



נפש Nefesh
ב'נפש B'Nefesh

ALIYAH GUIDE

SO YOU'VE JUST MADE ALIYAH...WHAT'S NEXT?

WHAT'S INSIDE

- Oleh Glossary
- Your First Eight Steps
- Traveling Abroad as a New Oleh
- Misrad Haklita Directory
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SUMMER 2022

OLEH GLOSSARY

You're officially Israeli! Below are some helpful terms which you may encounter:

BIDUD - בידוד

Isolation

See corona.health.gov.il/en/ for the latest updates

BITUACH LEUMI - ביטוח לאומי

National Insurance Institute

Bituach Leumi is the body responsible for health care registration, payment of various pensions, and allowances to residents of the country. New Olim who have no income **may** be exempt from Bituach Leumi Health Care Tax contributions for up to one year from their date of Aliyah. Specific criteria apply. See www.nbn.org.il/life-in-israel/government-services/bituach-leumi/bituach-leumi/

* May not be applicable for those with previous A-1 status or those who have previously paid into the bituach leumi system.

BITUACH MASHLIM - ביטוח משלים

Supplemental Health Care

Supplemental health care available through the chosen Health Care provider at an additional cost.

DARKON - דרכון

Passport

You can apply for an Israeli passport 90 days or three full months (whichever is longer) after your Aliyah date.

IRIYAH - עירייה

Municipality Office

ISHUR YETZIAH - אישור יציאה

Document Confirming Permission to Travel

Document necessary for traveling outside of Israel during the time period prior to eligibility for an Israeli passport or in the case of emergency travel without an Israeli passport.

KARTIS ASHRAI - כרטיס אשראי

Credit Card

KASPOMAT - כספומט

ATM

KUPAT CHOLIM - קופת חולים

Health Care Providers

Clalit, Leumit, Maccabi, Meuhedet

MECHES - מכס

Customs Authority

MINHAL HASTUDENTIM - מנהל הסטודנטים

The Student Authority

The Israeli Government subsidizes the cost of tuition for an undergraduate degree (for new Olim under 27) or a graduate degree (for new Olim under 30), within three years of Aliyah and for recognized programs (provided you do not already have a similar degree from abroad).

MISRAD HA'ALIYAH V'HAKLITA -

משרד העלייה והקליטה

Ministry of Aliyah and Integration

This office is responsible for dispensing the rights and benefits available to Olim as well as employment guidance and services. More commonly referred to as Misrad Haklita.

MISRAD HAPNIM: RASHUT HA'UCHLUSIN

משרד הפנים

Ministry of the Interior: Immigration & Population Authority

The Ministry of the Interior is responsible for citizenship, Israeli ID cards, changes of address, Israeli travel documents, birth certificates, visas, and more.

MOETZA EIZORIT - מועצה אזורית

Regional Council

SAL KLITA - סל קליטה

Absorption Basket

Financial assistance provided to eligible Olim through the Misrad Haklita.

SEFACH - ספח

Addendum to your Teudat Zehut

Paper addendum which contains personal information (name and ID numbers) of immediate family members.

TEUDAT OLEH - תעודת עולה

Oleh Benefits Booklet

This booklet is important for documenting usage of your Aliyah rights.

TEUDAT ZAKAUT - תעודת זכאות

(FOR KATIN CHOZER OR EZRACH OLEH)

Oleh Booklet for Israeli Citizens

Olim with prior Israeli status will receive their Teudat Zakaut at either the airport or at Misrad Haklita.

TEUDAT ZEHUT - תעודת זהות

Identity Card

Your Teudat Zehut number (Mispar Zehut) is important and will be requested as proof of identification. It is the document necessary for using any and all services in Israel, as well as establishing yourself within various government offices as an Israeli citizen. Where applicable, your Teudat Zehut will list your spouse and children on the Sefach (addendum).

EIGHT STEPS TO TAKE NOW YOU'RE OFFICIALLY ISRAELI!



YOU'RE OFFICIALLY ISRAELI!

When you arrive at the Misrad Hapnim office, you will meet with a Misrad Hapnim clerk and receive the following:

- ✓ Oleh Visa found in your foreign passport - The visa will say "Teudat Oleh," not to be confused with the Teudat Oleh (benefits booklet) which you may be eligible to receive at Misrad Ha'Aliyah V'Haklita (Ministry of Aliyah and Integration). This is not applicable for an Ezrach Oleh (one who is born abroad to an Israeli parent).
- ✓ Tamzit Rishum - a summary of your record in the citizens registry (may be needed for future post-Aliyah steps).
- ✓ Entry and exit form for the past seven years - This may be needed at Misrad Haklita.
- ✓ Documentation of name change
- ✓ Temporary Teudat Zehut (Israeli ID card) - This will contain a Sefach (paper addendum) listing your address in Israel and the ID numbers of your immediate family members.
- ✓ Ishur Yetzia - A document confirming permission to travel prior to receiving an Israeli passport.
- ✓ Personal code and passwords page - Upon completion of the application process you will receive a document that includes your personal code and passwords. The Personal code will be used for identification by the courier upon receiving your Teudat Zehut.

