's Health and Halacha

Nishmat Women's Health and Halacha provides halachic and medical information about women's health. Female halachic consultants can advise women about questions on topics including taharat hamishpacha, gynecological problems and procedures, pregnancy, prenatal testing, birth, fertility treatments, and menopause. The program is under the auspices of Nishmat-the Jeanie Schottenstein Center for Advanced Torah Study for Women.

 www.yoatzot.org

Alisa M. Flatow Building

 26a Berel Locker, Pat, Jerusalem (02) 6404333 

Fax: (02) 6404353 

Open Door

Open Door provides counseling and family planning for young adults.

 www.opendoor.org.il

 ippf@opendoor.org.il

 93 Rehov Montefiore, Beer Sheva (08) 6652436 

 Zinman Matnas, Beit Shemesh (02) 9918862 

 15 Rehov HaParsim, Haifa (04) 8510739 

 23 Rehov Weizmann, Netanya (09) 8827838 

 21 Rehov Aharoni, Rehovot (08) 9474674 

 5 Rehov Ruppim, Rishon LeTzion (03) 9676922 

 16 Rehov Soncino, Tel Aviv (03) 5101511 





Section Nine Housing

Housing Assistance Companies

 www.moch.gov.il/siyua_bedyur/Pages/hevrot_harshama.aspx

Certain forms of Government housing assistance, including rental subsidies for new immigrants, are processed through three housing assistance companies; Amidar, Matan-Chen, and Milgam.

Amidar

 www.amidar.co.il

Information Number *6266 

M.A.G.A.R.

 www.mgar.co.il

Information Number 1599-563007 

Milgam

 www.milgam.co.il

Information Number 1599-500-301 

Housing Assistance Companies

 www.moch.gov.il/siyua_bedyur/Pages/hevrot_harshama.aspx

The Israel Land Administration

Some 93% of the land in Israel is public domain, which means that it is either the property of the State, the Jewish National Fund (J.N.F. - Keren Kayemet,) or the Development Authority. The Israel Land Administration (ILA[*Minhal Mekarkarei Yisrael*]) is the governmental body responsible for managing the land. "Ownership" of real estate in Israel usually means leasing rights from the ILA for 49 or 98 years.

 www.land.gov.il

ILA Information Line (03) 9533333/*5575 

Public Inquiries-via the website



District Offices

📍 4 Rehov HaTikva, Beer Sheva.....	Fax: (08) 5456158	📠
📍 P.O.B. 43, Beit El.....	Fax: (02) 5456176	📠
📍 HaKenyon HaAdom, Eilat.....	Fax: (08) 5456174	📠
📍 15 A Rehov HaPalyam, Haifa.....	Fax: (04) 5456149	📠
📍 216 Rehov Yaffo, Jerusalem.....	Fax: (02) 5456175	📠
📍 125 Derech Menachem Begin, Tel Aviv.....	Fax: (03) 5456163	📠
📍 Plaza Hotel, Upper Nazareth.....	Fax: (04) 5456136	📠

Kibbutz

For information on kibbutz life, including information on membership and acceptance procedures, contact one of the kibbutz movements:

Religious Kibbutz Movement

🏠 www.kdati.org.il

@ kdati@kdati.org.il

📍 Kibbutz Be'erot Yitzhak 6090500..... (03) 6072777 📞

Fax:..... (03) 6957039 📠

United Kibbutz Movement

🏠 www.kibbutz.org.il

🏠 www@tkz.co.il

📍 13 Rehov Leonardo DaVinci, Tel Aviv..... (03) 6925260/216 📞

Local Authorities

Tel.:..... 106/7 📞

The local authorities are responsible for infrastructure maintenance and repairs (water, sewage, pest control, etc.).

Certain categories of the population may be eligible for discounts on municipal taxes, including new immigrants, retirees, and persons with disabilities.

Homeowners must apply to the local authority for permission for any structural alterations to a home or apartment, such as adding a balcony or room.

Call 106/7 in most locations in order to reach the local municipal information line (*moked ironi*).



The Ministry of Aliyah and Integration

Rental Assistance/Public Housing

New immigrants who receive the Absorption Basket receive rental assistance as part of the Basket. Following the period of Absorption Basket payments, eligible immigrants can receive rental assistance from the Ministry of Housing and Construction. The Ministry of Aliyah and Integration facilitates public housing apartments for applicants who meet specific conditions.

Eligibility is based on length of time in the country and other factors. Immigrants within their period of eligibility for Ministry of Aliyah and Integration assistance should apply through the Ministry. Those in other categories should consult with the Social Services department of their local municipality.

 www.klita.gov.il

Telephone Information Center (03)9733333/*2994 

The Ministry of Construction and Housing

Housing Assistance

The Ministry of Construction and Housing provides housing assistance to specific populations, including eligible new immigrants. Assistance includes mortgages, rental assistance, and public housing.

Financial assistance is through the mortgage banks or the "housing assistance companies."

See the Ministry website for information.

Note: For more information about housing assistance for new immigrants, consult with a personal absorption counselor at branch and district offices of the Ministry of Aliyah and Integration. You can also find information in the booklet entitled "Housing," available from the Publications Department. See the order form at the back of this booklet.

 www.moch.gov.il

 3 Rehov Clairmont Ganneaux, Kiryat HaMemshela, East Jerusalem
Tel.: (02) 5847144 

Housing Assistance-National Information Center *5442 

Public Inquiries P.O.B. Via the website



The Registrar of Contractors

The Registrar of Contractors (*Rasham HaKablanim*) deals with complaints against registered contractors. The Registrar of Contractors handles specific types of complaints, including engineering and technical defects, failure to complete work, violations of purchase agreements, and delays in occupancy.

@ rashampniet@moch.gov.il

Main Office and Public Inquiries (02) 5847847 

Or via the website

The Ministry Of Justice

Association of Property Assessors

The Association of Property Assessors (*Moetzet Shama'eh Mikarka'in*) can help locate an assessor for the valuation of property or to monitor building progress. The public can also contact the Association in order to check that an assessor is properly qualified.

 www.justice.gov.il

@ shamaim@justice.gov.il

 15 Rehov Kanfei Nesharim, Jerusalem (02) 6545900 

The Registrar of Non-Profit Organizations

The Registrar of Non-Profit Organizations can verify the status or credibility of non-profit associations set up for group construction of housing.

 15 Rehov Kanfei Nesharim, Bldg. 1, Jerusalem.. 1-700-70-60-44 

Registration in Tabu

Tabu is a unit of the Ministry of Justice that keeps an official registry of property ownership.

Branch Offices

 1 Rehov Shalom HaGalil, Acco (04) 9551354 

 4 Rehov HaTikva, Beer Sheva (08) 6264477 



📍 13 Rehov Hillel Yaffe, Hadera	(04) 6224953	☎
📍 15 A Rehov Palyam, Haifa	(04) 8634040	☎
📍 23 Rehov Kadoshei Kahir, Holon	(03) 5025858	☎
📍 34 Rehov Ben Yehuda, Jerusalem	(02) 5696130	☎
📍 3 Rehov Bareket, Netanya	(09) 8600222	☎
📍 26 Rehov HaHistadrut, Petach Tikva	(03) 9043190	☎
📍 4 Rehov Oppenheimer, Rehovot	(08) 9314141	☎
📍 125 Sderot Begin, Tel Aviv	(03) 7634700	☎
📍 16 Rehov HaMalacha, Upper Nazareth	(04) 6478070	☎

Mortgage Banks

Mortgage banks can provide information on housing assistance, and process government mortgages for eligible recipients.

Head Offices of Mortgage Banks

Bank Discount Mortgage Bank 1-700-702-222/ 6111* ☎

🏠 www.discountbank.net

Bank Leumi Mortgage Bank *5522 ☎

🏠 www.leumi.co.il

Bank Yerushalayim *5726/*5727 ☎

🏠 www.bankjerusalem.co.il

HaBank HaBenleumi LeMashkanta'ot *3533/1-700-701-166 ☎

🏠 www.fibi-mashkanta.co.il

Mishkan, Bank HaPoalim Mortgage Bank *2408/ 1-800-800-700 ☎

🏠 www.bankhapoalim.co.il

Mizrachi/Tefahot *8860 ☎

🏠 www.mizrachi-tefahot.co.il



Non-Profit and Voluntary Associations

The Better Homes Association

The Better Homes Society (*HaAguda LeTarbut HaDiyur*) set up by the Ministry of Construction and Housing offers services to residents' committees (*va'ad habayit*) that are members, and to individual apartment dwellers of buildings of which the *va'ad habayit* is a member. The tenants of each apartment pay a small yearly membership fee.

The society offers a number of services, including:

- Grants for the improvement of common areas (stairways, courtyards, etc.)
- Consultation with building engineers.
- Low-cost third-party insurance.
- Advice about gardening.
- Guidance and assistance to residents' committees (law books, notice boards, bookkeeping advice and supplies, etc.)

Apartment dwellers whose residents' committee is a member of the Society can request assistance in enforcing regulations of the building. To request assistance, send a letter that includes the address, the nature of the problem, and a list of the residents of the building. See the website for the nearest branch office.

 www.tarbut-hadiur.gov.il

National Information Line *8484/1-800-404-040 

 40 Derech HaAtzmaut, Yehud (03) 5631832/3 



The “Or” Movement

 www.or1.org.il

 info@or1.org.il

The “Or” Movement encourages settlement of the Negev and Galilee. The Movement offers information about housing, schools, employment, and communities.

 30 Rehov HaHagana, Beer Sheva (08) 6299000 

Fax: (08) 6299010 

The Organization for the Protection of Tenants' Rights

The Organization for the Protection of Tenants' Rights offers information and advice about protection of tenants' rights.

 1 Rehov MazeH, Tel Aviv (03) 5251192 

Fax: (03) 5289088 





Section Ten The Military

The Israel Defense Forces

 www.idf.il

Advisor to the Chief of Staff on Women's Issues (Yohalan)

"Yohalan" (*Yoetzet LeRamat Cal Al Inyanei Nashim*) is a military division headed by the Advisor to the Chief of Staff on Women's Issues. Yohalan is a resource for women soldiers and officers who experience discrimination, and provides guidance and information, professional advice to commanders in the field about the integration of women, and conducts research on the topic of women's military service. Yohalan also determines policies for dealing with sexual harassment in the military.

 www.idf.il אתרים/יוהלם

 kishur.yohalan@gmail.com

Military line 03332600 

Civilian line (03) 9482600 

Conscription Offices

Contact a Conscription Office (*Lishgat HaGiyus*) for information and requests regarding induction and service.

 National Meitav (Induction) Information Line

Tel.: *3529/ (03) 7388888 

 22 Rehov Yad VaShem, Beer Sheva

 12 Rehov Omar Al Kayam, P.O.B. 22210, Haifa



-  103 Rehov Rashi, Jerusalem
-  Main Induction Center, Tel HaShomer
-  Rehov Nazareth, Tiberias

Guidance Units for Discharged Soldiers

Guidance Units (*Yehidot LeChayalim Meshuchrarim*) provide demobilized soldiers with information about their rights and benefits, vocational and educational counseling, and financial assistance.

 www.hachvana.mod.gov.il

Telephone Information Center (03) 7776770 

 10 Rehov Ben Tzvi, Beer Sheva Fax: (08) 6204348 

 44 Rehov HaMelech David, Haifa Fax: (04) 8301107 

 City Tower, 34 Rehov Ben Yehuda, Jerusalem Fax: 073-3231700 

 19 Rehov Drori, Tel HaShomer Fax: (03) 7380908 

The Homefront Command

The Homefront Command (*Pikud HaOref*) is responsible for civilian safety during times of national emergency.

 www.oref.org.il

National Information Center 104 

Fax: (08) 9207341 

IDF Legal Department

The Legal Department (*HaPraklitut HaTzva'it*) deals with military legal matters, tries legal offenses, and handles soldiers' complaints about disciplinary measures and decisions.

Legal Department (03) 5696716 

Fax: (03) 5694643 

Chief Military Legal Defense Office (03) 5696601 

See the IDF website for more telephone numbers.



Lone Soldiers

Eligible lone soldiers in compulsory service can be entitled to assistance from the IDF, as well as from the Ministry of Aliyah and Integration. Consult with the Ministry of Aliyah and Integration for more details.

The Public Appeals Commissioner

The Public Appeals Commissioner (*Katzin/katzinat Pniyot HaTzibur*) is an intermediary between the IDF and the civilian sector, and handles parental inquiries pertaining to children serving in the IDF, and direct inquiries of soldiers in regular service and reserve duty regarding irregularities, injustices, and mismanagement in their units. It also deals with soldiers' inquiries regarding deferments and exemptions from military service, family and psychological problems affecting soldiers, medical problems and medical board decisions, and unanswered requests for easing of conditions of service.

@ 1111@idf.gov.il

📍 Doar Tzva'i 02919, HaKirya, Tel Aviv

Tel.: 1111 📞
or via the IDF website.

IDF Rabbinic Division

🏠 www.idf.il/אתרים/הרבנות-הצבאית

The IDF Rabbinic Division (*HaRabbinut HaTzvait*.) is responsible for religious services in the Army, including kashrut, Shabbat observance, and other religious matters.

Chief Rabbi's Bureau (03) 5695170 📞

Hotline for Halachic questions: 052-9414414 📞

24 hours a day

Officer for religious women soldiers: 052-9414433 📞



The Soldiers Welfare Association

The Soldiers Welfare Association offers a variety of services to lone soldiers, including room and board at a Soldiers Welfare Association hostel or accommodation in an apartment maintained by the Association, gifts at the holidays (Rosh HaShana and Pesach), and more. In most cases, it is necessary to receive authorization from the director of the Department of Lone Soldiers.

 www.awis.co.il

Welfare Office

 60 Rehov Weizmann, Tel Aviv 072-2702199 

Public Inquiries

 pniyot@awis.org.il

Fax: (03) 6024273 

Soldiers' Hostels

 2 Rehov Beit Lechem, **Beer Sheva** 072-2702159 

 4 Rehov Beit HaShita, **Eilat** 072-2702260 

 15 Sderot Ben Gurion, **Haifa** 072-2702170 

 Rehov Aluf David Shaltiel, **Jerusalem** 072-2702258 

 94 Sd. Tel Hai, **Kiryat Shmona** 072-2702285 

 121A Rehov Rokach, **Ramat Gan** 072-2702278 

 60 Rehov Weizmann, **Tel Aviv** 072-2702036 

 12 Rehov Golani, **Tiberias** 072-2702180 

Soldiers' Complaint Commissioner (Netzivut Kvilot Chayalim)

The Soldiers' Complaint Commissioner handles inquiries and complaints about conditions of service, unreasonable orders or unfair treatment, injustice or blatant deviation from regulations, and similar issues.

 Natziv Kvilot HaChayalim, HaKiryat, Tel Aviv, 610700

Tel: (03) 6977374 

or via the IDF website.

The Town Major

The Town Major's office (*Katzin Halr*) can assist soldiers and their families with issues concerning salary advances, locating soldiers, visitation of soldiers in military prisons, permits, authorizations, and documentation (of rank, status, occupation, course completion, etc.). For more addresses, consult the IDF website.

 14 Rehov Dov Barkan, Afula.....	(04) 6095408	
 84 Rehov Ben Gurion, Ashkelon.....	(08) 6512506	
 49 Rehov Gershon, Beer Sheva.....	(08) 9903137	
 145 Derech Yaffo, Haifa.....	(04) 8610500	
 27 Rehov Hillel, Jerusalem.....	(02) 5697006	
 39 Rehov Herzl, Kiryat Shmona.....	(04) 6906529	
 3 Rehov Keren HaYesod, Nahariya.....	(04) 9957114	
 32 Rehov Shmuel HaNatziv, Netanya.....	(09) 8972674	
 4 Rehov Binyamin, Rehovot.....	(08) 6792800	
 14 Rehov Shneur, Tel Aviv.....	(03) 6794300	

The Ministry of Aliyah and Integration

The Ministry of Aliyah and Integration assists new-immigrant soldiers and their families in a variety of areas, including assistance in integrating within the IDF, financial assistance to eligible soldiers, and more. For more information, consult a personal absorption counselor.

 www.klita.gov.il

National Telephone Information Line..... (03)9733333/*2994 

National/ Civilian Service

National or Civilian Service (*Sherut Leumi / Sherut Ezrachi*) is voluntary service in place of military service. Volunteers serve in capacities including education, social welfare, health, and immigrant absorption. For information and registration, contact one of the following organizations:



Authority for National-Civic Service

 <http://ncs.gov.il>

Government Complex, Bldg. 3

 Rehov Clairmont Ganneaux, Jerusalem..... (02) 5411500 

Fax:..... (02) 5411506 

Public Inquiries..... (02) 5411519 

 rachelbi@ncs.gov.il

Fax:..... (02) 5411866 

Aminidav - Organization of Religious Volunteers

 www.aminadav.org.il

 15 Rehov Kanfei Nesharim, Te'umim Bld. Jerusalem

Tel.:..... (02) 6231052/1-800-220221 

Amutat Shel

 www.shel.org.il

 16 Rehov Halutzei HaTa'asia, Haifa Bay..... (04) 8438690 

Amuta Shlomit

 www.shlomit.org.il

 info@shlomit.org.il

 16 Rehov Menachem Begin, Ramat Gan*6129/(03) 6129202 

Fax:..... (03) 6129402 

HaAguda LeHitnadvut

 www.sherut-leumi.co.il/

 shalem@sherut-leumi.co.il

Information line..... 1-800-233-133 

 Main office- 13 Rehov HaMalacha, Lod..... (02) 6521140 

Fax:..... (08) 6425362 

Bat Ami

 bat-ami.org.il

 sleumi@batami.org.il

 22 Rehov Guatemala, Jerusalem..... *2696/(02) 5411333 

Fax:..... (02) 6413089 



 www.jerusalem.muni.il

 7 Safra Sq., Jerusalem (02) 6296916 

Reserve Duty Compensation

“Section Twelve–Social Services; the National Insurance Institute.”

 www.btl.gov.il

National Call Center *6050/(04) 8812345 

Voluntary and Non-Profit Organizations

HaBayit Shel Benji

 www.benjihillman.org

 information@benjihillman.org

HaBayit Shel Benji provides accommodations for lone combat soldiers referred by IDF welfare officers. They also operate a Guidance Center to help lone soldiers nearing the end of their army service transition into civilian life. The Guidance Center is open to all lone soldiers, and assists with issues such as finding work, higher education, finding a place to live, and managing finances.

