

Telephone Numbers of the Senior Citizens Consulting Departments at the Main Branches*

Ashdod, Habanim 14	08-8686660
Ashkelon, Hanassi 97	08-6743753/750
Beer Sheva, Wolfson 6	08-6268452
Bnei Brak, Aharonovich 12	03-6152963
Hadera, Hillel Yaffe 7 A	04-6328014/165
Holon, Pinhas Lavon 26	03-5022553
Haifa, Palyam 8	04-8544141
Tiberias, Hofhein 1 Tiberias	04-6738138/40
Jaffa, Hatkumah 30	03-5127169
Jerusalem, Shimon Ben Shetach 4	02-6755452
East Jerusalem, Ibn Battuta 5	02-6497181
Kfar Sava, Weitzman 39	09-7479847/8
Carmiel, Kikar Ha'ir mall	04-9907361/2
Nahariya, Weitzman 62	04-9528167
Nazareth, HaMachzevot Street 3	04-6027833
Nazareth Illit, Atzmon 16,	
Rasko Katan	04-6027885
Netanya, Herzl 68	09-8892573
Afula, Yerushalayim 4	04-6529253
Petach Tikva, Rothschild 72	03-9114850/1
Kriyot, Ahi Eilat 50, Kiryat Haim	04-8467515/47
Rishon LeZion, Israel Galili 7	03-9426611
Rehovot, Levin Epstein 44	08-9345442/3
Ramla, Danny Mas 11	08-9777396/7/4
Ramat Gan, HaHashmonaim 15	03-6751292
Tel Aviv, Yitschak Sadeh 17	03-6250104



Senior Citizens Consulting Service

National support and information telephone hotline
02-6709857 *9696

* The addresses of the secondary offices can be received from the main offices and on the National Insurance Institute (Bituach Leumi) website www.btl.gov.il

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National Insurance Institute
Senior Citizens Consulting Service
www.btl.gov.il

The Senior Citizens Consulting Service was established to Improve the Quality of Life of Senior Citizens Living within the Community.

National Insurance invites you to visit your local Senior Citizens Consulting Service.

There you will find experienced volunteers and professionals waiting for you, who have been specially trained to provide you with advice, guidance and assistance on the following issues:

Sympathetic ear and personal support

At the Senior Citizens Consulting Service you will find people who will listen to you, you will be able to receive advice and support, both personal and emotional, on matters concerning your personal functional and familial state, as well as in times of crisis or during transitions.

Advice and assistance on exercising your rights

The volunteer will help you to get all of your rights from the National Insurance; he will also point you in the right direction for other services within the community and for realizing the benefits to which you are entitled.

Advice and information on miscellaneous issues

Such as alternative housing within the community, studies, cultural and recreational activities and more.

Home visits

The volunteers visit housebound senior citizens who are living alone to ease their solitude and give them a sense of belonging and friendship.



Telephone advice

The Senior Citizens Consulting Service operates a special hot line for the senior population and their families, where you will be able to ask questions and consult on matters related to advanced age.

The hot line operates on Sundays to Thursdays between 8:00 am and 1:00 pm in the following languages:

Hebrew: 02-6463400

Arabic: 02-6463401

Russian: 02-6463402

Amharic: 02-6463403

English: 02-6463404

You can leave a voice message and we will return your call.

The service also initiates phone calls on a regular basis by the volunteer to you, where he offers personal help and support if needed.



Orientation days for pensioners

Orientation days for new pensioners, in which they are provided with information about their rights with the National Insurance Institute, about services within the community and about the possibilities for developing their leisure time, for example through studies and volunteering.

Details and enrollment are available at the Senior Citizens Consulting Service near your home.



Orientation days for widows/widowers

Orientation days for recently widowed men and women, where you are provided with information on your rights at the National Insurance Institute. In addition, are provided with assistance according to your state.



Orientation days on other issues

According to the local needs, for example for family members of Alzheimer patients, Holocaust survivors, for individuals employing foreign workers and more.



Support group - "Getting Over It Together"

In this service there are support groups for widows and widowers, for spouses of nursing patients and the intermediate generation, and for women going through a divorce crisis in their senior years. The support groups help in dealing with the different crisis situations, and they are managed and guided by professionals.

New service!

The Senior Citizens Consulting Service at the National Insurance Institute operates a national phone support and information center, free of charge, to provide information on the following issues:

- Maximizing your rights with the National Insurance Institute
- Information on entitlements and services within the community
- Advice on matters relevant to the senior citizen
- Individual support and a sympathetic ear

The service is provided by professionally trained volunteers, who will be pleased to assist you with personalized, professional service.

**Support and telephone information for senior citizens and their families between Sunday and Thursdays, 9:00 am to 1:00 pm
9696 * or 02-6709857**

Volunteering with the Senior Citizens Consulting Service

Pensioners aged 55 and above - if you feel an urge to give, the Senior Citizens Consulting Service at the National Insurance Institute invites you to volunteer with the senior population within your community. By volunteering, you will be making a contribution toward improving the senior citizen's quality of life, and you will be receiving training and support from professionals.

Details and enrollment are available at the National Insurance Institute office near your home, and at the following number: 02-6463400

Whatever has been written in the masculine gender applies equally to women