IMPORTANT NOTES:

- Misrad Hapnim offers you the ability to activate your biometric Teudat Zehut online as well as many other online services. See www.nbn.org.il/online-government-accounts/



□ Step 1 **BANK ACCOUNT**

In order to open a bank account, both spouses must be present (if applicable). Married Olim must open a joint bank account in order to receive Sal Klita payments as a family. A deposit must be made upon opening the bank account as Misrad Haklita cannot transfer payments to an inactive account. Please note that some banks may require a Teudat Oleh.

If you already have an Israeli bank account, contact your bank directly regarding your change in status. You will need to bring your Teudat Zehut and Tamzit Rishum.

IMPORTANT NOTE FOR JOINT BANK ACCOUNT HOLDERS

Holders of a joint bank account can sign a form at the bank entitled Tofes Arichut Yamim. This form will enable each spouse to have continued access to the bank account in the event that the other passes away. If this form has not been signed prior to the death of the other, the account will remain frozen until a will of inheritance has been settled or probated. We encourage everyone to ensure that this form has been signed.

WHAT YOU NEED:

- ❶ Teudat Zehut
- ❶ Passport (from country of origin)
- ❶ NIS cash or check to make a deposit into your new account. US Citizens will be required to provide their social security number and complete a W-9 form. (Some banks may request to see the physical card)

WHAT YOU GET:

- ✓ A receipt of deposit to prove your account is active
- ✓ An opening statement with details of your new account. You need this form, which contains the details of your new account, to arrange Sal Klita payments with Misrad Haklita.



□ Step 2

BITUACH LEUMI (HEALTH CARE REGISTRATION)

Bituach Leumi (National Insurance Institute) is the body responsible for healthcare, payment of various pensions, and allowances to Israeli residents.

You can now create an online Bituach Leumi account to complete many important Bituach Leumi actions. See www.nbn.org.il/online-government-accounts/

HEALTH INSURANCE FOR OLIM WITH NO ISRAELI BACKGROUND OR PREVIOUS A1, STUDENT OR WORK VISA

WHAT YOU NEED:

- ❶ If you have never been registered with Bituach Leumi, you can register for at your local Post Office within 90 days of your date of Aliyah. Past the 90 day mark one must register directly with Bituach Leumi.

WHAT YOU GET:

- ✓ It may take 7-10 days for the registration to be completed. Proceed to your local healthcare fund to receive your membership card and discuss supplemental insurance. It is recommended that Olim of all ages register for supplemental health insurance through their Kupat Cholim. Registration within the first 90 days of Aliyah exempts Olim from any waiting period to benefit from the services that supplemental plans offer.
- ✓ If you have been paying privately to your provider, confirm that your passport number has now been replaced with your Teudat Zehut number.

HEALTH INSURANCE FOR OLIM WITH PREVIOUS STUDENT OR WORK VISA

WHAT YOU NEED:

- ❶ If you have already been registered with Bituach Leumi, then your new status should be updated automatically in the Bituach Leumi database. We suggest waiting 5-7 days after completing your Aliyah to confirm with your provider that your Teudat Zehut number has been registered in the Bituach Leumi system. Call NBN Answers for assistance if your status is not updated in your provider's computer system!

WHAT YOU GET:

- ✓ Updated membership card with your Teudat Zehut number.

HEALTH INSURANCE FOR OLIM WITH PREVIOUS A-1 VISA

WHAT YOU NEED:

- ❶ If you have been registered with Bituach Leumi, then your new status should be updated automatically in the Bituach Leumi database. We suggest waiting 5-7 days after completing your Aliyah to confirm with your provider that your new status of Oleh Chadash has been registered in the Bituach Leumi system.
- ❷ If you haven't been registered please complete form 628 found at btl.gov.il to have your residency reinstated. Your form can then be submitted online through the Bituach Leumi site. Healthcare registration will also be discussed at your Misrad Haklita appointment.

HEALTH INSURANCE FOR EZRACHIM OLIM

- ❶ Your healthcare registration will be completed at your local Misrad Haklita office.

IMPORTANT NOTES:

1. If you were registered with Bituach Leumi before making Aliyah, you may be entitled to the benefit of free health insurance, decided on a case-by-case basis by Bituach Leumi.
2. Olim who have no income within the first 12 months of Aliyah (active or passive) and were not previously registered with Bituach Leumi may be exempt from paying the obligatory contribution to Bituach Leumi that all residents pay from the age of eighteen. Olim who are working have their contribution deducted automatically from their salary.
3. Network with people in your neighborhood before choosing a Kupat Cholim in order to find out which health fund has the best local reputation and service. Once enrolled, you can only switch Kupot on specific dates during the year. Check out the NBN website for detailed information about switching Kupot Cholim. See www.nbn.org.il/kupotcholim

□ Step 3

MISRAD HA'ALIYAH V'HAKLITA

*If you have been in Israel more than five years prior to your Aliyah date, see below.**

You will need to email or call the Misrad Haklita to schedule an appointment to activate your benefits and receive your Teudat Oleh (benefits booklet). A Teudat Zakaut will be issued if you are an Ezrach Oleh. A contact list for Misrad Haklita offices can be found on page 8. (Make sure to state you made Aliyah through Misrad Hapnim and NOT on a flight from abroad.)