Ra'ananna (09) 7712723 

Fax: (09) 7745075 

Libi

Libi offers assistance to soldiers, including helping immigrant soldiers to integrate into the army and learn Hebrew.

 www.ufis.org.il

 P.O.B. 870, Kiryat Ono *3399 /072-2702120 



The Michael Levin Lone Soldier Center

The Michael Levin Lone Soldier Center can match new-immigrant lone soldiers with mentors for advice and support, organizes Shabbat and holiday meals and accommodations, can supply certain home furnishings and appliances, can link lone soldiers with "adoptive families," offers social events, visits to lone soldiers on their bases and various other services and assistance.

 www.lonesoldiercenter.com

 51 Rehov Yaffo, Jerusalem (02) 5022211 

 38 Rehov King George, Tel Aviv (03) 5601931 

The Soldiers' Welfare Society

The Soldiers' Welfare Society maintains hostels (*Beit HaChaya*) throughout the country in which lone soldiers may receive room and board during leaves, and for up to 30 days following discharge. The Society also provides wedding gifts and other benefits to soldiers. For more information, soldiers should consult with their *mashakit tash* (personal affairs NCO).

 www.awis.co.il

Main Office *3399/ 072-2702199 

Public Inquiries 072-2702065 

 pniyot@awis.org.il

Soldiers' Hostels

 2 Rehov Beit Lechem, Beer Sheva 072-2702159/0/5 

 4 Rehov Beit HaShita, Eilat 072-2702260 

 15 Sderot Ben Gurion, Haifa 072-2702170 

 3 Rehov Aluf David Shaltiel, Jerusalem 072-2702258 

 94 Sd. Tel Hai, Kiryat Shmona 072-2702285 

 8 Rehov HaRoeh, Ramat Gan 072-2702283 

 51 Lochamei Gallipoli, Tel Aviv 072-2702230/9 

 12 Rehov Golani, Tiberias 072-2702180/3 





Section Eleven New Immigrants

Absorption Services, the Ministry of Aliyah and Integration

see "Section Two - The Government; The Ministry of Aliyah and Integration."

 www.klita.gov.il

National Telephone Information Center(03) 97333333/*2994 

Housing Assistance

See "Section Nine - Housing; the Ministry of Construction and Housing."

The Jewish Agency

The Jewish Agency operates specific programs for new and potential immigrants, and offers certain forms of assistance to new immigrants.

The Global Center assists persons throughout the world who are interested in making aliyah.

See the Jewish Agency website for Global Center numbers abroad.

 www.jewishagency.org

 48 Rehov King George, Jerusalem (02) 6202222 

Public Inquiries (02) 6204443 

 PniyotTzibor@jafi.org

 www.jewishagency.org/Global_Center

Global Center-Israel 1-800-228-055 



Nefesh B'Nefesh

Nefesh B'Nefesh provides aliyah services, counseling, and assistance to eligible immigrants from North America and the UK. For details, contact Nefesh B'Nefesh and see the website. Consult also the "Guide for the New Immigrant," available from the Publications Department. See the order form at the back.

 www.nbn.org.il

 nbnisrael@nbn.org.il

 5 Rehov Nahum Hefzadi, Jerusalem..... (02) 6595800 

Fax:..... (02) 6595701 

Post-aliyah assistance..... 072-3369232 

Ulpan Studies

See "Section Five- Education."

Voluntary and Non-Profit Immigrant Organizations

The immigrant organizations can offer information, counseling, social activities, and other benefits to their members.

Alliance of Immigrants from India

 39 Rehov Ibn Gvirol, Tel Aviv.. (08) 6555538 / 052-4709038 

Association of Americans and Canadians in Israel (AACI)

 www.aaci.org.il

 info@aaci.org.il

AACI serves all English-speaking new immigrants, including from North America, Great Britain, Australia, and New Zealand.

Matnas "Yud Aleph"

 Rehov Mordechai Namir, Beer Sheva..... (08) 6433953 

 37 Rehov Pierre Koenig, Jerusalem..... (02) 5661181 



Northern Region, c/o Information Center

- 📍 131 Sderot HaMeginim, Haifa.....(03) 6960389 📞
📍 28 Rehov Shmuel HaNatziv, Netanya.....(09) 8330950 📞
Tel.:.....(09) 8330950 📞
Fax:.....(09) 8629183 📠
📍 94 A Rehov Allenby, Tel Aviv.....(03) 6960389 📞
Tel.:.....(03) 6965244/65/6/7 📞

Association of Hungarian Immigrants in Israel

- 🏠 www.olehungaria.org
@ olehungaria@gmail.com
📍 48 Derech Begin, Tel Aviv.....(03) 6917121 📞

Association of Immigrants from Central Europe

- 🏠 www.irgun-jeckes.org
@ info@irgun-jeckes.org
📍 8 Rehov Mapu, Haifa.....(04) 8257659 📞
📍 33 Rehov HaMelech George, Jerusalem.....(02) 6241198 📞
📍 157 Rehov Yigal Allon, Tel Aviv.....(03) 5164461 📞

Association for Immigrant Absorption of Haifa

- 🏠 www.civilsociety.haifa.ac.il
📍 20 Rehov Peretz, Haifa.....(04) 9111400

ESRA – English Speaking Residents Association

- 🏠 www.esra.org.il
@ esra_her@trendline.co.il
📍 Main office-10 Rehov HaTsabarim, Herzliya.....(09) 9508371
See the ESRA website for information on more branches.

French Immigrants Association – AMI: Alya Meilleure Integration

- 🏠 www.ami-israel.org
@ info@ami-israel.org
📍 25 Rehov Keren Hayesod, Jerusalem.....(02) 6235788 📞
📍 9 Rehov Mormorek, Tel Aviv.....(03) 7628417 📞
📍 2 Rehov HaHistadrut, Beer Sheva.....(08) 6282658 📞



HaBayit Shel Benji

HaBayit Shel Benji provides accommodations for lone combat soldiers referred by IDF welfare officers. They also operate a Guidance Center to help lone soldiers nearing the end of their army service transition into civilian life. The Guidance Center is open to all lone soldiers, and deals with topics such as finding work, higher education, finding a place to live, and managing finances.

 www.benjihillman.org

 information@benjihillman.org

Ra'ananna.....(09) 7712723 

Fax:.....077-3234052 

Hitachdut Olei Brittania

 www.hob-israel.com/

See the website for contact information.

Hitachdut Olei Italia

 www.oleiitalia.org

 irgunoleiitalia@netvision.net.il

Tel:.....052-7813919 

Irgun Oleh Holland

 www.ioh.co.il

 ioh@netvision.net.il

 10 Sd. Yehudit, P.O.B. 57704, Tel Aviv.....(03) 5625611 

Sela-Israel Crisis Management Center

 www.selah.org.il

 icmc@selah.org.il

Selah offers emergency support and long-term assistance to immigrants from all countries who must deal with crisis situations, for example, terror attacks, road and other accidents, serious illness, and others.

 9 Rehov Weissburg, Ramot Zahala, Tel Aviv.....(03) 7964000 

Fax:.....(03) 5107751 



Keep Olim in Israel

Keep Olim in Israel works to empower and support all new immigrants, and returning residents, from all over the world, through post-aliyah programs and services. Services include free legal aid, advocacy, social programs, programs for lone soldiers, hosting for holidays, and “adoptions” for new immigrants. Contact Keep Olim in Israel through their website.

 www.keeppolim.org

 info@keeppolim.org

The Michael Levin Lone Soldier Center

The Michael Levin Lone Soldier Center can match new-immigrant lone soldiers with mentors for advice and support, organizes Shabbat and holiday meals and accommodations, can provide certain home furnishings and appliances, and offers various other assistance.

 www.lonesoldiercenter.com

 51 Rehov Yaffo, Jerusalem.....(02) 5022211 

 38 Rehov King George, Tel Aviv.....(03) 5601931 

Olei – Association of Immigrants from Latin America, Spain, and Portugal

 www.olei.org.il

 9 Rehov Marmoric, Tel Aviv.....(03) 7628413 

South African Zionist Federation

 www.telfed.org.il

 info@telfed.org.il

 Head Office 19/1 Rehov Schwartz, 1st Floor Ra'ananna

Tel.:.....(09) 7907800 

Fax:.....(09) 7446112 

TLV Internationals

TLV Internationals is an organization for young new immigrants of all backgrounds in the greater Tel Aviv area. TLV Internationals works to coalesce young immigrants into a unified community and platform for action. TLV Internationals offers a range of social, cultural, and social-action activities. Contact TLV Internationals via the website.

 www.tlvinternationals.org

 info@tlvinternationals.org





Section Twelve Social Services

See also "Section Five - Education" "Section Eight-Health Services," and "Section Thirteen - Women, Children, and Families."

The Ministry of Aliyah and Integration

The Ministry of Immigrant Aliyah and Absorption can provide income supplements, assured income payments, and other types of assistance to eligible new immigrants according to specific criteria. Personal absorption counselors can also provide referrals to appropriate sources of assistance.

See "Section Two-Government Bodies; the Ministry of Aliyah and Integration" for more information.

 www.klita.gov.il

National Telephone Information Line.....(03) 9733333/*2994 

The Ministry of Defense

 www.shikum.mod.gov.il

The Department of Rehabilitation of the Ministry of Defense is responsible for rehabilitation services for IDF soldiers. For details, see the booklet entitled "Guide to Services for Persons with Disabilities," available from the Publications Department.

Rehabilitation Departments

National Information Number (03) 7776777 

 14 Rehov Sokolov, Beer Sheva..... (08) 6206663 

 44 Rehov David HaMelech, Haifa (04) 8301114/5 

 2 Rehov Beitar, Jerusalem..... (02) 5657200 

 Derech Ya'akov Drori P.O.B. 931, Kiryat Ono (03) 7380146 



📍 5 Rehov Marshov, Rehovot.....	(08) 9442914	☎
📍 Police Bldg. Derech Nazareth, Tiberias.....	(04) 6729301	☎
Public Inquiries.....	(03) 7185619	☎

Israel Police

🏠 www.police.gov.il

Some branches of the Israel Police have special youth officers at stations, as well as social workers, who can provide advice and referrals to parents.

National Number (emergencies)..... 100

Local Numbers

🏠 www.police.gov.il/stations.aspx

Ariel	(02) 9065444	☎
Ashdod.....	(08) 6387222	☎
Ashkelon.....	(08) 6771444	☎
Beer Sheva	(08) 6271154	☎
Beit Shemesh	(02) 9902222	☎
Carmiel.....	(04) 9901444	☎
Cfar Sava.....	(09) 7473555	☎
Eilat.....	(08) 6362444	☎
Givat Ze'ev	050-6276268	☎
Haifa.....	(04) 8648811	☎
Jerusalem.....	(02) 5391258	☎
Kiryat Arba	(02) 9969444	☎
Kiryat Shmona.....	(04) 6958444	☎
Ma'aleh Adumim	(02) 5358444	☎
Modi'in.....	(08) 9726444	☎
Netanya.....	(09) 8864444	☎
Petach Tikva	(03) 9393444	☎
Ramat Gan.....	(03) 6104444	☎



Ra'ananna.....	(09) 7691200	
Rehovot.....	(08) 9371588	
Tel Aviv.....	(03) 7697444	
Tiberias.....	(04) 6728444	
Tzfat.....	(04) 6978444	
Zichron Ya'akov.....	(04) 6299444	

For information about Police stations in other locations, contact a local municipal information line (*moked ironi*) 106/7, or visit the Israel Police website.

The Ministry of Education

www.edu.gov.il

Psychological Services "Shefi"

Shefi offers psychological guidance and counseling. Referrals are through the school.

Unit for Youth Advancement (Kidum Noar)

cms.education.gov.il/EducationCMS/Applications/KDN/Default.htm

Kidum Noar works intensively with young people, including new immigrants, offering guidance, counseling, and crisis intervention.

Kidum Noar Division.....	(02) 5601523	
Beer Sheva.....	(08) 6263148	
Haifa.....	052-8889540	
Jerusalem.....	073-2955380	
Tel Aviv and Haredi sector.....	073-2955522	



Mental Health Services

Medical frameworks

Psychiatric evaluation – at community mental health clinics and in hospitals.

Hospitalization – in hospital wards on a voluntary or involuntary basis. A patient can appeal an involuntary hospitalization in writing to the District Psychiatric Committee of the Ministry of Health.

Clinical services – clinical services are available in crisis situations and trauma, and for persons with mental illness. Clinical services include medical treatment, psychological counseling, and therapy for couples and families, and are administered by clinics and community mental health clinics.

Rehabilitation Frameworks

Housing – supervised living in sheltered apartment frameworks and hostels.

Employment – assistance in acquiring vocational capabilities, sheltered workshops, supervised integration into the workplace.

Education – special-education frameworks. See Section Five-Education.

Social and leisure-time frameworks – social clubs, clubs for new immigrants.

Independent living- “Rehabilitation Basket”: a range of services to assist with independent living and improving quality of life.

Consult also the booklet entitled “Services to Persons with Disabilities,” available from the Publications Department. See the order form at the back of this booklet.

Application Procedure

Apply for medical services directly to the facilities. Eligibility for rehabilitation services is only upon the referral of the District Rehabilitation Committee in conjunction with a treating professional.



For more details, consult the office of the Regional Psychiatrist at District Offices of the Ministry of Health:

Central District (08) 9788616 📞

📍 91 Rehov Herzl, Ramle

Haifa District (04) 8632934 📞

📍 15 Rehov HaPalyam, Haifa

Jerusalem District (02) 5313501 📞

📍 86 Rehov Yaffo, Jerusalem

Northern District (04) 6464492 📞

📍 3 Rehov HaMalacha, Upper Nazareth

Southern District (08) 6263508 📞

📍 4 Rehov HaTikva, Beer Sheva

Tel Aviv/Jaffa District (03) 5634810 📞

📍 14 Rehov HaArba'a, Tel Aviv

Substance Abuse Treatment Centers

The Ministry of Health administers outpatient and inpatient drug and alcohol treatment centers.

Both types of facility offer diagnosis, treatment, and counseling for victims of addiction, as well as to the families of patients. The Ministry also works together with the Ministry of Social Affairs and Social Services to administer the "Efshar" treatment centers. Contact a local mental health center, municipal social services department, or health fund for more information.

Substance Abuse Treatment Centers

🏠 www.health.gov.il/pages/default.asp?maincat=10&catId=26&PageId=136

Outpatient Centers

📍 61 Rehov HaAvodah, Ashdod (08) 6229647 📞

📍 Kiryat Shlomo Hospital, Moshav Bnai Tzion (09) 7487777 📞

📍 16 Rehov Itzkivitz, Yaffo (03) 6836251 📞

Inpatient Centers

Ashdod (08) 6229647 📞

Tirat HaCarmel (04) 8559301/0/2 📞



Contact a local mental health clinic, social services department, or health fund for more information and locations.

Efschar National Alcohol and Gambling Treatment Centers

 www.efshar.org.il

 efshar@barak-online.net

 57 Rehov Herzl, Beer Sheva.....	(08) 6206582	
 25 Rehov HaHistadrut, Haifa.....	(04) 8424030	
 152 Derech Beit Lechem, Jerusalem.....	(02) 5617118	
 1 Rehov Arlozorov, Ramat Gan.....	(03) 6733228	
Gambling Hotline.....	1-700-500-888	

See the Efschar website for more information.

Trauma-Relief Treatment Centers

Trauma-Relief Treatment Centers offer assistance to persons suffering from shock and anxiety resulting from national emergencies and enemy actions.

 Telem, 5/10 Rehov Exodus, Ashdod.....	(08) 8653300	
 Amcha, 25 Rehov Johannesburg, Ashkelon.....	(08) 6847328	
 Amcha, 91 Rehov Herzl, Beer Sheva.....	(08) 6270224	
 Telem, 3 Rehov Yechiel, Beer Sheva.....	(08) 6230349	
 Hof HaGalil Society, 1 Rehov HaHaroshet, Carmiel Tel.:.....	(04) 9922091/707	
 Telem, 89/3 Rehov Mered HaGuy, Carmiel.....	(04) 9835113	
 Amcha, 95 Sd. HaNasi, Haifa.....	(04) 8375649	
 Amcha, 14 Rehov Herzog, Holon.....	(03) 5584054	
 Amcha, 23 Rehov Hillel, Jerusalem.....	(02) 625074	
 Telem, 18 Rehov Shlomzion HaMalka, Jerusalem Tel.:.....	(02) 5672253	
 Mercas Trauma, 35 Rehov Makor Chaim, Jerusalem Tel.:.....	(02) 6449666	
 Hadassah Hospital, HarHaTzofim, Jerusalem.....	(02) 5844457	
 Mercas Mashabim Rehov Aliyat HaNoar, Kiryat Shmona Tel.:.....	(04) 6900600	
 Telem, 68/2 Emek Dotan, Modi'in.....	(02) 6235482	
 Amcha, 18 Rehov Lochamei HaGettaot, Nahariya Tel.:.....	(04) 6665566	
 Amcha, 4 Rehov Smilansky, Netanya.....	(09) 8341670	
 Amcha, 19 Rehov HaHistadrut, Petach Tikva.....	(03) 9300577	



📍	Telem, 301 Rehov Ahuza, Ra'ananna	074-7292600	📞
📍	Amcha, 44 Rehov Herzl, Ramat Gan	(03) 6130425	📞
📍	Amcha, 143 Rehov Herzl, Rehovot	(08) 9467293	📞
📍	Amcha, 16 Rehov Jabotinsky, Rishon LeTzion ..	(03) 6225301	📞
📍	Amcha, 58 Rehov Mazah, Tel Aviv	(03) 5665701	📞
📍	Natal, 10 Rehov Ibn Gvirol, Tel Aviv	073-2363302	📞
📍	Telem, 7 Rehov Kehilat Saloniki, Tel Aviv	(03) 6999655	📞

Unit for Services to Children with Developmental Delays

The Unit for Services to Children with Developmental Delays provides treatment and therapies for eligible children to the age of 21.

