

אנגלית

אנשים עם מוגבלות



הופק על ידי  
גף מידע ופרסום  
המשרד לקליטת העלייה  
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ירושלים

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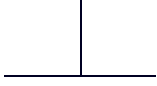


# Guide to Services for the Disabled



Guide to Services  
for the Disabled








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## Introduction

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The "Guide to Services for the Disabled" is designed to provide new immigrants, and their families, with information on the rights of the disabled in Israel, as well as the laws and regulations that pertain to them. It also presents a listing of both government and public bodies that offer services.

This booklet is divided into two sections. The first section presents a summary of government services to the disabled. 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 designed 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 (*maked 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" is designed as an introduction to the network of assistance. It aims to provide you with the information that can guide 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 ascertain what your rights and responsibilities are with each government or organizational service.

The information contained here is presented 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."*

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 extends to disabled individuals and to 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. Legislation is currently being finalized regarding the financing of necessary alterations to the work environment. However, specific categories of persons are eligible for grants from the National Insurance Institute to help cover the costs of alterations to a workplace upon being hired in the private sector.





**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 mandates the implementation of 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 established in the year 2000, and operates within the framework of 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."

Additional sections of the law are currently being drafted, including accessibility, housing in the community and individual assistance, cultural and leisure-time activities and sports, education, the judicial system, special requirements, and information.

Section D-7 of the Law is concerned with information, and states that: (A) - "A person with disabilities is entitled to receive information from the public sector regarding his rights within that sector, according to this Law, as well as another law that states, The public sector will act to disseminate information as stated; and (B) - Information will be disseminated according to guidelines contained in clause 18 (A) A person with disabilities is entitled to information disseminated by the civil service in a reasonable manner, and in a manner appropriate to his capabilities."

In the spirit of this Law, the Ministry of Immigrant Absorption, together with the Commissioner for Equality for the Disabled of the Ministry of Justice, has made available the information presented to you in this booklet.

Note that information is also available in recorded form for the blind and those with visual disabilities.



## Government Assistance to New Immigrants with Disabilities

New immigrants with disabilities are eligible for the same assistance as that granted to all other immigrants by the Ministry of Immigrant Absorption. In addition, like all other persons with disabilities, new immigrants are entitled to special financial assistance for rental fees, in acquiring a public housing apartment, to special grants from the National Insurance Institute, to discounts on certain payments, and other benefits and services in accordance with their requirements.

## The Ministry of Immigrant Absorption

### Assured Income

Disabled immigrants who meet the following conditions can be eligible for assured income:

- Persons who suffer from an illness, disability, or limitation, and who are under medical supervision, and have authorization that they are unable to work, either temporarily or permanently, from the Government Employment Service, or the Committee for Evaluation of the Disabled, or their treating physician.
- Persons with disabilities or limitations who receive treatment from a Vocational Diagnosis and Rehabilitation Center of the Ministry of Trade and Industry, or from the Ministry of Social Affairs.
- Those who have received a "Certificate of Blindness" (*te'udat ivair*) from the Department of Services for the Blind of the Ministry of Social Affairs.
- Those who have received authorization of cognitive disabilities from the Department of Services for the Retarded of the Ministry of Social Affairs.



- Persons who reside in a chronic-care facility, and whose maintenance is not financed by the government.
- One who is unable to work due to the care requirements of a family member (including a spouse, child, or parent) who fulfills one of the requirements listed above. The disabled family member must reside with the claimant, and must be dependent on them for carrying out daily activities. It is necessary to 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 payments of the Absorption Basket.

### **The Application Procedure**

In order to receive assured income from the Ministry of Immigrant Absorption, it is necessary to file a request through your absorption coordinator (*racaz/et klita*) at the nearest Ministry branch office.

Following the first year after aliyah, persons in need of assured income 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. There is a greater demand for apartments than can be supplied, therefore the waiting period for a public housing apartment can be several years.



Disabled 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 who has been 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, 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 clarify eligibility, or to apply for public housing, consult with your absorption coordinator (*racaz/et klita*). If you meet all criteria, the *racaz/et klita* will add your name to the waiting list.

### **Branch Offices of the Ministry of Immigrant Absorption**

Jerusalem District Office  
15 Rehov Hillel

(02) 6214555  
Fax: (02) 6249398



<b>Tel Aviv District Office</b> 6 Rehov Esther HaMalka	(03) 5209111 Fax: (03) 5209173
<b>Ashdod Branch Office</b> Kiryat HaMemshela Sderot Menachem Begin	(08) 8546000 Fax: (08) 8668030
<b>Holon Branch Office</b> 26 Rehov Eilat	(03) 5023111 Fax: (03) 8668030
<b>Ramla Branch Office</b> 91 Rehov Herzl	(08) 9789055 Fax: (08) 9208019
<b>Central District Office</b> 5 Rehov HaTachana	(09) 7615400 Fax: (09) 7743917
<b>Hadera Branch Office</b> 13 Rehov Hillel Yaffe	(04) 6108400 Fax: (04) 6108417
<b>Netanya Branch Office</b> 3 Rehov Bareket	(09) 8890300 Fax: (09) 8629435
<b>Petach Tikva</b> 26 Rehov HaHistadrut	(03) 9123000 Fax: (03) 9312606
<b>Haifa District Office</b> 15 Rehov HaPalyam	(04) 8632323 Fax: (04) 8632336
<b>Haifa Bay Branch Office</b> 7 Rehov HaMeyassdim Kiryat Bialik	(04) 8807400 Fax: (04) 8742957
<b>Carmiel Branch Office</b> Business Center Building	(04) 9086300 Fax: (04) 9580875



Industrial Zone

**Nazareth Branch Office**

Rehov HaMelacha  
"Lev Asakim"

(04) 6025300

Fax: (04) 6564019

**Beer Sheva District Office**

31 Rehov Zalman Shazar

(08) 6261222/3

Fax: (08) 6280529

**Western Negev Branch Office**

11 Rehov Rabbi Akiva  
Netivot

(08) 9938666

**National Telephone Information Center**

(English, Russian, Spanish, French  
and Amharic)

(03) 9733333

Fax: (03) 9732143

Internet Site: [www.moia.gov.il](http://www.moia.gov.il)

E-mail: [info@moia.gov.il](mailto:info@moia.gov.il)



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## The National Insurance Institute

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The National Insurance Institute provides various grants and allowances, as well as rehabilitation and other services to disabled individuals. All assistance is based according to an individual's level of disability, and capacity to support themselves, as determined by the National Insurance Institute medical review board.

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

### Disability Allowance

The following categories can be eligible for a Disability Allowance (*kitzbat nechut*):

- Residents of Israel, who are insured by the National Insurance Institute, men aged 18-65, women aged 18-60 (with the exception of married women who are not employed outside their homes) who have a physical disability, mental disability, or psychological disability resulting from illness, accident, or birth defect, and who meet the following criteria:
  1. They are unable to support themselves through employment, or do not earn a salary greater than 25% of the average wage.
  2. Their employment capability, and their actual employment, have been reduced as a result of their disability, either all at one time, or on a gradual basis, by 50% or more.

Levels of disability are determined by the Medical Review Board of the National Insurance Institute, and according to National Insurance Institute criteria.

For detailed information, or to file a claim for a Disability Allowance, consult with a National Insurance Institute branch office nearest you. Information is also available on their Website: [www.btl.gov.il](http://www.btl.gov.il).



NOTE: Disabled new immigrants can be eligible for a National Insurance Institute Disability Allowance from the second year only following receipt of new immigrant status. It is necessary to have eligibility verified by the National Insurance Institute. New immigrants during their first year in Israel can claim assistance from the Ministry of Immigrant Absorption only. See above.

### **Attendance Allowance**

The Attendance Allowance (*kitzbat sherutim meuchadim*) is given to disabled 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.