If you have served in the IDF, did Sherut Leumi, or participated in a MASA-sponsored program, bring the relevant certification stating that the program was completed so that this time is not counted against eligibility for Oleh benefits.

Previous A-1 Temporary Residents and Ezrachim Olim will be asked to present additional documents. This should be mentioned to the Misrad Haklita when scheduling the meeting and they will elaborate on what is required.

For a complete list of your Aliyah benefits, based on time spent in Israel prior to Aliyah, please see page 12 or www.nbn.org.il/benefits.

The Misrad Haklita now features free counseling in English 4pm-9pm Sunday-Thursday 04-7702651.

WHAT YOU NEED:

- ❶ Teudat Zehut
- ❶ Foreign passport(s) from the last seven years – and/or your entry and exit document received at NBN or the Misrad Hapnim office
- ❶ Bank account information and deposit of receipt from the bank if you will be receiving Sal Klita
- ❶ One passport picture for each adult
- ❶ Proof of living abroad for the past 7 years (Proof of living abroad may vary depending on previous status or length of stay in Israel prior to date of Aliyah. Misrad Haklita will clarify with you directly on what is needed.)

WHAT YOU GET:

- ✓ Teudat Oleh / Teudat Zakaut / Letter of Eligibility for those in Israel More than 5 Years
- ✓ Schedule of Sal Klita payments (if applicable)
- ✓ Information regarding Oleh benefits
- ✓ Information regarding local Ulpan programs and Ulpan registration voucher
- ✓ A Meches (customs) file will be opened and activated

*Olim who have resided in Israel more than five years prior to their Aliyah are not eligible to receive a Teudat Oleh/Teudat Zakaut. An appointment at Misrad Haklita is still necessary so that your Oleh benefits can be activated. A letter will be issued to you stating that you have the standing of an Oleh Chadash but are not eligible to receive a Teudat Oleh. This letter is known as a Michtave Ei Zakaut.



☐ Step 4 MONTHLY CHILD BENEFITS

Bituach Leumi offers a monthly stipend to all Israeli citizens based on the number of children under the age of 18 in their family. You are eligible for this benefit immediately following your Aliyah. However, if there is no deposit made within 60 days of Aliyah please proceed directly to Bituach Leumi to rectify the situation. Retroactive payment will be available but not for more than 3 months from the date of application.

GOVERNMENT CHILD SAVINGS PLAN

Each child who is eligible for the monthly child benefit will have a savings account* opened in his or her name.

Bituach Leumi will deposit money into the account per month, and parents have the option of matching

that amount, which will be taken from their monthly child allowance.

Parents have six months to select a savings plan, which can be done online (in Hebrew, from the Bituach Leumi website) or in person at your local Bituach Leumi branch. For more information: www.nbn.org.il/child-benefit

*Please consult your accountant if you have any questions about possible foreign tax implications of this savings account.

You can now create an online Bituach Leumi account to complete many important Bituach Leumi actions. See www.nbn.org.il/online-government-accounts/



☐ Step 5 DRIVER'S LICENSE CONVERSION

As an Oleh, you have five years from your Aliyah date written on your Teudat Oleh or Teudat Zakaut to complete the conversion process from a foreign to an Israel driver's license.

An Oleh is entitled to drive on a foreign driver's license up to one year from the last entry date, following one full consecutive year abroad. For detailed steps and criteria, see www.nbn.org.il/driving.

However, if you entered Israel within the 12 months prior to your Aliyah entry date, the year count will start from this entry date.

License conversion is by appointment only!

See www.myvisit.com to make your appointment with the Misrad HaTachbura.

INTERNATIONAL DRIVER'S LICENSE

If you do not have a valid foreign license when traveling outside of Israel you must have an international driver's license. For more information see www.nbn.org.il/driving.



□ Step 6

ARNONA (MUNICIPAL TAX)

All cities and towns in Israel charge Arnona (municipal tax). Tenants are obligated to make these payments which are calculated based on the size of your residence. Olim and Ezrachim Olim are granted a discount on Arnona (for up to 100m²) during one of their first two years in Israel. The rate of the discount is determined by the local municipality. Further discounts based on age and income may be available through your municipality but not while receiving the Oleh discount. See: www.nbn.org.il/arnona

WHAT YOU NEED:

- ❶ At the municipality, present your Teudat Oleh, Teudat Oleh/Teudat Zehut and Arnona bill if you have one
- ❶ A 12-month apartment rental contract or proof of ownership

IMPORTANT NOTES:

- The request for an Oleh discount may have to be repeated after January 1st.
- The Arnona reduction is not granted to Ktinim Chozrim, or to those who spent a significant amount of time as previous A-1 Temporary Residents and do not have a new Teudat Oleh.
- The Arnona benefit is time-sensitive and the discount cannot be applied retroactively. You are eligible to receive this benefit for one of your first two years making Aliyah. For more information see www.nbn.org.il/arnona.
- Activating your Oleh discount can be completed online in many Municipalities. See your Municipality website for more information.
- You may be eligible for further discounts beyond your 12 month Aliyah benefit. See your Municipality website for more details.



