



המשרד לקליטת העלייה

Ministry of Immigrant Absorption

ENGLISH

אנשים עם מוגבלות

Guide to Services
for the Disabled



Guide to Services for the Disabled



Second Edition

**Produced by the Publications Department
Ministry of Immigrant Absorption**
Ida Ben Shetreet: Director, Publications Department
Laura L. Woolf: Chief Editor, English Publications
Liron Cohen-Poor: Research

Catalogue Number: 0114911020
Jerusalem 2011

מודפס על ידי המדפיס הממשלתי

Table of Contents

Introduction	5	מבוא
The "Law of Equal Rights of the Disabled"	6	חוק שוויון זכויות לאנשים עם מוגבלות
The Ministry of Immigrant Absorption	7	המשרד לקליטת העלייה
National Insurance Institute	13	המוסד לביטוח לאומי
The Ministry of Construction and Housing	25	משרד הבינוי והשיכון
The Ministry of Defense	27	משרד הביטחון
The Ministry of Social Affairs	29	משרד הרווחה והשירותים החברתיים
The Ministry of Health	45	משרד הבריאות
The Ministry of the Interior	50	משרד הפנים
The Ministry of Transportation	54	משרד התחבורה והבטיחות בדרכים
The Ministry of Finance	58	משרד האוצר
The Ministry of Religious Services	62	המשרד לשיירות דת
The Ministry of Education	63	משרד החינוך
The Ministry of Communications	67	משרד התקשורת
The Ministry of Justice	67	משרד המשפטים
The Ministry of Industry, Trade and Labor	75	משרד התעשייה, המסחר והתעסוקה
National Voluntary and Non-Profit Organizations	76	עמותות וארגונים
Appendix I	102	נספח 1
Appendix II	104	נספח 2

The information contained in this guidebook is based on the booklet entitled "The Rights of the Disabled in Israel," produced by the Research and Planning Authority of the National Insurance Institute, Jerusalem.

Special thanks to **Advocate Yisrael Haber** of the Legal Department of the Commissioner for Equality of the Disabled of the Ministry of Justice, and to **Sarah Cohen**, Director of the Department of Social Services of the Ministry of Immigrant Absorption, for their assistance in preparing and updating the material presented here.

Thanks also to representatives of the Government ministries, public bodies, and voluntary organizations listed here, for their cooperation.



Introduction

The "Guide to Services for the Disabled" provides information about the rights of the disabled in Israel, as well as the relevant laws and regulations. It also presents a listing of both government and public bodies that offer services.

This booklet has two sections. The first section presents a summary of government services. Contact information is also included.

The second half provides a partial list of national organizations that provide services to the disabled and to their families. This list is to help familiarize you with the organizations and the services they offer. While the listings contained here are brief, you will be able to find more detailed information from the organizations themselves, from your municipal information line (*moked ironi*), and from the social services departments of the local authorities. You can also visit the Websites of various bodies and agencies, the addresses of which are included here wherever possible.

The "Guide to Services for the Disabled" presents an introduction to the network of assistance. It aims to provide you with the information that can aid you in obtaining the assistance and benefits that you are entitled to from among the range of services provided by governmental and public bodies, and by voluntary and non-profit organizations.

Note: the information contained here is subject to change. Before undertaking any kind of action, be sure to check what your rights and responsibilities are with each government or organizational service.

The information contained here is with the permission of the relevant bodies.

In the event of any discrepancy between the information contained in this booklet and the rules and regulations of the service providers, the rules and regulations will prevail.



The "Law of Equal Rights of the Disabled"

"The rights of persons with disabilities, and the obligations of Israeli society to guarantee those rights, are founded upon the recognition of the principle of equality, of human beings being created equal, and upon the principle of respect for all human creation."

From the *"Law of Equal Rights of the Disabled," 1998*

The "Law of Equal Rights of the Disabled" recognizes the right of disabled persons to make decisions pertaining to their lives, according to their desires and preferences, and in accordance with regulations and other laws, together with providing equal opportunities to realize their rights in every aspect of life.

Specific Clauses of the Law

The Prohibition Against Discrimination in Employment: paragraph four of the Law prohibits discrimination in employment on the basis of disability. The prohibition includes disabled individuals and members of their family. It prohibits discrimination at all stages of employment, including hiring, conditions of employment, advancement, training, firing, and benefits. This section of the Law also mandates an appropriate work environment, sufficient parking and other items, and guarantees the right to file suit against an employer for violation of this Law. Recent legislation authorizes appropriate government assistance to employers in the private sector that hire disabled employees, establishes a minimum wage, and eases the integration of disabled employees into the workplace.

Accessible Public Transport: The fifth paragraph of the Law mandates that public transport, including city buses, as well as trains, ships, and airplanes, be accessible to the disabled.

The Commissioner for Equality for the Disabled: Paragraph six of the Law establishes a Commissioner for Equality for the Disabled. The Commissioner is responsible for monitoring implementation of the



Law, and for promoting the rights of disabled persons according to the principles of equality and integration. The office of the Commissioner was founded in the year 2000, and operates within the Ministry of Justice. The Commissioner is legally empowered to file suits against the government for transgressions of the Law. Adjacent to the Commissioner is an advisory committee composed primarily of disabled individuals, which serves as a "Parliament of the Disabled."

General Accessibility: In March 2005, the Knesset approved an amendment to the Law prohibiting discrimination in providing accessibility. The amendment requires accessibility in buildings, infrastructure and general surroundings, both new and already existing, as well as accessibility in public services. This is in order to assure complete freedom to enter, move about, to access and to enjoy, to the fullest capacity, public places and services. The Law applies to public buildings, commercial areas, public institutions, schools, clinics, institutions of higher education, industrial centers, recreational and nature sites, pedestrian walkways and malls, pedestrian bridges, public gardens, common areas in residential buildings, emergency services, and other public services.

The Ministry of Immigrant Absorption

www.klita.gov.il

If you are a new immigrant with a disability, you can be eligible for the same assistance as that granted to all other eligible immigrants by the Ministry of Immigrant Absorption. You may also be eligible for other benefits from the Ministry as illustrated below.

Assured Income

You can be eligible for assured income if you are in one of the following categories:

- You suffer from an illness, disability, or limitation, and are under medical supervision. You must have authorization from the



Government Employment Service, or the Committee for Evaluation of the Disabled, or your treating physician, that you are either temporarily or permanently unable to work.

- You receive treatment at a Vocational Diagnosis and Rehabilitation Center of the Ministry of Trade, Industry and Labor, or from the Ministry of Social Affairs and Social Services.
- You have a "Certificate of Blindness" (*te'udat ivair*) from the Department of Services for the Blind of the Ministry of Social Affairs and Social Services.
- You have authorization of cognitive disabilities from the Department of Services for the Retarded of the Ministry of Social Affairs.
- You reside in a chronic-care facility, and the government does not finance your maintenance.
- You are unable to work due to the care requirements of a family member (including a spouse, child, or parent) who is in one of the above categories. The family member must reside with you, and must be dependent upon you for carrying out daily activities. You must provide medical authorization.

The period of assured income assistance begins from the sixth month following aliyah, and continues until the 12th month following aliyah, following cessation of Absorption Basket payments.

The Application Procedure

In order to receive assured income from the Ministry of Immigrant Absorption, you must file a request through your personal absorption coordinator at the nearest Ministry office.

Following the first year following aliyah, if you need assured income, you must file a claim with the Disabilities Unit of the National Insurance Institute, and meet all National Insurance Institute requirements for assistance. See the section on the National Insurance Institute below.



Public Housing

Public housing apartments are owned by the State and managed by a public housing corporation, which rents them to those who meet eligibility requirements. The rental fees for a public housing apartment are fairly low in relation to fees on the private market. The majority of public housing apartments are located in peripheral areas. In most cases, there is a greater demand for apartments than can be supplied, therefore the waiting period for a public housing apartment can be several years.

New immigrants can qualify for a public housing apartment according to Ministry of Immigrant Absorption housing regulations, which determine the following categories of eligibility:

- A severely disabled person who has a permanent disability of 75% or greater as determined by the National Insurance Institute or the Ministry of Defense.
- A minor up to the age of 18 deemed eligible for a Disabled Child Benefit from the National Insurance Institute.
- An individual who suffers from one of the following conditions: a kidney disease that requires dialysis, heart disease, heart disease requiring a heart transplant, a malignant disease that requires radiation or chemotherapy, a liver disease that necessitates a liver transplant, lung disease that necessitates a lung transplant, AIDS, or chronic mental illness.
- A person who possesses a "Certificate of Blindness" from the Department of Services for the Blind of the Ministry of Social Affairs.
- An immigrant family that includes at least one severely disabled member.
- An immigrant family that includes at least one member suffering from severe illness.



The Application Procedure

In order to check your eligibility for public housing, or to apply for an apartment, consult with your personal absorption coordinator. If you meet all criteria, your counselor will add your name to the waiting list.

The Ministry of Immigrant Absorption

Telephone Information Center (03) 9733333
www.klita.gov.il
info@moia.gov.il

Main Office

2 Rehov Kaplan, Kiryat Ben Gurion, (02) 6752611
Bldg. 2, Jerusalem

Public Inquiries

(02) 6752765
Fax: (02) 6752741 (03) 5209127 Fax: (03) 5209178

Southern and Jerusalem District Headquarters – 31 Rehov
Zalman Shazar, Beer Sheva, (08) 6261216, Fax: (08) 6230811

Regional and District Offices

Beer Sheva and Eastern Negev Region, 31 Rehov Zalman Shazar,
Beer Sheva, 1 599-500-521, Fax: (08) 6280529

Jerusalem Region, 15 Rehov Hillel, 1-599-500-523, Fax: (02) 6249398

Ashkelon District Office, 1 Rehov HaAvoda, 1-599-500-915,
Fax: (08) 6790770

HaShfela District Office, 91 Rehov Herzl, 1-599-500-912,
Fax: (08) 9208019

Branch Offices

Beit Shemesh, 10 Rehov HaShiva, (02) 9939102/3/4, Fax: (02) 9912540



Kiryat Gat, 5 Sd. Lachish, (08) 6878662/4, Fax: (08) 6878660
Netivot, 10 Rehov Yosef Semilo, (08) 9938671, Fax: (08) 9938660
Eilat, 3 Sd. HaTamarim, Kiryat HaMisradim, (08) 634162, Fax: (08) 6372367
Arad, 34 Rehov Yehuda (08) 6592444, Fax: (08) 6592440
Dimona, 8 Rehov Ha'Tza'ala, (08) 6563888, Fax: (08) 6563880
Ofakim, 37 Rehov Herzl, (08) 9961284, Fax: (08) 9962743

Tel Aviv and Central District Headquarters, 6 Rehov Esther HaMalka, 1-599-500-901, Fax: (03) 5209153

Regional and District Offices

Tel Aviv Region, 6 Rehov Esther HaMalka, 1-599-500-901, Fax: (03) 5209173

Ashdod Region, Sd. Menachem Begin, Tzimer Center, Gate 1, Kiryat HaMemshela, 1-599-500-914, Fax: (08) 8668030

Holon Region, 36 Rehov Eilat, 1-599-500-908, Fax: (03) 5056997

Rishon LeZion District Office, 3 Rehov Yisrael HaGalili, 1-599-500-910, Fax: (09) 9525893

Netanya and Sharon Region, 3 Rehov Bareket, Netanya, 1-599-500-905, Fax: (09) 8629435

Petach Tikva District Office, 26 Rehov HaHistadrut, 1-599-500-907, Fax: (03) 9312606

Branch Offices

Rehovot, 12 Rehov Binyamin, (08) 9378000, Fax: (08) 9390256

HaSharon, 23 Rehov HaTa'ash, Cfar Sava, 1-599-500-906, Fax: (09) 7663515

Haifa and Northern District Headquarters, 15 Sd. HaPalyam, Bldg. 1, (04) 8631114/6, Fax: (04) 8631110

Regional and District Offices

Haifa and Krayot Region, 15 Sd. HaPalyam, 1-599-500-922, Fax: (04) 8632336



Upper Galilee Region, Binyan Big, Industrial Zone, Carmiel, 1-599-500-920, Fax: (04) 9580875

Upper Nazareth District Office, 52 Rehov HaMelacha, "Lev Asakim" Bldg., 1-599-500-903, Fax: (04) 6564019

Hadera Branch Office, 13 Rehov Hillel Yaffe, 1-599-500-904, Fax: (04) 6108417

Branch Offices

Krayot, 7 Rehov HaMeyasdim, Kiryat Bidik, 1-599-500-902, Fax: (04) 8742957

Tiberias, 47 Rehov HaShomer, Mercaz Klita, Bldg. 2, (04) 6720399, Fax: (04) 6717061

Migdal HaEmek, 45 Rehov Nitzanim, Commercial Center, 2nd Floor, Tel/fax: (04) 6540331

Nahariya, 9 Derech HaAtzma'ut, (04) 9950400, Fax: (04) 9950404

Afula, 34 Rehov Yehoshua Henkin, (04) 6098300/1, Fax: (04) 6098305

Kiryat Shemona, Tzahor Bld., Tzahal Sq., (04) 6818400, Fax: (04) 6818405

Tzfat, Kenyon Sha'arei Halr, Calshav Market Bldg., 2nd Floor, (04) 6920218, Fax: (04) 6820571

Ma'alot, 302 Rehov Ma'aleh Banim, (04) 9078311, Fax: (04) 9078312

Accp. Iriya Bldg., 35 Weizmann, (04) 9910725, Fax: (04) 9916833



The National Insurance Institute

www.btl.gov.il

The National Insurance Institute provides grants and allowances, as well as rehabilitation and other services. All assistance is according to your ability and capacity to support yourself, and is meant to help you live as independent a life as possible.

In most cases, one who is eligible for a disability allowance, and has no other source of income, is exempt from paying National Insurance Institute premiums.

NOTE: the conditions of eligibility for the grants and allowances detailed in this section are general, and are for illustration purposes only. Conditions of eligibility are subject to change and are determined on a case-to-case basis. In order to check your specific eligibility, contact the National Insurance Institute.

Disability Allowance

You can be eligible for a Disability Allowance (*kitzbat nechut*) if you are a resident of Israel insured by the National Insurance Institute, age 18-retirement age, and have a physical, cognitive, or psychological disability resulting from illness, accident, or birth defect, and meet the following criteria:

1. Your ability to support yourself through employment is reduced by at least 50% because of your disability, or, if you are a housewife, your ability to function in your household is reduced by at least 50%.
2. You have no income from employment or a profession.
3. Your income from employment or a profession is no greater than 60% of the average income if you receive an allowance for an extended period or have a serious disability.
4. Your income from employment or a profession is no greater than 45% of the average income if you do not receive an



allowance for an extended period or do not have a serious disability.