### **Special Allowance for Severely Disabled Immigrants**

New immigrants who are classified as severely disabled, men aged 18-65, women aged 18-60, may be eligible, according to specific criteria, to a special Attendance Allowance after three months 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 in need of supervision. After 6 months following receipt of new immigrant status, it may also be possible to collect a special Disability Allowance in addition to the Attendance Allowance.

### **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.
- 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 up to the age of 3 who suffer from one of the following:
  - A severe illness that requires medical treatment.
  - A visual or hearing disability.
  - Severe developmental delay.
  - Down's Syndrome.
  - Children who require full-time supervision.
- Children between the ages of 3-18 in one of the following circumstances:
  - Children who are dependent upon another person for carrying out daily activities.
  - Children who suffer from severe illnesses.
  - Children who require dialysis at least twice a week.
  - Children following a transplant operation (for one year following the transplant).

### **Mobility Allowance**

The Mobility Allowance (*gimlat nayedut*) is provided to those with limited mobility and movement.

### **Conditions of Eligibility**

- Residents of Israel, ages 3-65 in one of the following circumstances:
  - Individuals whose percentage of disability has been



determined by the Medical Review Board of the Ministry of Health.

- Holders of valid driver's licenses who have been determined to have a minimum 40% disability, or parents of a disabled child.
- Persons who do not have a valid driver's license, and who have been determined to have at least 60% disability in movement.
- Individuals with limited mobility, and who do not own an automobile.

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](http://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 (but not one's first automobile). Eligibility is extended to persons with a disability of least 40% and who have driver's licenses, or to individuals with at least 60% limited mobility, who do not have driver's licenses, but do have an immediate family member who is permitted to drive.
- 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*). The assistance is intended for those with at least 90% disability, and who are either employed or are students, or who are in rehabilitation or serving in the Israel Defense Forces.
- Assistance for purchasing and installing special devices in an automobile, including a lift device for a wheelchair for one who receives a mobility allowance, and whose need for a wheelchair has been determined by the Medical Review Board of the National Insurance Institute, and for whom the Medical Institute has determined to require a specially equipped automobile.



- A monthly allowance for owners of automobiles.
- A monthly allowance for those who do not own automobiles.
- Partial coverage of driving-lesson fees.

### **Vocational Rehabilitation**

In addition to the allowances distributed by the National Insurance Institute, disabled persons with general disabilities, victims of terror attacks, and victims of work accidents or occupational illnesses can be entitled to vocational rehabilitation.

Request claims for vocational rehabilitation should be filed at the nearest National Insurance Institute branch office. In the case of disabilities resulting from work accidents or illnesses, requests should be filed within one year of determination of the percentage of permanent disability.

### **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*) is designed to compensate victims of work accidents or occupational illnesses for lost income, and to assist them in returning to the workforce.

### **Eligibility**

- Salaried workers and the self-employed who are injured in an accident at their place of employment, or on their way to and from work, or who have contracted a work-related illness.
- Dependent family members of a person who dies as the result of job-related injuries.



### **Assistance includes:**

- Medical treatment through a health fund.
- Work-injury compensation during the period in which injured persons are unable to work.
- A work-related disability allowance for individuals with a temporary disability of at least 5%, or a permanent disability of at least 20%.
- A work-related disability grant for individuals with between 5%-20% disability.
- Vocational rehabilitation for individuals with a permanent disability of 10% or more.
- An allowance and a special grant for individuals with a high percentage of disability.
- An allowance, a grant, and vocational rehabilitation for dependent family members of a person who dies as the result of work-related injuries.
- Assistance towards acquiring equipment including special beds, lift devices, walkers, and prosthetic devices.

For more detailed information on conditions of eligibility, or to file a claim for compensation, consult with the nearest National Insurance Institute branch office.

### **Accident Insurance**

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

### **Eligibility**

- Residents of Israel, men aged 18-65, women aged 18-60.

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



For more details, consult the National Insurance Institute.

### **Compensation for Victims of Enemy Actions**

Those wounded in enemy actions, as well as family members of a deceased victim, are entitled to compensation, rehabilitation, grants, and other benefits.

#### **Assistance includes:**

- Disability Allowances for those with a 20% disability or higher, in accordance with the level of disability.
- One-time disability grants for those with a permanent disability of 10-19%.
- Dependent's Allowances for surviving spouses and parents of persons killed in an enemy action.
- Additional allowances, including medical and convalescence allowances, assistance for medical equipment, vocational rehabilitation, assistance in purchasing an automobile, and housing grants.

### **Compensation for Prisoners of Zion and Families of Martyrs**

One who is recognized as a Prisoner of Zion, or the family members of a Prisoner of Zion who was killed while in jail or detention, can be eligible for compensation from the National Insurance Institute.

#### **Eligibility**

- A Prisoner of Zion who has become at least 10% disabled as a result of imprisonment, detention, or deportation.
- A Prisoner of Zion whose income does not exceed a minimum set by law.



- Immediate family members of a Prisoner of Zion who died while in jail or detention, or who was executed in another country due to their links with Judaism or Israel.

### **Forms of Compensation**

- Allowances for disabled Prisoners of Zion.
- Allowances for Prisoners of Zion whose income does not exceed a set minimum.
- 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.

Requests for compensation for Prisoners of Zion should be filed with the nearest branch office of the National Insurance Institute. Rejected requests may be resubmitted once six months have passed.



## The National Insurance Institute

www.btl.gov.il

Main Office (02) 6709211

13 Sderot Weizmann

Jerusalem 95437

### District Offices

6 Rehov Wolfson

(08) 6295311

Beer Sheva

47 Sderot HaMeginim

(04) 8544111

Haifa

22 Rehov Ben Sira

(02) 6755555

Jerusalem

39 Rehov Weizmann

(09) 7479888

Cfar Saba 44351

22 Sderot Weizmann

(09) 8602777

Netanya 42251

5 Rehov HaAliyah HaShniya

(03) 9391818

Petach Tikva 49360

64 Rehov Remez

(08) 9345919

Rehovot 76449

15 Rehov HaHashmonaim

(03) 6751234

Ramat Gan 52482

16 Rehov Jabotinsky

(03) 9681010

Rishon LeTzion 75229

17 Rehov Yitzhak Sadeh

(03) 6250000

Tel Aviv 67775



### **Branch Offices**

6 Sderot HaTamarim (08) 6372114  
Eilat 88000

6 Rehov Rambam (08) 8513222  
Ashdod 77342

8 Rehov HaNasi (02) 9912071  
Beit Shemesh 99037

17 Rehov Yerushalayim (03) 6751234  
Bnai Brak 51450

22 Rehov Ben Gurion (03) 9594444  
Herzlia 56785

50 Binyan Lev Halr (04) 6836000  
Kiryat Shmona

Additional National Insurance Institute branches are located throughout the country. For information, consult with your municipal information line (*maked ironi*) 106 in most locations, or visit the National Insurance Institute Website: [www.btl.gov.il](http://www.btl.gov.il), E-mail: [btl.seed@netvision.net.il](mailto:btl.seed@netvision.net.il).

The hearing impaired may also use a special fax service of the National Insurance Institute. You may register for the service, in writing, through "Acha"- the Israel Association for the Deaf. The Association will process the request through the National Insurance Institute, which will then provide you with a personal code number and a special fax number.

### **"Acha" - The Israel Association for the Deaf**

P.O.B. 9001 (03) 7303355  
Tel Aviv 61009 Fax: (03) 7303355





## The Ministry of Construction and Housing

Disabled persons who lack housing may be eligible for rental subsidies, assistance towards purchasing an apartment, or public housing.