□ Step 7

SCHOOL REGISTRATION

Now that you and your children have Teudat Zehut numbers, the school will want a copy of your Teudat Zehut including the Sefach (addendum).

If you have difficulties registering your child/ren for school, email answers@nbn.org.il for assistance..

All children in grades 1-12 are entitled to Ulpan hours at their school. Contact your child's school directly for more information. See www.nbn.org.il/schoolregistration

For more information on navigating the Israeli school system, see www.nbn.org.il/education.



Step 8 ISRAELI PASSPORT

TRAVELING ABROAD AS A NEW OLEH

One can apply for their Israeli passport or Teudat Maavar 90 days or three full months (whichever is longer) after their date of Aliyah. Should you need to travel before receiving your Israeli passport, an Ishur Yetziyah must be obtained from any branch of Misrad Hapnim. No appointment is necessary for an Ishur Yetziyah and there is no fee. For more information see www.nbn.org.il/life-in-israel/government-services/obtaining-an-israeli-passport/

Due to Corona travel, regulations, make sure to travel with an active Teudat Zehut together with your foreign passport and Ishur Yetziyah. For updated Corona travel regulations see here: www.corona.health.gov.il/en/abroad/

When traveling abroad, make sure to have both your Israeli and foreign passports available. Leave and return to Israel using your Israeli passport, but enter your country of origin using your foreign passport only.

In an emergency, the Border Control Police at Ben Gurion Airport may allow you to leave the country with your foreign passport only, or they may refer you to Ben Gurion's branch of Misrad Hapnim.

As a rule, any visit outside of Israel may stop your Sal Klita payments. Upon returning to Israel, your payments will be automatically reinstated 14 days after your arrival. Payments will not be retroactive, but will be paid going forward until the full amount of Sal Klita has been received. We suggest that you check your bank statement to ensure that all Sal Klita payments are received as scheduled. Commuters and other people who need to travel outside of Israel for work purposes should contact Misrad Haklita to discuss their specific situation.

Olim Chadashim are NOT required to present an exit permit from the IDF before leaving Israel. Olim who have an official army draft date must return to Israel up to three days prior to that date.

WHAT TO BRING

- ❶ Teudat Zehut
- ❶ Foreign passport
- ❶ Processing fee - paid only with an Israeli credit card
- ❶ All family members requesting passports (including children) must be physically present at Misrad Hapnim

For a full list of Misrad Hapnim branches and operating hours, see www.nbn.org.il/misrad-hapnim



IMPORTANT NOTE:

- Passports are payable online with an Israeli credit card at www.nbn.org.il/biopassports
Discounted fees available with online payment only from November 1st - February 28th and honored until April 30th.

WHAT YOU WILL GET

- ✓ An SMS will be sent to your phone with a tracking number to enter here www.israelpost.co.il/en/itemtrace/ to verify the status of your passport arrival.
- ✓ A first Israeli passport will be issued for one year, and a Teudat Maavar for five years

OLEH BENEFITS

SAL KLITA ABSORPTION BASKET

Financial assistance provided by Misrad Haklita. An initial cash payment is received at Ben Gurion Airport, followed by an additional wire transfer after you give Misrad Haklita your bank details. If you are not working at the time that the Sal Klita payments end, you may be eligible for Dmei Kiyum (a monthly living allowance). Please see www.nbn.org.il/life-in-israel/employment/employee-rights-and-benefits/unemployment-benefits-for-new-olim/

The amount of Sal Klita given is determined by age and family status. Use the Nefesh B'Nefesh Sal Klita calculator at www.nbn.org.il/salklita to review exact sums.

HEALTH COVERAGE

Basic coverage in any Kupa Cholim of your choice; free coverage for those who are unemployed. If you are working, the health insurance payments will be deducted from your salary for up to 6 months after Aliyah and up to 12 months when receiving Dmei Kiyum from the Misrad Haklita. If you are employed abroad, speak to your accountant to discuss the best way to manage your obligatory healthcare contributions. Any supplementary coverage given by the Kupa Cholim is not free.