@ child@moh.health.gov.il

📍 39 Rehov Yermiyahu, Jerusalem (02) 5080436 📞

The Ministry of Justice

🏠 www.justice.gov.il

Commissioner of Equality for Persons with Disabilities

The Commissioner's responsibilities include:

- Promoting equality and preventing discrimination against persons with disabilities.
- Encouraging integration and active participation in the community.
- Pinpointing the particular needs of persons with disabilities, and the most effective methods of addressing such needs.
- Formulation of policies regarding the rights of persons with disabilities, and presenting policies for governmental approval.
- Preparing amendments to legislation, and preparing guidelines and amendments for the approval of relevant government ministries.
- Establishing a database of material on the rights of persons with disabilities in various aspects of life; publication and distribution of information on the rights of persons with disabilities.
- Advising persons with disabilities about their rights.

🏠 www.mugbaluyot.mishpatim.gov.il

@ YardenaF@mishpatim.gov.il

📍 37 Rehov Yermiyahu, "City Towers," Jerusalem . (02) 5088021 📞

Fax: (02) 5088025 📠



Public Inquiries

Fax: (02) 5088025 

The Guardian General

The Guardian General of the Ministry of Justice administers the affairs of persons who are unable to do so for themselves for reasons such as incapacity or disability. The Guardian General works on behalf of such persons following the appointment of a custodian. The Guardian oversees the administration of property and assets by the appointed custodian on behalf of the individual, and receives reports from the custodian about the property and assets they manage, checks the reports the custodian submits, and supervises the custodian's activities.

 www.justice.gov.il/MOJHeb/ApotroposKlali/

Beer Sheva (08) 6264561/2 

Haifa (04) 8633777 

Jerusalem (02) 6215777 

Tel Aviv (03) 6899635 

Registration in Tabu

The Ministry of Justice grants exemptions on mortgage registration fees to eligible persons with a disability, or to their spouse. The exemption is when registering at a Property Registration Office (Tabu). See "Section Nine-Housing."

The Ministry of Labor, Social Affairs, and Social Services

Prevention of Domestic Violence

The Ministry of Labor, Social Affairs and Social Services maintains centers for the prevention of domestic violence in a number of locations. The Centers offer information, treatment, and therapy, as well as referrals to shelters for women. Call the Ministry Crisis Line.

 www.molsa.gov.il

Crisis Line 118 



Children and Youth Services

The Department of Children and Youth Services offers therapy, assistance, and protective services for at-risk children and youth. In most cases, referrals are through the social services departments of the local municipal authorities.

Citizens Advice Bureaus – “Shil”

“Shil” (*Sherut Yiutz LeEzrach*) offers advice, information, counseling, and advocacy for problems with government bodies and services, personal and family issues, and legal issues. Services are free of charge.

National Information Line 118 

For more addresses and telephone numbers, see “Section Two – Government Bodies; The Ministry of Labor, Social Affairs and Social Services.”

Department of Child Welfare

The Department of Child Welfare (*HaSherut LeMa'an HaYeled*) handles all matters concerning adoption, including international adoptions and foster placement. See “Section Thirteen–Women, Children, and Families; Adoption” for more details.

Department of Rehabilitation

The Department of Rehabilitation (*Machleket Shikum*) offers rehabilitation services for persons with physical, psychological, and intellectual disabilities. Services include physical therapies, sheltered workshops, etc. Referrals are through the social services departments of the local municipalities.

Department of Services for the Blind

The Department of Services for the Blind (*HaSherut LeIvair*) provides consultation and therapy, vocational training and financial assistance. Referrals are through the social services department of the local authorities.

Department of Services to the Elderly

The Department of Services to the Elderly (*Hasherut LeMa'an HaZaken*) can provide information on accredited sheltered retirement facilities.

Main office - 39 Rehov Yermiyahu, Migdalei HaBira, Jerusalem
Tel.: (02) 5085717

Department of Services to the Homeless

The Department of Services to the Homeless (*HaMachlaka LeDayarei Rehov*) offers rehabilitation services including job training, substance-abuse recovery, shelters, rental subsidies, and other services to those eligible.

Department of Services for Persons with Intellectual Disabilities

The Department of Services for Persons with Intellectual Disabilities (*Agaf LeTipul BeAdam Im Pigur Sichli*) provides diagnosis and assessment, placement of children in appropriate frameworks, and sheltered workshops and housing. Referrals are through the social services department of the local municipality.

Department of Services for Women and Girls

The Department of Services for Women and Girls (*HaMachlaka LeSherutim LeNashim UNe'arot*) offers assistance to women and girls in crisis, and victims of domestic violence and sexual assault. Contact a municipal social services department for information.

Hotline

The Ministry Hotline offers guidance and referrals in crisis situations including domestic violence, family emergencies, and other situations.

Hotline 118 

Municipal Social Services Departments

The Ministry administers the majority of its services to families and individuals through the Social Services Departments of the



local municipal authorities. Services and treatment are on a group, family, or individual basis. Target populations include the elderly, persons with disabilities, single-parent families, and at-risk children and youth.

Services include:

- Individual, family, and group counseling and therapy.
- Assistance to single-parent families.
- Referrals to women's shelters.
- Services to at-risk youth.
- Transportation, home-help, and referrals for the elderly and persons with disabilities.
- Referrals to other sources of assistance.

Call a local municipal information (*moked ironi*) 105/6/7 for more information.

Shelters for Women

Shelters for women offer protection and support for women and their children who are unable to stay in their own home. The shelters provide counseling and guidance, as well as legal aid. Locations and telephone numbers of shelters are undisclosed. Referrals to a shelter can be provided by the social services department of a local municipality, by hospitals, the Police, and by family violence or rape hotline counselors.

The Ministry of Transport and Road Safety

Discounts on Public Transportation

The Ministry grants discounts and exemptions to specific categories of eligible individuals, including persons with disabilities. Contact the Ministry for details. See also the booklets entitled "Transportation" and "Guide to Services for Persons with Disabilities" available from the Publications Department.

 www.mot.gov.il

Computerized Information Center of the Ministry of Transport

Tel.: *5678 

Parking Tags for Persons with Disabilities

Parking tags resemble a plastic card similar to a driver's license, which the owner must place in the vehicle's windshield on the left side (driver's side) in order to facilitate identification on the part of law-enforcement officials. The tags include advanced security features that make them difficult to counterfeit. An eligible individual can apply for a tag according to procedures outlined in the booklets "Transportation in Israel," and "Guide to Services for Persons with Disabilities," available from the Publications Department. Information is also available from the Ministry of Transportation and Road Safety Information Line.

Send applications for a tag to the Holon Licensing Bureau. It is not necessary to appear in person.

Holon Licensing Bureau, HaYehida LeTipul BeMugbalei Nayadut,
P.O.B. 72, Holon, 5810001

Ministry of Transportation Information Line: 1-222-5678/*5678 

Exemptions on Registration Fees

Persons eligible for a tag are in most cases also eligible for exemptions on vehicle registration fees. Apply for an exemption at the same time as the application for a tag.

The National Insurance Institute

 www.btl.gov.il

The National Insurance Institute is the government body responsible for social-security assistance in the form of various allowances and benefits to persons who meet conditions of eligibility.

Assistance from of the National Insurance Institute may include:

- Accident insurance
- Aid to mothers.
- Alimony payments.
- Child allowances.
- Chronic-care insurance and home-help for those in need of aid in carrying out daily activities.



- Compensation and rehabilitation for victims of enemy actions.
- Compensation to former Prisoners of Zion.
- Disability evaluations and allowances
- Disabled-child allowances
- Income support.
- Old-age pensions.
- Study grants to children of single-parent families.
- Survivors' Benefits.
- Work-injury insurance

In most cases it is necessary to file claims for benefits at the nearest branch office. Bring your *te'udat zehut* and any other relevant documents such as medical documents or salary statements. For more information, see the booklet entitled "National Insurance," produced by the Publications Department. Information is also available on the National Insurance Institute website: www.btl.gov.il.

 www.btl.gov.il

National Telephone Line.....	*6050/(04) 8812345	
At-Risk Pregnancy Line.....	(08) 6509934	
Payment Line.....	(08) 6509911	
Public Inquiries.....	(02) 6709070	
Fax:.....	(02) 6525038	

Telephone Information Center for Senior Citizens

The National Insurance Institute Telephone Information Center for Senior Citizens is staffed by retired volunteers. The Center provides guidance and information about benefits and services from the National Insurance Institute and other government agencies, as well as legal advice, and information about sheltered residential options, employment possibilities, and health care. Volunteers also offer counseling on issues related to retirement and aging.

Tel..... *9696 or (02) 6709857 

9:00-12:30 M-Th

After hours leave a message

English..... (02) 6463404 



Department of Rehabilitation

The Department of Rehabilitation assists victims of terror incidents and persons with disabilities resulting from work accidents, as well as families of persons with disabilities, according to specific criteria.

Services include diagnosis, rehabilitation therapy, vocational assistance, and support groups.

For details, consult the booklets entitled "National Insurance," and "Guide to Services for the Persons with Disabilities," available from the Publications Department. See the order form at the back of this booklet. Information is also available on the National Insurance Institute website.

For more addresses, see "Section Two-Government Bodies, the National Insurance Institute."

Voluntary and Non-Profit Organizations

Counseling and Crisis Intervention

Bayit LeKol Yeled BeYisrael

Bayit LeKol Yeled offers counseling, therapy, information, and social events for adoptive families, and for adults who were adopted as children, as well as for at-risk children, and children who are victims of sexual abuse.

 www.bily.org.il

 office@bily.org.il

 4 Rehov Yad Harutzim, Jerusalem (02) 6333345 

Emunah Women's Organization-Family Counseling and Youth Counseling

 www.emunah.org.il

Family Counseling Centers

 18 Rehov HaGalil, Beit Shemesh (02) 9996541 

 6 Rehov Arlozorov, Jerusalem (02) 6529982 

 90 Rehov Avnei HaHoshen, Modi'in (08) 6529341 

 7 Rehov Struma, Petach Tikva (03) 9349856 



📍 8 Rehov Naharayim, Neve Sharett, Tel Aviv (03) 68571791 📞

📍 Rehov HaHahashmona'im, Tiberias (04) 6712216 📞

Eran Mental Health Hotline

🏠 www.eran.org.il

@ info@eran.org.il 1201 📞

Hotline for Holocaust survivors & their families 1-800-24-1201 📞

Senior Citizens *3201 📞

Soldiers *2201 📞

Sahar- On-Line Psychological Assistance

Psychological assistance and support is available via the Sahar website administered by professionals and volunteers. Hours 9:00 p.m. - midnight.

🏠 www.sahar.org.il

@ sahar.help@gmail.com

Summit Institute

The Summit Institute offers psycho-social rehabilitation for teens and young adults. Frameworks include therapeutic communities for teens and for young adults, sheltered housing, and a supportive educational vocational center. The Summit Institute also operates the Mahut Center, which offers support, guidance, and therapy for parents, adolescents, and the family as a unit. Mahut is operated by the Summit Institute in partnership with the Adolescent Services Department of the Jerusalem Municipality.

🏠 www.summit.org.il

📍 Main office- 4 Rehov Ma'aseh Hoshev, Talpiot Jerusalem

Tel.: (02) 6733548 📞

Ozen Kashevet Hotline

Ozen Kashevet is a hotline managed by the Yad B'Yad organization and staffed by psychologists, social workers, nurses, and educators.

🏠 www.yadbeyad.org.il

Hotline (03) 6204999 📞

📍 36 Rehov HaNevi'im, Tel Aviv (03) 6203141

Fax: (03) 6203138 📠



Sela-Israhel Crisis Management Center

Selah offers emergency support and long-term assistance to immigrants from all countries who must deal with crisis situations, for example, terror attacks, road and other accidents, serious illness, and others.

 www.selah.org.il

 icmc@selah.org.il

 9 Rehov Weisberg, Ramot Tzahala, Tel Aviv (03) 7964000 

Fax: (03) 5107751 

Yad B'Yad

Yad B'Yad offers services to at-risk youth including crisis intervention and practical aid, and administers a chain of 13 "warm homes" throughout the country.

 www.yadbeyad.org.il

 Main Office - 36 Rehov Hanevi'im, Tel Aviv (03) 6203141

Fax: (03) 6203138 

Disability

AACI-Cohen Library for the Visually Impaired and Homebound

The AACI- Cohen Library is a free library for the visually-impaired and homebound, which offers English-language books-on-tape, CDs, large-print materials, and more.

 www.aaci.org.il

 library@aacil.org.il

 37 Rehov Pierre Koenig, Jerusalem (02) 5600912

Fax: (02) 5661920 



Access for All – Tourism and Mobility for the Disabled in Israel

Access for All (*Nagish LeKol – Tayarut VeNayadut LeMugbalim BeYisrael*) promotes accessibility of sites in Israel, and provides detailed information to the public.

 www.access-unlimited.co.il

 info@access-unlimited.co.il

 P.O.B. 4648, Jerusalem (02) 5660180 

Access Israel

Access Israel (*Negishut Yisrael*) provides information about accessible locations throughout the country, and maintains an information line and website with listings of recreational sites, restaurants, hikes and other accessible activities.

 www.aisrael.org

 P.O.B. 5171, Kfar Saba (09) 7451126 

Fax: (09) 7451127 

 Whatsup for persons with hearing disabilities 054-3314515 

Accessible Community – the Disabled for the Advancement of the Community, the Organization of Community Centers

Accessible Community (*Kehilla Negisha, Nechim LeMa'an HaKehilla, HaChevrah LeMatnasim*)

is a municipality-based organization of individuals with various disabilities under the auspices of the Association of Community Centers, whose goal is to raise municipal awareness of issues of disability, and to provide mutual help.

 www.matnasim.org.il

Tel: 073-2870132 

Fax: 073-2870332 

Acha – Israeli Association of the Deaf

Acha offers services to the deaf in the areas of education, ulpan for new immigrants, sign-language translations, vocational training, social integration, legal aid, and more.

 www.deaf-israel.org.il

 deaf-israel@barak.net.il



National Office..... (03) 7303355 
 13 Rehov Yad LeBanim, Yad Eliyahu, Tel Aviv
Fax:..... (03) 7396419 
Video Deaf Communication Center & sms:..... 052-7251607 

See the website or contact the Communication Center for information on other branch offices.

Ahada – Organization of Parents of Challenged Children in conjunction with the Kibbutz Movement

Ahada is a grassroots countrywide self-help organization of parents in kibbutzim, moshavim, and towns.

 www.ahada.org.il
 tamars.ahada@gmail.com
Tel:..... 050-6466632 

Achlah Association for the Quality of Life for Persons with Special Needs

Achlah provides care and support to families in which one or more members has a disability or disabilities. Services include counseling and emotional support, employment services, and guidance.

 www.achlah.org.il
 5 Rehov San Martin, Jerusalem
Tel:..... (02) 6505276 (24 hours a day) 

Ahava-United Organization of the Disabled in Israel

Ahava serves persons with disabilities of all ages, and provides information, advocacy, advice, counseling and activities. Ahava representatives may also accompany parents to placement committee meetings for decisions about educational frameworks for their children.

 www.amuta.org
 haergon@walla.com
Tel:..... 052-2200895 
Or through the website.



Akim – The National Association for the Habilitation of Children and Adults with Intellectual Disabilities

Akim offers therapy and rehabilitation. Akim also works to protect the rights of persons with an intellectual disability, offers legal guardianship, and other services.

 www.akim.org.il

 info@akim.org.il

Open Line- Parents Helping Parents..... 1-800-399-333 

National Office

 69 Rehov Pinchas Rosen, Tel Aviv (03) 7662222 

Fax: (03) 6470055 

See the website for more addresses.

Aleh – Society for Advancement of Blind and Dyslexic Students in Israel

Aleh offers information centers, academic preparatory courses, computer studies, study aids, and other services on university campuses.

 www.alehblind.org.il

 lcb@savion.huji.ac.il

 Hebrew University, Mount Scopus Jerusalem. (02) 5882155 

Fax: (02) 5826166 

Alut – The Israel Society for Autistic Children

Alut maintains workshops and educational and rehabilitation centers for children with autism, offers assistance to families, and works to raise societal awareness of autism. The Family Center helps families to develop methods of understanding and coping with their children's difficulties.

 www.alut.org.il

Open Line..... (03) 6709094 

 National Office-1 Rehov Corazin, Givatayim..... (03) 5178188 

 Family Center -Beit Loren, 63 A' Rehov Krinitsky, Ramat Gan

Tel.: (03) 6703077 



The Association for Children at Risk

The Association for Children at Risk offers diagnosis, identification, and treatment of developmental disorders for children and adolescents on the Autism spectrum.

 www.childrenatrisk.org.il

 acrisk@childrenatrisk.org.il

 Main Office – 13 Rehov Gush Etzion, Givat Shmuel(03) 5730130
Fax:..... (03) 5739642 

Mercaz Hosen

 18A Rehov Asherman Mercaz LeYeled BeSikun Bldg. Tel Aviv

Tel.:.....(03) 7339304

 chosen@jhosencenter.org.il

Association of the Hard of Hearing

The Association offers hearing aids and other equipment at discounted prices.