### Eligibility

- Permanently blind persons who possess a "Certificate of Blindness" (*te'udat ivair*) from the Ministry of Social Affairs.
- Individuals with a permanent or stable disability of 75% or more, who are recognized by the National Insurance Institute, the Ministry of Health, or the Ministry of Defense; or persons with a stable loss of ability of 75% or more, or with limited mobility of 75% or more.
- Individuals who have received certification from the Ministry of Health that they are confined to, or in need of, a wheelchair.

The Ministry also maintains funds for assisting persons eligible for public housing in purchasing an apartment on the private market. Eligibility is extended to persons who have been approved for public housing, but for whom an apartment has not become available.

### The Application Procedure

In order to receive a special "Certificate of Eligibility" (*te'udat zeka'ut*) for housing assistance for disabled persons, 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

[http://station14.mod.gov.il/pages/public\\_service/shrutei\\_shikum.asp](http://station14.mod.gov.il/pages/public_service/shrutei_shikum.asp)

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

**Eligibility:** Persons injured during service in the Israel Defense Forces, and who have been recognized 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.

### The Application Procedure:

Claims for benefits must be filed with the Officer for IDF Disabled (*katzin nifga'ei tzahal*).

### The Israel Police and the Prison Services

Persons disabled as a result of service with the Israel Police or the Prison Services should apply to a regional Rehabilitation Department of the Ministry of Defense.

### Rehabilitation Departments

22 Rehov HaArba'a  
Tel Aviv

Tel: (03) 6975040



7 Derech Jabotinsky Bnai Brak	(03) 5772201
44 Rehov David HaMelech Haifa	(04) 8301121
3 Rehov Professor Klein Jerusalem	(02) 5692200
14 Rehov Sokolov Beer Sheva	(08) 6206666
5 Rehov Marshov Rehovot	(08) 9442902
Derech Nazareth Police Building Tiberias	(04) 6729304
2 Rehov HaTzanchanim Netanya	(09) 8823237



## The Ministry of Social Affairs

[www.molsa.gov.il](http://www.molsa.gov.il)

### Rehabilitation Services

The Ministry of Social Affairs provides rehabilitation services designed to improve the level of functioning of disabled persons, and to facilitate their rehabilitation in personal, social, financial and vocational spheres. Services are provided to disabled individuals 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, training in 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 communities (and not in residential facilities), e.g. supplements to National Insurance Institute benefits. The aid is given 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 in special education.
- Daily foster-family care, home caretakers, teachers, and support workers.
- Residential care and foster families for persons with severe disabilities.



- Social clubs and assistance to participants in social activities with the help of a teacher or therapist.
- Paramedical services including speech therapy and occupational therapy.
- Tutoring
- Diagnosis and assessment within the frameworks of 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 supportive communication services for person age 16 and up.

Services include:

- Translation from sign language to spoken language and transcription (input with a keyboard). Individuals who do not speak sign language can receive a number of translation or transcription hours in accordance with their level of hearing loss. Individuals who suffer from a combination of hearing loss and vision loss can receive a greater number of hours.
- Tax refunds on the purchase of a fax or fax/modem, every four years per family unit, for persons who suffer from a hearing loss from 50 decibels and up.
- Assistance in purchasing a baby-cry monitor for families with children up to the age of 3.



## Communications Basket

The "Communications Basket" (*sal tikshoret*) is financial assistance for purchasing special equipment, and is given once every four years.

### Eligibility

Those who meet the following conditions are eligible:

- Women age 18-60, men age 18-65, according to the following criteria:
  - One whose level of hearing loss in their healthiest ear is 70 decibels or more.
  - One who has been deaf since the age of three.

Elderly persons who were previously eligible for the "Communications Basket" can receive participation of up to 25% of the costs of acquiring equipment.

## Application Procedure

In order to apply for "Communications Basket" assistance, and to receive a list of items included for coverage, contact the Support Services Center of "Acha" – The Israeli Association for the Deaf.

### "Acha" - The Israeli Association for the Deaf

[www.deaf.org.il](http://www.deaf.org.il)

13 Sderot Yad LeBanim

(03) 7303355

Yad Eliyahu

Tel/Fax: (03) 7300335

P.O.B. 9001

Tel Aviv 61090

## Communications Allowance

The Communications Allowance (*dmei tikshoret*) is a monthly payment that is transferred directly to the bank account of persons



who are eligible for the "Communications Basket." It is designed to assist in purchasing batteries and maintaining equipment.

### **Application Procedure**

To apply for the Communications Allowance, consult with the social services department of your local municipality, where you will fill out an application form. You then undergo an ear, nose, and throat examination, as well as clinical communications examinations. Following the examinations, return the authorizations that you receive to the social services department.

NOTE: Services to the deaf and the hard of hearing are subject to changes. For updated information, contact the Support Services Center of Acha. See the address above.

### **Services to Persons with Cognitive Disabilities**

Persons with cognitive disabilities, of all ages 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 disability and recommends appropriate care plans.

Services include:

- Evaluations and care recommendations.
- Programs for personal development.
- Programs for social and inter-personal education.
- Counseling and therapy within the family framework.
- Day-care facilities for babies and children up to age 3.
- Integration into mainstream daycare facilities.
- Afternoon frameworks for children age 3-12.



- Social clubs.
- 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, and community integration for adults who are unable to continue residing with their families.
- Residential facilities.

### **Application Method**

Application for services is 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 have difficulties in functioning 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 aim to provide blind and visually impaired persons with the tools to function at an optimal level at home, at work, and in their community surroundings.

### **Information Centers**

Information Centers provide information and counseling on 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 offered to all age groups who suffer from 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 who suffer from 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 (02) 5004275, or the mechanized answering service (02) 5004276. Information is available in English on Sundays between the hours of 11:00-13:00, at (09) 8630316.

### **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.



Applications for a Certificate are made through the social services department of the local municipal authorities. 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.

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

### **Information Publications in Braille and on Recorded Cassettes.**

Publications about services to the blind can be ordered in Braille form or recorded cassettes (in Hebrew and English) by contacting the Center for the Blind.

[The Center for the Blind](#)

(03) 7915537

### **Rehabilitation**

Rehabilitation services focus on the following:

- Mastering techniques for improved functioning, including mobility, communication, and methods of accomplishing every-day activities. Services are provided by rehabilitation coaches, and are adapted to each individual's specific requirements. Rehabilitation sessions can be based at home or other frameworks as necessary, as well as once a year in a residential center located in Tzfat. Application is through the social services department of the local municipal authorities.



- Rehabilitation for the visually impaired, including adaptation of supportive devices for impaired vision, and support services within the framework of Institutes for Impaired Vision.

For more information, or to apply for assistance, contact one of the Institutes for Impaired Vision.

### Institutes for Impaired Vision

10 Rehov David Hachmi (03) 6880523  
Tel Aviv

Rehabilitation Center (09) 9563472  
11 Rehov Hovav Halevavot  
Herzlia

Binyan Sha'arei Halr (02) 5003593  
216 Rehov Yaffo  
Jerusalem

47 Rehov HaNevi'im (02) 6256458  
Jerusalem

Rehabilitation Center (08) 6468426  
Beer Sheva

Applications may be made in person or through a treating physician or other caretaker. Services are in exchange for a symbolic fee.

### Vocational Rehabilitation

Vocational rehabilitation services include the following:

- **Evaluation of Employment Capabilities:** evaluation of skills and abilities, and formulization of rehabilitation plans. Services are provided within the framework of Rehabilitation Centers for the Blind.



- **Professional Training:** training for a profession or vocation in accordance with individual capabilities, and rehabilitation plans appropriate to the demands of the job market. Training is within the framework of courses or at Professional Rehabilitation Centers.
- **Assistance in job placement:** location of appropriate employment options, and guidance on workplace integration by a rehabilitation placement officer.
- **Sheltered employment:** employment opportunities for the blind and visually impaired who are unable to integrate into the open job market.
- **Academic Preparatory Courses:** completion of matriculation (*bagrut*) and preparation for academic studies. The academic preparation programs are located at the Learning Center for the Blind/ "Aleh" – Association of Blind and Dyslexic Students in Israel. See address below.
- **Higher Education:** Participation in tuition fees, and academic counseling, for students in academic institutions recognized by the Council for Higher Education.