HEBREW ULPAN

Free Hebrew immersion classes are available in many different locations around Israel. The address on your Teudat Zehut dictates the general area in which you will attend Ulpán. See: www.nbn.org.il/hebrewstudy

Children receive Sha'ot Olim, which are supplementary hours of Hebrew study in school. See: www.nbn.org.il/learning-hebrew-and-ulpán/

MA'ON AND MISHPACHTON (DAYCARE)

Olim Chadashim are entitled to a reduction in Ma'on and Mishpachton (daycare) tuition. This benefit depends on the mother's employment status. An additional reduction for tuition can also be requested, based on income. To receive the benefit, your child's Ma'on or Mishpachton has to be recognized by Tamat (Ministry of Economy). Visit the Tamat website at: www.moital.gov.il/MolsaResidence

SUBSIDIZED TUITION FOR A BA OR MA DEGREE

Tuition is subsidized if studies begin before age 27 for a BA and age 30 for an MA, and if you start your studies within three years of Aliyah. Students who are under 23 can also receive assistance for Mechina, a one-year preparatory course. You must study at a program recognized by Minhal Hastudentim; if you are in a private or international program, you are only eligible for partial assistance. If you already have a degree, a similar degree (BA or MA) is usually not subsidized. See: www.nbn.org.il/higher_ed

RENTAL ASSISTANCE

Rental assistance is given by the Ministry of Housing and usually begins automatically in the eighth month of Aliyah. This benefit lasts until the end of your 5th year of Aliyah. For more information see www.nbn.org.il/life-in-israel/government-services/rights-and-benefits/rental-assistance/

MORTGAGE RATES

Low interest rates for new Olim, as compared to other market rates. You need a Teudat Zakaut issued by the Misrad Hashikun (Ministry of Housing) through your mortgage bank.

TAX BREAKS

1. Income tax reduction on income earned in Israel (for those who are employed and not self employed). The income tax reduction on income earned in Israel works on a points system. New Olim receive three points per month for the first 18 months after Aliyah, two points over the next 12 months, and one point during the last 12 months. Once you begin to work, advise your employer that you are an Oleh.
2. Tax breaks on passive and active income earned overseas.

For more information on these benefits please consult with an accountant.

ARNONA (MUNICIPAL TAX) REDUCTION

All cities and towns in Israel charge Arnona. Olim are customarily granted a discount of 70–90% (up to 100 m2) on the Arnona payments. Ktinim Chozrim are not eligible for this benefit. Check with your local municipality for specific details about this benefit. A 12-month rental contract or proof of ownership must be provided to obtain this benefit. For more information: www.nbn.org.il/arnona

CUSTOMS BENEFITS

1. Olim are allowed to bring appliances and household goods from ANY COUNTRY customs-free.
2. Olim receive customs reductions on the import of equipment for establishing a business, up to the value of \$36,000 USD.
3. It is important to understand costs incurred for shipping postal packages or medications. See www.nbn.org.il/postal_packages
4. Olim pay a reduced rate on the purchase of a new car or imported car from overseas. Olim must hold a valid foreign driver's license issued prior to the date of Aliyah, and obtain an Israeli driver's license by the end of the first year of Aliyah.

See: www.nbn.org.il/life-in-israel/government-services/rights-and-benefits/customs-benefits-for-a-car-purchased-or-imported/

For further information see: www.taxes.gov.il/customs and www.nbn.org.il/shipping

GUIDE TO BENEFITS AFFECTED BY PREVIOUS STAYS IN ISRAEL

IF YOU HAVE RESIDED IN ISRAEL LESS THAN 24 MONTHS BEFORE YOUR DATE OF ALIYAH YOU ARE ENTITLED TO ALL BENEFITS LISTED ON PAGE 10.

| Benefits | If you have spent 24 months in Israel (total) during the 3 years prior to receiving Oleh status | If you have spent 3 years in Israel (total) during the 7 years prior to receiving Oleh status | If you have spent 5 years in Israel (total) in the 7 years prior to receiving Oleh status |
|--|---|---|---|
| Sal Klita | Not Eligible | Not Eligible | Not Eligible |
| Health Care | Eligible | Eligible | Eligible |
| Ulpan | Eligible | Eligible | Not Eligible |
| Rent Subsidy | Eligible | Not Eligible | Not Eligible |
| Mortgage | Eligible | See Note 1 Below | Not Eligible |
| Income Tax Reduction | Eligible | Eligible | See Note 3 Below |
| Customs Benefits | Eligible | Eligible | See Note 4 Below |
| Arnona | Eligible | Eligible | Not Eligible |
| Subsidized Tuition for BA or MA Degree | Eligible | See Note 2 Below | Not Eligible |

Notes

1. Eligible for an Oleh mortgage for 3 years after making Aliyah.
2. Eligible for subsidized tuition for one year only. Length of eligibility depends on the time spent in Israel before making Aliyah. After five years, you lose this benefit.
3. Eligible for income tax reduction upon providing your Tamzit Rishum from Misrad Hapnim and your foreign passport with your stamped Aliyah visa.
4. Eligible for customs benefits upon providing letter of eligibility from Misrad Haklita and Tamzit Rishum from Misrad Hapnim.