24 Rehov Strauss, Jerusalem..... (02) 6256452 

Fax:..... (02) 6254677 

Azarim

The Azarim website is a database that provides information on assistive technology and devices.

 www.azarim.org.il

Telephone support line.....072-2230007 

Beit HaGalgalm

Beit HaGalgalm offers social centers for recreation and activities for children and adults with cerebral palsy, muscular dystrophy, and other conditions.

 www.beitgalgalim.org.il

 Center: 128 Rehov David HaMelech, Herzlia..... (09) 9557999 

 Jerusalem: Moshav Even Sapir.....052-8385666 

 North: Kfar Noar Hofim..... (04) 9914236 

 South: Kibbutz Orim..... (08) 9920125 

 For haredi girls and young women.....052-7684674 

 avigail@beitgalgalim.org.il



Beit Issie Shapiro

Beit Issie Shapiro offers treatment and therapy services to children and adults with disabilities, as well as support services to families.

 www.beitissie.org.il

 info@betissie.org.il

 Rehov Issie, P.O.B. 29, Ra'ananna (09) 7701222 

Fax: (09) 7701644 

Bekol – the Hard of Hearing Organization

Bekol provides vocational assistance, social activities, and advocacy.

 www.hearing.org.il

 info@bekol.org

 34 Rehov HaBarzel, Tel Aviv (03) 5257001 

Fax: (03) 5257004 

Text messages (03) 5257001 

Beth David Center for the Blind and Deaf

Beth David is a national rehabilitation center that offers social and cultural activities, a center for teaching daily skills, and a Hebrew ulpan for new immigrants with hearing and vision disabilities. The Center also offers guidance and counseling.

 www.cdb.org.il

 info@cdb.org.il

 13 Sderot Yad LeBanim, Yad Eliyahu (03) 6316361 

Fax: (03) 6316419 

Beyachad

Beyachad offers counseling, support, and assistance to people with disabilities and to their families during processes of integration and utilization of rights. They also sponsor conferences and information days, a parents' forum, and educational programs in schools.

 www.beyachad.org.il

 beyachad.org@gmail.com



📍 1 Rehov HaMarpeh, Kenyon Harhahotzvim..... (02) 5829983 📞
P.O.B. 45188, Jerusalem

Bizchut, Israel Human Rights Center for People with Disabilities

Bizchut is active in promoting equality for persons with disabilities and their participation in society and all areas of life.

🏠 www.bizchut.org.il

@ mail@bizchut.org.il

📍 3 Rehov Kanfei Nesharim, Jerusalem..... (02) 6521308 📞

Fax: (02) 6221283 📠

Center for Independent Living

The Center for Independent Living offers peer-consultation services for the realization of rights, computer rooms, activities for changing of attitudes and equality of opportunity, a workshop for production and development of customized accessories, social activities and courses on training for independent living, a healthy lifestyle and knowledge in a variety of fields. The services at the center are mainly free of charge (with the exception of membership fees. Symbolic participation is possible).

🏠 www.facebook.com/CILJerusalem

@ www.ciljr@012.net.il

📍 5 Rehov San Martin, Jerusalem 9334120 (02) 6481460 📞

Central Library for the Blind

The Central Library for the Blind loans books in Braille as well as recorded material.

🏠 www.clfb.org.il

@ office@clfb.co.il

@ Main office: office@clfb.org.il

National number *3452 📞

📍 4 Rehov HaHistadrut, Netanya..... (09) 8617874 📞

Fax: (09) 8626346 📠



Tel Aviv Branch

@ Tel Aviv@clfb.org.il

📍 66 Rehov Moshe Dayan, Tel Aviv (Yad Eliyahu)

Tel.: (03) 8617874 ext. 2 📞

Fax: (03) 6315577 📠

Chayot VeChaverim

Chayot VeChaverim is a joint project of JDC Israel and Reut-Eshel, and is based on the premise that interaction with pets can have positive effects on health. The project arranges visits of volunteers and pets to the elderly and to persons with disabilities in hospitals, in day-frameworks, and residential frameworks. Persons with appropriate pets can volunteer for the program. The program can also assist eligible persons to acquire and maintain a suitable pet.

🏠 www.pets.org.il/Contact.aspx

Reut-Eshel Information Number 1-700-700-204 📞

Matav Information Number (02) 8994140 / 077-8994140 📞

@ Iritko@matav.org.il

Online Application Form

🏠 www.reutheshel.org.il/index.aspx?id=2832

Chimes Israel

Chimes Israel offers rehabilitation and diagnostic services, as well as housing assistance, to persons with developmental disabilities.

🏠 www.chimesisrael.org.il

@ contact@chimesisrael.org.il

📍 13 Rehov HaArad, Tel Aviv (03) 6442427 📞

Fax: (03) 6474047 📠

Etgarim

Etgarim helps children, adolescents, and adults to rehabilitate physically, mentally, and socially, through challenging sports and outdoor activities.

🏠 www.etgarim.org

📍 18 Rehov Beit Hillel, Tel Aviv (03) 5613585 📞



Ezra LeMarpeh

Ezra LeMarpeh provides a variety of services to people with illnesses and disabilities, and to the elderly, including loans of emergency equipment, medical counseling, and transportation.

 www.ezra-lemarpe.org

Central Service Telephone Line (03) 5777000 

 1 Rehov HaBosem, Ashdod (08) 8525541 

 24 Rehov Chida, Bnai Brak 073-2229999 

 Haifa (Ambulance service only) 1-599-51-51-61 Ext. 3 

 Jerusalem (Ambulance service only) 1-599-51-51-61 Ext. 1 

 27 Rehov Shoham, Kedumim (09) 7921447 

 22 Rehov Dan Dayan, Kiryat Shmona (04) 6949408 

 142 Rehov Ahuza, Ra'ananna (09) 7401700 

 10/12 Rehov Lev HaZahav, Ramat Gan (03) 6742622 

HaBayit Shel Ronit

HaBayit Shel Ronit is a social center for adolescents and young adults who have complex learning disabilities, mild intellectual disabilities, borderline autism, PDD, communication problems, visual and hearing disabilities, and persons in need of social rehabilitation resulting from traffic accidents, a life crisis, serious illness, or other trauma. Programs include social and cultural events, music projects, hikes, and other activities. There is also support for parents.

 www.habaitshelronit.org/

 26 Rehov Vitkin, Schunat Aliyah, Cfar Saba (09) 7442376 

Haifa Society for the Blind

Among its services, the Haifa Society for the Blind offers emotional support, information about benefits, services, and assistive devices, social activities for veteran Israelis and new immigrants, and acts as a go-between with various official bodies.

 www.blindhaifa.org.il

 sbhil@netvision.net.il

 32 Rehov HaGefen, Haifa (04) 8527222 



Ilán – Israel Association for Disabled Children

Ilán offers assistance with physical care, education, rehabilitation, employment, and sports. Areas of service include individual aid, a special-education network, sheltered workshops, sports centers, residential facilities, after-school activities, summer camps, clubs, and support groups for parents.

 www.ilan-israel.co.il

 ilan@ilan-israel.co.il

 National Office-9 Rehov Gordon, Tel Aviv.....(03) 5248141 

Fax:.....(03) 5249828 

 P.O.B. 1, Barkan.....(03) 9061100 

 P.O.B. 523, Beer Sheva.....(08) 6103322 

 6 Rehov Gottlieb, Bnai Brak.....(03) 5705662 

 12 Rehov Allenby, Haifa.....(04) 8522378 

 4 Rehov Trumpeldor, Jerusalem.....(02) 6234091 

Tel.:.....(02) 6234091 

 5 Rehov Ichilov, Petach Tikva.....(03) 9307527 

 2 Rehov Buki Ben Yogli, Tel Aviv.....(03) 5281217 

Tel.:.....(03) 5281217 

 26 B Rehov Bareket P.O.B. 23, Tzfat.....052-5694225 

See the Ilán website for more addresses.

The Israel Center for the Blind

The Israel Center for the Blind is the umbrella organization on behalf of blind persons, and of the “Sheshet” organization. The Center offers guidance, representation, therapy and rehabilitation, and maintains a registry of all blind persons in the country. Services include subsidized sale of aids and equipment for the blind and those with diminished vision, assistance in obtaining tax refunds, loans and grants according to need, computer familiarization courses, study days and seminars, and recreational activities.

 www.ibcu.org.il

 info@ibcu.org.il

National Office – 10 Rehov David Hachmi, Tel Aviv(03) 7915555 

Fax:.....(03) 5423711 

Local chapters are located throughout the country. Contact the Israel Center for the Blind for information or visit their website.



The Israel Guide Dog Center for the Blind

The Israel Guide Dog Center trains and supplies guide dogs, and works with the dog and owner, including follow-up training.

 www.israelguidedog.org

 6 Rehov HaSadot, Beit Oved (08) 9408213 

The Israel Guide Dog Users' Association

Among its activities, the Israel Guide Dog Users' Association protects the right to seek the assistance of a guide dog, works to prevent discrimination and to raise public awareness, assists in the maintenance of guide dogs, works with schools that train guide dogs, and conducts joint social activities.

 www.igdu.org.il

 info@igdu.org.il

 10 Rehov David Hachmi, Tel Aviv (03) 5371065 

Fax: (03) 5371066 

Israel Multiple Sclerosis Society

The Israel Multiple Sclerosis Society provides information, counseling, social activities, support groups, and financial assistance.

 www.mssociety.org.il

 agudaims@netvision.net.il

 16 Rehov Homa VeMigdal, Tel Aviv (03) 5377002 

Fax: (03) 5377004 

Kav LeChaim – National Center for Helping Sick Children

Kav LeChaim assists children with muscular dystrophy, cerebral palsy, and motor difficulties. The organization helps to escort children to school, offers hikes and summer camps, and a variety of other services.

 www.kavlachayim.co.il

 kavlachayim@kavlachayim.co.il

 National Office -15 Rehov Gonen, Kiryat Matlon, Petach Tikva

Tel.: (03) 9250505 

Fax: (03) 9215566 



Keren Diagnostic and Vocational Rehabilitation Centers

"Keren" centers were established by the Ministry of Labor, Social Affairs, and Social Services, and specialize in diagnosis and vocational guidance for persons with disabilities. They also offer professional training courses, job placement, and sheltered employment. Centers are located throughout the country.

 www.keren.org.il

 info@keren.org.il

 National Office -57 Rehov Yehuda HaYamit, Jaffa

Tel.: (03) 6813378 

Keren Or

Keren Or provides educational services, therapy, and rehabilitation for children with visual and other disabilities. Keren Or also offers counseling and social activities. Children can reside in residential facilities, or receive treatment in day centers.

 www.kerenor.org.il

 email@keren-or.org.il

 3 Rehov Abba Hillel Silver, Jerusalem 073-2400201 

Fax: (02) 7777777 

Keshet - Information, Counseling, and Support Center for Families of Children with Disabilities and Chronic Illnesses

Keshet offers help for parents of children with all types of disabilities, with a focus on problem-solving, counseling, and support services.

 www.keshet.org.il

 info@keshet.org.il

Open line 1-700-501-601 

Haifa: (04) 8596439 

Jerusalem: (02) 6236116 

Southern Region: (08) 6289142 

Tel Aviv: (03) 5282518 



Krembo Wings

Krembo Wings is a youth movement for children with and without disabilities. Activities include summer camp, educational trips to Poland, memorial ceremonies, holiday celebrations, municipal activities for International Disability Day, and more.

 krembo.org.il

 krembo@krembo.org.il

 17 Rehov HaNevi'im, Ramat HaSharon

Automated Tel: (24 hours a day) 077-9555547 

Office (09) 8852385 

LeLo Hagbala

LeLo Hagbala is an online directory of services, events, discounts and other items of interest to persons with disabilities.

 www.lelo-hagbala.co.il/

Leshem – Association For The Advancement Of Learning Disabled Students In Higher Education

Leshem develops and operates college-preparation programs and support services for learning-disabled students in colleges and universities.

 www.leshem.telhai.ac.il

P.O.B. 4403, Jerusalem

Telefax: (09) 7498001 

Matav –Public Association for Social Services

Matav offers home-care assistance for persons who are eligible for National Insurance Institute chronic-care insurance. Other services are for a fee.

 www.matav.org.il

 matav@matav.org.il

National Information Number 072-2570520 

 40 Rehov HaAtzmaut, Beer Sheva (08) 6276033 

 55/18 Rehov HaShiva, Beit Shemesh (02) 9913291 



📍 6 Rehov Shmuel HaNavi, Bnai Brak.....	(03) 5797103	📞
📍 14 Sd. Beit HaKerem, Carmiel.....	(04) 9885189	📞
📍 2 Rehov Huri, Haifa.....	(04) 8640642	📞
📍 2 Rehov Hadar, Herzlia.....	(09) 9563105/6	📞
📍 42 Rehov Agrippas, Jerusalem.....	(02) 6233047	📞
📍 Kenyon Azrieli, Modi'in.....	(08) 6371031	📞
📍 1 Rehov HaMada, Rehovot.....	073- 2291222	📞
📍 12 Rehov Yad Harutzim, Tel Aviv.....	(03) 6850082	📞
📍 Rehov HaAtzma'ut Beit Dalit, Tiberias.....	(04) 6790013	📞

See the website or call the National Information Number for more branch offices.

Melabev

Melabev provides day-centers for elderly persons with diminished memory. Memory groups are in English, Russian, and Hebrew.

🏠 www.melabev.org

@ melabev.org@gmail.com

📍 21 Rehov Leah Porat, Givat Massua, Jerusalem

Tel.:..... 1-700-70-4533/(02) 6537591 📞

Micha - Association for Deaf Children

Micha offers rehabilitation services from preschool age until first grade.

🏠 www.michata.org.il

@ society@michata.org.il

📍 National Office - 23 Rehov Reading, Ramat Aviv.....

Tel.:..... (03) 6994779 📞

Fax:..... (03) 6996821 📠

📍 10 Rehov Ein Gedi, Beer Sheva..... (08) 6433315 📞

Fax:..... (08) 6103298 📠

📍 50 Rehov Tzahal, Haifa..... (04) 8538276 📞

Fax:..... (04) 8528689 📠

📍 7 Rehov Rabbi Akiva, Jerusalem..... (02) 6250034 📞

Fax:..... (02) 6247652 📠



Migdal Or

Migdal Or offers functional and vocational rehabilitation for the blind and persons with diminished vision.

 www.migdalor.org.il

 info@migdalor.org.il

 4 Rehov Avraham Danino, Kiryat Haim. *9366/ 077-7721400 

Milbat – Israel Center for Technology and Accessibility

Among their services, Milbat offers special aids for situations in which there are no appropriate commercial solutions, operates an information center, and offers counseling about the use of devices for personal care, mobility, computers, and other types of aids.

 www.milbat.org.il

 milbat@netvision.net.il

 Main Office - Sheba Hospital, Bitan 23A, Tel HaShomer

Tel.: 072-2230007 

Misholim

Misholim offers therapy and rehabilitation to at-risk children and youth, and to persons with an intellectual or physical disability, through working with animals. Activities include therapeutic horse riding, dog training and connecting with animals.

 www.misholim.org

 7 Rehov Rovav, Malha, Jerusalem (02) 5619765 

Multi-Service Center for the Blind and Visually Impaired

Multi-Service Centers offer services in the areas of employment and job-search workshops, psychological support, education, and more, including Hebrew for new immigrants.

 www.molsa.gov.il/Populations/Disabilities/Blindness/Pages/Marshal.aspx

 1 Rehov Eliashvili, Ashdod (08) 6314996 

 1 Rehov Shaul HaMelech, Beer Sheva (08) 6435976 

 58 Rehov Yerushalayim, Bnai Brak (03) 6170328 

 32 Rehov HaGefen, Haifa (04) 8527222 



📍 Binyan Sha'arei Halr, 216 Rehov Yaffo, Jerusalem.....	
Tel.:.....	(02) 5388955 📞
📍 Sderot HaGa'aton, P.O.B. 78, Naharia.....	(04) 9522485 📞
📍 3 Rehov Rimon, Upper Nazareth.....	(04) 6015070 📞
📍 15 Rehov Ben Eliezer, Rishon LeTzion.....	(03) 9672406 📞
📍 11 Rehov Ben Yosef, Ramat Gan.....	(03) 6703484 📞
📍 20 Rehov Mordechai Mendelei Seforim, Tel Aviv.....	
Tel.:.....	(03) 7241975 📞

Netzer- Society of Parents of Children with Developmental Deficiencies on the Autism Spectrum-Milman Center

Netzer operates diagnostic and treatment frameworks for children with developmental disabilities on the autism spectrum (A.S.D.). Netzer serves the northern population of the country. Programs include therapeutic preschool, treatment centers for kindergarten age through school age, and after-school therapeutic leisure clubs for school-age children.

🏠 www.milman-center.org.il	
@ Milmnctr@bezeqint.net	
📍 34 Rehov Chativat Carmeli, Haifa.....	Tel./Fax:(04) 8227560 📞

Ofek LiYeladanu – Israel National Association of Parents of Visually Impaired Children

Ofek Liyeladenu offers information, support groups, and after-school and summer activities.

🏠 www.ofekl.org.il	
@ ofek@ofekl.org.il	
📍 8 Rehov Degel Reuven, Jerusalem.....	(02) 6599553 📞
Fax:.....	(02) 6522614 📞

Organization of Work-Accident Disabled and Bereaved Spouses

The Organization of Work-Accident Disabled offers physical, economic, and social rehabilitation, and represents its constituents to government and public bodies.

🏠 www.ina.org.il	
@ injuredisraeliworkers@gmail.com	
Beer Sheva and South.....	(08) 6284646 📞



Haifa and North.....	(04) 8510953	
Jerusalem and Environs.....	(02) 6251937	
Tel Aviv and Center.....	(03) 5243335	

Organization of Disabled IDF Veterans

The goal of the Organization of Disabled IDF Veterans is to improve the financial, medical, and social conditions of its members. Services include loans and scholarships, and social, cultural, and sports activities within the framework of "Beit HaLochem" and "Beit Key."

www.inz.org.il

Main Office - 49 Rehov Shmuel Barkai, Beit HaLochem Tel Aviv
Tel.:..... (03) 6461600

Migdal Canyon HaNegev, Beer Sheva..... (08) 6345430

23 Rehov HaAliyah HaShniya, Haifa..... (04) 8539884

1 Rehov Yitzchak Modi'i, Jerusalem..... (02) 6750011

182 Rehov Herzl, Rehovot..... (08) 9466499/88

51 Sderot Chen, Tel Aviv..... (03) 5221286

See the Organization's website for more locations.