5. Upon reaching retirement age, you will receive an old-age pension in place of a Disability Allowance. If the Disability Allowance was greater than the Old Age pension, you can receive a supplement.

In order to be eligible for a Disability Allowance, a National Insurance Institute physician must determine that you have a level of disability of at least 60%. If you have more than one disability, the physician must determine an overall level of at least 40%, and a medical percentage of at least 25% for one of the disabilities. If you are a housewife, a National Insurance Institute physician must determine that you have a disability level of at least 50%.

In order to file a claim for a Disability Allowance, you must fill out a form that is available from the National Insurance Institute Website. The claimant must fill out the form, but if unable to do so because of their physical, medical, or cognitive condition, a family member or other person that represents the claimant may submit the form on the claimant's behalf.

For detailed information, consult with a National Insurance Institute branch office nearest you. Information is also available on their website: www.btl.gov.il.

NOTE: New immigrants can be eligible for a National Insurance Institute Disability Allowance from the second year only following receipt of new immigrant status. The National Insurance Institute must verify your eligibility. New immigrants during their first year in Israel can claim assistance from the Ministry of Immigrant Absorption only. See above.

Attendants Allowance

The Attendants Allowance (*kitzbat sherutim meuchadim*) is for persons who are dependent on the assistance of others for carrying



out daily activities, or who are in need of supervision in order to insure their safety and that of others.

Eligibility

Residents of Israel, age 18-retirement age, who receive a Disability Allowance from the National Insurance Institute, and for whom the National Insurance Institute have determined a medical disability of at least 60% (for the purpose of the Attendants Allowance) can be eligible for the Attendants Allowance. If an individual does not receive a Disability Allowance, but has a disability level of 76% determined by the National Insurance Institute (for the purpose of the Attendants Allowance) and meets the criteria listed below, they may also be eligible for the Attendants Allowance.

Criteria

- The individual does not receive a Mobility Allowance unless they have a disability level of 100%, or are confined to a wheelchair or a bed.
- The individual owns an automobile and has a disability level of 100% (for the purpose of the Attendants Allowance).
- The individual does not reside in an institution that provides medical services, nursing services, or rehabilitation services.

Special Allowance for Severely Disabled Immigrants

New immigrants, age 18-retirement age, who are classified as severely disabled, may be eligible, according to specific criteria, for a special Attendants Allowance during the first year of aliyah following receipt of new immigrant status. In order to be eligible, the new immigrant must be dependent on others for carrying out daily activities, or be in need of supervision. The special allowance is composed of two types of payments: **The Special Attendants Allowance**, which is from the 91st day following the date of aliyah until the end of the first year. Eligibility for the allowance depends



upon the results of a test that measures the level of dependency on others. **The General Disability Allowance:** After 6 months following receipt of new immigrant status until the end of the first year, new immigrants may be eligible for a disability allowance on condition that they meet conditions of eligibility for the Special Attendants Allowance as explained above.

At the conclusion of the first year following aliyah, check with the National Insurance Institute in order to find out about eligibility for regular disability allowances and assistance.

Disabled Child Benefit

The Disabled Child Benefit (*Gimla LeYeled Neche*) is comprised of a Special Arrangements Allowance and an allowance for educational assistance and developmental therapy.

Conditions for Receiving a Disabled Child Benefit:

- The beneficiary is the child of an insured parent who is a resident of Israel.
- The child is in Israel.
- The child does not receive a Mobility Allowance, with the exception of a child that has 80% mobility, or who needs and uses a wheelchair.
- The child does not reside with a foster family, or in an institution that provides medical, nursing, or rehabilitative care.
- New immigrant children who make aliyah without their parents can be eligible for benefits on condition that they make aliyah with a legal guardian or other family member, (e.g. a sibling or grandparent).

Eligibility

The following categories can be eligible for benefits:



- Children between the ages of 91 days – 3 years who have a severe development delay.
- Children between the ages of 91 days – 18 years that require full time supervision to prevent harm to themselves or others.
- Children between 3-18 that are dependent upon another person for carrying out daily activities.
- Children with particular disabilities: children with impaired hearing from birth to age 18; children with Down's Syndrome from birth to age 18; children with visual disabilities from age 91 days to 18 years; children with autism and similar disabilities from age 91 days to 18 years.
- Children age 91 days to 3 years that require special medical treatment.

Mobility Allowance

If you have limited mobility or movement, you could be eligible for a Mobility Allowance (*gimlat nayedut*). To qualify, you must be a resident of Israel who is present in Israel, age 3-retirement age, and determined by the Medical Review Board of the Ministry of Health to have a disability in your legs according to a list of defined conditions.

In order to receive detailed information about various mobility benefits, consult with the nearest branch office of the National Insurance Institute. Information is also available on their Website: www.btl.gov.il.

The Mobility Allowance includes the following:

- A standing loan to cover part or all of the taxes on a new automobile.
- A loan and a grant for purchasing a first automobile that requires special features according to the determination of the Medical Institute for Road Safety (*HaMachon HaRefui LeBitichut BeDrachim*).



- Assistance for purchasing and installing special devices in an automobile, including a lift device for a wheelchair.
- A monthly allowance for automobile owners.
- A monthly allowance for those who do not own automobiles.
- Partial coverage of driving-lesson fees.

For complete information about benefits and eligibility, consult with the National Insurance Institute. Information is also available on their Website, www.btl.gov.il.

Vocational Rehabilitation

In addition to the allowances distributed by the National Insurance Institute, if you have a general disability, are the victim of an enemy action, a work accident, or an occupational illness, you can be eligible for vocational rehabilitation. Vocational rehabilitation helps you to acquire work skills and assists in integrating you into a job. Social workers give ongoing vocational and rehabilitation guidance and counseling until you are integrated into the workplace.

To be eligible for vocational rehabilitation, you must have a permanent medical disability level of at least 20%, and are unable, because of the disability, to continue in another suitable job.

NOTE: An individual not recognized by the Department of General Disability, or who does not receive a Disability Allowance, but does have a physical, psychological, or cognitive disability, can submit a claim for vocational rehabilitation to the Rehabilitation Department. The claimant is referred to a physical examination, and if a degree of disability is determined, eligibility for vocational rehabilitation is investigated.

You should file a request claim for vocational rehabilitation at the nearest National Insurance Institute branch office. If your disability is the result of a work accident or occupational illness, you should file your request within one year of the time that your permanent disability is determined.



The Liron Law

On August 1, 2009, the Liron Amendment to the "Law of Equal Rights of the Disabled" took effect. This legislation encourages entrance into the workforce, and supports integration in the workplace, without harming rights to receive disability allowances.

Below is a summary of the main points of the Amendment:

- If your disability has been determined to be ongoing, it is not re-evaluated if you enter the workforce.
- Your income from employment together with your disability allowance will always be greater than the disability allowance alone.
- If you enter the workforce, you will continue to receive accompanying benefits according to guidelines.
- If you stop working, or if your income is reduced, you will be eligible for a "safety net" for 36 months, which guarantees your right to receive your disability allowance at the same level that you received it before you went to work.
- According to the law, if your income from work is greater than the amount of your disability allowance, you will receive an "encouragement allowance," instead of the disability allowance. The "encouragement allowance" is paid automatically if you received a disability allowance for at least 12 continuous months. In this way, your total income from work and your allowance will always be greater than the allowance alone.

If you are interested in employment, or already working and interested in additional employment options, consult with the vocational rehabilitation services of the National Insurance Institute.

Participation in Purchasing Equipment

For information on assistance towards the purchasing of medical equipment, see the section entitled "The Ministry of Social Affairs."



Work Injury Insurance

Work-injury insurance (*bituach nifga'ei avodah*) compensates victims of work accidents or occupational illnesses for lost income, and assists in returning to the workforce. Accident victims can also receive medical treatment for their injuries at no cost.

Eligibility

You could be eligible for work-injury insurance if you are in one of the following categories:

- You are a salaried worker or self-employed, and injured in an accident in your workplace, or on your way to and from work, or have contracted a work-related illness that is on the National Insurance Institute list.
- You are a dependent family member of a person who dies as the result of job-related injuries.

Assistance includes:

- Medical treatment through a health fund.
- Work-injury compensation up to a maximum payment determined by law, during the period in which you are unable to work, for up to 91 days. You must submit a claim for compensation within 12 months of the injury.
- A work-related disability allowance: this allowance is for persons incapacitated by a work injury, whether or not they are capable of returning to work. The allowance is paid to persons with a temporary disability of at least 9%, or a permanent disability of at least 20%. The allowance is either a one-time grant (Work-Injury Grant) or monthly payments (Work Injury Allowance).
- Vocational rehabilitation and rehabilitation allowance for individuals that are unable to return to their previous employment.



- Dependents Allowance: paid in certain circumstances to dependent family members of a person who dies as the result of work-related injuries.
- Income supplements to individuals whose income falls below a specific level, and who receive a Work-Injury Allowance or a Dependent's Allowance.

For more details about conditions of eligibility, or to file a compensation claim, consult with the nearest National Insurance Institute branch office.

Accident Insurance

Accident Insurance (*bituach nifga'ei te'unot*) assists persons who have lost the capacity to work or to function at home as the result of an accident.

Accident insurance is paid for up to 90 consecutive days.

Eligibility

- Residents of Israel, between the ages of 18-retirement age, with the exception of married women not employed outside their home. If you are a resident of Israel injured overseas, you can be eligible for Accident Insurance payments from the day that you return to Israel, in accordance with National Insurance Institute regulations.

Note: Accident Insurance does not cover those injured in automobile accidents.

NOTE: In order to receive Accident Injury compensation, it is necessary for a physician to examine you within 72 hours of the accident. If you fail to have an examination, you are liable to forfeit eligibility for compensation.

For more details, consult the National Insurance Institute.



Compensation for Victims of Enemy Actions

The law mandates that those wounded in enemy actions, as well as family members of a deceased victim, are entitled to compensation, rehabilitation, grants, and other benefits, in order to aid them and ease their recovery. Assistance includes monthly allowances, rehabilitation services, annual and one-time grants.

Consult with the National Insurance Institute for details about eligibility. Information is also available on their website: www.btl.gov.il. You can also refer to the booklet entitled "Assistance to Victims of Enemy Actions," available from the Publications Department. See the order form at the back of this booklet.

Assistance includes:

- Medical care, including first aid and hospitalization.
- One-time disability or monthly disability grants to those with a temporary or permanent disability of 10% or greater.
- Allowances and benefits to families of persons killed in an enemy action. Benefits can include allowances, rehabilitation, grants, and other assistance.
- Victims of enemy actions can be eligible for a variety of benefits and assistance. For a list of benefits, contact the National Insurance Institute. Information is also available on their website: www.btl.gov.il.

Compensation for Prisoners of Zion and Families of Martyrs

If you are recognized as a Prisoner of Zion by the Authority responsible for recognizing Prisoners of Zion (a department of the Ministry of Immigrant Absorption,) or you are a family member of a Prisoner of Zion who was killed while in jail or detention, you can be eligible for compensation from the National Insurance Institute.



Eligibility

- A Prisoner of Zion who is at least 10% disabled as a result of imprisonment, detention, or deportation.
- A Prisoner of Zion whose income does not exceed an amount set by law.
- Immediate family members of a Prisoner of Zion who died while in jail or detention, or was executed in another country due to their links with Judaism or Israel.

For more information, consult the National Insurance Institute.

Forms of Compensation

- Allowances for disabled Prisoners of Zion.
- Allowances for Prisoners of Zion whose income does not exceed a set amount.
- Allowances for immediate family members of Prisoners of Zion who died or were executed.
- Additional benefits for disabled Prisoners of Zion, including medical, hospitalization, and convalescence allowances, medical equipment, and vocational rehabilitation.

Nursing Compensation

A Prisoner of Zion that has reached pension age, resides at home, and is in need of the help of another person in order to carry out daily activities, or requires supervision at home to insure their safety, can be eligible for nursing compensation.

Assistance includes:

- Assistance from an at-home caregiver.
- Care at a day-center for the elderly.
- Supplies of disposable sanitary garments.
- Emergency call-buttons.
- Laundry services.



Conditions of Eligibility

- Residents of Israel that have reached pension age.
- Applicants must reside at home and not in an institution.
- Income must not exceed an amount determined by the law.
- Applicants must not already receive an Attendants Allowance from the National Insurance Institute (for victims of work injuries or for general disabilities) and must not already receive an allowance for personal care or supervision from the Ministry of Finance. One who does receive such an allowance may choose that allowance or the allowance from the National Insurance Institute.
- Applicants must be in urgent need of another's help in carrying out day-to-day activities or of supervision of at home in order to insure their own safety or that of those around them.
- Nursing compensation is ongoing, and the National Insurance Institute will periodically re-evaluate the recipient's condition and eligibility, and the amount of compensation due.

Allocation of services is according to a local professional nursing services committee.

File a request for compensation for Prisoners of Zion with the nearest branch office of the National Insurance Institute.

The National Insurance Institute

www.btl.gov.il

Main Office

(02) 6709211

13 Sderot Weizmann

Jerusalem 95437

National Telephone Information Line (04) 8812345 or *6050

National Insurance Institute branches are located throughout the country. For information, call their Information Line, consult with your municipal information line (*moked ironi*) 106 in most locations, or visit the National Insurance Institute Website: www.btl.gov.il.



The Ministry of Construction and Housing

www.moch.gov.il

If you are in need of housing, you may be eligible for rental subsidies, assistance towards purchasing an apartment, or public housing.

Eligibility

You could be eligible for housing assistance if you are in one of the following categories:

- You are permanently blind and you have a "Certificate of Blindness" (*te'udat ivair*) from the Ministry of Social Affairs.
- You have a permanent disability of 75% or more, and are recognized by the National Insurance Institute, the Ministry of Health, or the Ministry of Defense; or you have an ongoing loss of capability of 75% or more, or limited mobility of 75% or more.
- You have received authorization from the Ministry of Health that you need, or are confined to, a wheelchair.

If you already own an apartment that is unsuited to your needs, and as a result, your daily functioning is restricted, or your mobility is limited, you may be eligible, according to specific conditions, for a loan for making improvements on your apartment in order to make it more suited to your requirements. The Ministry of Health and the Ministry of Construction and Housing jointly determine eligibility for loans. An occupational clinic determines requirements, and the calculation of costs is the responsibility of a Ministry of Construction and Housing engineer.