משרד העלייה והקליטה

Ministry of Aliyah and Integration



SCHEDULE AN APPOINTMENT WITH A KLITA COUNSELOR AT YOUR LOCAL OFFICE OF MISRAD HAKLITA TO ARRANGE SAL KLITA PAYMENTS, REGISTER FOR ULPAN AND LEARN MORE ABOUT OLEH BENEFITS.

PLEASE DO NOT VISIT MISRAD HAKLITA WITHOUT SCHEDULING AN APPOINTMENT IN ADVANCE.

For a full list of branches and their contact information, please see www.nbn.org.il/klitaoffices

| BRANCH | ADDRESS | CONTACT INFO | SERVING |
|-------------------|--|---------------------------|--|
| ACCO | 1 Shlom Ha-Galil St. | 073-397-3500 | Acco |
| AFULA | 34 Yehoshua Henkin | 073-3973810 | Afula |
| ARAD | 34 Chen Blvd., 2nd floor | 08-634-1527, 08-634-1605 | Arad |
| ASHDOD | Menachem Begin Ave., Zimmer Bldg. | 1599-900-914 | Ashdod, Yad Binyamin, Gan Yavne, Bnei Ayish |
| ASHKELON | 9 Berl Katsnelson St. | 1599-500-914 | Ashkelon |
| BE'ER SHEVA | 31 Shazar St. | 1599-500-921 | Be'er Sheva, Yerucham, Mitzpe Ramon, Meitar and Omer |
| BEIT SHEMESH | 9 Herzl St. | 073-397-2450 | Beit Shemesh, Ramat Beit Shemesh |
| BNEI BRAK | 148 Jabotinsky St. | 03-619-6149, 1599-500-907 | Bnei Brak |
| HADERA | 13 Hillel Yaffe | 073-397-3200 | Hadera, Samaria, Menashe, Zichron Yaakov, Or Akiva, Pardes Chana |
| HAIFA | 15 Pal Yam | 1599-500-922 | Haifa |
| HASHARON | 23 Hataas, Industrial Zone, Kfar Saba | 1599-500-906 | Ra'anana, Kfar Saba, Sharon Area |
| HOLON | 36 Eilat St. | 1599-500-908 | Holon, Bat-Yam, Azur |
| JERUSALEM | 4 Mevo Matmid | 1599-500-923 | Jerusalem, Gush Etzion, Ma'ale Adumim, Binyamin Region, Yehuda Region, Mevasseret Zion |
| KARMIEL & GALILEE | 2 Ma'ale Kamon St., BIG Center, 2nd floor, Karmiel | 1599-500-920 | Karmiel, Galilee |
| KATZRIN | The Municipality Community Center, Old Industrial Area | 04-699-9336 | Katzrin, Golan |
| KIRYAT GAT | 3 Hagefen St. | 08-687-8666 | Kiryat Gat |
| KIRYAT MALACHI | 2 Hanegev St. | 1599-500-914 | Kiryat Malachi |
| KIRYAT SHMONA | 104 Tel Chai Blvd., Tzachar Building | 073-397-3752 | Kiryat Shmona |
| KRAYOT | 7 Hameyasdim, Kiryat Bialik | 073-397-3103 | Krayot |
| MA'ALOT | 21 Yerushalayim, Ha-Rakafot Mall | 073-397-3652 | Ma'alot |
| NAHARIYA | 9 Haatzmaut Rd. | 073-397-3602 | Nahariya |
| NETANYA | 3 Barkat | 1599-500-905 | Netanya Area |
| PETACH TIKVA | 26 Histadrut St. | 1599-500-907 | Petach Tikva, Givat Shmuel |
| RAMLA | 91 Herzl, Governmental Precinct | 1599-500-912 | Modiin, Ramla |
| REHOVOT | 12 Binyamin | 073-397-4800 | Rehovot |
| RISHON LEZION | 3 Israel Glili | 1599-500-910 | Rishon LeZion, Ness Ziona, Mazkeret Batya, Yavne |
| TZFAT | 1 Ha-Gdud Ha-Shlishi St. Sharei Hair Mall, 2nd floor | 073-397-3702 | Tzfatz |
| TEL AVIV | 6 Esther Hamalka, Tel Aviv | 1599-500-901 | Tel Aviv, Ramat Gan, Givataim, Kiryat Ono, Herzliya, Ramat Hasharon |
| TEVERIA | 16 Yochanan Ben Zakai, 2nd floor | 073-397-3810 | Teveria |



EMERGENCY INFORMATION



IMPORTANT NUMBERS



NAVIGATING MEDICAL EMERGENCIES

| | |
|---|-------------|
| POLICE | 100 |
| POLICE INFORMATION HOTLINE | 110 |
| AMBULANCE | 101 |
| UNITED HATZALAH | 1221 |
| FIRE | 102 |
| 24 HOUR POISON CONTROL HOTLINE | 04-777-1900 |
| ELECTRIC COMPANY* | 103 |
| MUNICIPALITY OR REGIONAL COUNCIL OF THAT CITY | 106 |
| YEDIDIM (CHAVERIM) EMERGENCY AUTO ASSISTANCE | 1230 |

*Customer Service at the Israel Electric company available 24/7. You must have your contract number available when calling.

Knowing where to turn in the case of a medical emergency can be overwhelming. When going to your Kupat Cholim for the first time, it is advisable to inquire from the Kupah where and how to turn for help both during and outside of office hours. Turning to your Kupat Cholim first may give you the information necessary for you to have a more effective resolution of the medical emergency.

All Kuppot offer a 24/7 call center availability to make an appointment or to speak to a medical professional.

KUPOT CHOLIM:

- Clalit *2700 → 4 for English
- Leumit *507 → 2 for English
- Maccabi *3555 → 4 for English
- Meuhedet *3833 → 3 for English

URGENT CARE CENTERS:

Terem is a network of urgent care centers found in several cities throughout Israel (see: www.terem.com). You will need to present your Kupat Cholim membership card and there will be a fee. This will not be reimbursed by your Kupat Cholim (unless you have been sent with a Hafnaya – referral letter). There are some Kupot Cholim that have urgent care hours in their clinics. This is referred to as a Moked. Speak to your Kupat Cholim for more information. Services at an urgent care center can often save someone a trip to a busy ER. If the urgent care center cannot resolve the situation, they will send you to the ER with a Hafnaya. The referral is important as it will provide the hospital with background medical information dictating the need to go to the ER and generally cover the treatment.

AMBULANCE SERVICE:

If you are not admitted to the hospital, you will be charged for the service of taking an ambulance. 24-hr observation in an ER is typically not considered admittance. You will be billed to the address listed in your Teudat Zehut. If you are admitted, make sure to present the ambulance bill to your Kupat Cholim together with your discharge papers to ensure reimbursement for services.

Do not hesitate to contact NBN Answers at *3690 Sun-Thurs 9-3PM or answers@nbn.org.il for guidance and support.

GOING TO THE EMERGENCY ROOM:

If you need to make an emergency visit to the ER without a previous visit to a doctor or urgent care center, you will only need to present your Teudat Zehut (or at least know the number) to open a file. You will not need to present your Kupat Cholim card although you will need to provide the receptionist with the name of your Kupat Cholim and family doctor (if you have one). As in any country, be prepared to wait.

When going to the ER, if you are not consequently admitted to the hospital, or if you don't have a doctor's referral or a referral from your Kupat Cholim call center, you may be charged a fee for the emergency room visit.

An exemption from charges in the emergency ward is granted automatically for a number of specific health crises, including: work injury, road accident, school accident, fracture, foreign object in eye, joint dislocation, stitches. For full details: www.health.gov.il



**NATIONAL
EMERGENCY**



**ADDITIONAL
RESOURCES**



**EMOTIONAL
ASSISTANCE**

It is important to be prepared for all eventualities, to have a plan in place and to know how to protect yourself and your family in the event of a national emergency. Pikud Ha'Oref (The Home Front Command) is responsible for direction and guidance in times of a national emergency such as rocket / missile attacks and earthquakes. In the case of a missile or rocket attack a siren will be sounded warning citizens to seek shelter. A siren will also be heard on radio and television. The Pikud Ha'Oref website www.oref.org.il provides up-to-date information and important guidelines to be followed in times of national emergencies.

A pamphlet in English on emergency preparedness can be found here: www.oref.org.il

During times of national emergency, Nefesh B'Nefesh will post important directives and general information as needed. As always, never hesitate to be in touch with the NBN Answers dept directly Sun-Thurs 9-3PM or answers@nbn.org.il.

NEFESH B'NEFESH SERVICES:

Have questions? NBN Answers is available to answer any questions you may have. We offer one-on-one meetings, translation services for bills and paperwork received. Advocating and assisting Olim through bureaucratic needs, influencing change for Olim in the Keneset and our National contacts within government offices enables the NBN Answers department to assist you in every way as you acclimate into your new home. Contact us at *3680 Sun-Thurs 9-3PM or answers@nbn.org.il.

MUNICIPAL COORDINATORS:

A municipal coordinator offers assistance, information on local resources and guidance through the local municipality.

For a listing of Municipal Coordinators throughout the country see: www.nbn.org.il/community-guide/municipal-klita-coordinators/

THE SHIRA PRANSKY PROJECT:

Provides guidance and answers enquiries about navigating the health care system. See: www.shirapranskyproject.org

YAD SARAH:

Best known for their medical lending services and offers a wide range of other services in 100 locations throughout the country. See: www.yad-sarah.net

SHIL (SHEIRUT YE'UTZ L'EZRACH):

A citizen's advice bureau found in most cities throughout Israel offering a wide range of free services. See: www.molsa.gov.il

KOL ZCHUT

Leading site about rights and entitlements in Israel. See: kolzchut.org.il

NATAL TRAUMA CENTER

www.natal.org.il/en | 1-800-363-363

TALKING TO YOUR KIDS ABOUT TERROR:

www.nbn.org.il/talking-to-kids

MISRAD HAKLITA HOTLINE FOR EMOTIONAL SUPPORT

For English Speakers: 04-770-2651 Sun-Thur 4-9PM

ERAN EMOTIONAL CRISIS HOTLINE

(for all ages) - 1201 extension 3 then 1 for English

REVACHA (SOCIAL SERVICES):

Found in every municipal region, all Revacha offices have reception hours. No appointment is necessary.

NATIONAL HOTLINES FOR MEN AND WOMEN IN CASES OF RAPE OR SEXUAL HARASSMENT

Women – 1202 from any phone
Men – 1203 from any phone

GET HELP ISRAEL

Offering a database of English speaking mental health professionals throughout the country. www.gethelpisrael.com

CROSSROADS 24/7 CRISIS HOTLINE FOR ENGLISH SPEAKING TEENS AND YOUNG ADULTS

www.crossroadsjerusalem.org/ | 050-468-5463

AMUDIM ISRAEL

Offering support in times of emotional crisis www.amudim.org.il/ | 02-374-0175

CONTACT US!

Nefesh B'Nefesh is here to offer you guidance and resources as you integrate into your life in Israel. Contact NBN Answers at *3680 or answers@nbn.org.il from 9-3 Sunday-Thursday with any questions.

GOVERNMENT ADVOCACY DEPARTMENT

Throughout your Aliyah you will have many interactions with government offices and dealings with Israeli bureaucracy. Contact our Government Advocacy Department for assistance with government absorption at answers@nbn.org.il.

EMPLOYMENT DEPARTMENT

Our employment department offers personal career consultations, guidance and advocacy with licensure, virtual and employment events throughout the year. Please contact us at employment@nbn.org.il.

EDUCATIONAL GUIDANCE

At any point in time following your Aliyah, you may decide to explore educational options for your children grades K-12. Please feel free to be in touch with the Nefesh B'Nefesh Education Advisors at education@nbn.org.il. For higher education guidance, please contact nbnstudents@nbn.org.il.

COMMUNITY GUIDANCE

Looking for a different community than the one you have first settled in? Contact communities@nbn.org.il

NEFESH B'NEFESH LONE SOLDIERS PROGRAM

The Lone Soldiers Program acts as the address for every Lone Soldier in Israel regardless of country of origin before, during, and after their service in the IDF. We provide resources, support, and guidance for a successful IDF service and acclimation to life in Israel. For more information please call: *6563 or email lspen@nbn.org.il.

FOLLOW US ON SOCIAL MEDIA

Get real-time updates, important announcements, events, and inspiration. Make sure to tag us in your posts so we can follow and repost:



@NEFESHBNEFESH



WWW.NBN.ORG.IL/SOCIAL



@NEFESHBNEFESH



LINKEDIN.COM/GROUPS/874617



T.ME/NBNANSWERS

#LIVELOVEISRAEL



NEFESH B'NEFESH OFFICES

JERUSALEM ALIYAH CAMPUS

Cinema City | Sderot Yitzchak Rabin 10, Jerusalem
02-659-5800

TEL AVIV

Bet Mozes | 76 Rothschild Blvd., Tel Aviv
072-336-9280

LONE SOLDIERS HQ - TEL AVIV

Beit Hachayal - Tel Aviv | 60 Weizman Street, Tel Aviv
*6563



The Israel Calendar

The Israel Calendar gives English-speaking Olim easy access to relevant online and in-person programming. The events are in English, and often offer discounts for Olim. Event organizers can share great programming with the Anglo community in Israel throughout the whole country. Events will be shared and promoted with our Olim community.

FOR MORE INFORMATION:
WWW.NBN.ORG.IL/ISRAEL-CALENDAR

ALIYAH INFORMATION VIDEO LIBRARY

All of Nefesh B'Nefesh's informational webinars covering all topics which will help your continued integration into Israel are recorded and accessible on our Youtube channel. Whether you are looking for information about purchasing a home or starting our online Ulpan, check out our page!

FOR MORE INFORMATION:
WWW.YOUTUBE.COM/C/NEFESHBNEFESH



NBNTLV

The TLV Hub is a free co-working space staffed by NBN professionals. Olim can enjoy the benefits of a vibrant business environment while receiving guidance on all aspects of Aliyah, including employment, government advocacy and social integration.

The Hub is open daily Sunday-Thursday 9am-5PM.

FOR MORE INFORMATION:
WWW.NBN.ORG.IL/NBN-TLV-HUB



WORKING IN PARTNERSHIP TO BUILD A STRONGER ISRAEL THROUGH ALIYAH



הסוכנות היהודית
THE JEWISH AGENCY
FOR ISRAEL



Ministry of Aliyah
and Integration



Ministry of Education



JEWISH NATIONAL FUND
USA

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