Organization of Disabled Victims of the Nazis

This organization works to secure the fulfillment of all rights of Holocaust survivors with disabilities, including information and claims for financial assistance and benefit payments.

www.inpo.org.il/

138 Rehov Jabotinsky, Ramat Gan..... (03) 6134971/2

Fax:..... (03) 6134969

Organization of Victims of Enemy Actions

The Organization of Victims of Enemy Actions offers information and support services.

www.irgun.org.il

irgun@irgun.org.il

9 Rehov Beit Oren, Tel Aviv..... (03) 6884729

Fax:..... (03) 6884724



Shalva

Shalva aids families raising children with disabilities at home by offering services including temporary respite frameworks, an afternoon activity center, and summer camps.

 www.shalva.org

 info@shalva.org

 6 Rehov Ibn Denon, Jerusalem (02) 6519555 

Fax: (02) 6535787 

Shekel Community Services for the Disabled

Shekel provides sheltered housing, assists in placement in sheltered industries, and offers social and creative activities.

 www.shekel.org.il

 Shekel@Shekel.org.il

 11 Rehov Yad Harutzim, Jerusalem (02) 6720157/8 

Fax: (02) 6725208 

Shema- Education and Rehabilitation

of Hearing-Impaired Children and Youth

Shema offers communication therapies, guidance, and counseling, assistance in acquiring or borrowing hearing devices, enrichment activities, and other services. Shema's Service Centers provide social clubs, sports, an Information Center for Army and National Service, a sign-language learning center, and other activities.

 www.shema.org.il

 info@shema.org.il

Office and Central Region District

 30 Rehov Plitei HaSefer, Tel Aviv (03) 5715656/8/9 

Fax: (03) 5733393 

 12 Rehov Ben Gurion, Beer Sheva (08) 6492002 

 7 Rehov Borochoy, Jerusalem (02) 6428359 

 1 Rehov Trumpedor, Shikun Bet, Tiberias (04) 6716274 



Shema Kolenu

Shema Kolenu offers training and rehabilitation to persons with hearing disabilities. They offer a center for diagnosis and rehabilitation, guidance and counseling for parents and family members, infant rehabilitation daycare, enrichment classes for students, and programs for adults.

 www.shemakolenu.org.il

 19 Rehov HaAri HaKadosh, Ashdod (08) 8641434 

 25 Rehov HaAdmor MeNadvorna, Beitar Illit (02) 6222408 

 26 Rehov Nahal Kishon, Beit Shemesh (02) 9993024 

 23 Rehov Amos, Jerusalem (02) 5944333 

 8 Rehov Maromei Sadeh, Modi'in Illit (08) 9285534 

Sports Organization of the Deaf

The Sports Organization of the Deaf offers information and sports activities and teams in a variety of sports, including bowling, martial arts, tennis, basketball, volleyball, swimming, and others.

 www.israeldeafsport.org

National Office

 Beit Helen Keller, 13 Sd. Yad LeBanim, Tel Aviv

Fax: (03) 6310940 

Sulam

Sulam provides educational frameworks for children with physical and intellectual disabilities in order to help them integrate into mainstream schools. Sulam has daycare centers, pre-schools, communication centers, and day schools, and serves children with intellectual and learning disabilities, children on the autism spectrum, and children with Down's syndrome.

 www.sulam.net

 Main Office - 116 Sanhedria Murchevet 1-599-550-440 

P.O.B. 117 Jerusalem, 9118102



Tsad Kadima – The Association for Conductive Education in Israel

Tsad Kadima offers rehabilitation services to children, adolescents, and young adults with cerebral palsy and other motor dysfunctions. Services include daycare centers, after-school activities, guidance and activities for parents, summer camp, and preparation for independent living.

 www.Tsadmkadima.org.il

 info@tsadmkadima.org.il

 Main Office – 11 Rehov Beit HaDfus, Jerusalem

Tel.: (02) 6540062 

Umbrella Organization of Organizations for the Disabled

The Umbrella Organization of Organizations for the Disabled works to facilitate integration into Israeli society. Services include legal aid (at no cost), discounts in specific shops and workshops, and transportation.

 irgunhagag.com

 National Office – 30 Rehov Ibn Gvirol, Tel Aviv (03) 5238799 

Fax: (03) 5240265 

Variety Israel

Variety Israel assists children up to the age of 18 who are blind, deaf, or have Down's syndrome, autism, cerebral palsy, or other disabilities. Assistance includes medical and dental treatments, paramedical treatments, professional support such as nursing assistants and afternoon help, and aids such as wheelchairs, mobility scooters, etc.

 www.variety.co.il

 variety@variety.co.il

 3 Rehov Tavo'ot HaAretz, Tel Aviv (03) 6447201 

Fax: (03) 6442703 

Yad LeTomech

Yad LeTomech is a joint project of Yad Sarah and Eshel, and provides support, advice, and information to persons who care for elderly or chronically ill family members. Services include a



contact line, support groups, referrals to services, information, and a support center.

 www.reutheshel.org.il/en/

 yadl@yadsarah.org.il

Contact line *6444 Ext. 5 

Or Yad Sarah branch offices

Yated – Association for the Rehabilitation of Children with Down's Syndrome

Yated works to advance the societal integration of persons with Down's syndrome, and offers assistance to their families. Activities include guidance for parents, study days and conferences, information about new treatments and other areas of interest.

 www.yated.org.il

 yated.website@gmail.com

National Office- 8 Rehov HaSheloach, Kiryat Matlon, Petach Tikva

Tel.: (03) 4951441 

Domestic Violence/Sexual Assault

Association of Rape Crisis Centers in Israel

The Association provides support, information, and a hotline.

 www.1202.org.il

 pr@igud.org.il

National Hotline 1202 

Hotline for Religious Women (02) 6730002 

Hotline for Men and Boys 1203 

Hotline for Religious Men (02) 5328000 

Bat Melech

Bat Melech offers shelters, legal aid, and other social services for religious/haredi women who are victims of domestic violence. Bat Melech also has a hostel for at-risk adolescent girls.

 www.batmelech.org

 office@batmelech.org

Hotline 1-800-292-333 



Bayit Cham

Bayit Cham operates seven mental-health clinics that offer a wide variety of services, including vocational rehabilitation centers that promote recovery. Clinics are located in Bnai Brak, Jerusalem, Modi'in Illit, Elad, Bet Shemesh, Ashdod and Zichron Ya'akov. Bayit Cham also provides treatment for religious victims of sexual assault through the Belibeinu clinics (see below).

 www.bayit-cham.org.il

 ayala.m@bch.org.il

Belibeinu

Belibeinu offers therapy and treatment to child victims of sexual abuse in the religious sector. They operate clinics under the supervision of the Ministry of Health in Jerusalem, Bnai Brak, Elad, Modi'in Illit, Zichron Yaakov, Beit Shemesh, and Ashdod.

 www.bayit-cham.org.il/belibeinu

 belibenu@levtofamily.org.il

Helpline.....*9518 

Tel:.....1599-510-550 Ext. 2 

Eli – Association for Child Protection

Eli provides treatment services for child victims of abuse and to their families, an emergency center and shelter, and a crisis hotline.

 www.eli.org.il

 eli@eli.org.il

 hotline@eli.org.il

Crisis Line.....1-800-223-966 

 14 Rehov Ibn Gvirol, Tel Aviv.....(03) 6091930 

Fax:.....(03) 6091727 

Emunah

Emunah maintains emergency shelters for abused and at-risk children. Referrals are generally through the Police, social service departments, and other bodies. Emunah also offers family and youth counseling and therapy. Contact Emunah for details.

 www.emunah.org.il



National Line.....1-800-353-935 📞

📍 Head Office - 14 Rehov Nissenbaum, Bnai Brak

Tel.:.....(03) 6179222 📞

📍 37 Rehov Gershon, Beer Sheva.....(08) 6655237 📞

📍 6 Rehov Arlozorov, Jerusalem.....(02) 5639963 📞

📍 27 Rehov Yerushalayim, Haifa.....(04) 8666772 📞

📍 117 Rehov Weizmann, Kfar Saba.....(09) 7675626 📞

📍 41 Rehov Shtemper, Petach Tikva.....(03) 9310565 📞

Tel.:.....(03) 9310565 📞

📍 12 Rehov Molcho, Rishon LeTzion.....(03) 9650238 📞

📍 86 Rehov Ahuza, Ra'ananna.....(09) 7715766 📞

📍 209 Rehov Dizengoff, Tel Aviv.....(03) 6852787 📞

See also "Section Thirteen- Women, Children, and Families."

From Darkness to Light Together

From Darkness to Light Together offers individual and group therapy for adult survivors of childhood sexual assault.

🏠 www.fromdarknesstolighttogether.org/

@ yahad.mehohsheh.leor@gmail.com

Tel.:.....054-4789-690 📞

Israel Women's Network

The Israel Women's Network can assist in cases of sexual harassment and family violence.

@ admin@iwn.org.il

Crisis Line.....(03) 6120000 📞

📍 25 Rehov Sa'adia Gaon, Tel Aviv.....(03) 6123990 📞

Fax:.....(03) 6123991 📠

The Jerusalem Rape Crisis Center in Memory of Linda Feldman

@ jrcc@netvision.net.il

📍 P.O Box 2549 Jerusalem.....(02) 6232451 📞



Kav LeZaken – Assistance Line for the Elderly

Kav LeZaken offers an assistance line for elderly persons in distress, or who are victims of domestic violence or neglect.

Hotline *3201 

“Lo” League to Combat Violence Against Women

 www.no2violence.co.il

 contact@no2violence.co.il

Women's Line 1-800-353-300/ (09) 9505720 

Children and Youth Line (09) 9518927 

Makom

Makom offers on-line self-help, support, and forums for victims of sexual abuse and assault (mainly Hebrew, some material in English).

 www.macom.org.il

Meital – Center for Treatment of Child Victims of Sexual Abuse (Bayit LeKol Yeled)

Meital provides therapy, treatment, and counseling services.

 www.bily.org.il/meital

 4 Rehov Yad Harutzim, Jerusalem (02) 6333387 

Shusterman Emergency Center (02) 6712030 

Emergency Center, Beer Sheva (08) 6422373 

Na'amat – Department for Treatment and Prevention of Family Violence

 www.naamat.org.il

 naamat@naamat.org.il

Glickman Center for Domestic Violence, Tel Aviv

Tel.: (03) 6492469/70 

Legal Division, Haifa (04) 8513078/9 

Legal Division, Jerusalem (02) 5610608 

Legal Division, Tel Aviv (03) 5254422 

See the Na'amat website for more.



National Council for the Child

The National Council for the Child provides assistance to at-risk children and their families, including referrals to appropriate sources of help.

 www.children.org.il

 ncc@children.org.il

 38 Rehov Pierre Koenig, Jerusalem..... (02) 6780606 

National Domestic Violence Hotline

Tel.: 1-800-220-000 

One of Us- Center for Treatment of Victims of Sexual Abuse

One of Us offers psychological treatment and emotional support to children, adolescents, and adults.

 ous.org@gmail.com

 talmacohen@yahoo.com

 21 Rehov Sheshet HaYamim, Binyamina..... 073-2417745 

Rape Crisis Center- Haifa and the North

 Syua.tkifaminit@gmail.com

Tel.: (04) 8641278 

Shalom Banayech

Shalom Banayech operates a Treatment Center and hotline for assault victims, primarily for the religious and haredi sectors. The Center offers both group and individual therapy. The hotline and Center are open to men, women, and children.

 www.2all.co.il/web/Sites16/shlombanaich/

 168 Rehov Jabotinsky, Bnai Brak (03) 6182525 

Hotline *9695 



Tahel-Crisis Center for Religious Women and Children

Tahel provides emotional support, advice and referrals for women, teenagers and children during crisis situations. They also have programs to help deal with trauma such as terror attacks, as well as to help victims of abuse.

 www.crisiscenter.org.il

24-Hour Crisis Helpline..... (02) 6730002 

11 Rehov Rifka, Jerusalem

WIZO – Centers for the Preventions of Domestic Violence

 www.wizo.org.il

Family Violence Prevention Hotline..... 1-800-220-000 

Hotline for Abusive Men (02) 6551159 

Yad Sarah Family Center

The Family Center offers therapy and services to family members following incidents of violence or assault within the family.

 www.yadsarah.org.il

Emergency line..... *6444 after 4 p.m. 

Tel:..... (02) 6444566 

Fax:..... (02) 6444508 

Eating Disorders

Agam – Institute for Treatment

 and Rehabilitation of Eating Disorders

Agam, part of the Reut Health Center, offers treatment and therapy for eating disorders by a staff of physicians, mental health professionals, and nutritionists.

 www.reuth-mc.org.il/index.asp?id=2252

 agam@reuth.org.il

 2 Sd. HaChayal, Tel Aviv 1-800-40-80-40 

For inquiries and appointments..... (03) 6447420 



Nofit

Nofit offers clinical care and therapy for all aspects of eating disorders.

 www.nofit.org

 nofit@nofit.org

 8 Rehov Nofit, Hod HaSharon (09) 7447111 

Shahaf – Organization for Overcoming Eating Disorders

Shahaf offers treatment and prevention programs, and an information and support center.

shahaf-ed.co.il

 info@shahaf-ed.co.il

Hotline

 61 Rehov Ibn Gvirol, Tel Aviv (03) 6473147 

Fax: (03) 6474990 

Overeaters Anonymous

Overeaters Anonymous offers information, support, and a 12-step program.

 www.aa-israel.org

 aa.israel1@gmail.com

Tel: (03) 5745799 

Fax: (03) 6762494 

Health – Organizations, Support Groups, and Information

See “Section Eight- Health.”

Homeless

The Ministry of Labor, Social Affairs and Social Services

The Ministry of Labor, Social Affairs, and Social Services offers rehabilitation services including job training, substance-abuse recovery, shelters, rental subsidies, and other services to those eligible. Any person who is aware of an individual who lacks shelter can contact the local municipal authority (105/106/107).

 www.molsa.gov.il

Ministry of Labor, Social Affairs, and Social Services Crisis and Information Line 118 



Enosh – Israel Mental Health Association

Enosh maintains community-based social services frameworks for social rehabilitation of persons with mental illness, and the assistance of their families.

 www.enosh.org.il

 info@enosh.org.il

 National Office 30 Rehov Moshe Dayan, Cfar Saba

Tel: 074-7556155 

Fax: 074-1755610 

 16 Sd. Ben Gurion, Beer Sheva (08) 6286915 

 22 Rehov Gedalyahu, Haifa 054-9299587 

 29 Rehov Yehuda, Jerusalem (02) 6724723 

 10 Rehov HaZerem, Tel Aviv (03) 6815032 

See the Enosh website for more branches.

Ezer MiTzion Mental Health Division

Ezer MiTzion mental health services include a Big Brother/Sister Program, rehabilitative employment centers, a psychological referral team, and a 24-hour crisis hotline.

 www.ami.org.il

 Meravl@ami.org.il

Crisis Line 1-800-30-30-12 

 5 Rehov Rubinov (03) 6144521 

Bnai Brak

Get Help Israel

Get Help Israel provides English-speakers with access to mental health and educational specialists, as well as resources and information on navigating the mental health and educational system in Israel.

 www.gethelpisrael.com

Contact via the website.

Harmony Village

Harmony Village (Kfar Izun) offers residential holistic-based treatments and therapies for young people dealing with PTSD, substance abuse, psychological conditions, and other issues, including youth who experience substance-related trauma or other traumatic experiences during post-high-school or post-army trips.

 www.izun.org.il

 izun@izun.org.il

24-hour Emergency Line(04) 6100992 

Kfar Izun, Kibbutz Sdot Yam(04) 6100992 

Maman- Center for Information and Participation for Families Coping with Mental Illness

Maman provides information, guidance, support, and events for families of persons with psychiatric illness. Contact the organization via their website.

 www.maman.org.il

 maman.portal@hotmail.com

Misgav-Relief Resources

Misgav offers resources and referrals for individuals with various types of conditions, including eating disorders, ADD/ADHD, depression, anxiety, bipolar disorder, and more.

 www.misgav.org

 info@misgav.org

 23 Rehov Nodvorna, Modi'in Elite Tel. 052-7628031 

Otzma - National Forum for Families of Persons with Mental Illness

Otzma represents family members of persons with mental illness in a number of areas. Among its activities, the organization works to empower the families of persons with mental illness, to increase public awareness, and to ensure the transfer of comprehensive,



clear, up to date, and accessible information on the full range of services for persons with mental illness.

 www.ozma.org.il

 ozma.office@gmail.com

P.O.B. 1157 Givatayim, 53111..... 052-3670386 

Telem

Telem offers a range of psychological and therapeutic services to individuals, couples, families, adolescents, and children. They also work with the Ministry of Health to operate Trauma-Relief Treatment Centers in a number of locations.

 www.telem.org.il

 3 Rehov Yechiel, Beer Sheva..... (08) 6230349 

 89/3 Rehov Mered HaGuy, Carmiel..... (04) 9835113 

 10 A Rehov Yanush Korzak, Haifa..... (04) 9831135 

 18 Rehov Shlomtzion HaMalka, Jerusalem..... (02) 5672253 

 Mercaz Mashabim Rehov Aliyat HaNoar, Kiryat Shmona

Tel.:..... (04) 6900600 

 68/2 Emek Dotan, Modi'in..... (02) 6235482 

 301 Rehov Ahuza, Ra'ananna..... 074-7292600 

 7 Rehov Kehilat Saloniki, Tel Aviv..... (03) 6999655 

See the Telem website for more addresses.