The Learning Center for the Blind  
 "Aleh" – Association of Blind and  
 Dyslexic Students in Israel

<http://sites.huji.ac.il/blind>

[msblind@mscc.huji.ac.il](mailto:msblind@mscc.huji.ac.il)

Hebrew University

(02) 5882155

Mount Scopus

Fax: (02) 5826166

Jerusalem

## Computers and Advanced Technology

The blind and visually impaired can receive assistance in acquiring computer skills, and in purchasing or borrowing a computer for work or study. Assistance is given 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.

### Application Procedure

Applications for vocational rehabilitation are made through the social services department of the local municipal authorities, or Ministry of Social Affairs placement coordinators at Ministry branch offices.

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

### 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.

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 extended to 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 216 Rehov Yaffo Jerusalem	(02) 5388955
3/A Rehov Rimon Upper Nazareth	(04) 6015070 (04) 64788888
Beit Miriam 2 Rehov Moshe Fried Rehovot	(08) 9475151
11 Rehov Ben Yosef Ramat Gan	(03) 6703483
28 Rehov HaGra Tel Aviv	(03) 6870798

### Guide Dogs

Applications for receipt of a guide dog are processed through the social services department of the local municipalities, and through the Training Institute for Guide Dogs. If a dog is available, an applicant is invited to a course held at the Training Institute. The course lasts for one month.



One who receives a dog is eligible for a monthly stipend designed 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 the Israel Guide Dog Center for the Blind.

[The Israel Guide Dog Center for the Blind](#) (03) 5371065/6

### Services for Children

Ministry of Social Affairs services to blind and visually impaired children include the following:

**Centers for Child Development:** Centers for Child Development offer diagnosis and treatment of visual disabilities 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 3. Special kindergartens aim to prepare blind or visually impaired children for integration into mainstream kindergartens. Application is through the social services departments of the local municipal authorities.

**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.

For more information contact:

The Ministry of Education (03) 6896092  
National Supervisor for Blind and Visually  
Impaired Students  
2 Rehov HaShlosha  
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 their mobility. Eligibility is extended to holders of a Certificate of Blindness/Visual Impairment, women ages 18-60, men ages 18-65.

A full allowance is available to persons who are either studying or employed. Persons who are not employed can receive 75% of the allowance on condition that they do not receive an Attendance Allowance from the National Insurance Institute. An unemployed person who does receive an Attendance Allowance can receive 50% of the Companion Allowance. An elderly person who received a Companion Allowance prior to retirement age is eligible for 50% of the allowance following retirement age.

Other categories of eligibility include:

- Persons in rehabilitation and vocational training frameworks.
- Persons who are both blind and deaf and who are in rehabilitation framework.





Eligibility for the Companion Allowance is determined during the evaluation process for a Certificate of Blindness/Impaired Vision. A person whose evaluation does not confer eligibility for an allowance may repeat the medical examination after six months.

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 blind students in accessing information, and that offer technical and other forms of support, are located at the following universities: Hebrew University, Bar Ilan University, the University of Haifa, the Technion, and the Open University.

Blind 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**

A student who possesses a Certificate of Blindness/Impaired Vision, and who is accepted by an institution of higher education, 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. Application is through the social services departments of the local municipalities.

Blind 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  
Mount Scopus  
Jerusalem

(02) 5882155  
(02) 5882155  
Fax: (02) 5826166

### Television and Radio Licensing Fee

Blind individuals are exempt from paying the Television and Radio Licensing Fee, on condition that they live independently. The exemption does not apply to car radios. Apply for an exemption through the Broadcasting Authority (*rashut hashidur*) office nearest you.

### Partial Refund of Sales Tax

Persons who possess a Certificate of Blindness are 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  
Tel Aviv

(03) 7915530

Be sure to clarify 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

Individuals who have a Certificate of Blindness 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 (03) 7915530  
Department of Equipment  
10 Rehov David Hachmi  
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.

### **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.

### **She'el – Citizens Advice Bureaus**

The Ministry of Labor and Social Affairs maintains a Citizens Advice Bureau known as "She'el" (*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.



## She'el - Citizens Advice Bureau

www.shil.huji.ac.il

National Information Line 1-800-506060

16 Rehov Marcus (03) 6485636  
Tel Aviv

Social Services Department (02) 6297144  
Jerusalem Municipality  
1 Kikar Safra  
Jerusalem

22 Rehov Ben Gurion (09) 9541998  
Herzlia

15 Rehov Herzl (09) 8621118  
Netanya

9 Rehov Ben Gurion (09) 7663393  
Cfar Sava

Modi'in Municipality (08) 9727241/2  
P.O.B. 1  
Modi'in

80 Rehov Ahuza (08) 9727241/226  
Ra'anana

26 Sderot HaTzionut (04) 8523872  
Haifa



88 Rehov Herzl (08) 6273342

Beer Sheva

10 Rehov David HaMelech (03) 5705632

Bnei Brak

2 Rehov Hasan Shukri (04) 8683250

Haifa

## The Ministry of Health

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### Mental Health Services

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

#### Medical frameworks

- **Psychiatric evaluation** – at community mental health centers and in hospitals.
- **Hospitalization** – in hospital psychiatric-care wards. Involuntary hospitalization can be appealed in writing to the District Psychiatric Committee of the Ministry of Health.
- **Clinical services** – clinical services are available during crisis situations and trauma, and for the mentally ill. Clinical services include medical treatment, psychological counseling, and therapy for couples and families, and are offered by clinics and community mental health centers.

#### Rehabilitation Frameworks

- **Housing** – supervised living in sheltered apartment frameworks and hostels.
- **Employment** – assistance in acquiring work 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 in learning Hebrew, familiarization with computers.
- **Social and leisure-time frameworks** – social clubs, clubs for new immigrants.
- **Independent living:** Assistance in adapting to independent living.

### Application Procedure

Applications for services can be made directly to medical sources and to community mental health centers. Eligibility for rehabilitation services is only upon the referral of the treating professional, and according to the determination of the District Rehabilitation Committee.

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

Northern District (04) 6470444/74  
 Rehov 114  
 Nazareth

Haifa District (04) 8619732/3  
 15 Rehov HaParsim  
 Haifa

Central District (08) 9788616/7/8  
 91 Rehov Herzl  
 Ramla



Tel Aviv/Jaffa District (03) 5634807/10  
14 Rehov HaArba'a  
Tel Aviv

Jerusalem District (02) 6512911  
Kfar Shaul Hospital

Southern District (08) 6282450/68  
2 Rehov Ramban  
Beer Sheva

Information is also available on the Internet:  
[www.health.gov.il/units/mental](http://www.health.gov.il/units/mental)

### **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 detailed list of equipment is available from District Health Offices.

### **Eligibility**

Eligibility for participation in the costs of medical equipment is extended to:

- Individuals with permanent disabilities.
- Persons in chronic-care facilities, hospitals, and residential facilities of the Ministry of Social Affairs are eligible for walker devices and prosthetic devices only. One in need of a wheelchair can consult with one of the non-profit organizations that rent or lend medical equipment.



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 provided for up to 75% of the costs of equipment as determined by the Ministry of Health.

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

### **Application Procedure**

Applications for participation in equipment costs are processed through the Guidance Coordinators of the Departments of Chronic Diseases at Ministry of Health District Health Offices.

### **District Health Offices**

86 Rehov Yaffo (02) 5314811  
Jerusalem

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

15 Rehov HaPalyam (04) 8633111  
Haifa

Kiryat HaMemshala (08) 6263511  
4 Rehov HaTikva  
Beer Sheva





## Health Funds

The health funds (*kupot holim*) provide services to disabled persons 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 provided 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.