If you are classified as "without housing" and you have authorization from the National Insurance Institute that you have a disability of 75% or more, you can be eligible for special rental subsidies. For exact information about terms and categories of eligibility, as well



as amounts of rental subsidies, contact one of the housing assistance companies that process assistance on behalf of the Ministry of Construction and Housing:

M.G.A.R.

www.mgar.co.il National Information Number 1-599-500-301

Matan-Chen

www.matan-nursing.co.il (02) 6223530

Amidar

www.amidar.co.il *6266

Public housing apartments are owned by the State, and managed by a public housing corporation, which rents them to those who meet eligibility requirements. The rental fees for a public housing apartment are fairly low in relation to fees on the private market. The majority of public housing apartments are located in peripheral areas. In most cases, there is a greater demand for apartments than can be supplied, therefore the waiting period for a public housing apartment can be several years. For more information, contact one of the housing assistance companies listed above.

In specific cases, you may be eligible to purchase a public housing apartment, although supplies of such apartments are limited. Eligibility is generally limited to persons confined to wheelchairs, and to the chronically ill whose eligibility is authorized by an "Exceptions Committee" (*va'adat harigim*).

The Application Procedure

In order to receive a special "Certificate of Eligibility" (*te'udat zeka'ut*) for housing assistance, it is necessary to apply to one of the mortgage banks. You must supply all relevant medical and other documents. Mortgage banks are located throughout the country.



The Ministry of Defense

www.shikum.mod.gov.il

The Department of Rehabilitation of the Ministry of Defense is responsible for rehabilitation services for disabled IDF soldiers (*nechei tzahal*).

Eligibility: Soldiers injured during service in the Israel Defense Forces, and whom the "Katzin HaTagmulim" (allowances office) recognizes as a disabled IDF soldier.

Services include:

- Allowances
- Medical treatment
- Vocational and general rehabilitation
- Social and psychological services
- Social welfare services

The extent of benefits is determined according to disability level, as well as personal and medical circumstances.

The Application Procedure:

The injured soldier must file claims for benefits directly, or they may be filed by an Officer for IDF Disabled (*katzin nifga'ei tzahal*), by the Police, or by the Prison Services. Send claims to the Yehida LeTviot U'Kvi'at Zeka'ut, 4 Rehov Shaul HaMelech, Tel Aviv, 64733.

Rehabilitation Departments

National Information Number (03) 7776777
Derech Ya'akov Drori, P.O.B. 931 Tel. (03) 7380416
Kiryat Ono

4 Rehov David HaMelech (04) 8301114/5
Haifa



2 Rehov Beitar Jerusalem	(02) 5657200
14 Rehov Sokolov Beer Sheva	(08) 6206663
5 Rehov Marshov Rehovot	(08) 9442914
Derech Nazareth Police Building Tiberias	(04) 6729301



The Ministry of Social Affairs

www.molsa.gov.il

Rehabilitation Services

The Ministry of Social Affairs provides rehabilitation services to improve levels of functioning, and facilitate rehabilitation in personal, social, financial and vocational spheres. Services are provided from birth until retirement age (men age 65, women age 60).

Services include:

- Locating and referring candidates for vocational rehabilitation.
- Diagnosis and assessment of capabilities, and development of personal rehabilitation programs, professional training, developing work habits, placement and monitoring in rehabilitation centers and business development centers.
- Sheltered workshops designed to employ persons who are unable to integrate into the open job market.
- Financial aid for persons with severe disabilities who reside in their own community (and not in residential facilities), e.g. supplements to National Insurance Institute benefits. The aid is according to income, level of functioning, family status, and other criteria.
- Refund of travel expenses to rehabilitation centers.
- Day-frameworks including outpatient rehabilitation centers and rehabilitation clubs, family respite frameworks, and summer camps for children.
- Daily foster-family care, home-care providers, teachers, and support workers.
- Residential care and foster families for persons with severe disabilities.
- Social clubs and social activities assisted by teachers and therapists.



- Paramedical services including speech therapy and occupational therapy.
- Tutoring
- Diagnosis and assessment through Centers for Child Development (*mercazim lehitpatchut hayeled*).

Application Procedure

In order to receive a referral to a Rehabilitation Center, apply to the Rehabilitation Department at the nearest branch office of the National Insurance Institute.

Services for the Deaf and Hard of Hearing

The Ministry provides a range of services to the deaf and hard of hearing. These include the following:

1. **Communications Allowance** – a monthly allowance to cover expenses associated with hearing-loss.

You can be eligible for a Communications Allowance if you are age 18 and up, you have diminished hearing of at least 70 decibels in your good ear, and your hearing loss began by the time you turned the age of three. If you are woman who turned age 60 or over, or a man who turned age 65 or over, up until August 15, 2002, you are not eligible for the Communications Allowance.

In order to receive assistance, your eligibility must be authorized by a Communications Clinician from the Rehabilitation Division of the Ministry of Social Affairs. You must send your bank account details to the Rehabilitation Division so that the Allowance can be deposited into your account. If you are employed, you must send copies of your last three salary statements.

2. **Communications Basket** – The Basket is a monetary rebate for purchasing equipment such as hearing aids, special telephones, etc. The rebate is once every four years, and requires you to contribute 10% of the costs. A woman from the age of 60, and a man from



the age of 65, can be eligible for 25% of the amount of the rebate. The conditions of eligibility for the basket are the same as those for the Communications Allowance (see above).

In order to apply for the rebate, send original receipts along with authorization of eligibility and a copy of your *te'udat zehut* to the Institute for Advancement of the Deaf in Israel, 7 Rehov Tshama, Tel Aviv, 67329, (03) 7305757; www.dpii.org.il.

3. Translation Services – You can be entitled to a number of translation services, including translation from spoken language to sign language, and from sign language to spoken language, and transcription (input with a keyboard). Persons with both hearing and vision loss can receive transcription via touch. In order to be eligible you must have diminished hearing of at least 50 decibels in your good ear. The total number of translation hours you can be entitled to is according to your level of hearing loss. To check your eligibility, consult with the Rehabilitation Division of the Ministry of Social Services.

Translation services are through the Institute for the Advancement of the Deaf in Israel (see above). To request translation, send a copy of your authorization of eligibility from the Rehabilitation Division to the Institute. You must request a translation at least one week in advance.

4. Tax refunds on the purchase of a fax machine – persons age 16 and up with diminished hearing of at least 50 decibels in their good ear can be eligible to receive a refund on a fax machine equal to the amount of VAT and the purchase tax. The refund is every five years per family unit. Send the receipt to the Institute for the Advancement of the Deaf in Israel (see above), who will forward it to a coordinator that decides eligibility.

5. Assistance in purchasing a baby-cry monitor for families with children up to the age of three. Parents age 16 and up can be eligible for a refund on the purchase of a monitor. The refund is



through the Institute for the Advancement of the Deaf in Israel (see above).

Applying for Services from the Rehabilitation Division of the Ministry of Social Affairs

To apply for assistance from the Rehabilitation Division, you must request that a social worker from the Social Services department of your local municipal authority fill out a form, which you then bring to an ear, nose, and throat doctor. Following medical and clinical communications examinations, the physician and clinician will complete relevant sections of the form. Next, return the completed form along with the necessary authorizations to the Social Services department, which will forward the material to the Rehabilitation Division.

Information Centers

The Rehabilitation Division together with the organization "BeKol," the National Insurance Institute, and the Joint Distribution Committee, run Information and Support Centers for the deaf and hard of hearing of all ages, and their families. Centers operate alongside hearing institutes, which refer individuals to the Centers. Among the services offered are:

- Emotional first aid
- Reduction of the time needed between establishing hearing loss and receiving appropriate treatment
- Information about rehabilitation
- Guidance during rehabilitation
- Information about rights
- Hotline and database

Services to Persons with Cognitive Disabilities

Persons of all ages with cognitive disabilities, and at all levels, can integrate into Ministry of Social Affairs programs designed to



develop and maximize their capabilities. Services include sheltered housing and employment, social activities, and other forms of aid.

Eligibility

Eligibility for services is based on an assessment by the Evaluation Board (*va'adat ivchun*), which determines the level of functioning and recommends appropriate plans.

Services include:

- Evaluations and recommendations.
- Programs for personal development.
- Programs for social and inter-personal education.
- Counseling and therapy within the family framework.
- Daycare facilities for babies and children up to age 3.
- Integration into mainstream daycare facilities.
- Afternoon frameworks for children age 3-12.
- Social clubs for young adults up to age 21.
- Sheltered and supportive employment, and employment in the open market.
- Therapeutic frameworks for persons age 21 and over who are unable to integrate into various vocational frameworks.
- Respite facilities.
- Foster families.
- Residence in group apartments or hostels, independent living frameworks, and sheltered housing.
- Residential facilities.
- Summer camps.
- Dental care.

Application Method

Apply for services through the social services department of your local municipal authority. The Department will process a referral to



the Evaluation Board, and can offer guidance on services in the community. You can reach your municipal information line (*moked ironi*) by dialing 106 in most locations.

The Department of Services for the Blind

All blind persons, from children to the elderly, who experience difficulties as a result of decreased or lost vision, can receive counseling and rehabilitation services from the Department of Services for the Blind (*HaSherut Lelvair*). Rehabilitation services provide blind and visually impaired persons with the tools to function at home, at work, and in their community surroundings.

Services include Information Centers, special help for children, emotional and social support, teachers to help improve daily functioning, vocational guidance and counseling, and assistance for acquiring equipment.

Information Centers

Information Centers provide information and counseling about rehabilitation and support services to visually impaired individuals and their families. Areas of information include devices for persons with impaired vision, libraries, self-help groups, social clubs, obtaining and benefiting from a "Certificate of Blindness" (*te'udat ivair*), vocational rehabilitation, and supportive teachers for visually impaired students who study in regular schools.

Services are for all age groups with visual impairments that affect their daily functioning, including:

- Persons who have recently suffered vision loss.
- Persons whose visual impairments are worsening, or whose ability to function at work is decreasing.
- Persons experiencing family and other problems as a result of vision loss.
- Children with impaired vision.



Information Centers are staffed by university-trained professionals who themselves have impaired vision or blindness.

Application Procedure

Your attending eye doctor can refer you to an Information Center and provide you with a referral form. The Center will return a written assessment and recommendations to your doctor. It is not necessary to make an appointment for a visit to an Information Center during operation hours.

Details are available through hospital ophthalmology clinics, or by calling (03) 6393938 (it is possible to leave messages in English at this number).

Certificate of Blindness/Impaired Vision

The Certificate of Blindness (*te'udat ivair*) confers eligibility for benefits from the Ministry of Social Affairs and other bodies. The Certificate does not automatically confer eligibility for recognition as disabled by the National Insurance Institute.

Apply for a Certificate through the social services department of your local municipal authority. A Certificate is granted according to results of an ophthalmologic examination administered by the Department of Services to the Blind of the Ministry of Social Affairs.

Conditions of Eligibility:

- Persons with significant loss of vision.
- Persons with an impairment of at least 3/60 in their healthiest eye, even with the help of glasses.
- Persons whose field of vision is reduced to the extent that the total scope of vision is no greater than 20 degrees in their healthiest eye, even with glasses.

In specific cases, it is possible to receive a temporary Certificate.



Application Procedure

Request an application form from the Social Services department of your local municipal authority, from a hospital ophthalmology clinic, from M.R.S.H.L (*Mercaz Rav Sherutim LeLvair* – Multi Service Center for the Blind,) or offices of Shi'il (*Sherut Yi'utz LeEzrach* – Citizens Advice Bureaus). Next, you must have your eyes examined, and the doctor must fill out the form. Following the examination, send the completed form to the Social Services department along with a copy of your *te'udat zehut*, and passport photos. A doctor from the Ministry of Social Affairs will conduct an additional optical examination, and you will receive an answer about your eligibility via the Social Services department.

M.R.S.H.L.

216 Rehov Yaffo (02) 5388955
Binyan Sha'ar HaIr Fax: (02) 5003942

28 Rehov HaGra (03) 6879927
Tel Aviv Fax: (03) 6391033

1 Rehov Eliashvili (08) 8534647
Ashdod Fax: (08) 8534926

Shi'il

www.shil.info
National Information Line 60-60-50-1800

Occupational Rehabilitation

Institutes for Diminished Vision – Institutes offer services that include determination of levels of daily functioning, examinations by specialists, finding appropriate visual aids, and guidance and training for their use, workshops for improving vision, and emotional support.



Addresses

Jerusalem – Machon Michaelson, 47 Rehov HaNevi'im, (02) 6256458

Tel Aviv – 10 Rehov David Hachami, (03) 6880523 (services via the Institute for the Blind)

Beer Sheva – Mercaz Shikim, 113 Rehov Shaul HaMelech, (08) 6468426

Haifa – Mercaz Shikum Migdal Or, 077-7721300

Rehabilitation Guidance for the Visually Disabled and Family Members

Guidance for the visually disabled helps to improve functioning and includes mobility techniques, communication skills, and methods for daily functioning for all ages. Techniques are taught for improving functioning at home and at work. For more information, contact:

Migdal Or, Tel: 077-7721333; www.migdolor.org.il.

Vocational Rehabilitation

The Department of Services for the Blind, together with the National Insurance Institute, assists in acquiring a profession and integrating into the workplace. Assistance includes:

- Vocational assessment
- Creating a rehabilitation plan
- Financial assistance for higher education
- Pre-university preparatory studies
- Loans of computerized work equipment and assistance for acquiring equipment
- Assistance with job placement
- Sheltered employment



Application Procedure

Apply for vocational rehabilitation through the social services department of your municipal authority or a Ministry of Social Affairs placement coordinator at Ministry branch offices.

You can reach your municipal information line (*moked ironi*) by dialing 106 in most locations.

Computers and Advanced Technology

The blind and visually impaired can receive assistance for learning computer skills, and in purchasing or borrowing a computer for work or study. Assistance is through placement coordinators of the Ministry of Social Affairs, and with the participation of the National Insurance Institute. Assistance for computer studies is also available through the social services departments of the local municipal authorities, and through the Learning Center for the Blind of "Aleh" – the Association of Blind and Dyslexic Students in Israel, located at the Hebrew University in Jerusalem, and at university extensions in other locations. Appropriate software and other devices are made available according to individual need.

Social Rehabilitation and Emotional Support

Social rehabilitation and support services include:

- **Social clubs:** social clubs offering a range of social activities, crafts workshops, support groups, sports activities, hikes and tours, and more.
- **Libraries:** book loans in Hebrew and other languages, in Braille and on cassettes.
- **Organized vacations:** specialized vacation plans in hotels throughout the country.
- **Sports and physical activities:** exercise rooms at clubs and rehabilitation centers.
- **After-school activities for children:** run by the Department of Services for the Blind. The Beth David Institute also runs a



special framework for persons with both visual and hearing disabilities: for more information, see: www.cbd.org.il.

Information on social clubs, libraries, and other services is available from the social services departments of the local municipal authorities, from municipal telephone information centers and from organizations for the blind. Services are for those who possess a Certificate of Blindness.

Multi-Service Center for the Blind

Multi-service Centers for the Blind (*mercazim rav sherutim leivair 'M.R.S.H.L.'*) operated by the local municipal authorities, offer information and counseling, rehabilitation, social activities and emotional support to the blind and the visually impaired.

Multi-Service Centers

Binyan Sha'arei Halr (02) 5388955
216 Rehov Yaffo
Jerusalem

28 Rehov HaGra (03) 6879927
Tel Aviv

1 Rehov Eliashvili (08) 8534647
Ashdod Fax: (08) 8534926

Guide Dogs

You can apply for a guide dog through the social services department of your local municipality, or through the Training Institute for Guide Dogs. You must meet eligibility criteria of the Department of Services for the Blind, and have a Certificate of Blindness. If a dog is available, you will be invited to a course held at the Training Institute. The course lasts for one month.



You can also receive a monthly stipend to assist with the dog's maintenance. The Costs Committee of the Ministry of Social Affairs determines the level of the stipend.

For more information, contact your municipal social services department or the Israel Guide Dog Center for the Blind.

[The Israel Guide Dog Center for the Blind](http://www.blind-guidedogs.org.il) (03) 5371065
www.blind-guidedogs.org.il

Services for Children

The majority of children with visual disabilities are integrated into mainstream educational frameworks in their communities. The Department of Services for the Blind provides supplementary services to children in both mainstream and special education:

Centers for Child Development: Centers for Child Development offer diagnosis and treatment for pre-school age children. The goal of treatment is the reinforcement and retention of capabilities. Apply through the social services department of your local municipality.

Special Kindergartens: Special kindergarten frameworks offer educational, therapeutic, and rehabilitation services for children up to the age of three. Special kindergartens strive to prepare children for integration into mainstream kindergartens. Apply through the social services department of the local municipal authority.

Support Teachers: Support teachers assist blind students studying in mainstream schools.

Children with Special Needs: children with special needs, who are unable to integrate into mainstream schools, may attend special schools or live within residential frameworks.

Student Houses: Student Houses (*batei talmid*) are regional educational frameworks designed to help develop and strengthen capabilities. Student Houses are located throughout the country. Application is through the social services departments of the local



municipal authorities, or through a Ministry of Education support teacher.

Education Houses for the Blind: Apartments for young adults that prepare them to live independently. While living in an Education House, young adults learn to manage a household, keep a budget, and get ready for a self-sufficient life.

For more information contact:

[The Ministry of Education](#)

[National Supervisor for Blind and Visually Impaired Students](#)

2 Rehov HaShlosha

(03) 6896092

Tel Aviv 61092

Financial Assistance from the Ministry of Social Affairs and Other Sources

Companion and Mobility Allowances

The Companion Allowance (*dmei livui*) is an allowance towards the expenses of another person who accompanies a blind person in order to facilitate mobility. Women ages 18-62 and men ages 18-67 that have a Certificate of Blindness/Visual Impairment can be eligible, on condition that visual perception in your good eye is less than 1/60, or your field of vision in your good eye is less than 10 degrees.

A full allowance is available to persons who are either studying or employed. If you are not employed you can receive 75% of the allowance on condition that you do not receive an Attendants Allowance from the National Insurance Institute (see the section on the National Insurance Institute above). An unemployed person who does receive an Attendants Allowance can receive 50% of the Companion Allowance. An elderly person who received a Companion Allowance prior to retirement age can be eligible for 50% of the allowance following retirement age. If you are eligible



for a Mobility Allowance from the National Insurance Institute, you cannot also be eligible for a Companion Allowance.

Eligibility for the Companion Allowance is determined during the evaluation process for a Certificate of Blindness/Impaired Vision. If you were not eligible for an allowance following your evaluation, you may repeat the medical examination once six months have passed.

For more information, or to apply for assistance, consult with the social services department of your local municipal authority.

Higher Education

Support Units that assist students to access information, and that offer technical and other forms of support, are located at the Hebrew University, Bar Ilan University, the University of Haifa, the Technion, and the Open University.

Students in institutions of higher education are entitled to accommodations in university dormitories, and to have their rooms adapted to their needs.

Other institutions can supply students with recorded or Braille material, as well as materials that can be recorded on request. Information is available from the university secretariats.

Student Discounts

If you are a student with a Certificate of Blindness/Impaired Vision, and you are accepted by an institution of higher education, you can receive assistance towards the cost of accommodations, reading aids, and other equipment, from the Department of Services to the Blind of the Ministry of Social Affairs. Apply through the social services department of your local municipality.

Students may also be eligible for scholarships. For information, consult with the Dean's Office at the relevant institution.



Note: additional information on assistance to students is available from 'Aleh' – the Association of Blind and Dyslexic Students in Israel.

'Aleh' – Association of Blind and Dyslexic Students in Israel

msblind@mssc.huji.ac.il

Hebrew University

(02) 5882155

Mount Scopus, Jerusalem

Fax: (02) 5826166

Television and Radio Licensing Fee

Blind individuals over the age of 18 can be exempt from paying the Television and Radio Licensing Fee, on condition that you live independently. The exemption does not apply to car radios. Apply for an exemption through the Broadcasting Authority (*rashut hashidur*) office nearest you: www.iba.org.il.

Partial Refund of Sales Tax

If you have a Certificate of Blindness, you can be entitled to partial refunds of sales taxes on certain household goods and personal items. To apply for a refund following a purchase, contact:

The Israel Center for the Blind Department of Tax Refunds

10 Rehov David Hachmi

(03) 7915530

Tel Aviv

Be sure to check your eligibility for a refund in advance.

Note: new immigrants who receive the Absorption Basket are not entitled to a refund of sales taxes when purchasing electric household appliances.

Subsidized Rehabilitation Equipment

If you have a Certificate of Blindness, you can receive assistance towards the cost of rehabilitation equipment, such as white canes, Braille typewriters, special eyeglasses, specially adapted telephones, games, radios, and other items.



To receive a full list of equipment and the types of assistance available, contact:

The Israel Center for the Blind-Department of Equipment

10 Rehov David Hachmi (03) 7915530
Tel Aviv

Discounts on Bezek Telephone Services

Blind persons may be eligible for discounts of up to 50% on the cost of telephone installation and service charges, and a partial discount on telephone calls. For information, and to receive discounts, contact the nearest branch office of Bezek: www.bezek.co.il.

Sending Packages Through the Mail

Blind persons are exempt from paying postal charges on shipments of recorded material and Braille books, both from Israel and overseas. The words "Braille" or "recorded material" must appear on the envelope or package. For more information, contact the Israel Postal Authority: israelpost.co.il.

Shil – Citizens Advice Bureaus

The Ministry of Labor and Social Affairs maintains a Citizens Advice Bureau known as "Shil" (*Sherut Ye'utz LeEzrach*). The bureaus are run in coordination with local municipalities and offer information, counseling, and referrals to sources of assistance. Areas of consultation include government services, education, the National Insurance Institute, legal questions, family problems, and health issues.

Shil – Citizens Advice Bureau

www.shil.info
National Information Line 1-800-506060



The Ministry of Health

www.health.gov.il

Mental Health Services

Those in need of mental-health services are entitled to the following:

Medical frameworks

- **Psychiatric evaluation** – at community mental health centers and in hospitals.
- **Hospitalization** – in hospital psychiatric-care wards. You 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 the mentally ill. Clinical services include medical treatment, psychological counseling, and therapy for couples and families, and are administered by clinics and community mental health centers.

Rehabilitation Frameworks

- **Housing** – supervised living in sheltered apartment frameworks and hostels. Hostels are not a long-term housing solution, but are for rehabilitation only, and in many cases are financed by the client.
- **Employment** – assistance in acquiring vocational capabilities, sheltered workshops, supervised integration into the workplace.
- **Education** – integration of students into special frameworks designed to reinforce self-esteem and to maximize capabilities, supplemental studies up until matriculation and acquiring a vocation, assistance to new immigrants learning Hebrew, familiarization with computers.
- **Social and leisure-time frameworks** – social clubs, clubs for new immigrants.



- **Independent living:** Assistance adapting to independent living.
- **Rehabilitation "Basket":** a range of services to assist with independent living and improving quality of life. It includes housing assistance, vocational assistance, income supplements, social activities, and guidance for families. To be eligible, it is necessary to be over the age of 18, and recognized by the National Insurance Institute as suffering from an emotional disturbance resulting in disability of at least 40%.

Application Procedure

You can 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 the treating professional.

For more details, consult the office of the Regional Psychiatrist at District Offices of the Ministry of Health:

Northern District 3 Rehov HaMalacha Nazareth	(04) 6557871 (04) 6557878 Rehabilitation Basket
Haifa District 15 Rehov HaPalyam Haifa	(04) 8632934 (04) 6557878 Rehabilitation Basket
Central District 91 Rehov Herzl Ramla	(08) 97886 16 Rehabilitation Basket, Ext. 1
Tel Aviv/Jaffa District 14 Rehov HaArba'a Tel Aviv	(03) 5634807/10 (03) 5634806 Rehabilitation Basket



Jerusalem District (02) 5313500
86 Rehov Yaffo (02) 5314831 Rehabilitation Basket

Southern District (08) 6263508
4 Rehov HaTikva (08) 6263504 Rehabilitation Basket
Beer Sheva

Information is also available from the Ministry of Health Information Line: 1-700-500-930.

Participation in the Costs of Medical Equipment

The Ministry of Health, Public Health Service, participates in the costs of acquiring rehabilitation equipment, wheelchairs, sanitary chairs, special beds, lifts, hearing aids, and other items. The Ministry also participates in the costs of repairing motorized mobility devices, walkers, and prosthetic devices.

A list of equipment is available from District Health Offices.

Eligibility

You can be eligible for participation in the costs of medical equipment if you are in one of the following categories:

- You are permanently disabled.
- If you reside in a chronic-care facility, hospital, or residential facility of the Ministry of Social Affairs, you can be eligible for walker devices and prosthetic devices only.

Those who are **not** eligible include:

- Victims of work accidents or enemy actions, IDF disabled, and victims of automobile accidents, who receive assistance from other sources.



Level of Assistance

Assistance is for up to 75% of the costs of equipment as determined by the Ministry of Health. If you need to have your electric equipment repaired, the Ministry may contribute up to 90% of the costs. If you are exempt from participating in the costs of equipment, the Ministry may also participate in the cost of repairing non-electric equipment.

Note: Eligibility for coverage of equipment costs is based on authorization from a licensed physician.

Application Procedure

Applications for participation in equipment costs are processed by the Guidance Coordinators of the Departments of Chronic Diseases at Ministry of Health District Health Offices. A physiotherapist or occupational therapist must give a recommendation. Documents are required according to the type of equipment. There are no refunds for equipment purchased prior to receiving authorization for a refund.

Note that if you purchase equipment for walking, such as a prosthesis, through Machon Lewis (the National Rehabilitation Institute at Tel HaShomer) eligibility for participation is only with the authorization of a physician.

District Health Offices (partial list only)

86 Rehov Yaffo, Jerusalem (02) 5314811

12/14 Rehov HaArba'a (03) 5634848
Tel Aviv

15 Rehov HaPalyam (04) 8633111
Haifa

Kiryat HaMemshala (08) 6263511
4 Rehov HaTikva, Beer Sheva



For more listings, see the Ministry of Health website:
www.health.gov.il.

Health Funds

The health funds (*kupot holim*) provide services within the framework of the "Basket of Health Services".

Services include:

- Hospitalization.
- Rehabilitation.
- Physiotherapy and occupational therapy.
- Medical equipment included in the "Basket of Health Services."
- Specialized treatments.
- Referrals to clinics, imaging and x-ray facilities, and specialists.
- Discounts or refunds on payments for medications that exceed a set monthly amount.

Additional services are through supplementary insurance plans, and according to the type of plan. Note that the above-listed benefits are liable to change from time to time.

Note: for more information, refer to the booklet entitled "The Health System in Israel," available from the Publications Department. See the order form at the back.

If you receive a general disability pension from the National Insurance Institute, you can be exempt from the following payments:

- Visits to specialists
- Referrals to hospitals
- Visits to clinics and outpatient facilities

Exemptions are in accordance with a list forwarded to the health funds by the National Insurance Institute. Note that exemptions are subject to change.



The Ministry of the Interior

www.moin.gov.il

The Municipal Authorities – Discounts on Property Taxes

- If you receive monthly disability allowance from the National Insurance Institute and have a disability level of 75% or more, you may be eligible for a discount on property taxes (*arnona*). Discounts are according to the discretion of each local authority, and based on levels of disability, income, and other factors. The level of the discount is between 40-80%.
- Parents who receive a Disabled Child Benefit for a child up to the age of 18 that resides at home can receive up to a 25% discount on property tax.
- Prisoners of Zion or their families, or persons disabled according to regulations of the Law of the War Against the Nazis, who receive an allowance from the National Insurance Institute can receive a discount of up to 66%.
- Persons who possess a Certificate of Blindness (*te'udat ivair*) can receive a discount of up to 90%.

Note: discounts on property taxes are not automatic, and according to the specific criteria of each municipality.

Apply for a discount to your local Municipal Authority.

Employing a Foreign Caretaker

The Nursing Department of the Ministry of the Interior – Population Authority grants permits to employ foreign caretakers by persons that are unable to manage independently. You can find the conditions of eligibility on the website of the Ministry of the Interior (Hebrew only): www.piba.gov.il. See Appendix II at the back of this booklet for an English-language summary of regulations.



Application Procedure

Apply for a permit to employ a foreign caretaker at a branch office of the Nursing Department, or via the post. For more information, contact the Ministry of the Interior National Telephone Information Number: 1-700-707-147.

Nursing Department Branch Offices

Jerusalem – 34 Rehov Ben Yehuda, Migdal HaIr (02) 6229866

Tel Aviv – 53 Rehov Salma, (03) 6228211

Haifa – 7/9 Rehov HaPalyam, (04) 8606740

Beer Sheva – 12 Rehov Olamot, (08) 6253000

National Telephone Information Number: 1-700-707-147.

The Central Elections Committee – Accessibility to Polling Stations

The "Knesset Elections Law" (1969) mandates that every community or geographical area containing 10,000 people establish at least one polling station that is appropriate to the needs of disabled voters. In communities with 20 polling stations or more, at least two polling stations must be accessible to those with limited mobility.

- Information about accessible polling stations must appear on the back of the notice to vote, and is indicated by the international 'disabled' symbol, i.e. a wheelchair.
- A map of streets adjacent to the polling place and information about access to the polling place also appears on the notice to vote.
- You are entitled to vote at any polling station classified as "accessible," even if no indication appears on the back of the notice to vote. Voting at such a polling station is by use of a double envelope.



- On an election day, the municipal authorities are responsible for placing a sign next to an accessible polling station designating two parking spaces for persons with limited mobility.
- If you live in a residential facility recognized by the Ministry of Social Affairs or the Ministry of Health, and financed by one of these Ministries by more than 50%, you are entitled to vote in polling stations set up inside the facility. This also applies to nursing homes.
- If you are unable to vote on your own, you may be accompanied by a person of your choice. Note that the accompanying individual is prohibited from being the director or an employee of the institution in which you reside. Each accompanying individual may assist up to two voters.
- Information Centers of the Central Elections Bureau must publicize the location of accessible polling stations in advance of the elections. Information must also be published in newspapers, through the electronic media, on notice boards, on the website of the Central Elections Bureau: www.bechirot.gov.il, as well as the website of "Access Israel": www.aisrael.org, the website of the Ministry of the Interior, www.moin.gov.il, and on the Government Services and Information website: www.gov.il.

Municipal Elections

During a municipal election, you may vote at an accessible polling place only in the community in which you are registered. Prior to municipal elections, notices are sent to voters, along with a map and information, as explained above. Information about polling locations and accessibility is posted on municipal notice boards, on municipal websites, and on the Ministry of the Interior website (www.moin.gov.il). You can also get information from your municipal information line (106 in most locations). There is no voting in institutional frameworks for municipal elections; it is necessary to vote at a polling place.



Planning and Construction

The Ministry of the Interior is responsible for implementing the "Planning and Construction Law," which mandates accessible features in all public buildings.

The Law includes the following:

- Building permits: the Law stipulates that contractors who construct public buildings may receive building permits only on condition that the construction plans include accessibility arrangements (parking, ramps, roadways, wide doorways, elevators, washroom facilities, etc.). A shortened procedure can grant building permits for installing accessibility features.
- Regional planning and construction committees must require the installation of accessibility features in public buildings that received building permits following April, 1972, and in public buildings that are being renovated.
- Local municipal authorities are required to install access ramps in all areas used for the passage of pedestrians.
- Cinemas, theaters, auditoriums, stadiums, and similar structures must provide sufficient seating areas for persons in wheelchairs.
- A chair-lift may be installed in apartment buildings, with the permission of more than 50% of the residents.
- Protests of residents in communal apartment buildings against installing accessibility features may be overruled.
- An elevator may be installed in an apartment building with the agreement of 75% of the residents.
- Municipal authorities are responsible for adapting metropolitan public transportation to meet the needs of all commuters.



The Ministry of Transportation

www.mot.gov.il

Discounts on Public Transportation

If you receive a general disability allowance, and have at least a 75% disability in supporting yourself, you can purchase discounted fare cards for intra-city travel, and for specific inter-city routes. A Certificate of Eligibility is automatically sent to eligible individuals, once every two years. If you are eligible for a Certificate and did not receive one, or if the Certificate has been lost, contact:

[The Ministry of Transportation](http://www.mot.gov.il) Voicemail (03) 5657183
www.mot.gov.il
Public Transport Division

Leave your personal details (name, address, etc) on the voicemail recording.

Benefits to the Blind

The Ministry of Transport offers the following benefits to the blind:

- Full exemption on bus fare on urban routes.
- Discounts on inter-city bus travel.

Be sure to display a Certificate of Blindness/Impaired Vision when requesting bus tickets.

Accessible Public Transport

The Ministry of Transport attempts to implement the guidelines and regulations governing accessibility of public transport. New-model city buses should all be accessible, and trains are gradually being upgraded in order to insure accessibility. The Ministry is implementing a staged plan, according to which, there should be 60% accessibility by 2010, and an additional 10% each year until the



year 2014. You can view details of the plan (in Hebrew) on the Ministry of Transport website: www.mot.gov.il.

Airlines are required to ensure accessibility both on the ground and on board aircraft, in accordance with guidelines of public transport accessibility.

For information on accessibility arrangements on Israel Railways, contact:

[Israel Railways](http://www.israrail.org.il) (03) 6117000
www.israrail.org.il *5770 (cellular phones)

Driver's Licenses

The Licensing Division of the Ministry of Transport grants driver's licenses in accordance with an applicant's capability.

The Licensing Authority office in Jerusalem, Holon, Haifa, and Beer Sheva refers applicants for licenses or renewal of licenses to medical examinations, in addition to the optical examinations required of all applicants. Medical examinations are conducted by the Institute for Medical Road Safety (*HaMachon HaRefui LeBitichut BeDrachim*) of the Ministry of Health. Applicants must sign a waiver of medical confidentiality. The Institute for Medical Road Safety then forwards recommendations to the Licensing Authority, which authorizes a driving test in a suitable vehicle.

If your application for a license is rejected, you may request to view the doctor's statement upon which the refusal was based. You may also appeal within 30 days to the Appeals Committee of the Ministry of Health.

The Medical Institute For Road Safety
12 Rehov HaArba'a (03) 5634702
Tel Aviv
15 A Rehov HaPalyam (04) 8633555
Haifa



Discounts on Registration Fees

If you drive a vehicle for personal reasons, but not for business, you can receive a discount on automobile registration fees.

Parking Tags for the Disabled

A new type of tag is now in use that includes advanced security features that make the tag difficult to counterfeit. The new tag resembles a plastic card similar to a driver's license, which you 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. If you do not already possess a tag, you can apply for one according to procedures outlined below. Only the owner of the tag may use it; the law permits use by another driver only if the owner is a passenger in the vehicle.

You can be eligible for a tag if you are in one of the following categories:

- You are recognized as disabled by the Ministry of Defense
- You have a "Certificate of Blindness"
- You have limited mobility (all ages)
- You are recognized as disabled by the Ministry of Finance Rehabilitation Division
- You are recognized as a Victim of an Enemy Action by the National Insurance Institute

Conditions of Eligibility

- You must be dependent upon an automobile for transport because of disability in your legs, or your level of disability must be at least 60%, and movement without an automobile would likely have a negative effect on your health.
- Your ability to walk is limited and you need a wheelchair for mobility.



Application Procedure

You must receive authorization from a physician of the Licensing Bureau, or the Ministry of Defense, the Ministry of Social Affairs, the Rehabilitation Unit of the Ministry of Finance, or the National Insurance Institute.

It is necessary to fill out a form (available from the Ministry of Transport website) and attach the following documents:

- Photocopy of your *te'udat zehut* and attachment (*sefach*).
- Photocopy of vehicle registration and driver's license
- Medical authorization of a level of 60% disability or greater (a copy of the protocol of the National Insurance Institute Medical Committee that established the level of disability).
- Original, up-to-date medical documents.

Send requests to the Holon Licensing Bureau, *HaYehida LeTipul BeMugbalei Nayadut*, P.O.B. 72, Holon, 58100. It is not necessary to appear in person.

Exemptions on Registration Fees

Generally speaking, persons that are eligible for a tag are in most cases also eligible for exemptions on vehicle registration fees. You can apply for an exemption at the same time as you apply for a tag. Contact the Ministry of Transportation for more information.

Ministry of Transportation Information Line 1-222-5678/*5678
www.mot.gov.il

Note: for more information, consult the booklet entitled "Transportation," available from the Publications Department. See the order form at the back.



The Ministry of Finance

www.mof.gov.il

Income Tax Benefits

If you receive a general disability allowance, and have a combined medical disability level of 90% and up, or if you have a medical disability level of 100%, you can be eligible for exemptions on paying income tax up to a set maximum.

If you have a Certificate of Blindness/Impaired Vision, and are employed, you can also be entitled to exemptions from paying income tax. Immediate family members (spouse, parent, child) can receive two income tax credit points.

If you have a parent, spouse, or child, who is paralyzed, permanently bedridden, blind, or mentally ill, or have a developmentally disabled child, you can receive two income tax credit points.

If you have an immediate family member living in a residential-care facility, you may be eligible for a partial exemption from income taxes in place of credit points if you pay fees for their care in the facility.

You can submit requests for tax benefits or exemptions to an income tax assessor at the nearest Income Tax Authority office.

Reduced Acquisition Tax on Apartments

If you are in one of the following categories, you can be eligible for a discount of 0.5% on the Acquisition Tax (*mas rechisha*) when purchasing an apartment:

- You are a new immigrant for 7 years from the date of aliyah. Note that this benefit applies to all new immigrants. The 0.5% discount pertains to apartments up to a certain value. Consult the booklets "Guide for the New Immigrant," and "Housing," for details. See the order form at the back of this booklet.



- You have a permanent medical disability of 100%, or of 90% resulting from accumulated disabilities.
- The National Insurance Institute has determined that you are at least 75% disabled in supporting yourself.
- Your hand or foot has been amputated, or you are paralyzed and have a permanent disability of 50% or higher.
- You have a permanent disability of at least 50% resulting from an automobile accident.
- You have a permanent disability percentage of 19% or more according to regulations of the "Disability Law" or the "Law of Disabled Fighters in the War against the Nazis."
- You have a permanent disability of 50% or more according to the "Law of Victims of Nazi Persecution."
- You are a victim of a terror attack with a permanent disability percentage of 19% or more.
- You are part of a couple in which one spouse is disabled.

Tax levels are updated several times a year.

Property Tax Offices (selected list)

www.mof.gov.il

66 Rehov Kanfei Nesharim (02) 6542222
Givat Shaul, Jerusalem

125 Derech Begin (03) 7633333
Tel Aviv

Kiryat HaMemshela (04) 8630400
15 Sderot HaPalyam
Haifa

Beit Oshira (08) 6293555
31 Rehov Shazar
Beer Sheva



For more addresses in your area, contact your local municipal information line (*moked ironi*). Dial 106 in most locations. You can also find more addresses on the Ministry of Finance website: www.mof.gov.il/taxes.

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 veterans of the Second World War. The Authority also assists in financing the purchase of equipment such as wheelchairs, special beds, and prosthetics.

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

The Information Line: (03) 5682651, (04) 8640838/9, (02) 5018465/6

For more information, see <http://ozar.mof.gov.il/shoahrights> (Hebrew only).

Israel Lands Authority

If you receive a general disability allowance, and have been determined to have a medical disability of 80% or higher, you can be eligible for a discount or exemption on authorization fees when conducting real estate transactions through the Israel Lands Authority (*minhal makark'ai yisrael*).

You may also be eligible for a building plot from the Israel Lands Authority without having to submit a tender.

Categories of exemption from a tender include:

- 100% disability, or 75% disability if confined to a wheelchair
- Authorization from the National Insurance Institute/the committee appointed according to regulations of the Income Tax Authority or the Ministry of Health to determine restricted mobility



Other Criteria

- You are an Israeli citizen
- The building plan must be for one housing unit only
- You have not received a building plot in the past
- Eligibility is registered in your name and your spouse's name only

In some cases, you may also be eligible for a "moratorium" on permit payments for construction plots. For more details, consult with the Israel Lands Authority.

Apply for discounts or exemptions through the nearest branch office of the Israel Lands Authority:

Israel Lands Authority

www.mmi.gov.il

216 Rehov Yaffo (02) 5318888
Jerusalem

125 Derech Begin (03) 7632222
Tel Aviv

15 Rehov HaPalyam (04) 8630855
Haifa

4 Rehov HaTikva (08) 6264333
Beer Sheva

Acquiring a Plot of Land through the "Build Your Own Home" Program

Tenders for purchasing land for independent construction may sometimes reserve plots of land for the disabled. Information about tenders is often publicized in the daily media.



60 Rehov Herzl (04) 8641187
Haifa

8 Rehov HaTelmond (08) 6204000
Beer Sheva

Note: for more locations, call your municipal information line (106 in most cities) or see the Ministry of Religious Services website: www.religious.dat.il.

The Ministry of Education

www.education.gov.il

Mainstream and Integrated Frameworks

Every student with special needs is entitled to integration within a mainstream classroom, according to their capabilities. Placement is upon the basis of recommendations of the Integration Committee (*va'adat shiluv*) of the Ministry of Education, and with the parents' agreement. You will need to supply an educational assessment as well as a professional assessment of the specific disability, as well as any other documentation that could assist the committee in its determination of the child's placement.

Special Education

The "Special Education" Law (1988) mandates that all children with special needs, from the ages of 3-21, whose eligibility for special education is authorized by the Ministry of Education, can be eligible for the following, according to their needs:

- Integration teachers in kindergarten and regular primary schools.
- Studies in special classes and integrated classes in mainstream schools.
- Studies in special education schools.



- Residence in dormitories.
- Transport to special education schools.
- Special activities during vacations.
- A longer school year.
- A longer school day (in special education frameworks).
- Relatively fewer students in classrooms.
- Meals in frameworks in which studies extend past 2:30 p.m.
- Personalized study plans.
- Psychological support and social services
- Medical and paramedical services

Application Procedure

Children are placed into special education frameworks by the Placement Committee of the Ministry of Education. Requests for a hearing by the Committee may be by the parents or by a recognized educational institution, by the municipal education authority or by a public organization, as well as by medical diagnosticians.

Necessary Documents

- Educational assessment (you will fill out a questionnaire as part of the application procedure distributed by the Ministry of Education). Your signature on the questionnaire does not imply that you agree to the contents, only that you have seen the document.
- Professional opinion that attests to a specific medical, physical, cognitive or other condition. This should be accompanied by documents that attest to the child's special needs. Accompany this with any documentation that could assist in determining the best placement for the child.



In most cases, Placement Committees meet on the 15th of May each year, and on the 30th of May for kindergarten placements. If you make aliyah following these dates, you can contact a Ministry of Education district supervisor to request a special committee sitting.

Ulpan Programs

The Department of Adult Education has established special ulpan classes designed to meet the needs of new immigrants:

Programs include:

- Ulpan programs for the blind.
- Ulpan programs for the deaf.
- Ulpan programs for people suffering from mental illness.

Ulpan classes are based on a sufficient number of participants.

Students receive one weekly study hour per class member, with the total number of hours equal to the number of students in a class. Eligibility is for 3 years from the date of aliyah.

Application Procedure

Apply for ulpan classes through a personal absorption counselor at branch offices of the Ministry of Immigrant Absorption. Students with mental illnesses should apply through the nearest District Health Office of the Ministry of Health.

Immigrant Students

Immigrant students in both mainstream and special education schools, are entitled like all immigrant students to tutoring in



Hebrew. The number of tutoring hours is in accordance with the number of immigrant students in the school.

For more information, contact:

[The Ministry of Education](#)

[Department of Immigrant Students](#) (02) 5603619

Lev Ram Building

2 Rehov Devorah

Jerusalem



The Ministry of Communications

www.moc.gov.il

As mandated by legislation, numerous television broadcasts include accompanying subtitles or sign language. This includes live programming, prime-time programming, and children's television. The Council for Cable and Satellite Broadcasting is responsible for assuring that their programming has subtitles or sign language, while the Israel Broadcasting Authority and the Second Channel Authority are responsible for State programming.

For information on daily broadcasts with subtitles or sign language, check the daily listings in the media, and the websites of the various programming providers.

The Ministry of Justice

www.justice.gov.il

Commissioner of Equality for the Disabled

The Commissioner's responsibilities include:

- Preparation of amendments to legislation, and preparation of guidelines and amendments for the approval of relevant government ministries.
- Enforcing legislation through a supervisory system and lawsuits over accessibility.
- Publication and distribution of information on the rights of the disabled.
- Promotion of equality, and prevention of discrimination against persons with disabilities.
- Encouraging integration and active participation in the community in the areas of employment, housing, education, rehabilitation, social security, culture, and recreation.



- Legal advice and representation in all areas at no cost.

Application Procedure

For legal advice and information, you can contact:

[Department of Public Inquiries](#)

[Commissioner of Equality for the Disabled](#)

The Ministry of Justice

Fax: (02) 6549566

Beit Shenhav, Department "Bet"

12 Rehov Beit HaDfus

Jerusalem 95483

For inquiries about housing, employment, discrimination in insurance, education, recreation and other areas of life, contact: (02) 6459558, Tovar@justice.gov.il.

For inquiries about accessibility, contact: (02) 6549561, iritsha@justice.gov.il

You can also inquire about accessibility, integrating into the community, and legislation, as well as request informational material, from (02) 6549564, or RuthiE@justice.gov.il. For more information, see www.mugbaluyot.mishpatim.gov.il.

Exemptions on Mortgage Fees

The Ministry of Justice grants exemptions on mortgage registration fees or rental registration fees. The exemptions are also granted to the spouse of an eligible individual. The exemptions are at the time of registration at a Property Registration Office (Tabu).

Eligibility

You can be eligible for an exemption on mortgage or rental registration fees if you are in one of the following categories:

- You are eligible for an allowance according to the "Disabled Law" or the "Law of the Disabled in the War Against the Nazis."



- You are eligible for an allowance according to the "Disabled Victims of Nazi Persecution," or disabled because of a work accident, automobile accident, paralysis, amputation or a foot or hand, and have a disability level of no less than 50%.
- You have another form of disability and a disability level of 100%.

For more information, or to check your eligibility, contact the Israel Lands Authority.

The Israel Lands Authority

34 Rehov Ben Yehuda (02) 5696130
Jerusalem 94383

15a Sd. HaPalyam (04) 8634040
Haifa 33095

125 Sd. Begin (03) 7634700
Tel Aviv

4 Rehov HaTikva (08) 6294477
Beer Sheva

16 Rehov HaMalacha (04) 6478080
Nazareth

26 Rehov HaHistadrut (03) 9056555
Petach Tikva

23 Rehov Kedoshei Kahir (03) 5025858
Holon

10 Rehov Oppenheimer (08) 9314141
Rehovot

3 Rehov Barkat (09) 8600222
Netanya



Accessibility to Court Deliberations

Court buildings constructed during the past few years are accessible. Older buildings should have suitable accessibility arrangements.

Accessibility to the Deaf

During court hearings, a judge can appoint a sign-language translator or permit individuals to read testimony documents that have been prepared by the court recorder (in Hebrew) during the proceedings.

Apply for a translator, or permission to read court transcripts prior to a trial, through the court secretary. For more information on the court system in Israel, see the court website, www.court.gov.il.

Accessibility to Persons with Cognitive Disabilities, Psychological Disabilities, or Autism

In certain types of criminal proceedings, if the court believes that testifying by regular means might affect the testimony of a disabled witness, the court may order the witness to testify by means suitable to their abilities.

Legal Aid

Legal Aid Bureaus

Legal Aid Bureaus offer legal counseling and representation in court during civil suits for persons who are unable to afford a lawyer. Assistance is free of charge, except for a registration fee, based on a sliding scale.

To apply for legal aid, you must fill out a form at the nearest Legal Aid Bureau:

1 Rehov HaSoreg
Jerusalem

(02) 6211333
Fax: (02) 6211377



4 Rehov Szold Tel Aviv	(03) 6932777 Fax: (03) 6932722
15 Rehov HaPalyam Haifa	(04) 6404526 Fax: (04) 6404529
33 Rehov Shazar Beit Noam Beer Sheva	(08) 6404526 Fax: (08) 6404529

The Public Defender's Office

The Public Defender's Office is responsible for providing legal representation throughout all stages of a criminal proceeding for persons that are unable to afford an attorney. Assistance begins by providing counsel during police questioning, through arrest proceedings, trials, and appeals.

You can contact the nearest Public Defender's Office by submitting a copy of a charge sheet together with a *te'udat zehut*. You must also fill out an application form, which you can download from the Ministry of Justice website. You may also have to provide other documents, such as a driver's license, financial statements, authorization of assistance from the National Insurance Institute, or others. Note that in some cases you may have to pay a fee.

Legal Aid for Psychiatric Patients

In all cases of non-voluntary hospitalization, the law provides patients the right to legal representation before a Psychiatric Board, which meets 3 days following hospitalization and again 14 days later. The patient also has the right to appeal the Board's decisions. Patients may choose to apply for representation by the Legal Aid services of the Ministry of Justice, which is free of charge. Patients may also choose representation by their own private attorney. The hospital is obligated to provide application forms for Legal Aid



immediately upon admission to the hospital. The hospital must fax the forms to the Legal Aid bureau without delay. Failure to do so is a violation of the law.

The law mandates that any person hospitalized in a psychiatric-care facility, or who receives psychiatric treatment, that has been court-mandated as the result of a criminal act, is entitled to representation during hearings before the Psychiatric Board by the Public Defender's Office, free of charge, as well as during appeals of the Board's decisions. For details, contact the Public Defender's Office nearest to the location of the hospital, or send a fax requesting the appointment of counsel. Hospital staff can help if necessary.

The Public Defender's Office

4 Rehov Henrietta Szold (03) 6932691
Tel Aviv Fax: (02) 6467467

34 Rehov Ben Yehuda (02) 5696187
Jerusalem Fax: (02) 6467467

33 Rehov Shazar (08) 6404494
Beer Sheva Fax: (02) 6467021

15A Rehov Hapalyam (04) 6029119
Haifa Fax: (04) 6013685

The Guardian General

The Guardian General of the Ministry of Justice administers the affairs of persons that are unable to do so for themselves for various reasons, including disability, in cases where a "custodian" is appointed. The Guardian oversees the administration of property and assets by the appointed custodian on behalf of the disabled individual. The Guardian General receives reports from the custodian about the property and assets they manage, checks the



reports the custodian submits, and supervises the custodian's activities.

The Guardian General

Secretariat

Jerusalem	(02) 6215762
Beer Sheva	(08) 6264561/2
Haifa	(04) 8633767
Tel Aviv	(03) 6899638

The Israel Police

In cases where the police must investigate a complaint that involves a disabled individual, the police can involve, as necessary, other appropriate individuals or bodies (e.g., a social worker,) or guardian. In some cases, a specially-trained investigator from the Ministry of Social Affairs, and not the police, can question an individual with cognitive disability; in other cases, the individual will be questioned in the presence of a social worker from the Ministry of Social Affairs. The police must document the questioning by means of video or audio, with specific exceptions.

In certain locations throughout the country, projects in coordination with the "Bizchut" organization assist disabled persons during police procedures.

Bizchut – The Israel Human Rights Center for People with Disabilities

www.bizchut.org.il
mail@bizchut.org.il
P.O.B. 34510 (02) 6521308 Fax: (02) 6521219
Jerusalem



Victims of Violence or Crime

Members of the public are obligated to notify the police of any instances of crime or assault against disabled individuals, including domestic violence or sexual assault, especially if the victim is helpless or incapacitated in any way. If the police receive any reports of violence or assault against helpless or incapacitated persons, they are obligated to report to a social worker.



The Ministry of Industry, Trade, and Labor

www.tamas.gov.il

The Headquarters for Integrating the Disabled into the Workforce

The Headquarters for Integrating the Disabled into the Workforce works for full integration into employment. Their task is to create the tools to promote employment, to develop programs to advance integration, to implement legislation, and disseminate the information that exists in Israel and internationally about the employment of persons with disabilities.

Among the Headquarter's programs:

- Establishing placement centers to remove barriers to employment, locate job openings, make placements, and offer vocational guidance. The centers will be appropriate to people with any kind of disability.
- Support for employers through a variety of incentives.
- Development of a project to improve skills and salaries.
- Implementing rules for minimum wages for persons whose abilities are limited.
- Implementing guidelines for Government participation in financing of hiring employees.

For more information, see the Authority website:
www.moital.gov.il/mugbalut, or call (02) 6303540.



National Voluntary and Non-Profit Organizations

Note: Information about voluntary and non-profit organizations is based on material publicized and provided by each individual body. Details are the responsibility of the relevant organization.

Note that the Ministry of Immigrant Absorption does not recommend or endorse any particular organization or service. It is up to each individual to investigate and decide upon the most appropriate source of assistance.

'Ahada' – Organization of Parents for Self-Help, in conjunction with the Kibbutz Movement

www.ahada.org.il

pelles@mahanayim.org.il

13 Rehov Leonardo DaVinci

(03) 6925230

Tel Aviv

Fax: (03) 6962521

A self-help organization of parents in kibbutzim, moshavim and towns that holds seminars and an annual conference, offers a "School for Parents" with a support group, ongoing projects for Education in High Schools during after school hours, a Bar-Mitzvah project, and other projects.

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

www.ofek-liyladenu.org.il

ofek@ofek-liyladenu.org.il

Support and information services to parents of blind and visually disabled children.

8 Rehov Degel Reuven

(02) 6599553

P.O.B. 925

Fax: (02) 6522614

Jerusalem 91008



'Acha' – Israeli Association of the Deaf

www.deaf.org.il
deaf-israel@barak.net.il

Services to the deaf in the areas of education, ulpan for new immigrants, sign language translations, vocational training, social integration, legal aid, and more.

National Office	(03) 7303355
13 Rehov Yad LeBanim	Fax: (03) 7396419
Yad Eliyahu, Tel Aviv	
Support Services Center	Tel/Fax: (03) 7300335

Information on other branch offices is available from the Support Services Center.

Etgarim

www.etgarim.org

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

18 Rehov Beit Hillel	(03) 5613585
Tel Aviv	Fax: (03) 5613586

'Elan' – Israel Association for Handicapped Children

www.ilan-israel.co.il

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.



National Office (03) 5248141/2
9 Rehov Gordon
Tel Aviv

Branches

4 Rehov Trumpeldor (02) 6234091/6253534
Jerusalem (02) 6234406/6251799

2 Rehov Buki Ben Yogli (03) 5281217
Tel Aviv

12 Rehov Allenby (04) 8522378
Haifa

For more branches, see the Elan website.

Umbrella Organization of Organizations for the Disabled

www.disabled.org.il

The Umbrella Organization of Organizations for the Disabled works to facilitate integration into Israeli society. Services include legal aid, discounts in specific shops and workshops, and transportation in special vehicles.

National Office (03) 5273757
30 Rehov Ibn Gvirol Fax: (03) 5238799
Tel Aviv

General Organization of the Disabled

(09) 8344435 Fax: (09) 8844739

The General Organization of the Disabled assists persons with various disabilities, primarily in the areas of housing and sports.



'Eitan' – Israeli Association for Rare Disorders

eitan-rd@netvision.net.il

Information, support groups, help applying to the National Insurance Institute, the health funds, and other bodies.

5 Rehov Peki'in (03) 6021055
P.O.B. 6349 Fax: (03) 6021056
Tel Aviv 61063

Organization of Work-Accident Disabled and Bereaved Spouses

www.ina.org.il

Physical, economic, and social rehabilitation, and representation of constituents to government and public bodies.

24 Rehov Hillel (02) 6246091
Jerusalem

6 Rehov Reines (03) 5243335/6
Tel Aviv

67 Rehov Allenby (04) 8510953
Haifa

23 Rehov HaHagana (08) 6275049
Beer Sheva

Organization of Disabled IDF Veterans

www.inz.org.il

Works to improve the financial, medical, and social conditions of members. Services include loans and scholarships, and social,



cultural, and sports activities within the framework of "Beit HaLochem" and "Beit Key."

51 Sderot Chen (03) 5221286
Tel Aviv

1 Rehov Yitzchak Modi'i (02) 6750011
Jerusalem

23 Rehov HaAliyah (04) 8539884/2/8517679
Haifa (04) 8525327/8/5530

182 Rehov Herzl (08) 9466499/88
Rehovot

Migdal Canyon HaNegev (08) 6345430
Beer Sheva

'Alut' – The Israel Society for Autistic Children

www.alut.org.il

Maintains workshops and educational and rehabilitation centers for autistic children, offers assistance to families, and works to raise societal awareness of autism. The Family Center helps families of autistic children to develop methods of understanding and coping with their children's difficulties.

National Office (03) 5178188
1 Rehov Corazin
Givatayim

Open Line (03) 6709094

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



30 Rehov HaTzfira (02) 5665294
Jerusalem

20 Rehov Moriah (04) 8101569
Haifa

Rechavat Yuhudei Syria (08) 6431528
Beer Sheva

'Enosh' – Israel Mental Health Association

www.enosh.org.il
office@enosh.org.il

Maintains community-based social services frameworks designed for the social rehabilitation of the mentally ill, and the assistance of their families.

National Office
3 Rehov HaCharoshet (03) 5400672
Ramat HaSharon Fax: (03) 5400474

54 Rehov HaRebbe MeBachrach
Tel Aviv

Youth Shelter (03) 5239036
Kikar Masryk

29 Rehov Shalom Yehuda (02) 6724723
Jerusalem Fax: (02) 6724723
enosh@enoshilm.org.il

22 Rehov Gedalyahu (04) 8236489
Haifa



14 Rehov Ben Gurion (08) 6286915
Beer Sheva

For more branches, the Enosh website.

**'Akim' - Israel Association for Rehabilitation of the
Mentally Handicapped**

www.akim.org.il
info@akim.org.il

Therapy and rehabilitation to persons with mental disabilities. Akim also works to protect the rights of the mentally disabled, offers legal guardianship, and other services.

National Office (03) 7662222/4
69 Rehov Pinchas Rosen Fax: (03) 6470055
Tel Aviv

Open Line 1-800-399-333

19 Rehov Yad Harutzim, Suite 304 (02) 6728731
Jerusalem 91533

16 Rehov Bialik (03) 5255447
Tel Aviv

6 Rehov Masada (04) 8679352
Haifa

27 Rehov Herzl (08) 6231190
Beer Sheva



'Bizchut', Israel Human Rights Center for People with Disabilities

www.bizchut.org.il

mail@bizhcut.org.il

Promotes equality for the disabled and their participation in society and all areas of life.

P.O.B. 35401

(02) 6521308

Jerusalem 91000

Beit Issie Shapiro

www.beitissie.co.il

Therapy, treatment, family support and community services for children with special needs, and their families.

Rehov Issie Shapiro

(09) 7701222

Ra'anana

Fax: (09) 7710465

'BeNafshenu' – Hotline for the Mentally Ill and Their Families

www.benafshenujerusalem.muni.il

benafshenu@shekel-il.org.il

Emotional support, information, and referrals for persons in distress and their families.

P.O.B. 53105

(02) 6722554, 6720157/8, ext. 131

Jerusalem 93420

Fax: (02) 6725208

S, M, W, 11am-2pm



'Bekol' – the Hard of Hearing Organization

www.hearing.org.il

info@bekol.org

Information hotline and internet site, courses and self-help groups, advocacy and lobbying, and demonstration and guidance centers.

17 Rehov Tchernikowsky

(03) 5257001

Tel Aviv 67067

Fax: (03) 5257004

Chimes Israel

www.chimesisrael.org.il

chimes@chimes.co.il

Rehabilitation and diagnostic services for persons with developmental disabilities.

13 Rehov Arad

(03) 6442427

P.O.B. 69710

Tel Aviv

Ezra LeMarpeh

www.ezra-lemarpe.org

Provides a variety of services to the sick, disabled, and elderly, including loans of emergency equipment, medical counseling, and transportation.

Main Office P.O.B. 518

(03) 5777000

Bnai Brak 51104

Fax: (03) 6161177



Israel Multiple Sclerosis Society

www.mssociety.org.il

Works in conjunction with community bodies that offer care to multiple sclerosis patients, and assists rehabilitation organizations.

16 Rehov Chomei VeMigdal (03) 5377002
Tel Aviv Fax: (03) 5377004

The Association of the Blind in Israel Assisted by Guide Dogs

www.blind-guidedogs.org.il
blind@zahav.net.il

Assists persons using guide dogs, and those interested in working with a guide dog, in order to achieve an independent lifestyle.

10 Rehov David Hachmi (03) 5371065
Tel Aviv Fax: (03) 5371066

The Israel Center for the Blind

www.blinds.co.il
yalon@blinds.org.il

The umbrella organization on behalf of blind persons, and of the "Sheshet" organization. The center offers guidance, representation, therapy, and rehabilitation to blind persons, and maintains a registry of all blind persons in the country. Services include subsidized sales of aids and equipment for the blind and those with impaired vision, assistance obtaining tax refunds, loans and grants according to need, computer familiarization courses, study days and seminars, and recreational activities.

National Office (03) 7915555
10 Rehov David Hachmi
Tel Aviv



Note that local chapters of the Israel Association for the Blind are located throughout the country. Information is available from the Israel Center for the Blind, or from local municipal information lines (*moked ironi*). Dial 106 in most locations.

"Tomi" Association for Autistic Children

www.tomi.org.il

info@tomi.org

Information and treatment center.

10/24 Rehov Achimeir (03) 6437398

Tel Aviv 69494

Keren Or

www.ofek-liyaldenu.org.il/ofek17/keren-or.shtml

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.

3 Rehov Abba Hillel Silver (02) 5869626

Jerusalem

Migdal Or

www.migdalar.org.il

Functional and vocational rehabilitation for the blind and visually impaired.

Rehabilitation Center 077-7721333

Kiryat Chaim, Haifa



National Library for the Blind

www.cffb.org.il

Main office: office@cffb.org.il

Lending Library: zehava@cffb.org.il

Loans of books in Braille as well as recorded material and other services.

4 Rehov HaHistadrut (09) 8617874
Netanya

Branch – lea@cffb.org.il
66 Rehov Moshe Dayan (03) 6315555
Tel Aviv (Yad Eliyahu) Fax: (03) 6315577

AACI — Cohen Library for the Visually Impaired and Homebound

www.aaci.org.il

library@aaci.org.il

Free library for visually-impaired and homebound English-speakers, offers books on tape, CDs, large-print materials, etc.

37 Rehov Pierre Koenig (02) 5600912
Jerusalem Fax: (02) 5661920

Organization of Victims of Enemy Actions

www.irgun.org.il

irgun@irgun.co.il

Information and support services to victims of enemy actions and their families.

7-A Derech HaShalom (03) 6884724
Tel Aviv Fax: (03) 6884727



Shalva – Association for Mentally and Physically Challenged Children in Israel

www.shalva.org

info@shalva.org

Treatment and therapy for children and respite services for families.

6 Rehov HaRav Danon

(02) 6519555

Jerusalem

Fax: (02) 6535787

Yad Sarah

www.yadsarah.org.il

A voluntary organization that provides aid to disabled persons, the sick, and the elderly. Services include loans of medical equipment in exchange for a refundable deposit, laundry services, rehabilitation workshops, a center for the care of sick and disabled persons, transportation in specific areas, emergency services, and a guidance center for patients and families in Jerusalem. An employment center for new immigrants and a dental clinic are also located in Jerusalem. A mobile dental care unit travels throughout the country.

Main office: 124 Sderot Herzl

(02) 6444455

Jerusalem

37 Rehov Zaminhoff

(03) 5238974

Tel Aviv

31 David Hamelech

(04) 8382226

Haifa



10 Rehov Ibn Gvirol (08) 6482999
Beer Sheva

Mercaz Mor (08) 6371445
Eilat

Additional branches are located throughout the country. Consult Yad Sarah's website or your local municipal information line (*moked ironi*). Dial 106 in most locations.

'Yated' – Association for the Rehabilitation of Children with Down's Syndrome

www.yated-org.il

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.

National Office (02) 6721115
19 Rehov Yad Harutzim
Jerusalem

'Leshem' – Organization for the Higher Education of Students with Dyslexia

<http://leshem.telhai.ac.il>

Aid to higher-education students with learning disabilities. The organization offers learning assistance, information, support groups, and legal representation.

P.O.B. 4403 Telefax (02) 7498001
Jerusalem



'Matav' – Public Association for Social Services

www.matav.org.il

Home-care assistance for persons who are eligible for National Insurance Institute Chronic Care Insurance. Other services are for a fee.

National Information Number *3391

42 Rehov Agrippas (02) 6233047
Jerusalem

12 Rehov Yad Harutzim (03) 6850082
Tel Aviv 64397

2 Rehov Huri (04) 8640642
Haifa

40 Rehov HaAtzmaut (08) 6276033
Beer Sheva

See the website or call the national information number for more branch offices.

Headquarters of the Struggle on Behalf of the Disabled (Mateh Ma'avak HaNechim)

www.media4u.co.il

maavak@netvision.net.il

Support and assistance services to persons with various disabilities. Among its activities are recreational vacations and placement into the labor market.

Binyan HaHistadrut (03) 6921618
93 Rehov Arlozorov, Room 34 Fax: (03) 6921555
Tel Aviv



'Micha'- Association for Deaf Children

www.michata.org.il

society@michata.org.il

Rehabilitation services for children from preschool age until first grade.

National Office (03) 6994779
23 Rehov Reading
Ramat Aviv

7 Rehov Rabbi Akiva (02) 6250034
Jerusalem Fax: (02) 6247652

50 Rehov Tzahal (04) 8538276
Haifa Fax: (04) 8528689

10 Rehov Ein Gedi (08) 6433315
Beer Sheva Fax: (08) 6103298

'Milbat' – Israel Center for Technology and Accessibility

www.milbat.org.il

milbat@netvision.net.il

Provides special assistive devices, therapeutic games and musical instruments, counseling in selective devices, and an Information Center that provides details on obtaining devices, whether for purchase or loan.

Sheba Hospital (03) 5303739
Tel HaShomer Fax: (03) 5357812



Beth David Center for the Blind and Deaf

www.cdb.org
info@cdb.org.il

A national rehabilitation center that offers social and cultural activities, a center for teaching daily skills, and a Hebrew ulpan for blind and deaf new immigrants. The Center also offers guidance and counseling.

13 Sderot Yad LeBanim (03) 6316361
Tel Aviv Fax: (03) 6316419

"Mitmodedim LaMa'an Mitmodedim"

www.malam.org.il

Self-help organization for sufferers of mental illness.

46 Rehov Yavne (03) 5471508
Ramat HaSharon

Access Israel

(Negishut Yisrael)

www.aisrael.org.il
office@aisrael.org.il

Promotes accessible locations throughout the country, and maintains an information line and website with listings of accessible recreational sites, restaurants, hikes and other activities.

P.O.B. 5171 (03) 7458080
Cfar Sava 44151 Fax: (09) 7451127



Access for All – Tourism and Mobility for the Disabled in Israel

(Nagish LeKol – Tayarut VeNayadut LeMugbalim BeYisrael)

www.access-unlimited.co.il

info@access-unlimited.co.il

An organization of professional accessibility experts who specialize in adapting sites and public facilities to people with special needs.

P.O.B. 1417

(09) 7658394

Cfar Sava

Fax: (09) 7650340

Disabled Now – The Movement for the Rights of the Disabled

(Nechim Achshav – HaTnua LeZechuyot Anashim Im Migbalot)

www.cil4u.org/amuta.asp

Works to promote the rights of the disabled, fight discrimination, and promote accessibility. The Movement also operates a Center for Independent Living.

The Center for Independent Living

ciljr@012.net.il

5 Rehov San Martin

(02) 6481470

Jerusalem

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

www.nitzan-israel.org.il

Rehabilitation and integration of learning-disabled children, teens, and adults, as well as assistance to their families. Services include vocational rehabilitation, sheltered housing, and assistance in acquiring digital equipment for learning-disabled classrooms.

174 Rehov Arlozorov

(03) 6952553

Tel Aviv



124 Sd. HaNasi (04) 8372488
Haifa 31062

6 Rehov Bnei Or (08) 6497438
Beer Sheva 84161

See the website for more branch offices.

'Ezer MiTzion' – Israel Aid and Support for the Sick and Needy

www.ezer-mizion.org.il

A voluntary organization that offers assistance to the ill and disabled, including transportation, blood donations, medical counseling, and other services.

National Office (03) 5742742
16 Rehov Eshel Avraham
Bnai Brak

25 Rehov Yermiyahu (02) 5002111
Jerusalem

40 Rehov Hachayil (09) 7715691
Ra'anana

3 Rehov HaMelitz (03) 5257010
Tel Aviv

Ichilov Hospital (03) 6974637

Barzilai Hospital (052) 7678166
3 Rehov HaHistadrut
Ashkelon



18/1 Rehov Admor Mi'Ruzin (02) 5806634
Beitar

14 Rehov Sdei Hemed (08) 9743838
Modi'in Ilit

See the website for more branches.

'Ozma' – Action Committee of Families of the Mentally Ill

www.ozma.org.il

Represents families of the mentally ill in a variety of spheres, including legislative and educational. Ozma has groups for families throughout the country.

P.O.B. 5311 1157 (03) 6701800
Givatayim

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

www.alehblind.org.il

lcb@savion.huji.ac.il

Study aids and assistance to university students.

Hebrew University (02) 5882155
Mount Scopus, Jerusalem Fax: (02) 5826166
24-hour Information Line (02) 5880200



Accessible Community – the Disabled for the Advancement of the Community, the Organization of Community Centers

(Kehila Negisha, Nechim LeMa'an HaKehila, HaHevra LeMatnasim)

www.matnachim.org.il

nechim@matnasim.org.il

A municipality-based organization of individuals with various disabilities, whose goal is to raise municipal awareness of issues of disability, and to provide mutual help.

Central Office (073) 2870132

HaHsidra HaMercazit

P.O.B. 445 71730

Modi'in Maccabim Reut

'Kav LaChaim' – National Center for Helping Sick Children

www.kavlachayim.co.il

Assists children who suffer from cancer, muscular dystrophy, cerebral palsy, motor difficulties, and other chronic conditions. The organization escorts children to school, offers hikes and summer camps, and a variety of other services.

National Office (03) 9250500

15 Rehov Gonen Fax: (03) 925566

Petach Tikva

Central Region Branch (03) 9250510

29 Rehov HaDishon (02) 6483333

Jerusalem

28 Rehov Trumpeldor (04) 8321504

Neve She'enan, Haifa



'Keren' Diagnostic and Vocational Rehabilitation Centers

www.keren.org.il

info@keren.org.il

A public trust founded by the Ministry of Welfare & Social Services to provide support and guidance in attaining employment. 'Keren' centers specialize in diagnosis and vocational guidance, offering professional training courses, job placement, and sheltered employment. Centers are located throughout the country.

National Office (03) 6813378

57 Rehov Yehuda HaYamit

Tel Aviv/Jaffa

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

www.horimbekeshet.co.il

makom-m@cet.ac.il

Information, support, and guidance for parents of children with special needs of all types.

Open line 1-700-501-601

Support Services Center: sharon@mrkeshet.org.il (03) 5257467

Jerusalem: info@mrkeshet.org.il (02) 6236116

Southern Region: beersheva@mrkeshet.org.il (08) 6289142

Haifa: haifa@mrkeshet.org.il (04) 8596439



'Shema' Education and Rehabilitation of Hearing Impaired Children and Youth

www.shema.org.il

Offers communication therapies, guidance, and counseling in mainstream schools, assistance in acquiring or borrowing hearing devices, enrichment activities, and other services.

National Office	(03) 5715656/8/9
30 Rehov Plitei HaSefer Tel Aviv	Fax: (03) 5712017
7 Rehov Borochoy Jerusalem	(02) 6428359 Fax: (02) 6428440
8 Rehov Madregot Beit She'arim Haifa	(04) 8512381 Fax: (04) 8530024
16 Rehov David HaMelech Beer Sheva	(08) 6492002 Fax: (08) 6487223
Rehov Trumpledor, Shikun Bet Tiberias	(04) 6428359 Fax: (04) 6712328

'Shekel' Community Services for the Disabled

www.shekel.org.il

Shekel@Shekel.org.il

Provides sheltered housing, assists in placement in sheltered industries, and offers social and creative activities for persons with disabilities. The Israel Accessibility Center is located on the premises, as is a "BeNafshenu" center for the mentally ill.

11 Rehov Yad Harutzim Jerusalem	(02) 6720157/8 (02) 6725208
------------------------------------	--------------------------------



'Melabev'

www.melabev.org
roxana@melabev.org/orly@melabev.org

Day-centers for disabled and memory-impaired elderly. Memory groups are in English, Russian, and Hebrew.

Sha'are Zedek Medical Center
P.O.B. 3235 (02) 6666198
Jerusalem 1-700-70-4533

The Israel Psychotrauma Center

www.traumaweb.org
info@traumaweb.org

Immediate crisis intervention therapy for trauma victims and integrated treatment and recovery programs.

59 Shemaryahu Levin (02) 6449666
Jerusalem

'Natal' The Israel Support Center for Victims of National Psychotrauma

www.natal.org.il
info@natal.org.il

Help and assistance to trauma victims of war and enemy actions.

Helpline 1-800-363-363
10 Rehov Ibn Gvirol 0732-363-363

Milev English Language Hotline (02) 6521970

milev@actcom.co.il

24-hour English-language crisis and helpline.



Sports Organizations and Centers

'Elan' Sports Centers for the Disabled

www.iscd.com

info@iscd.com

Rehabilitation through sports.

Spivak Center (03) 5754444
123 Rehov Rokach
Ramat Gan

Sports Organization of the Deaf

www.idsonet.info/page.html

Israel@ciss.org

National Office

Beit Helen Keller Fax: (03) 6310440
Tel Aviv

Beit HaLochem (03) 6461646
49 Rehov Shmuel Barkai Fax: (03) 6421316
Tel Aviv

Elan Sports Center (03) 5754444
123 Rehov Rokach Fax: (03) 7511649
Ramat Gan

Elan Sports Center (04) 8724378
Kiryat Chaim East Fax: (04) 8726623

Beit HaLochem (04) 8590859
101 Derech Tzarfat Fax: (04) 8336340
Haifa



Beit HaLochem (02) 6750011
Menachat, Jerusalem Fax: (02) 6435662

Yehuda Doron Sports Center Tel/Fax: (09) 8320077
36 Rehov Weizmann
Netanya

Emergency Numbers

Police 100
Magen David Adom 101
Fire Department 102
Electric Company 103

Emergency Center for the Deaf

(Moked Herum)

The Emergency Center makes it possible to send calls to Magen David Adom, the Police, and the Fire Department, by fax.

Tel Aviv (03) 5216445
North (04) 8511954, (04) 8530161
Magen David Adom 1-800-500-101

Municipal Information Lines 106
(Moked Ironi)

Eran Mental Health Hotline 1201
www.eran.org.il
info@eran.org.il



Appendix I – Relevant Legislation

- Law of Equal Rights for the Disabled (1998)
- "Law of Planning and Construction," 1965 – Paragraph 1, Special Arrangements for the Disabled in Public Buildings; Section H- Installation of Special Arrangements for the Disabled in Public Buildings, Amendment to Planning and Construction, 1970- second addition (amendment 17).
- Planning and Construction Regulations (Permission for Abbreviated Work) – 2001.
- Planning and Construction Regulations (Permission, conditions and fees) (Amendment 4) 2002 (Installation of an Elevator in an Existing Structure).
- The "Property Law" 1969 (Installing a Lift in a Residential Building).
- The "Property Law" (Amendment 23) 2001, Accessibility in a Common Property – Accessibility for a Disabled Person in a Communal Apartment Building – Summary: A disabled apartment owner, or a disabled family member who resides with the apartment owner, or a disabled person who rents an apartment, is entitled to make alterations to the building, within the common areas, in order to improve accessibility. Alterations may be made upon receipt of authorization as required by law. Authorization is granted on the basis of documentation provided by a physician or physiotherapist, and on condition that alterations do not prevent the remainder of the building's residents from using common areas. Alterations must be made in such a manner as to limit any damage to other apartment owners in the building.
- Law of Local Authorities (Arrangements for the Disabled) – 1988: Lowering Sidewalks.
- Law of Concessions to the Deaf – 1992; Subtitles and Sign Language on Television.



- Prohibition Against Discrimination in Goods, Services, and Entrance to Places of Entertainment and Public Places – 2000.
- Prohibition Against Discrimination Against the Blind Accompanied by Guide Dogs – 1993 (When Entering Public Places).
- Law of Rights of Learning-Disabled Students in Post-High-School Education (2008)
- Law of Rights of the Disabled Employed as Rehabilitation (2007)
- Education Law for Sick Children (2001)
- Special Education Law (1988)
- Law for Treatment of the Mentally Ill (1991)
- Law of the Disabled Victims of Nazi Persecution (1957)
- Law for Compensation to Victims of Automobile Accidents (1975)
- Law for Rehabilitation of the Mentally Ill in the Community (2000)
- Law of Compensation for Prisoners of Zion and Family Members (1992)



Appendix II

Criteria for Issuing a Permit for Employing a Foreign Caretaker for Nursing Care

Following is a translated summary of Ministry of the Interior Regulations for issuing a permit. For the full version (Hebrew only), see www.piba.gov.il.

Note: The information presented here is for illustration purposed only, and does not confer any form of privileges or eligibility for services or benefits. Consult with the Ministry of the Interior for clarifications and more information.

In case of any discrepancy between the information presented here, and the rules and regulations of the Ministry of the Interior, the National Insurance Institute, or any other official body, the rules and regulations of the official bodies will prevail.

Section A – General

1. A permit for employing a foreign caregiver for nursing is generally issued according to National Insurance Institute guidelines of eligibility and testing for allowance and pension claims.
2. A permit will not be issued to applicants that reside in institutional frameworks (hospitals, rehabilitation centers, senior citizen homes, etc.). An elderly person that lives in sheltered housing without nursing services, as well as a patient in a day-hospital framework, can receive a permit, provided that they meet all criteria for eligibility.
3. Permits are issued to persons that require care or supervision for the greater part of the day. Therefore, permission is not given to hire a foreign caregiver on a part-time basis, or for only a few hours a day, or for only a few days a week. A person that



only needs assistance for a limited number of hours a day or week can receive assistance from an Israeli caregiver.

4. The applicant must provide suitable lodgings for the caregiver in their own home.
5. The foreign caregiver must be employed to give nursing care and assistance within the household of the person in whose name the permit is issued. Transferring the caregiver to any other party, even a close relative of the patient, is a violation of the terms of the permit.

Section B – Basic Terms of Eligibility

Eligibility is based on age as follows:

1. **Retirement age and above:** Permits are issued according to the number of points received following a "dependence test" (*mivchan talut*) administered by the National Insurance Institute as part of the application process for Nursing Compensation (*gimlat siud*). Persons of pension age and above that wish to employ a foreign worker, but have not undergone a dependence test for reasons of income, should apply directly to the National Insurance Institute for a test. It is necessary to pay a full application fee. Test results are transferred directly to the Ministry of the Interior. Applicants that are age 90 and above can receive a permit in many cases regardless of their score on the dependence test.

For more information, contact the Ministry of the Interior or the National Insurance Institute. See Useful Addresses

In most cases, permits for persons of retirement age and above are for two-year periods.

2. **Age 18 – Pension Age:** Permits for persons in this age group are given to those that are eligible for an Attendants Allowance from the National Insurance Institute. Authorization is sent



automatically from the National Insurance Institute to the Permits Unit of the Ministry of the Interior with no need for an additional request from the applicant. The applicant must give the National Insurance Institute permission in writing, and sign a waiver of medical confidentiality. An applicant whose application for an Attendants Allowance is rejected by the National Insurance Institute because of income level, or because the applicant chooses instead to receive a Mobility Allowance, will be referred by the Authorizations Unit of the National Insurance Institute, which will check eligibility for an Attendants Allowance. The results are sent to the Permit Unit of the Ministry of the Interior with no need for an additional request from the applicant. The applicant must give the National Insurance Institute permission in writing, and sign a waiver of medical confidentiality.

In most cases, permits for persons ages 18 – pension age are for 3-year periods.

For more information, contact the Ministry of the Interior or the National Insurance Institute.

3. **Under Age 18:** According to law, a disabled child is entitled to study in an educational or therapeutic framework, and in most cases is not in need of a foreign caretaker at home for most of the day. Therefore, a permit will be issued only if the child is eligible for a Disabled Child Allowance from the National Insurance Institute, and if, in addition, the Professional Advisory Committee of the Nursing Division believes that one of the following conditions apply:
 - a. the child's placement in an educational framework depends upon a caretaker to provide the child with physical assistance.
 - b. the child's disability necessitates constant accompaniment or supervision during most of the day.
 - c. there are additional particular medical reasons that the child requires daily, continuous care throughout the day as well as at home.



To request a permit for a foreign caretaker for a child, submit a recommendation from the local social services department as well as from a medical expert, along with the protocol of the National Insurance Institute medical committee that decided eligibility to receive a Disabled Child Allowance. Authorization of the child's eligibility to receive a Disabled Child Allowance is transferred directly to the Ministry of the Interior with the parents' written permission and a waiver of medical confidentiality.

4. **Disabled IDF Veterans and Victims of Enemy Actions**

The law provides for disabled IDF veterans and victims of enemy actions to receive assistance from Israeli caretakers funded by the Ministry of Defense/the National Insurance Institute, according to a number of hours determined by a special medical committee. However, a number of other provisions also apply:

1. A permit for a foreign caretaker may be issued to a disabled IDF veteran or victim of an enemy action that has a Certificate of Eligibility from the Ministry of Defense, or the National Insurance Institute, if it has been determined that the individual requires at least 17 hours of care per day.
2. The time-period of the permit is according to age group as detailed above.

5. **Work-injury-disabled**

- A. An applicant recognized by the National Insurance Institute as work-injury disabled on the level of "dependant upon others" or "chronic" may be eligible for a permit to employ a foreign caretaker. It is necessary to provide authorization of the level of eligibility from the National Insurance Institute.
- B. The time-period of the permit is according to age group as detailed above.



Section C – Situations Decided by a Professional Advisory Committee

1. Requests for foreign caretakers in the following situations, or requests in situations of special humanitarian consideration in cases where the applicant does not meet all criteria, are investigated by a Professional Advisory Committee that evaluates medical and other documents and makes recommendations to grant a permit. The Committee may request that the applicant supply the results of medical examinations, medical opinions, social services reports, or any other document that may be relevant. Among the situations that may be referred to the Committee include the following:

- Requests for more than one caretaker
- Special circumstances such as more than one disabled family member, a disabled person living with a parent above the age of 70, a person suffering a severe or chronic illness that requires monitoring for the greater part of the day.
- Bereaved parents.
- Release from the hospital.
- Two disabled persons residing in the same household.

For more information, contact the Ministry of the Interior.

Section D – Fees

According to regulations, a person wishing to employ a foreign caregiver must pay certain fees, which are determined according to age and eligibility for Nursing Compensation. See www.piba.gov.il for information on fees, or contact the Ministry of the Interior.

Section E – Miscellaneous

1. Requests to Extend Existing Permits (except permits for caretakers for minors): permits issued in the past by the Medical



Committee of the Employment Service to persons with ongoing disabilities, or that are now above the age of 85, will be extended without an additional hearing, on condition that the patient's circumstances have not altered (for example, the patient has not moved from independent housing to an institutional framework).

2. Requests to Extend Existing Permits for Caretakers for Minors: permits that were issued in the past for minors will be extended without an additional examination provided that the following circumstances exist:
 - The child is eligible for a Disabled Child Allowance of at least 100%.
 - The request is accompanied by a statement that the child does not reside in an institutional framework.

The Professional Advisory Committee will determine requests for caretakers for children that receive a Disabled Child Allowance of less than 100%.



Section F – Special Terms for Validity of Permits

1. One that requests a permit to employ a foreign caregiver is obligated to the following:
 - a. The applicant must be registered with one of the private agencies licensed to bring foreign caretakers into the country, and has a placement letter signed by the agency that contains the details of the caregiver the patient is permitted to employ.
 - b. It is only permissible to employ a caretaker with a valid work permit (B/1 nursing).
 - c. The caregiver must be employed for a full-time position.
 - d. The employer must honor all Israel labor laws that apply to the foreign caretaker; these include providing the caretaker with appropriate living quarters in the patient's home, and providing the caretaker with health insurance and National Insurance according to law.
 - e. The employer must transfer the caretaker's salary directly to the caretaker's bank account every month. This account is opened in the caretaker's name in a bank in Israel, and not in the name of an agency, an employment agent, or any other third party (with the exception of an immediate family member). If the caretaker does not have a bank account in Israel, the employer must assist the caretaker in opening one in the bank of the caretaker's choice.
 - f. The employer must retain all documents that certify deposit of the caretaker's monthly salary in order to show them to clerks of the Supervision and Enforcement Unit of the Documentation Authority if requested to do so.



Other Available Publications

The following publications are available from the Publications Department. To order, simply fill out the attached form and indicate the booklets you wish to receive. Return the form to the Publications Department, Jerusalem 94581. The publications will be mailed to you free of charge.

- Guide for the New Immigrant
- The Absorption Basket
- Employment
- Education
- First Steps
- Guarding Your Health in Israel
- A Guide to Ulpan Study
- Health Services in Israel
- Housing
- The Life Cycle in Israel
- Military Service
- Accountants
- Artists, Writers, and Athletes
- Computer and Hi-Tech Professionals
- Engineers and Architects
- Lawyers
- National Insurance Institute
- Nurses
- Medical Professionals
- Psychologists
- Scientists and Researchers
- Social Workers
- Teachers
- Retirees
- Employment Guidance Centers
- A Guide to Transportation in Israel
- Information for Olim Newspaper
- Assistance to Victims of Enemy Actions
- Registration in a Health Fund
- Consumer Focus Magazine

Name _____

Address in Full _____

Date _____



Guide to Services for the Disabled

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 "Guide to Services for the Disabled"?

Airport Ministry of Immigrant Absorption 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)

1 2 3 4 5

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

Usefulness of the Brochure 1 2 3 4 5

Design of the Brochure 1 2 3 4 5

We would appreciate the following information for statistical purposes:

Profession _____ Gender M F Age _____

Country of Origin _____ Year of Aliyah _____

Place of Residence _____ Date _____

Please send the completed questionnaire to the Ministry of Immigrant Absorption, Publications Department, English Section, 15 Rehov Hillel, Jerusalem, 94581, or by fax to (02) 6241585. You can also place this questionnaire in the public suggestions box at an office of the Ministry of Absorption nearest you.

Thank you for your cooperation. Best wishes for an easy and successful absorption!



אנגלית

אנשים עם מוגבלות



המשרד
לקליטת
העלייה



מדינת ישראל

הופק על ידי
אגף מידע ופרסום
המשרד לקליטת העלייה
רח' הלל 15, ירושלים 94581
כל הזכויות שמורות ©
ירושלים

Publications Department
Ministry of Immigrant Absorption
15 Rehov Hillel, Jerusalem 94581
All Rights Reserved ©

www.klita.gov.il
e-mail: info@moia.gov.il