Self Help

Israel Self-Help Center

The Israel Self-Help Center provides information and assistance to those who wish to join a self-help group, or start a new organization or association. They also provide referrals to existing groups and organizations.

 www.selfhelp.org.il

 info@self-help.org.il



Katef L'Katef

Katef L'Katef assists with financial organization and budgeting, with searching for employment, and with planning for financial independence. Katef L'Katef can also assist new immigrants in Israel for up to 10 years to deal with finances, with various official bodies, and other services.

 www.katef.org.il

 katef@katef.org.il

 55 Rehov Ibn Ezra, Beer Sheva..... (08) 6420622 

 1 Rehov Tzela HaHar, Modi'in..... Fax: 077-2498038 

Pa'amonim

Pa'amonim focuses on long-term, comprehensive solutions to debt. It offers services to those who feel they are unable to solve their financial problems on their own. Pa'amonim matches each eligible applicant with a volunteer guide who assists them to develop and implement a 'Recovery Plan.'

 www.paamonim.org

 info@paamonim.org

 consulting@paamonim.org

 Central Region - 77 Rehov Orlov, Petah Tikva.... (03) 9127100 

 Jerusalem and Southern Region - 10 Rehov Tavor,
Yad Binyamin (03) 9127180 

Northern Region- 77 Rehov Orlov, Petah Tikva (03) 9127170 

Family Line- Assistance for families and individuals (03) 9127150 

 family@paamonim.org

Shviley Ofek

Shviley Ofek provides volunteer specialists in finance and economics who advise individuals and families experiencing difficulty in areas including rent and mortgages, and daily finances. Application is via the website.

 www.shviley-ofek.co.il



Alcoholics Anonymous

Alcoholics Anonymous offers support groups and 12-step programs. See their website for schedules of meetings throughout the country.

 www.aa-israel.org

 aa_israel.org@yahoo.com

National Hotline 072- 3932500 

Al Anon

Al Anon provides support for families and friends of alcoholics.

 www.nar-anon.org.il

Hotline 050-5845886 

For information 050-3666083 

Al Sam

Al Sam is an anti-drug-use organization that offers counseling, information, support groups, and advocacy. Al Sam also offers guidance and information for parents.

 www.alsam.org.il

 naama@alsam.org.il

Counseling and advice 1-700-50-50-55 

Information about branches 1-599-595909 

 National Headquarters - 7 Rehov Peki'in, Tel Aviv

Tel.: (03) 5465577 

 19 Rehov Ben Gurion, Cfar Sava (09) 7676694 

 4 Rehov Devorah, Haifa (04) 8666543 

 9 Rehov Gordon, Hod HaSharon (09) 7888548 

 M.A. Golan, Katzrin (04) 6963657 

 45 Rehov Rambam, Kiryat Malachi (08) 8609006 

 112 Weizmann, Netanya (09) 8622815 

 61 Rehov Bar Kochba, Petach Tikva (03) 9052930 

 4 Rehov Kinneret, Ra'ananna (09) 7441848 

Contact the main office or see the Al-Sam website for more locations.

Beit Snunit

Beit Snunit provides substance abuse treatment and educational programs for at-risk young women ages 14-18, under the management of Malkishua (see below).

 www.malkishua.org.il

 bet_snunit@malkishua.org.il

Kibbutz Cfar Ruppin..... (04) 6068318 

24-hour Hotline..... 052-3081133 

Youth Village..... (04) 6488226 

“HaBayit BeTira” for young women from religious backgrounds

Tel.:..... (04) 6078737 

HaDerech

HaDerech treats persons with addictions of all kinds, including drugs, alcohol, gambling and eating disorders. They offer a 12-step recovery program and treatment for English-speakers.

 www.haderech.org

 haderech@netvision.net

Tel.:..... (04) 9828810 

Fax:..... (04) 9821060 

Ilanot

Ilanot offers physically-and emotionally-based therapeutic programs, and emphasizes treatment for young people ages 17-24 as well as young immigrants.

 www.ilanot.org.il

 P.O.B. 14503, Kadima (09) 8997441 

The Israel Anti-Drug Authority

The Israel Anti-Drug Authority, under the auspices of the Prime Minister's Bureau, maintains an information center, anti-drug projects, and a hotline.

 www.antidrug.gov.il

 rashut@antidrug.gov.il

Hotline..... 1-700-500-508 

 7 Rehov Kanfei Nesharim, Jerusalem..... (02) 5675911 



Jerusalem Union Against Drugs and Alcohol

The Jerusalem Union Against Drugs and Alcohol assists teens, adults, parents and friends with issues concerning use and abuse of drugs and alcohol.

 www.igudjr.org.il

 22 Rehov Hillel Jerusalem..... (02) 6223319 

Mabat Nashi - Drug Abuse Treatment Center for Women

Mabat Nashi offers a therapeutic home and a program designed for women recovering from substance abuse. Mabat Nashi operates in conjunction with the Ministry of Labor, Social Affairs, and Social Services.

 www.mabat-nashi.com

 26 Rehov HaGefen, Haifa..... (04) 8523382 

Malkishua

Malkishua provides residential substance-abuse treatment in a communal setting for young men up to age 18. Malkishua operates in conjunction with the Ministry of Health.

 www.malkishua.org.il

 noar@malkishua.org.il

24-hour Hotline 052-3081133 

 Main Office - D.N. Gilboa 1917000..... (04) 6488222 

Manas Society of Drug Victims' Families

Manas maintains support groups for children, parents, and couples. There are 13 branches throughout the country.

 Main Office - 7 Rehov Kalisher, Tel Aviv (03) 5170789/0 

Narcotics Anonymous

Narcotics Anonymous offers 12-step support groups and counseling.

 www.naisrael.org.il

 info@naisrael.org.il



Hotline 077-2285500 
 6 Rehov HaMiktzoa Tel Aviv (03) 6886465 
Fax: (03) 6886464 

See the website for meeting schedules.

Nar-Anon Family Group

Nar-Anon provides support and information for families of substance abusers.

 www.nar-anon.org.il

 info@nar-anon.org.il

For information 050-5845886 

Retorno Village – International Jewish Center for Prevention and Treatment of Addictions

Retorno Village offers individualized rehabilitation and therapy programs. Retorno also provides Jewish studies, therapeutic workshops, and a variety of other treatments.

 www.retorno.org

 Ililach@retorno.org

 P.O.B. 815, Givat Shemesh (02) 9998244 

Fax: (02) 9998243 

Trauma

Amcha – National Center for Psychological Support of Survivors of the Holocaust and the Second Generation

Amcha extends psychological and social support to Holocaust survivors and their families. They provide individual and group counseling, support groups, and social clubs.

 www.amcha.org

Information Line 1-800-27-66-55 

 National Office - 23 Rehov Hillel, Jerusalem (02) 6250634 

 22 Rehov Shapira, Ashdod (08) 6119671 

 25 Rehov Johannesburg, Ashkelon (08) 6847328 

 91 Rehov Herzl, Beer Sheva (08) 6270224 

 amcha_beer_sheva@amcha.org



📍	95 Sderot HaNasi, Haifa	(04) 8375649	📞
@	amcha_haifa@amcha.org		
📍	23 Rehov Hillel, Jerusalem	(02) 6250745	📞
@	amcha_jerusalem@amcha.org		
📍	4 Rehov Smilansky, Netanya	(09) 8341670	📞
@	amcha_netanya@amcha.org		
📍	44 Rehov Herzl, Ramat Gan	(03) 6130425	📞
📍	143 Rehov Herzl, Rehovot	(09) 9467293	📞
@	amcha_rehovot@amcha.org		
📍	58 Rehov Mazeh, Tel Aviv	(03) 5665701/2/3/4	📞
@	amcha_tel_aviv@amcha.org		

Contact the main office or see the website for more locations.

The Center Organizations of Holocaust Survivors in Israel

The Center Organizations of Holocaust Survivors in Israel is the umbrella organization for 55 organizations that represent communities persecuted by the Nazis during WWII. The Organization is recognized by the Government of Israel as the representative organization of the survivor population in Israel. Among the Center's activities are working to obtain rights and benefits for all groups of survivors, and to obtain restitution of private and communal property robbed from Jews, primarily in E. Europe. They also work to obtain compensation for child-survivors. Further, they organize cultural activities, and organize and coordinate volunteer groups for helping in survivors' homes.

🏠	www.holocaust-s.org		
@	Merkaz1116@gmail.com		
📍	55 Rehov HaMasger, P.O.B. 57403 Tel Aviv	(03) 6243343	📞
Fax:		(03) 5613884	📠

Metiv Israel Center for the Treatment of Psychotrauma

The Metiv Israel Center for the Treatment of Psychotrauma offers crisis intervention for trauma victims, ongoing trauma therapy, and therapy programs for children.

🏠	www.traumaweb.org		
@	info@traumaweb.org		
📍	4 Rehov HaSadna, Talpiot, Jerusalem	(02) 6449666	📞
Fax:		(02) 6449777	📠



Meytarim

Meytarim assists families of persons who die through suicide. Assistance Centers for Families provide information and counseling about families' rights, guidance, and therapy on an individual, couple, and family basis, and therapeutic support groups.

 www.meytar.org.il

 8 Sderot Shaul HaMelech, Tel Aviv (03) 6538888 

 Info.telaviv@meytar.org.il

 8 Rehov Hassan Shukri, Haifa (04) 6191049 

 info.haifa@meytar.org.il

Natal – Support Center for Victims of National Psychotrauma

Natal extends therapy, support, and counseling services to victims of terror and enemy actions.

 www.natal.org.il

 info@natal.org.il

Hotline 1-800-363-363 

 10 Rehov Ibn Gvirol, Tel Aviv 073-2363363 

Organization of Victims of Enemy Actions

The Organization of Victims of Enemy Actions offers information and support services.

 www.irgun.org.il

 irgun@irgun.org.il

 9 Rehov Beit Oren, Tel Aviv (03) 6884729 

Fax: (03) 6884724 

Path to Life

Path to Life offers support to family members of persons who die through suicide. Services include support groups, social activities, education and advocacy.

 www.path-to-life.org

 bishvil.hahayim@gmail.com

 P.O.B. 15646, Rishon LeTzion (03) 9640222 



SELAH - Israel Crisis Management Center (ICMC)

Selah provides support as well as financial and practical aid in order to help immigrants cope with unexpected crisis situations, both during an emergency and on an ongoing basis.

 www.selah.org.il

 icmc@selah.org.il

 19 Rehov Weissburg, Ramot Zahala, Tel Aviv ... (03) 7964000 

Fax: (03) 5107751 

Yad HaNiktafim

Yad HaNiktafim provides support groups and political action for parents and families of victims of automobile accidents.

 www.niktfim.pionet.com

 yad@yad-haniktafim.com

 P.O.B. 6034, Rishon LeTzion (03) 9416187 

Youth Services

Big Brothers/Big Sisters of Israel

Big Brothers/Big Sisters of Israel recruits and supports long-term mentors who meet weekly with children ages 5 through 18 from single-parent homes.

 www.bigbrothers.org.il

 info@bigbrothers.org.il

 84 Rehov Golomb, Jerusalem (02) 5612131 

Elem - Association for At-Risk Youth

Elem administers a number of educational and rehabilitation services for at-risk youth, offering counseling, guidance, and practical assistance.

 www.elem.org.il

 35 Rehov HaYarkon, Bnei Brak (03) 7686666 

Fax: (03) 6470319 

GalGal

Galgal, under the auspices of Elem, operates a shelter in Jerusalem for young adults ages 18–26. Galgal is open without preconditions 365 days a year, and offers meals, showers, a place to sleep, and accompaniment to medical care.

 36 Rehov Yaffo, Jerusalem..... (02) 6230560 

HaChut HaMeshulash

HaChut HaMeshulash offers a “warm home” for at-risk youth ages 14–23. They provide afternoon enrichment classes in art, music, and computers, and hot meals. They also run a hostel for young people in need of a housing solution. HaChut HaMeshulash works in conjunction with the Ministry of Labor, Social Services, and Social Affairs.

 www.meshulash.org

 moran@meshulash.org

 P.O.B. 1618, Jerusalem..... (02) 6254027 

Hafuch al Hafuch

Hafuch al Hafuch offers coffee-house-style settings that provide information and counseling for young people, legal advice, and assistance with issues such as substance abuse. There are branches throughout the country. For details, contact the main office of Elem.

Elem- main office (03) 7686666 

IGY

IGY offers a social-support net to LGBT and questioning teens, and leadership and outreach programs.

 www.igy.org.il

 groups@igy.org.il

 socialworker@igy.org.il

Kav LeNoar Center for Families and Young Adults

Kav LeNoar offers services to the Anglo community including individual, marital, and family therapy, therapeutic mentoring,



community-education lectures, parenting workshops and psycho-educational activities for teenagers.

 www.kavlnoar.org

 kavlnoarcenter@gmail.com

 25 Rehov Keren HaYesod, Jerusalem..... (02) 6223039 

Ozen Kashevet Hotline

Ozen Kashevet is a hotline managed by the Yad B'Yad organization and staffed by psychologists, social workers, nurses, and educators.

Hotline..... (03) 6204999 

Sachlav

Sachlav is a project under the auspices of the Keshet organization, which assists at-risk youth. The program includes prevention, crisis-intervention, and placement in community facilities.

 5 Rehov HaEyla, Haifa..... (04) 8597273 

Fax:..... (04) 8597363 

Sahar- On-Line Psychological Assistance

Sahar offers psychological assistance and support via their website, administered by professionals and volunteers. 9:00 p.m.-midnight.

 www.sahar.org.il

 sahar.help@gmail.com

Shiluv Institute for Family and Couple Therapy

Shiluv offers counseling for issues including school problems, behavior problems, eating disorders, parental difficulties, drug and alcohol abuse, marital conflict, suicide attempts, and trauma. Fees are on a sliding scale, and subsidies can be available to families with at-risk children.

 www.shiluv.org.il

 6 Rehov HaLevanon, Jerusalem..... (02) 6251390 



Sikui LeTzeirim Haifa

Sikui LeTzeirim Haifa offers sports, art, theater, and educational activities to at-risk youth, and assists new-immigrant youth to integrate into Israeli society.

 www.civilsociety.haifa.ac.il

 9A Rehov HaAliyah HaShniya, Haifa (04) 8536579 

Summit Institute

The Summit Institute offers psycho-social rehabilitation for teens and young adults. Frameworks include a therapeutic community for teens, a therapeutic community for young adults, sheltered housing, and a supportive educational-vocational center. The Summit Institute also operates the Mahut Center, which offers support, guidance, and therapy for parents, adolescents, and the family as a unit. Mahut is operated by the Summit Institute in partnership with the Adolescent Services Department of the Jerusalem Municipality.

 www.summit.org.il

 Main office - 4 Rehov Ma'aseh Hoshev, Talpiot Jerusalem (02) 6733548 

Tehila

Tehila provides support for parents and families of LGBT persons.

 www.tehila.org.il

 info@tehila.org.il

National Number (09) 8855822 

Yad B'Yad Youth Hotline

Yad B'Yad is a telephone line for teens that offers peer advice and counseling by trained teenage volunteers. It is managed by the Yad B'Yad organization.

 www.yadbeyad.org.il

 yadbyd@zahav.net.il

Hotline (03) 6204999 

Office (03) 6203141 



OU Israel Center Youth Programs

The OU Israel Center runs a number of youth programs, including “Makom BaLev,” country-wide social, charity and study programs, NESTO, a junior and senior program for English speakers designed to help make the transition to Israeli life, and the “Zula” drop-in center for teenagers dealing with identity and spiritual issues.

 www.ouisrael.org

 22 Rehov Keren HaYesod, Jerusalem(02) 5609100 

Tzomet- Center for At-Risk Anglo-Saxon Youth

Tzomet is a drop-in center for young people, and offers a variety of counseling and other services.

 www.crossroadsjerusalem.org

 2 Rehov HaHavatzelet, Opposite Zion Square

Tel.:(02) 6246265 

See also “Section-Thirteen- Women, Children, and Families.”



Section Thirteen

Women, Children, and Families

Note: see also ‘Section Three-Citizens Rights’ “Section Five-Education,” “Section Eight-Health,” and “Section Twelve - Social Services.”

Adoption

The Ministry of Labor, Social Affairs, and Social Services

Adoption in Israel, including international adoptions, is exclusively within the jurisdiction of the Ministry of Labor, Social Affairs, and Social Services Child Services Department (*HaSherut LeMa'an Hayerled*).

It is illegal to engage in adoption procedures that are not processed through the Ministry and the Courts. It is also illegal to disclose any information concerning the child, the adoptive parents, or the biological parents, without Court permission.

For more information, contact a district office of the Child Services Department. Information is also available on the Ministry's website. A number of organizations assist those who wish to adopt children from overseas. The Ministry of Labor, Social Affairs, and Social Services must certify any such organization. For information, contact the Ministry.

Child Services Departments

 www.molsa.gov.il

- | | | |
|--|--------------|---|
|  4 Rehov HaTikva, Beer Sheva..... | (08) 6264930 |  |
|  12 Rehov Omar Elkayam, Haifa..... | (04) 8142600 |  |
|  City Towers, 39 Rehov Yermiyahu, Jerusalem..... | (02) 5085303 |  |
|  22 Sd. Yerushalayim, Tel Aviv | (03) 5125530 |  |



Child Abuse and Neglect

Any person who suspects a situation of child abuse or neglect is obliged to report to the social services department of their local municipality, or to the Police. This includes abuse or neglect on the part of parents, teachers, or any other individual. To find the telephone numbers of the nearest social services department or the Police station, contact a local municipal information line (106/7 in most locations). See also Section Twelve – Social Services.

Children and Youth Services

The Israel Police

Some branches of the Israel Police maintain special youth officers and social workers that can provide information and guidance to parents and young people. See “Section Twelve- Social Services” for details.

The Ministry of Education

See “Section Two-The Government,” and “Section Five, Education.”

Kidum Noar

Kidum Noar works intensively with young people, including immigrants, offering guidance, counseling, and crisis intervention. See “Section Twelve – Social Services” for details.

The Ministry of Labor, Social Affairs, and Social Services

The Ministry provides services to at-risk youth, counseling, and therapy through social services departments of the local municipalities, as well as foster and adoption services through Child Services Departments (see above). See “Section Twelve- Social Services.”