Persons who receive general disability pensions from the National Insurance Institute can be exempt from the following payments:

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

Exemptions are given in accordance with a list that is 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

- Persons who receive general disability allowances from the National Insurance Institute may be eligible for a discount on property taxes (*armona*). Discounts are given according to the discretion of each local authority, and based on levels of disability, income, and other factors.
- Parents who receive a Disabled Child Benefit for a child that resides at home can receive up to a 25% discount on property tax.
- Prisoners of Zion 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%.
- Disabled veterans of Israel's wars, disabled World War II veterans, and victims of enemy actions, whose ability to support themselves has been reduced by 50% or more, as well as bereaved parents of persons in the above categories, can be eligible for a discount of up to 2/3 of the amount of their property taxes.

Persons who own additional property (another apartment, business premises, etc) are not entitled to a discount.

Note: discounts on property taxes are not granted automatically, but according to the specific criteria of each municipality.

### The Population Authority

The Population Authority (*minhal uchlusin*) permits persons who are unable to function independently to employ a foreign caretaker.



## Eligibility

Eligibility to hire a foreign caretaker is extended to disabled persons or persons with chronic illnesses, who are unable to function independently according to the assessment of the National Employment Service.

## Application Procedure

A request for a foreign caretaker can be filed with a branch office of the Population Authority, or through a manpower agency that is authorized to bring in foreign caretakers.

Note that specific branch offices of the Population Authority contain service counters for the disabled. It is not necessary to stand in line at these service counters.

## The Central Elections Committee – Accessibility to Polling Stations

The "Knesset Elections Law" 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 be indicated by the international 'disabled' symbol, e.g. a wheelchair.
- A person with limited mobility is entitled to vote at any polling station that has been classified as "accessible," even if no indication appears on the back of the notice to vote. Voting is carried out at such a polling station using a double envelope.
- On a day that elections are held, the municipal authorities are responsible for setting up a temporary sign next to an accessible polling station, designed to reserve two parking spaces for persons with limited mobility.



- Persons with limited mobility, who live in residential facilities recognized by the Ministry of Social Affairs or the Ministry of Health, and financed by one of these ministries by more than 50%, are entitled to vote in polling stations set up inside the facility. This also applies to nursing homes.
- Persons with physical disabilities, who are unable to manage the voting procedure on their own, may be accompanied by a person of their choice. Note that the accompanying individual is prohibited from being the director or an employee of the institution in which the voter resides.
- The location of disabled-accessible polling stations must be publicized at Information Centers of the Central Elections Bureau in advance of the elections, as well as in newspapers, through the electronic media, on notice boards, and on the Website of "Access Israel": [www.access-israel.org](http://www.access-israel.org).

### **Planning and Construction**

The Ministry of the Interior is responsible for implementing the "Planning and Construction Law," which mandates accessible features for the disabled 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 for the disabled (parking, ramps, roadways, wide doorways, elevators, washroom facilities, etc.). A shortened procedure can be implemented for granting 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 that are 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 the disabled.

## **The Ministry of Transportation**

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### **Discounts on Public Transportation**

Persons who receive general disability allowances, and who have a disability in supporting themselves of at least 75%, 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](http://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 the accessibility of public transport. New-model city buses should all be accessible to the disabled, and trains are being gradually upgraded in order to insert accessibility.

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) 5274000

[www.israrail.org.il](http://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 refers applicants for licenses or renewal of licenses to medical examinations, in addition to the optical examinations required of all applicants. Examinations are conducted by the Institute for Medical Road Safety (*HaMachon HaRefui LeBitichut BeDrachim*) of the Ministry of Health. Referrals are made by the district licensing authority offices in Jerusalem, Holon, Haifa, and Beer Sheva. Applicants must sign a waiver of medical confidentiality.



Recommendations of the Institute for Medical Road Safety are forwarded to the Licensing Authority, which then authorizes a driving test in a suitable vehicle.

In the event that a request for a license is denied, applicants may request to view the medical assessment upon which the refusal was based. Appeals may also be made within 30 days to the Appeals Committee of the Ministry of Health.

### **Discounts on Registration Fees**

Disabled persons who drive a vehicle for personal reasons, but not for business, can receive a discount on automobile registration fees.

### **'Disabled' Parking Stickers**

Persons who are at least 60% disabled, those who have limited mobility, and the blind (e.g. a family member who transports a blind person), are entitled to display a sticker in the windshield of their cars that permits them to park in places where parking is not otherwise permitted. The sticker may be used to park in unauthorized spaces if there is no available parking space within a reasonable distance, or if there is no reserved disabled space, on condition that the vehicle is not parked in a place that disrupts traffic or endangers others using the route.

### **Licensing Bureaus**

(selected list)

National Telephone Information Line 1-700-70-43-7  
(Information on Licensing Bureaus  
throughout the country, and public reception hours)

Computerized Information Center  
(24 hours a day, renewal of (03) 5024000  
driver's licenses, automobile registration)



Beit Caruso (02) 5682222  
Rehov HaTnufa  
Talpiot, Jerusalem

Clal Center (02) 6228290/1/2  
97 Rehov Yaffo  
Jerusalem

Next to the Tel Aviv Exhibition (03) 6418182  
Grounds  
104 Sderot Rokach  
Tel Aviv

2 Rehov Edison (04) 8818888  
Haifa Bay

Canyon Ashdod (08) 8532202  
7 Rehov Nordau  
Ashdod

33 Sderot Shazar (08) 6406111  
Beit Noam  
Beer Sheva





## The Ministry of Finance

[www.mof.gov.il](http://www.mof.gov.il)

### Income Tax Benefits

Persons who receive general disability allowances, and who have a combined medical disability level of 90% and up, as well as those with a medical disability level of 100%, can be eligible for exemptions from paying income tax up to a set maximum income.

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

A person with a parent, spouse, or child, who is paralyzed, permanently bedridden, blind, or mentally ill, or who has a developmentally disabled child, can receive two income tax credit points.

Individuals with an immediate family member living in a residential care facility may be eligible for a partial exemption from income taxes in place of credit points.

Requests for tax benefits or exemptions can be submitted to an income tax assessor at the nearest Income Tax Authority office.

### Reduced Acquisition Tax on Apartments

The following categories can be eligible for a discount of 0.5% on the Acquisition Tax (*mas rechisha*) when purchasing an apartment:

- All new immigrants (including non-disabled immigrants) for 7 years from the date of aliyah.
- Persons with a permanent medical disability of 100%, or of 90% resulting from various accumulated disabilities.



- A person who has been determined by the National Insurance Institute to have at least a 75% disability in supporting themselves.
- A person with an amputated hand or foot, or who is paralyzed, with a permanent disability of 50% or higher.
- A person with at least a 50% permanent disability resulting from an automobile accident.
- A person with a permanent disability percentage of 19% or more.
- A person with a permanent disability of 50% or more according to the "Law of Nazi Fighters."
- Victims of terror attacks with a permanent disability percentage of 19% or more.
- A couple in which one spouse is disabled.

Note: The Ministry of Finance regulates the "Law of Nazi Fighters" and also aids in the purchase of equipment such as wheelchairs, special beds, and prosthetics.

### Property Tax Offices

[www.mof.gov.il](http://www.mof.gov.il)

(selected list)

66 Rehov Kanfei Nesharim (02) 6545111  
Givat Shaul, Jerusalem

7 Rehov Lincoln (03) 6233301/0  
Tel Aviv

Kiryat HaMemshela (04) 8630000  
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 106/7/8 in most locations.

### **Israel Lands Authority**

Persons who receive a general disability allowance, and who have been determined to have a medical disability of 80% or higher, can be eligible for a discount or exemption on authorization fees, when conducting real estate transactions through the Israel Lands Authority (*minhal makarka'ei yisrael*). Application for a discount or exemption is through the nearest branch office of the Israel Lands Authority:

### **Israel Lands Authority**

[www.mmi.gov.il](http://www.mmi.gov.il)

6 Rehov Shamai (02) 6208300  
Jerusalem

116 Derech Petach Tikva (03) 5638383  
Tel Aviv

15 Rehov HaPalyam (04) 8630855  
Haifa

1 Rehov Ben Tzvi (08) 6294700  
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 publicized in the (Hebrew) newspapers on Mondays and Thursdays.

## Ministry of Religious Affairs

[www.religions.gov.il](http://www.religions.gov.il)

The Ministry of Religious Affairs grants a 40% discount on marriage registration fees to persons who have a disability of 50% or more.

### Application Procedure

Discounts are given when registering to marry at the local religious councils.

### Rabbinat Offices in the Main Cities

12 Rehov HaHavatzelet (02) 6214888  
Jerusalem

1 Rehov Ori (03) 6938989  
Tel Aviv

4 Rehov Shmuel Ben Adiya (04) 8641187  
Corner of Rehov Kibbutz Galuyot  
Haifa

3 Rehov Chaim Yechiel (08) 6273131  
Beer Sheva



## Accessibility

Information on accessible synagogues and ritual baths can be obtained from the local religious councils. Accessible burial plots are allocated according to availability.

## The Ministry of Education

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[www.education.gov.il](http://www.education.gov.il)

### Mainstream and Integrated Frameworks

- Every student with physical or cognitive disabilities is entitled to be integrated within a mainstream classroom, or study in an integrated class (*kita meshulevet*) according to their capabilities. Placement is made upon the basis of recommendations of the Placement Committee (*va'adat hasama*) of the Ministry of Education, and with the agreement of the parents.
- Disabled students who learn in regular classrooms are entitled to a "Basket of Services" as detailed by the "Special Education Law".

### Special Education

The "Special Education" law mandates that all children with special needs, from the ages of 3-21, whose eligibility for special education has been authorized by the Placement Committee of the Ministry of Education, receive 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 for special education students.



- Transport to special education schools.
- Special activities during vacations for students in special education.

Students in special education are also entitled, as part of their individual study programs, to paramedical services including physiotherapy, occupational therapy, speech therapy, movement, art, and drama therapies.

### **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 made 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.

### **Accessibility**

The Ministry of Education mandates accessibility arrangements on at least one floor at all educational institutions attended by disabled students, or that employ a person with physical or cognitive disabilities. The law also requires that all new educational institutions be constructed with accessibility features included.

### **Special Ulpan Programs**

The Department of Adult Education has established special ulpan classes designed to meet the needs of disabled 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 offered 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**

Application for ulpan classes is through an absorption coordinator (*racaz/et klita*) 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. See the addresses above.

### **Immigrant Students**

Disabled immigrant students, who study in mainstream schools, or in 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) 5602711

Lev Ram Building

2 Rehov Devorah

Jerusalem



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## The Ministry of Communications

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[www.moc.gov.il](http://www.moc.gov.il)

The Ministry of Communications facilitates cable broadcasts with captioning and translation to sign language as follows:

- Local news broadcasts with translation to sign language are shown on cable every Thursday for 25 minutes.
- State television – News bulletins with Hebrew captioning are broadcast during the afternoon hours.

Details are available from the daily newspaper broadcast schedules, and from the Israel Broadcasting Authority Website: [www.iba.org.il](http://www.iba.org.il)

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## The Ministry of Justice

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[www.justice.gov.il](http://www.justice.gov.il)

The Ministry of Justice grants exemptions to disabled persons on mortgage registration fees. The exemptions are also granted to the spouse of a disabled individual. Exemptions are granted during registration at a Property Registration Office (Tabu).

### Tabu

34 Rehov Ben Yehuda (02) 5696156  
Jerusalem 94383

2 Rehov Houri (04) 8683800  
Haifa 33095

41 Sderot Shaul HaMelech (03) 6979500  
Tel Aviv

4 Rehov HaTikva (08) 6294477  
Beer Sheva





## Accessibility to Court Deliberations

Court buildings that were constructed during the past few years are accessible to the disabled. 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.

Requests for a translator, or permission to read court transcripts, should be requested prior to a trial through the court secretary.

## Legal Aid Bureaus

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

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

34 Rehov Ben Yehuda (02) 5696200  
Jerusalem 94230

55 Derech Menachem Begin (03) 5681200  
Tel Aviv

15 Rehov HaPalyam (04) 8633666  
Haifa

33 Rehov Shazar (08) 6404526  
Beit Noam  
Beer Sheva



## Commissioner of Equality for the Disabled

The Commissioner's responsibilities include:

- Promotion of equality, and prevention of discrimination against persons with disabilities.
- Encouraging integration and active participation in the community.
- Pinpointing the particular needs of the disabled, and the most effective methods of addressing such needs.
- Formulation of policies regarding the rights of the disabled, and presenting policies for governmental approval.
- Preparation of amendments to legislation, and preparation of guidelines and amendments for the approval of relevant government ministries.
- Establishment of a database of material on the rights of the disabled in various aspects of life; publication and distribution of information on the rights of the disabled.
- Advising the disabled about their rights.

## Application Procedure

The Commissioner can be contacted in writing, by telephone, or by e-mail.

Commissioner of Equality for the Disabled The Ministry of Justice (02) 6527718  
Fax: 6527783  
www.justice.gov.il  
(see the site map)  
Beit Shenhav, Department "Bet"  
12 Rehov Beit HaDfus  
Jerusalem 95483



## **National Voluntary and Non-Profit Organizations**

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

13 Rehov Leonardo DaVinci (03) 6925230  
Tel Aviv Fax: (03) 6962521

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

[www.ofek-liyladenu.org.il](http://www.ofek-liyladenu.org.il)

8 Rehov Degel Reuven (02) 6599553  
P.O.B. 925 Fax: (02) 6599508  
Jerusalem 91008

### **'Acha' – Israeli Association of the Deaf**

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

[www.deaf.org.il](http://www.deaf.org.il)

National Office (03) 7303355  
13 Rehov Yad LeBanim Fax: (03) 7396419  
Yad Eliyahu  
Tel Aviv

Support Services Tel/Fax: (03) 7300335  
Center



### Branch Offices

3 Rehov HaHistadrut (02) 6234391  
Jerusalem Fax: (02) 6258499

Beit Borla (04) 8339945  
105 Sderot HaTzionut Fax: (04) 8335342  
Haifa

Matnas Neurim Tel/Fax: (08) 6487581  
"Daled" Neighborhood  
Rehov Alexander Yanai  
Beer Sheva

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

### 'Ilan' – Israel Association for Handicapped Children

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

[www.geocities.com/ilanisrael2001](http://www.geocities.com/ilanisrael2001)

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

4 Rehov HaGidim (02) 6253534  
Jerusalem



2 Rehov Buki Ben Yogli (03) 5281217  
Tel Aviv

12 Rehov Allenby (04) 8522378  
Haifa

### **Umbrella Organization of Organizations for the Disabled**

The Umbrella Organization of Organizations for the Disabled works to facilitate the integration of disabled persons into Israeli society. Services include legal aid (at no cost), discounts in specific shops and workshops, and transportation in special vehicles.

[www.disabled.org.il](http://www.disabled.org.il)

National Office (03) 5273757  
57 Rehov Frishman Fax: (03) 5240265  
Tel Aviv

Beit Yad Sarah (08) 6486695  
Beer Sheva  
(Tuesdays and Thursdays, from 16:00 p.m. – 18:00 p.m.)

### **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**

www.eitan-red.co.il  
eitan-rd@netvision.net.il

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

### **Organization of Work-Accident Disabled and Bereaved Spouses**

The Organization of Work-Accident Disabled offers physical, economic, and social rehabilitation, and represents its constituents to government and public bodies.

24 Rehov Hillel (02) 6246049  
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**

The goal of the Organization of Disabled IDF Veterans is to improve the financial, medical, and social conditions of its members. Services include loans and scholarships, and social, cultural, and sports activities within the framework of "Beit HaLochem" and "Beit Key."



www.zdvo.org.il

51 Sderot Chen (03) 5221286  
Tel Aviv

7 Rehov HaMelitz (02) 5669575  
Jerusalem

23 Rehov HaAliyah (04) 8539884/2  
Haifa

182 Rehov Herzl (08) 9466499/88  
Rehovot

Migdal Canyon HaNegev (08) 6230111  
Beer Sheva

### **'Alut' – The Israel Society for Autistic Children**

'Alut' 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) 6126120  
3 Rehov HaBonim  
Ramat Gan

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



22 Rehov Ramat HaGolan (02) 5324327  
Jerusalem

27 Rehov Zalman Aran (08) 6439227  
Beer Sheva

### **'Enosh' – Israel Mental Health Association**

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

[www.enosh.org.il](http://www.enosh.org.il)

National Office

3 Rehov HaCharoshet (03) 5400672  
Ramat HaSharon

4 Rehov Benvinisti (03) 6815032  
Tel Aviv

29 Rehov Shalom Yehuda (02) 6724723  
Jerusalem

22 Rehov Gedalyahu (04) 8221550  
Haifa

27 Rehov Herzl (08) 8231190  
Beer Sheva





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

'Akim' offers 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.

[www.akim.org.il](http://www.akim.org.il)

[info@akim.org.il](mailto:info@akim.org.il)

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

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

16 Rehov Bialik (03) 5254283  
Tel Aviv

6 Rehov Masada (04) 8679352  
Haifa

27 Rehov Herzl (08) 8231190  
Beer Sheva

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

Bizchut is active in promoting equality for the disabled and their participation in society and all areas of life.

[www.bizchut.org.il](http://www.bizchut.org.il)

P.O.B. 35401 (02) 6521308  
Jerusalem 91352



### **Beit Issie Shapiro**

Beit Issie Shapiro offers services to persons with special needs, and their families.

[www.beitissie.co.il](http://www.beitissie.co.il)

Rehov Issie Shapiro

(09) 7701222

Ra'anana

Fax: (09) 7710465

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

[www.benafshenujerusalem.muni.il](http://www.benafshenujerusalem.muni.il)

P.O.B. 53105

(02) 6722554

Jerusalem 93420

Fax: (02) 6725208

### **'Bekol' – the Hard of Hearing Organization**

76 Rehov Yigal Alon

(03) 6241168

Tel Aviv 67067

### **Chimes Israel**

Chimes Israel offers rehabilitation and diagnostic services, as well as housing assistance, to persons with developmental disabilities.

[chimes@chimes.co.il](mailto:chimes@chimes.co.il)

13 Rehov Arad

(03) 6442427

P.O.B. 69710

Tel Aviv



### **Ezra LeMarpeh**

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

14 Rehov Gesher HaChaim (02) 5391099  
P.O.B. 5644  
Jerusalem

### **Israel Multiple Sclerosis Society**

The Israel Multiple Sclerosis Society works in conjunction with community bodies that offer care to multiple sclerosis patients, and assists rehabilitation organizations.

[www.mssociety.org.il](http://www.mssociety.org.il)

75 Rehov Yehuda HaLevy (03) 5609222  
Tel Aviv

### **The Israel Center for the Blind**

The Israel Center for the Blind is the umbrella organization on behalf of blind persons, and of the "Sheshet" organization. The center offers guidance, representation, therapy, and rehabilitation 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 with obtaining tax refunds, loans and grants according to need, computer familiarization courses, study days and seminars, and recreational activities.

[www.blinds.co.il](http://www.blinds.co.il)

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](http://www.tomi.org.il)

E-mail: [info@tomi.org](mailto:info@tomi.org)

"Tomi" offers an information and treatment center.

10/24 Rehov Achimeir (03) 6437398

Tel Aviv 69494

### **Keren Or**

Keren Or provides educational services, therapy, and rehabilitation for children with visual and other disabilities. Keren Or also offers counseling and social activities. Children can reside in residential facilities, or receive treatment in day centers.

3 Rehov Abba Hillel Silver (02) 5869626

Jerusalem

### **Central Library for the Blind**

[www.clfb.org.il](http://www.clfb.org.il)

[office@clfb.co.il](mailto:office@clfb.co.il)

The Central Library for the Blind offers loans of books in Braille as well as recorded material and other services.

4 Rehov HaHistadrut (09) 8617874

Netanya



## Organization of Victims of Enemy Actions

National Line (04) 6420798  
(02) 5612021

The Organization of Victims of Enemy Actions offers information and support services

## Shalva

Shalva offers respite services for families of disabled children.

www.shalva.org  
e-mail: info@shalva.org

6 Rehov HaRav Danon (02) 6519555  
Jerusalem Fax: (02) 6535787

## Yad Sarah

Yad Sarah is 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.

24 Rehov Weinberg-Sderot Herzl (02) 6444444  
Jerusalem (24 hour daily national line)

37 Rehov Zaminhoff (03) 5238974  
Tel Aviv

194 Derech HaYam (04) 8381704  
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**

'Yated' works to advance the societal integration of persons with Down's Syndrome, and offers assistance to their families. Activities include guidance for parents, study days and conferences, information about new treatments and other areas of interest.

[www.yated.cjb.net](http://www.yated.cjb.net)

National Office (02) 6721115  
19 Rehov Yad Harutzim  
Jerusalem

Kibbutz Dalia (04) 9897339/ 7936672

71 Rehov HaGilgal (03) 6185233  
Ramat Gan

75 Rehov Ben Gurion (03) 5364938  
Yehud

16 Rehov Meir Feinstein (08) 6496633  
Beer Sheva



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

P.O.B. 4403  
Jerusalem

(02) 5631021  
Fax: (02) 5631020

**'Matav' –Public Association for Social Services**

'Matav' offers home-care assistance for persons who are eligible for National Insurance Institute Chronic Care Insurance. Other services are offered for a fee.

[www.mata.org.il](http://www.mata.org.il)

National Office  
5 Rehov Druyanov  
Tel Aviv

(03) 6298822

42 Rehov Agrippas  
Jerusalem

(02) 6233047

130 Rehov Dizengoff  
Tel Aviv 64397

(03) 5272826

17 Rehov Bialik  
Haifa

(04) 8640642

92 Rehov Herzl  
Beer Sheva

(08) 6276033



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

This organization offers support and assistance services to persons with various disabilities. Among its activities are recreational vacations and placing disabled persons into the labor market.

www.media4u.co.il

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

### **'Micha'- Association for Deaf Children**

'Micha' offers rehabilitation services for deaf children from preschool age until first grade.

National Office Tel/Fax: (03) 6994185  
Open Line (03) 6994779  
23 Rehov Reading  
Ramat Aviv

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

111 Rehov HaMaginim (04) 8538276  
Haifa Fax: (04) 8528689

10 Rehov Ein Gedi (08) 6491203  
Beer Sheva Fax: (08) 6497788

### **'Milbat' – Israel Center for Technology and Accessibility**

Sheba Hospital (03) 5303739





### **Beth David Center for the Blind and Deaf**

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

[www.deafblind.com/israel](http://www.deafblind.com/israel)

13 Sderot Yad LeBanim (03) 7390092  
Tel Aviv Fax: (03) 6316419

### **"Mitmodedim LaMa'an Mitmodedim"**

Self Help Organization for (03) 6240045  
the Mentally Ill

### **Access Israel**

*(Negishut Yisrael)*

[www.aisrael.org.il](http://www.aisrael.org.il)

Access Israel promotes accessible locations throughout the country, and maintains an information line and Website with listings of recreational sites, restaurants, hikes and other activities that are accessible to the disabled.

Information Line (056) 609000  
(24 hours a day)

P.O.B. 571 (09) 7451126  
Hod HaSharon 52621

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

*(Nagish LeKol – Tayarut VeNayadut LeMugbalim BeYisrael)*



Access for All is active primarily in promoting accessibility of sites in Israel, and in providing detailed information to the public.

[www.access\\_unlimited.co.il](http://www.access_unlimited.co.il)

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)*

P.O.B. 8624

(02) 5639839

Jerusalem 91086

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

'Nitzan' is active in rehabilitation and integration of learning-disabled children, teens, and adults. 'Nitzan' also offers assistance to their families. Services include vocational rehabilitation, sheltered housing, and assistance in acquiring digital equipment for learning-disabled classrooms.

[www.zplusplus.co.il/nitzan](http://www.zplusplus.co.il/nitzan)

National Office

(03) 5372266/70

18 Rehov HaMasger

Tel Aviv

97 Derech Beit Lechem

(02) 6733112

Jerusalem

13 Rehov Bezalel Yaffe

(03) 5609798

Tel Aviv



P.O.B. 6300  
Haifa 31062

(04) 8107775

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

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

[www.ezer-mizion.org.il](http://www.ezer-mizion.org.il)

National Office  
16 Rehov Eshel Avraham  
Bnai Brak

(03) 5742742

25 Rehov Yermiyahu  
Jerusalem

(02) 5002111

3 Rehov HaMelitz  
Tel Aviv

(03) 5257010

8 Rehov Shalom Binyamin  
Netivot

(08) 9930173

### **'Otzma' – Action Committee of Families of the Mentally III**

Givatayim

Tel/Fax: (03) 6737671



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

<http://sites.huji.ac.il/blind>

[msblind@mscc.huji.ac.il](mailto:msblind@mscc.huji.ac.il)

Hebrew University (02) 5882155  
Mount Scopus Fax: (02) 5826166  
Jerusalem

**'Anak' – Israel Association of Little People** (03) 5227705  
Fax: (03) 544438

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

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

Accessible Community is 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 (09) 7641503  
Department of the Disabled (09) 764'576  
30 Rehov Moshe Dayan  
Cfar Sava 44539

### **'Kav LaChaim' – National Center for Helping Sick Children**

Kav LaChaim assists disabled children who suffer from muscular dystrophy, cerebral palsy, and motor difficulties. The organization helps escorts children to school, offers hikes and summer camps, and a variety of other services.

[www.kavlachayim.co.il](http://www.kavlachayim.co.il)



National Office (03) 6508508  
43 Rehov HaAliyah HaShniya  
Azor

29 Rehov Berl Luker (02) 6492666  
Jerusalem

7/A Rehov Kiryat Sefer (04) 8111087  
Haifa

### **'Keren' Diagnostic and Vocational Rehabilitation Centers**

'Keren' centers were established by the Ministry of Social Affairs, and 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 HaYimit  
Tel Aviv/Jaffa

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

mrkeshet@netvision.net.il

37 Rehov King George (02) 6246390  
Jerusalem Fax: (02) 6246390



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

'Shema' locates hearing-impaired students and offers communication therapies, guidance, and counseling, within the framework of mainstream schools, assistance in acquiring or borrowing hearing devices, enrichment activities, and other services.

[www.shema.org.il](http://www.shema.org.il)

National Office (03) 5715656/8/9  
30 Rehov Plitei HaSefer Fax: (03) 5712017  
Tel Aviv

7 Rehov Borochov (02) 6428359  
Jerusalem Fax: (02) 6428440

8 Rehov Madregot Beit She'arim (04) 8512381  
Haifa Fax: (04) 8530224

16 Rehov David HaMelech (08) 6492002  
Beer Sheva Fax: (08) 6487223

Rehov Trumpledor, Shikun Bet (04) 6428359  
Tiberias Fax: (04) 6712328

## 'Shekel' Community Services for the Disabled

"Shekel" 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.

4 Rehov Yad Harutzim (02) 6720157/8  
Jerusalem (02) 6725208



### **'Melabev'**

'Melabev' provides day-centers for disabled and memory-impaired elderly. Memory groups are offered in English, Russian, and Hebrew.

P.O.B. 3235 (02) 6555049  
Jerusalem

### **The Israel Psychotrauma Center**

The Israel Psychotrauma Center offers immediate crisis intervention therapy for trauma victims.

[www.traumaweb.org.il](http://www.traumaweb.org.il)

E-mail: [traumasenter@herzoghospital.org](mailto:traumasenter@herzoghospital.org)

21 Rehov HaDishon (02) 6782899  
P.O.B. 35300  
Jerusalem 35300

### **'Meitav' – Crisis Intervention Center**

'Meitav' offers short-term crisis intervention care for persons who have been affected by terror attacks.

21 Rehov HaDishon (02) 6799566  
P.O.B. 35300  
Jerusalem 35300

Sundays-Thursdays, 8:30 a.m.-21:00 p.m., Fridays and holiday eves, 8:30 a.m.-13:00 p.m.

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

E-mail: [ynatal@netvision.net.il](mailto:ynatal@netvision.net.il)

5 Rehov HaShomer (03) 5173718/5101047  
Tel Aviv (03) 5173719



### **'Netzer' Society of Parents of Children with Emotional Difficulties**

34 Rehov Hativat Carmeli  
Haifa

Tel/Fax: (04) 8231560  
(04) 8227560/8325190

### **Milev English Language Hotline**      1-800-654-1111

The Milev Center offers an English-language crisis and helpline.

[www.milev.israel.net](http://www.milev.israel.net)

## **Sports Organizations and Centers**

### **'Elan' Sports Centers**

Spivak Center      (03) 5754444  
123 Rehov Rokach  
Ramat Gan

1 Rehov Gradonia      (04) 8722404  
Kiryat Chaim

### **Sports Organization of the Deaf**

Beit Helen Keller      Fax: (03) 6310859  
Tel Aviv

"Etgarim"      (03) 5613585  
Tel Aviv      Fax: (03) 5613586

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





P.O.B. 9489 (02) 6750011  
Jerusalem 91091

101 Derech Tzarfat (04) 8590859  
Haifa

### **The Israel Organization of Sports for the Disabled**

10 Rehov Shetrit (03) 6493132  
Tel Aviv 64982 Fax: (03) 6493134

Netanya Sports Center (09) 8344435  
Fax: (09) 8844739

Through the auspices of the General Organization of the Disabled.

### **"Super Special Sport" For Popular Sports and Achievement**

25 Rehov HaHistadrut Fax: (09) 7481855  
Ra'ananna 43404

### **"Special Sport" – Akim Israel**

69 Rehov Pinchas Rozen (03) 7662205  
Hadar Yosef Fax: (03) 6470055  
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

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.



## Emergency Numbers

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

### Emergency Center

*(Moked Herum)*

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

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

### Municipal Information Lines

*(Moked Ironi)*

### Eran Mental Health Hotline

Sun-Thurs. 8:00 a.m.-20:00 p.m., Fridays, 8:00 a.m.-13:00 p.m.



## Appendix I – Relevant Legislation

- "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).





## 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
- 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
- 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

Name \_\_\_\_\_

Address in Full \_\_\_\_\_

Date \_\_\_\_\_







## *A moment of your time!*

In order to improve the level and usefulness of the material presented in this booklet, we would appreciate it if you would answer the following questions:

1. Where did you get the brochure "Guide to Services for the Disabled"?

Airport  Ministry of Immigrant Absorption  Other (specify)

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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!