The National Insurance Institute

The National Insurance Institute provides child allowances and study grants for eligible families. See “Section Twelve- Social Services.”

Family Courts

Family Courts, part of the State judicial system, integrate the legal process with psychological and social considerations. In contrast to the regular Court system, Family Courts enable a judge to view an overall family situation. In addition to a judge, a Family Court retains psychologists and social workers. A Family Court is not constrained by formal court procedures, and may call any witnesses it deems relevant. There are Family Courts throughout the country. For information on the nearest Family Court, contact a local municipal information number (106/7 in most locations), or call the National Court System Information Center.

 www.court.gov.il

The National Court System Information Center077-2703333 

See also Section Three – Citizens’ Rights; the Court System.

Personal Status

Birth Certificates, Passports, Identity Documents,

 Death Certificates

The Population and Immigration Authority

The Population Authority (adjacent to the Ministry of the Interior) issues passports and identity cards, as well as visas, work permits, and other documents, and registers births and deaths.

 www.piba.gov.il

National Information Center *3450 

Public Inquiries

Fax: (02) 6294750 

 tz@piba.gov.il



Burial

Burial is conducted by the burial societies (*chevrot kadishot*) and in most cases the National Insurance Institute covers expenses. The family should make no payments to a burial society, unless they have requested special services. Contact a local religious council or municipal authority information line (105/6/7) for information on local burial societies.

The Ministry of Religious Services

 www.dat.gov.il

Burial Information Line * 0120 
(24 hours a day)

For more detailed information, consult the booklet entitled "the Life Cycle in Israel," available from the Publications Department. See the order form at the back of this booklet.

Registration for Marriage

The Ministry of Religious Services

 www.dat.gov.il

 contactUs@dat.gov.il

 7 Rehov Kanfei Nesharim, Jerusalem

 24 Information Line (except Shabbat and holidays)

Tel.: (02) 5311111 

Official marriage and divorce procedures for the Jewish community in Israel are handled within the framework of the Rabbinate.

A couple wishing to marry is required to appear together at the Marriage Registry office (*machleket nisu'in*) of one of the Religious Councils located throughout the country. It is necessary to register no later than 45 days prior to the planned wedding date, and no more than three months prior to the date.

Note: immigrants are in most cases requested to provide proof of their Jewish status upon registering. The procedure is carried out in a local Rabbinical Court.

For detailed information, consult with a Religious Council. Details can also be found in the booklet entitled "The Life Cycle," available

from the Publications Department. See the order form at the back of this booklet.

To locate a Religious Council, contact the Ministry of Religious Services, visit their website, or call a local municipal authority information line (106/7).

Rabbinic Courts

The Rabbinic Courts are part of the State judicial system. They have exclusive jurisdiction over marriage and divorce by Jews, and share equal authority with District Courts in matters of personal status, alimony, child support, custody, and inheritance.

Rabbinic Court verdicts are implemented and enforced by the Police, bailiff's office, and other agencies. For information on the nearest Rabbinic Court, contact a local municipal information number (106/7). Information is also available on the Rabbinic Courts website. Submit public complaints via the website.

 www.rbc.gov.il

Main Office - 22 Rehov Kanfei Nesharim, Jerusalem

National Information Number - for all Court locations

Tel.: 1-700-501-531 

 1 Derech Menachem Begin, Ashdod

 19 Rehov Ben Gurion, Ashkelon

 4 Rehov HaTikva, Beer Sheva

 28 Rehov Yalag, Haifa

 4 Rehov Am VeOlamo, Jerusalem

 3 Rehov Bareket, Netanya

 6 Rehov Spiegel, Petach Tikva

 4 Rehov Binyamin, Rehovot

 Kikar HaAtzma'ut, Binyan Rasco, Tiberias

 6 Rehov Weizmann, Tzfat

Call the National Information Number or see the Court website for more locations.



Local Municipalities

Local municipalities may offer discounts on *Arnona* (property taxes) to eligible seniors. Consult your municipality for details. Dial 106/7 in most locations. The social services departments of the municipalities offer a variety of services to seniors. See also "Section Twelve-Social Services."

The Ministry of Aliyah and Integration

The Ministry of Aliyah and Integration offers the same assistance to new immigrants of retirement and pre-retirement age that in most cases is identical to all other immigrants. However, note that in some cases the level of assistance may vary according to age and family status. There are also special ulpan programs for retirement-age immigrants. New immigrants of retirement age, within their period of rights for subsidized ulpan study, can consult with a personal absorption counselor about the possibility of study in an ulpan for retirees. Consult with the Ministry for details. See also "Section Two-Government Bodies; the Ministry of Immigrant Aliyah and Integration," and "Section Five-Education; Hebrew Ulpan." Consult also the booklet entitled "Guide to Ulpan Study," available from the Publications Department. See the order form at the back.

 www.klita.gov.il

National Information Line (03) 9733333/*2994 

The Ministry of Health

The National Health Insurance law guarantees the same health services to seniors as to all other residents of Israel. The majority of services are through the health funds. Further, seniors can receive such services as preventative care (nutritional guidance, physical fitness instruction, etc.) consultation with specialists, including geriatrists, and comprehensive, multi-disciplinary geriatric evaluations, rehabilitation treatment, discounts for those eligible when purchasing medications and equipment, and for visits to doctors and clinics, and on treatments. For more information, consult with a health fund.

Family Health Centers

Family Health Centers (*tachanot le briut hamishpacha*,) under the auspices of the Ministry of Health and the local authorities, can provide monitoring and health counseling for the elderly. Call a local municipal information line for information on the nearest center. Dial 106/7 in most locations.

The Ministry of Health is responsible for licensing of nursing homes (*batei avot*) that provide round-the-clock care to persons with a disability or illness, and participates in the costs of chronic care.

See also "Section Eight-Health."

 www.health.gov.il

 call.habriut@moh.health.gov.il

Kol HaBriut Telephone Information Line.....*5400/(08) 6241010 

Fax:.....(02) 5655969 

S-Th 8:00-19:00

Fridays and holiday eves 8:00-13:00

The Ministry of Labor, Social Affairs, and Social Services- Department of Services for the Elderly

The Ministry of Labor, Social Affairs, and Social Services provides services to seniors via the social services departments of the local authorities, including home-help, meals, transportation, and other practical aid to those eligible. Eligible seniors in specific areas of the country may apply for a heating grant during winter months.

The Ministry is also responsible for licensing of partial-support homes (*diur mugan*) for seniors. Contact is via the social services department of the local municipalities. Dial 106/7 in most locations.

 www.molsa.gov.il

Crisis and Information Line.....118 

Public Inquiries

 pniot@molsa.gov.il

 2 Rehov Kaplan, P.O.B. 915, Jerusalem 9100801



The Ministry of Social Equality

The Ministry develops projects for senior citizens including health, housing, social welfare, and other areas. The Ministry also distributes the Veteran Citizen's Certificate (*te'udat ezech vatik*), which entitles eligible seniors to discounts on public transportation, admission to nature reserves, museums and some cultural events, and other benefits. In most cases, seniors should receive the certificate automatically upon reaching the appropriate age. An eligible senior who does not receive a certificate, or who has questions, should contact the Ministry.

 www.shivyon.gov.il

Information Line * 8840 

The Ministry operates "Yechidot Segula" in hospitals throughout the country. These units provide information about rights to health care and rehabilitation for hospitalized senior citizens and their families.

Yehidot Segula - Information Units

Barzilai Hospital, Ashkelon	(08) 6746928	
Soraka Hospital, Beer Sheva	(08) 6400468	
Meir Hospital, Cfar Saba	(09) 7472426	
Rambam Hospital, Haifa	(04) 7772788	
Sha'are Tzedek Hospital, Jerusalem	(02) 5645066	
Nahariya Hospital, Nahariya	(04) 9107388	
Tel HaShomer Hospital, Ramat Gan	(03) 5305402	
Kaplan Hospital, Bitan 16, Rehovot	(08) 9441509	
Asaf HaRofeh Hospital, Rishon LeTzion	(08) 9542153/9	
Ichilov Hospital, Tel Aviv	(03) 6973574	
Poriya Hospital, Tiberias	(04) 6652286	
Ziv Hospital, Tsfat	(04) 6828162	

The National Insurance Institute

The National Insurance Institute provides old-age pensions and home-help assistance (*gimlat siud*) to eligible recipients.

National Information Line *6050 



Telephone Information Center for Senior Citizens

The National Insurance Institute Telephone Information Center for Senior Citizens is staffed by retired volunteers. The Center provides guidance and information about benefits and services from the National Insurance Institute and other government agencies, as well as legal advice, and information about sheltered residential options, employment possibilities, and health care. Volunteers also offer counseling on issues related to retirement and aging.

 www.btl.gov.il

Tel: *9696/ (02) 6709857 

M–Th 9:00 a.m.–12:30 p.m.

After hours leave a message.

English (02) 6463404 

Surrogacy

Surrogacy is legal in Israel, under specific conditions. Any person considering surrogacy should become familiar with all laws and regulations, including the legal, medical, and psychological aspects.

New Family

New Family's attorneys provide legal consultation and advice on surrogacy and surrogacy agreements.

 Newfamily.org.il

 newfamily@newfamily.org.il

 16 Rehov Tiomkin, Tel Aviv (03) 5660504 

 Family Rights Center, 34 Rehov Nachmani, Tel Aviv



Voluntary and Non-Profit Organizations

Burial

Itim - Jewish Life Information Center

Itim can offer information and guidance about burials for persons "without religion," for babies and fetuses, and about bringing a deceased person from abroad for burial in Israel. Itim offers services in Hebrew, English, and Russian.

 www.itim.org.il

 itim@itim.org.il

Information Line 1-700-500-507 

Kadishanet

Kadishanet is a Hebrew-language data base that contains a list of cemeteries in Israel, information about funeral customs, monuments, procedures with the National Insurance Institute, information to assist in determining dates and times for memorial services, and other topics.

 www.kadishanet.co.il

Menucha Nechona

Menucha Nechona offers alternative burial, through an agreement with the Ministry of Religious Services.

 www.menucha-nechona.co.il

Beer Sheva (08) 6233239 

Cfar Sava 050-3395800 

Kiryat Tivon 052-3209184 

Tel Aviv (03) 5440833 

Pet Burial

Beit Yanai 050-4967373 

Chavat Daniel 052-3288557 

Moshav Tzion 052-6515436 

Magshimim (03) 9324620 

Modi'in 052-6570129 



Padia (near Jerusalem)..... 050-5989479 ☎
 Sde Boker (south)..... (08) 6560424 ☎
 Shadmot Dvora (North)..... (04) 6767014 ☎

Children

Beit Lynn- Child Protection Center

Beit Lynn provides intervention and treatment for child victims of sexual, physical, or psychological abuse.

🏠 www.hagana.org.il

@ hagana@hagana.org.il

Campus Charuv LeYelidim, Hebrew University, Mt. Scopus, Jerusalem..... (02) 6448844 ☎

Fax:..... (02) 6421374 📠

Big Brothers/Big Sisters of Israel

Big Brothers/Big Sisters of Israel recruits and supports long-term mentors who meet weekly with children ages 5 through 18 from single-parent homes.

🏠 www.bigbrothers.org.il

@ info@bigbrothers.org.il

Main Office..... (03) 7448744 ☎

Eli - Society for Child Protection

Eli provides treatment services for children who have been victims of abuse, and to their families, an emergency center and shelter, and a help line.

🏠 www.eli.org.il

Crisis Line..... 1-800-223966 ☎

📍 14 Ibn Gvirol, Tel Aviv..... (03) 6091920 ☎

Fax:..... (03) 6091799 📠



National Council for the Child

The National Council for the Child can provide at-risk children and their families with assistance, referrals, and information.

 www.children.org.il

 ncc@children.org.il

 38 Rehov Pierre Koenig, Jerusalem..... (02) 6780606 

Fax: (02) 6790606 

Families and Parents

Israel Religious Action Center

The Israel Religious Action Center is the Israeli branch of the Movement for Progressive Judaism. IRAC uses litigation, legislation, public policy, and advocacy to advance civic equality. Among their services is a free legal aid and counseling center for new immigrants who need assistance in matters of personal status.

 www.irac.org.il

 pluralist@irac.org

 13 Rehov King David, Jerusalem..... (02) 6203323 

Fax: (02) 6256269 

LaDaat – Israel Association for Family Planning

LaDaat provides information and counseling on issues of family planning.

 www.ladaat.org.il

 ladaat@ladaat.org.il

 5 Rehov Ibn Yisrael, Jerusalem..... (02) 6258841

Machon Adler

Machon Adler is an institute for guidance, counseling, and treatment for parents, couples, and families, including preparation courses for parenthood.

 www.machon-adler.co.il

 17 Rehov HaTa'ash, Cfar Sava *3257 

Fax: (09) 9518434 



Mehad- Single Parents Association

Mehad offers information, counseling, and social activities. It operates under the auspices of Na'amat.

 P.O.B. 11721, Tel Aviv (03) 6921940 

New Family

New Family works on behalf of families that are not officially recognized.

 www.newfamily.org.il

 34 Rehov Nachmani, Tel Aviv (03) 5660504 

Fax: (03) 5600720 

Shefer Center

The Shefer Center provides parents with tools for solving dilemmas in child-rearing through workshops and guidance based upon Alfred Adler's psychological principles.

 www.mercaz-shefer.org

 info@merkaz-shefer.org

Information in English 050-7710845 

 38 A Rehov Neve Ya'akov, Jerusalem (02) 9944886 

Single-Parent Family Center

The Center sponsors activities for parents and children, and provides information about rights and other topics. It is under the auspices of WIZO.

Beit WIZO, 16 Rehov Natan, Ramat Gan (03) 6701196 

WIZO

WIZO offers daycare centers, legal advice to women, and support, information, and activities to single-parent families.

Contact a local WIZO chapter. See website for addresses and phone numbers.

 www.wizo.org.il

National Office - 38 Sderot David HaMelech, Tel Aviv



Tel.: (03) 6923783 
Family Welfare Division (03) 6923836 
Fax: (03) 6923817 

Zehavi- the Association for the Rights of Large Families i

n Israel

Zehavi promotes the rights of large families and offers advice and mutual aid in a variety of aspects of family life.

 2 Rehov Mikve Yisrael, Tel Aviv (03) 5600217 

Marriage and Divorce

Center for Women's Justice

The Center offers legal aid to agunot, women denied a religious divorce, and women experiencing difficulties with litigation in the religious Courts.

 www.cwj.org.il

 cwj@cwj.org.il

 43 Rehov Emek Rephaim, Jerusalem (02) 5664390 

Fax: (02) 5663317 

Council of Young Israel Rabbis

The Council of Young Israel Rabbis offers counseling and information on issues of personal status, including marriage, divorce, and conversion.

 www.youngisraelrabbis.org.il

 58 Rehov King George, Jerusalem (02) 6254983 

Edeia

Edeia is an organization that assists men with problems with relations and family.

The organization provides counseling and guidance for problems of marriage, divorce, alimony, property and more.

 www.edeia.co.il

 Edeia.mr@gmail.com



📍 31 Rehov HaYetzira, Ramat Gan (03) 6132225 📞
Tel.: 1-800-270-280 📞
Fax: (03) 6132224 📠

G.R.N.I.T. – Organization for Assistance to Women during Divorce

G.R.N.I.T offers information and assistance to women in all aspects of divorce, both during proceedings and afterwards, including family and social issues, and psychological aspects.

🏠 www.granitwomen.org
@ granit@granitwomen.org
📍 9 Rehov Keren HaYesod, Givat Shmuel 053-2460866 📞

I.C.A.R – International Coalition for Aguna Rights

I.C.A.R. is a coalition of international women's organizations dedicated to using advocacy and action in order to end the plight of women refused a religious Jewish divorce. I.C.A.R. offers information, counseling, legal advice on prenuptial agreements, and referrals.

🏠 www.icar.org.il
@ icar@icar.org.il
📍 P.O.B. 378, Elazar 9094200 050-7857376 📞
Fax: 077-4702920 📠

Itim – Jewish Life Information Center

Itim offers information and counseling on Jewish life-cycle events, including marriage, divorce, conversion, and burial. Services are available in Hebrew, English, and Russian.

🏠 www.itim.org.il
@ itim@itim.org.il
Information Line 1-700-500-507 📞

Mavoi Satum

Mavoi Satum provides women denied a religious divorce with information, emotional and financial aid, and legal aid.



 www.mavoisatum.org

 ms@mavoisatum.org

 8 Rehov HaTa'assia, Jerusalem (02) 6712282 

Fax: (02) 6711314 

Tzohar

Tzohar offers assistance with issues of Jewish status and registration for marriage, offers pre-marriage counseling for brides, and conducts marriage ceremonies. Tzohar also hosts events for Jewish holidays, and organizes educational activities.

 www.tzohar.org.il

 office@tzohar.org.il

1 Rehov HaMalacha, Industrial Zone, Lod 077-7756565 

Fax: (08) 9152280 

Yad Leisha/ Legal Aid Center and Hotline

The Yad Leisha Legal Aid Center and Hotline assists women with legal representation in the Rabbinical Courts during the process of obtaining a get (religious divorce). The Legal Aid Center has a staff of female rabbinical court advocates.

 www.yadlaisha.org.il

 yadlaisha@yadlaisha.org.il

Hotline 1-800-200-380 

Beer Sheva Center (072) 2400520 

Jerusalem Center (02) 6710876 

Tel Aviv Center (03) 6951899 

Senior Citizens

Amal- the Central Organization for the Elderly in Israel

Amal offers information and legal assistance.

 www.kolhalev.org.il

 2 Rehov Roznesky, Rishon LeTzion (03) 9414667 



Association of Americans and Canadians in Israel (AACI)

AACI serves all English-speaking new immigrants, including from North America, Great Britain, Australia, and New Zealand. In addition to a variety of programs for seniors, the AACI website contains information about choosing a retirement facility as well as a listing of facilities.

 www.aaci.org.il

 info@aaci.org.il

Matnas "Yud Aleph," Rehov Mordechai Namir, Beer Sheva

Tel.: (08) 6433953 

 37 Rehov Pierre Koenig, Jerusalem (02) 5661181 

 Northern Region, c/o Information Center

131 Sderot HaMeginim, Haifa (04) 6960389 

 28 Rehov Shmuel HaNatziv, Netanya (09) 8330950 

 94 A Rehov Allenby, Tel Aviv (03) 6960389 

 9 Rehov Marmorek, Tel Aviv (03) 6960380 

The Center Organizations of Holocaust Survivors in Israel

The Center Organizations Holocaust Survivors in Israel is the umbrella organization for 55 organizations that represent communities persecuted by the Nazis during WWII. The Organization is recognized by the Government of Israel as the representative organization of the survivor population in Israel. Among the Center's activities are efforts to obtain rights and benefits for all groups of survivors, and to obtain restitution of private and communal property robbed from Jews, primarily in E. Europe. They also work to obtain compensation for child-survivors. Further, they organize cultural activities, and organize and coordinate volunteer groups for helping in survivors' homes.

 www.holocaust-s.org

 Merkaz1116@gmail.com

 55 Rehov HaMasger, P.O.B. 57403 Tel Aviv (03) 6243343 



Chayot VeChaverim

Chayot VeChaverim is a joint project of JDC Israel and Reut-Eshel, and is based on the premise that interaction with pets can have positive effects on health. The project arranges visits of volunteers and pets to the elderly and to persons with disabilities in hospitals, in day-frameworks, and residential frameworks. Persons with appropriate pets can volunteer for the program. The program can also assist eligible persons to acquire and maintain a suitable pet.

 www.pets.org.il/Contact.aspx

Matav Information Number (02) 8994140 077-8994140 

 Iritko@matav.org.il

Reut-Eshel Information Number 1-700-700-204 

Online Application Form

 www.reutheshel.org.il/index.aspx?id=2832

Emda- Alzheimer's Association of Israel

The Association offers information, counseling, support groups, and advocacy.

 www.alz-il.net

 office@alz-emda.org.il

Hotline *8889 

 P.O.B. 8261, Ramat Gan 52181 (03) 5341274 

Fax: (03) 5341276 

Eshel- Association for Planning and Development of Services for the Aged in Israel

Eshel maintains a network of day-clubs and other community services. Referrals are through the social services departments of the local municipalities. The Information Center serves seniors and their families.

 www.eshelnet.org.il

Information Center 1-700-700-204 



Israel Foundation for Osteoporosis and Bone Diseases

The Israel Foundation for Osteoporosis and Bone Diseases focuses on increasing awareness of osteoporosis and other bone diseases, disseminating reliable information about bone diseases and ways to cope, promoting patients' rights, and initiating activities to improve the quality of life.

 www.bone.org.il

 infob@inter.net.il

Hotline (03) 5286550 

60+ Israel Association of Senior Citizens

The Israel Association of Senior Citizens provides information about a variety of topics, including rights, employment, housing, and more.

 www.60plus-israel.co.il

 elimele@netvision.net.il

Kav LeZaken – Assistance Line for the Elderly

Kav LeZaken is an assistance line for elderly persons in distress, or who are victims of domestic violence or neglect.

Hotline *3201 

Keshet – Association for the Aged in Tel Aviv

Keshet offers information, counseling, and support groups.

 www.keshetaguda.org.il

 100 Sd. Yerushalayim, Jaffa (03) 5133400/5182182 

Law in the Service of the Elderly

Law in the Service of the Elderly offers legal information and aid.

 www.elderlaw.org.il

 info@elderlaw.org.il

 P.O.B. 843, Haifa, 3100801 1-800-222-213 

Fax: (04) 8644782 



Lifeline for the Elderly (Yad LeKashish)

Lifeline for the Elderly provides consultation and guidance on assistance to the aged.

 www.lifeline.org.il

 info@lifeline.org

 14 Rehov Shivtei Yisrael, Jerusalem..... (02) 6287829 

Fax:..... (02) 6273739 

Matav

Matav offers nursing care, counseling about sheltered housing and nursing facilities, operates day-centers, and other services for seniors.

 www.matav.org.il

 matav@matav.org.il

 3 Rehov Pakris, Park HaMada, Rehovot 072-2570520/*3391 

Fax:..... 073-2393399 

See the website for branch offices.

Melabev – Community Clubs for the Elderly

Melabev maintains day clubs and frameworks for elderly persons with diminished memory. Memory clubs are for Hebrew, Russian, and English speakers. Day centers provide transportation, meals, and therapeutic programs. There are also services for the homebound, support groups, and educational programs for family members.

 www.melabev.org

 melabev.org@gmail.com

 Main Office - 124 Sd. Herzl, Jerusalem..... 1-700-70-4533 

Tel.:..... (02) 6537591 

Mercatz Tzipora Freid-Ezer MiTzion

Mercatz Tzipora Freid, a service of the Ezer MeTzion organization, provides support and assistance to families of persons with Alzheimer's and dementia, particularly family members who serve as care-givers. Services include telephone support assistance and personal meetings at branch offices,

 www.ami.org.il



@ merkaztzipora@ami.org.i

Tel: (03) 6144540

Milav

Milav offers clubs, social and cultural activities, lectures, and trips for seniors in the Haifa region.

 www.milav.org.il

Tel: (04) 8620437

The Pensioners' Union (Histadrut HaGimla'im)

The Pensioner's Union provides legal aid for members, and advocates on behalf of the rights of pensioners.

 www.histadrut.org.il/index.php?page_id=451

Beit HaVa'ad HaPoel

 93 Rehov Arlozorov, Tel Aviv (03) 6921257

Reuth – Women's Social Service

Reuth provides residential and community services for the elderly and chronically ill.

 www.reuth.org.il

 5 Rehov Margolin, Tel Aviv (03) 5372012

Reut-Eshel Information Center

The Reuth-Eshel Information Center offers information and advice about aging, rehabilitation, home-care, and geriatrics to persons caring for elderly family members and to elderly individuals.

 www.reutheshel.org.il

Tel: 1-700-700-204

It is also possible to contact the Center through their website.

Sha'ar HaNegev Senior Citizens Organization

This organization works for the advancement of senior citizens living in the Sha'ar HaNegev region.

@ gimmy10@or-haner.org.il

Kibbutz Or HaNer (08) 6802491



Shilo

Shilo offers services to senior citizens in Haifa and environs including day centers and day centers for seniors with Alzheimer's, a service center for Holocaust survivors, and counseling for family members and primary care-givers.

 www.shilo.co.il

 shilo@shilo.co.il

 14 Rehov Havas, Haifa (04) 8384335 

Telem

Telem, sponsored by the JDC together with several government ministries, operates a job-placement center for job seekers age 60 and over.

 www.telem1.org.il

 3 Rehov Mitzpe, Tel Aviv (03) 5228655 

Vehadarta

Vehadarta aims to connect senior citizens to society. It promotes legislation to protect the rights and benefits of seniors, and works other to establish programs for senior citizens who seek volunteer opportunities. Among its programs is the "Second Time Around" program which assists seniors who wish to re-enter the job market.

 www.vehadarta.org.il/

 vehadarta@vehadarta.com

 26 Rehov Sa'adia Gaon, Tel Aviv 072-2225000 

Yad LeTomech is a joint project of Yad Sarah and Eshel, and gives support, advice, and information to persons who care for elderly or chronically ill family members. Services include a national information line, support groups, and a support center.

 www.reuthshel.org

 yadl@yadsarah.org.il

National Information Line	*6444	
Ashdod	(08) 9172176	
Beer Sheva	(08) 9112013	
Cfar Saba	052-2563987	
Jerusalem	(02) 6444676	
Kiryat Shmona	(04) 6940480	
Modi'in	072-2442636	
Rishon LeTzion	(03) 9543346	

Yad Riva – Legal Assistance for the Elderly

Yad Riva offers information, legal aid, and advocacy to the elderly and their families. Home visits are possible.

 www.yadriva.org.il

For an appointment at any branch..... *6444 

 Main Branch 124 Sd. Herzl, Jerusalem

 Rehov HaNegev, Afula

 7 Rehov Kibbutz Galuyot, Ashdod

 6 Rehov Ariel, Ashkelon

 2 Rehov Shaul HaMelech, Beer Sheva

 6 Rehov Gottlieb, Bnai Brak

 12 Rehov HaNitzanim, Cfar Sava

 31 Rehov David HaMelech, Haifa

 37 Rehov Beilinson, Holon

 37 Rehov Zaminhoff, Tel Aviv

See the website for more branches.



Bat-Kol

Bat-Kol assists religious gay women, including those raising children, and offers a variety of services including a parents group and an advocacy project.

 www.bat-kol.org

 info@bat-kol.org

Open Line 054-3133239 

The Counseling Center for Women

The Counseling Center for Women is a mental-health center focusing on women's issues. It offers counseling and guidance on family issues, domestic violence, career issues, and other topics.

 www.ccw.org.il

 4 Rehov HaRav Ashi, Jerusalem (02) 6785210 

 office-jer@ccw.org.il

 12 Rehov Rokach, Ramat Gan (03) 6129592 

 office@ccw.org.il

Emunah – National Religious Women's Organization

Emunah offers educational and social activities, counseling for couples, parenting workshops, guidance on women's issues, legal assistance, and aid to victims of domestic violence, including shelters for children at risk.

 www.emunah.org.il

 emunah@emunah.co.il

Head Office - 14 Rehov Nissenbaum, Bnai Brak (03) 6179222 

National Line 1-800-353-935 

 37 Rehov Gershon, Beer Sheva (08) 6655237 

 6 Rehov Arlozorov, Jerusalem (02) 5639963 

 27 Rehov Yerushalayim, Haifa (04) 8666772 

 117 Rehov Weizmann, Kfar Saba (09) 7675626 

 41 Rehov Shtemper, Petach Tikva (03) 9310565 

Tel.: (03) 9310565 

📍 12 Rehov Molcho, Rishon LeTzion (03) 9650238 📞
 Tel.: (03) 9650238 📞
 📍 86 Rehov Ahuza, Ra'ananna (09) 7715766 📞
 📍 209 Rehov Dizengoff, Tel Aviv (03) 6852787 📞

See the Emunah website for more locations.

Israel Women's Network

The Israel Women's Network offers information on women's issues, and legal advice about rights during pregnancy and fertility treatments, sexual harassment in the workplace, unjustified termination of employment, and other topics.

🏠 www.iwn.org.il

@ admin@iwn.org.il

Open Line (03) 6120000 📞

📍 25 Rehov Sa'adiya Gaon, Tel Aviv

Itach

Itach - Women Lawyers for Social Justice aims to create social change by using the law to address the needs and rights of women from the social, economic, and geographic periphery of Israel, specifically in the fields of employment rights, welfare benefits, public housing, and violence against women. Itach has a hotline and can provide legal aid.

🏠 www.itach.org.il

@ mail@itach.org.il

Hotline 1-700-50-50-65

📍 43 Rehov Hadassah, Beer Sheva

Fax: (08) 6652658 📠

118 Arlozorov, Haifa

Fax: (04) 8510721 📠

📍 Beit Yahalom, 3 Rehov Achuzat Bayit, Tel Aviv

Fax: (03) 5163940 📠



Kolech – Religious Women’s Forum

Kolech offers advocacy, legal aid, and social welfare.

 www.kolech.org.il

 kolech@kolech.com

 Beit Hillel, Har HaTzofim, Jerusalem (02) 6720321 

Fax: (02) 6730595 

Kol Halsha – Jerusalem Women’s Center

Kol Halsha is a resource and referral center, and offers support groups, an art gallery, mentoring, and crisis counseling.

 www.kolhaisha.org.il

 www.facebook.com/kolhaisha

 2 Rehov Poalei Tzedek, Talpiot, Jerusalem (02) 6222455 

Fax: (02) 6256187 

Leni – Women’s League for Israel

Leni volunteers support vocational training and welfare of young people from the lower economic sectors. Groups also assist families in crisis, many of whom have children at risk.

 leni@internet-zahav.il

 Main Office-37 Rehov King George, Tel Aviv (03) 6203195 

Na’amat – Movement of Working Women and Volunteers

Na’amat’s services include a hotline for victims of domestic violence, counseling and legal services for women concerning family matters such as marriage and divorce, equal pay for equal work, and sexual harassment.

The Legal Department helps couples draw up agreements relating to financial matters, divorce, and annulment. The department also offers legal counseling regarding child custody, child support, and visitation rights.

Na’amat also operates Violence Prevention Centers and a women’s shelter, offers counseling and treatment, and offers assistance to single-parent families.

 www.naamat.org.il

National Office

 93 Rehov Arlozorov, Tel Aviv (03) 6921990 

Legal Department

Haifa (04) 8513078/9 

Jerusalem (02) 5610608 

Tel Aviv (03) 5254422 

Ruach Nashit

Ruach Nashit offers assistance to women who are victims of physical, sexual, mental and economic violence, to help them gain the tools and support with which to become financially independent.

 www.ruach-nashit.org.il

 ruach-nashit@012.net.il

 55 Sd. Begin Tel Aviv 072-2507770 

WIZO- Women's International Zionist Organization

WIZO operates legal advice bureaus that provide advice and legal aid regarding family issues, as well as couple mediation, and support services for women during and after divorce.

Information Centers on Women's Rights offer advice, information, and guidance on all matters of Israeli law pertaining to women.

WIZO also runs two shelters for women and their children.

WIZO Centers for the Prevention and Treatment of Violence in the Family treat all family members.

Also offered are marriage workshops, advancement groups for women, and services for single parent families and families that have lost a member during army service or in a terror attack.



 www.wizo.org.il

National Office

 38 Sderot David HaMelech, Tel Aviv

Tel.: (03) 6923714 

Family Welfare Division (03) 6923923 

Women's Status Dept. & Legal Advice Bureaus

 32 Rehov Rothschild, Bat Yam (03) 5082155 

 1 Rehov Weizmann, Beer Sheva (08) 6277714 

 83 Rehov Weizmann, Cfar Saba (09) 7443095 

 29 Rehov Yerushalayim HaShlema, Eilat (08) 6331607 

 216 Rehov Ben Gurion, Givatayim (03) 7322490 

 8 Rehov Herzog, Hadera (04) 6323540 

 50 Rehov Moriah, Haifa (04) 8388817 

 12 Rehov Rosh Pinna, Herzlia (09) 9540152 

 6 Rehov HaReshut, Hod HaSharon (03) 7417263 

 1 Rehov Mapu, Jerusalem (02) 6253641 

 131 Rehov Herzl, Rehovot (08) 9456395 

 38 Sderot David HaMelech, Tel Aviv (03) 6923830 

 42 Rehov HaPalmach, Tzfat (04) 6920056 

Woman to Woman Feminist Center

Woman to Woman Feminist Center offers a resource center and library on feminism and women's issues, a newsletter, courses, and classes for skills-acquisition and empowerment.

 www.isha.org.il

 isha@isha.org.il

 118 Rehov Arlozorov Haifa (04) 8650977 

Tel.: (04) 8641072 



Yad Leisha operates a Legal Aid Center and Hotline that offer women free legal representation in order to obtain a Jewish divorce.

 www.yadlaisha.org.il

 yadlaisha@yadlaisha.org.il

Hotline 1-800-200-380 

Beer Sheva (072) 2400520 

Jerusalem (02) 6710876 

Tel Aviv (03) 6951899 



Other Available Publications

The following booklets are available from the Publications Department. To order, simply indicate the booklets you wish to receive and return the order form to the Publications Department, English Section, Ministry of Aliyah and Integration, Beit Rejwan, knisa B, 16 Rehov King George, Jerusalem 9422917. The publications will be mailed to you free of charge.

- | | |
|--|---|
| ☐ Guide for the New Immigrant | ☐ Military Service |
| ☐ The Absorption Basket | ☐ National Insurance Institute |
| ☐ ConsumerFocus Magazine | ☐ Retirees |
| ☐ Employment | ☐ Regulated Professions-Where to Apply |
| ☐ Education | ☐ Artists, Writers, and Athletes |
| ☐ Guarding Your Health in Israel | ☐ Computer and Hi-Tech Professionals |
| ☐ A Guide to Services for Persons with Disabilities | ☐ Scientists and Researchers |
| ☐ A Guide to Transportation in Israel | ☐ Where to Turn |
| ☐ A Guide to Ulpan Study | ☐ Assistance to Victims of Enemy Actions |
| ☐ First Steps in Israel | ☐ Registering for a Health Fund |
| ☐ Health Services in Israel | ☐ Information for Olim Newspaper |
| ☐ Housing | ☐ Shiluv Magazine |
| ☐ The Life Cycle in Israel | |

Name _____

Address _____

Postal Code _____

Date _____



A moment of your time!

In order to improve the level and usefulness of the material presented in this booklet, we would appreciate it if you would answer the following questions:

1. Where did you get the brochure "Where to Turn ?"

☐ Airport ☐ Ministry of Aliyah and Integration ☐ Other (specify)

2. To what extent did this booklet provide you with the information that you needed? (1 is the lowest rating, 5 is the highest rating)

1 2 3 4 5 Comments _____

3. Please rate the following areas from 1 to 5 (5 being the highest rating)

☐ Clarity of the Text 1 2 3 4 5

☐ Sufficiency of Details 1 2 3 4 5

☐ Design of the Brochure 1 2 3 4 5

☐ Usefulness of the Brochure 1 2 3 4 5

We would appreciate the following information for statistical purposes:

Profession _____ Age _____

Country of Origin _____ Year of Aliyah _____

Place of Residence _____ Date _____

Please send the completed questionnaire to the Ministry of Aliyah and Integration, Publications Department, English Section, **Beit** Rejwan, knisa B, 16 Rehov King George, Jerusalem 9422917, or by fax to (02) 6241585. You can also place this questionnaire in the public suggestions box at an office of the Ministry of Aliyah and Integration nearest you.

Thank you for your cooperation.

Best wishes for an easy and successful absorption!



Notes:

Notes:

