

December - January 2021

# Information for Family Caregivers & Guardians During The Closure



The Closure poses unique challenges for family members and guardians who provide care for their loved ones who belong to a risk group.

Here are answers to frequently asked questions that will help guide you, the family caregivers, to how to behave responsibly while maintaining the your and your loved ones well-being and health.



## Vaccines for the Coronavirus

Question

Is it possible to get vaccinated for Coronavirus during the Closure?

Answer

The vaccine is important and vital for your protection and the protection of your loved ones.

At this stage, vaccines are given according to the priority of risk groups, including those aged 60 and over, as well as caregivers of the elderly. The prioritization is decided by the Ministry of Health and is updated from time to time according to the progress of the vaccination program. [The Ministry of Health's updated priority list](#).

The vaccine is given by the HMOs (Kupoth Cholim). In order to get the vaccine you must schedule an appointment in advance. For more information and updates about the vaccinations, it is recommended to contact the information call centers of the HMOs (Kupoth Cholim) and visit the [website of the Ministry of Health](#).

Phone numbers of HMOs (Kupoth Cholim) call centers:

**Clalit \*2700 | Maccabi \*3555 | Meuhedet \*3833 | Leumit \*507**

## Health of family members during quarantine

Question

Are family caregivers and guardians allowed to visit their loved ones and assist them during the closer?

Answer

Yes. despite the traffic restrictions it is permitted to provide assistance to people with difficulty or istress, including family members.

Question

Will medical treatments or house visit by medical staff be allowed during the closure?

Answer

Yes, there it is permitted to make house visits to give medical care during the closer.

Question

**What should you do if your family member is not feeling well?**

Answer

If they are not feeling well and require medical assistance contact your family member's doctor and consult with him what should be done.

Some of the medical services in the HMO's can now be provided remotely. For information, please contact the HMO (Kupath Cholim) call center.

Question

**Is it possible to continue going to regular treatments and tests during closure?**

Answer

Yes. It is very important not to neglect required tests or treatments and continue getting required treatments at a clinic or hospital.

Question

**My mother has to renew a drug prescription and collect the medication from the pharmacy, and there is no one who can do it for her. What can be done?**

Answer

For most medications, the prescription can be renewed by submitting an online request on the HMO (Kupath Cholim) website or by calling the attending physician.

Patients who are unable to go to the clinic or send someone on their behalf to take medications from the pharmacy can contact the HMO (Kupath Cholim) call center for a solution.

Phone numbers of HMOs (Kupath Cholim) call centers:

**Clalit \*2700 | Maccabi \*3555 | Meuhedet \*3833 | Leumit \*507**

Question

**We began arranging a hospitalization solution in a nursing home with the Ministry of Health (MoH), will the staff at the MoH continue to take care of our request during the closure who can we contact if you have questions?**

Answer

Yes, the staff of the MoH will continue working during the closure, and will be able to assist in checking the status of the application.

Please contact the social worker at the local Health Bureau in the area of residence of the elderly person, in order to receive the guidance required for further treatment.

Details of the [Health Bureaus](#) appear on the Ministry of Health website.

## National Insurance Nursing Benefit

Question

**Will the nursing caregivers continue to work during the closure?**

Answer

The caregivers will continue to provide nursing services. The caregivers must be sure to keep the required protection in accordance with the guidelines of the Ministry of Health.

If, however, the caregiver did not arrive, you must contact the service provider, who will, if necessary, send a replacement caregiver.

Question

**My father visits a day center for the elderly, during the closure, will the day center continue working as usual?**

Answer

The day centers for the elderly will remain open and operate according to the guidelines of the Ministry of Labor, Welfare and Social Services.

If a change occurs and the day center closes or the senior citizen prefers to stay at home, it is possible to receive alternative care at home by a caregiver or receive services from the day center. If you are interested in this option please contact the service provider or the day center and request alternative care services at home.

Question

**My mother moved to live with a family member in another city for the closure period, is it possible to continue receiving nursing care at the host family home?**

Answer

You can continue to receive the nursing care service.

To do this, contact the National Insurance Nursing Center **\*2637**, and ask to update the place of residence.

If the senior citizen receives a service from the social services department in his city of residence, the department for social services must be notified about the change of residence. It is also advisable to update a neighbor about the temporary absence during the closure period.

Question

**A home visit to my parents was scheduled by a social worker from the National Insurance Institute (Bituach Leumi) to take place during the closure period. Will the visit be canceled? What will happen with the treatment during the process?**

Answer

During the closure period, Bituach Leumi social workers will not make home visits. Applications received prior to the closure period will be processed temporarily without making a home visit. At the end of the closure period, we will renew our home visits and reschedule as needed.

Question

**We are afraid to bring a caregiver into the house due to the Coronavirus. What can be done with the eligibility for a nursing benefit?**

Answer

Those eligible to a nursing benefit who are not interested in bringing a caregiver into their homes due to the fear of being infected with the Coronavirus, will be able to receive a cash benefit until the end of March 2021.

Question

**Can we apply for a nursing or deterioration of condition benefit during the closure period?**

Answer

Applications can be submitted during the closure period online or "in the service box" at the Social Security branch, or by sending the documents by fax or mail.

Applications will be handled by the National Insurance Nursing Departments. Guidance on this subject is available on the website of the National Insurance Institute.

## Hiring a foreign worker during the closure

Question

**What are the guidelines for foreign workers during the closure period?**

Answer

The guidelines and restrictions that apply to the foreign worker during the closure are the same as to the entire population.

The guidelines were also published in various languages for foreign workers on the [Population and Immigration Authority website](#).

Question

**According to the closure restrictions, the foreign worker is required to stay at the patient's home also on the day of rest. Are we required to pay extra for his stay at home?**

Answer

The foreign worker employed in the nursing sector and residing in the patient's home is entitled to a weekly rest day.

Due to the closure, the employee is required to stay at the patient's home even on the day of rest, during this time he is exempt from all work. Because the employee is not employed on this day, this should not be deemed as an additional working day and no compensation is required. On the day of rest, the employee may leave the house in accordance with the guidelines of the Ministry of Health and the established restrictions.

Question

**How do you apply for a permit to employ a foreign worker intended for the nursing sector?**

Answer

An application for a permit can be submitted through one of the [99 private offices](#) or directly to [the Nursing Branch in the Permits Division](#) during public reception hours or by mail.

The branches in Jerusalem, Beer Sheva, Haifa, Tel Aviv, Kfar Saba, Rishon LeZion will continue to take care of applications during the closure period.

You can monitor the submitted application and obtain the permit remotely, with the [online service](#).

After obtaining the permit, in order to locate an available employee you must contact one of the 99 licensed private bureaus that can help you find a foreign employee.

Question

If the foreign worker's work permit expired during the closure, what can be done?

Answer

You can submit an application for a license extension through the private bureaus ("Corporations to the Population Authority. The Population Authority will continue to work during the closure period and provide services and respond to requests.

The [list of licensed bureaus](#) and contact information can be found on the Authority's website.

- [Link to clarify the status of the foreign worker](#)
- [Link to clarify the status of the permit](#)

Question

If the foreign worker caring for my grandfather was exposed or diagnosed with Coronavirus, what should I do?

Answer

The Foreign Workers Law requires employers to insure workers with health insurance. The employee/ employer must contact his HMO (Kupath Cholim) and receive instructions. Sick employees will be sent to a motel approved by the HMO (Kupath Cholim) and the Ministry of Health. For replacement workers - contact the private bureau whose role is to assist the patient in finding a substitute foreign worker.

## Support for caring family members

Question

I feel a lot of stress during the corona period and tension related to worrying and helping my loved ones, where can I look for support?

Answer

Contact Information regarding support for family caregivers can be found at the end of the document.

## For more information on these questions, additional questions and requests for assistance:

- 📞 Kol Habriut (Voice of Health), the call center of the Ministry of Health - \*5400
- 📞 The National Insurance call center for Nursing matters - \*2637
- 📞 The call center of the Ministry of Labor, Welfare and Social Services - 118
  - 🔗 [Service for family caregivers taking care of their elderly relatives, in the social services departments](#)
- 📞 The call center the Ministry for Social Equality - \*8840
- 📞 Population and Immigration Authority - National Service and Information Center - \*3450
- 📞 Call Center for Guardianship, Continuing Power of Attorney – \*6107
  - 🔗 [Guidelines for guardians](#)
- 📞 Home Front Command call center - 104
- 📞 The Municipal call center - 106
- 🔗 [Eshel JDC Israel website](#)

### Counseling and support centers for family members caring for their relatives:

- 📞 Caregivers Israel Counseling and Support Center - Questions and Answers on WhatsApp -055-9993311
- 📞 Counseling Center for the Elderly and Their Families, National Insurance Institute (Bituach Leumi) \*9696
- 📞 Ezer Mitzion - Information line and support for caring family members - 1-800-80-20-30
- 📞 Emda - information line for family members of patients with dementia/Alzheimer - \*8889
- 📞 The Center for Assistance to Alzheimer Patients and Their Families - 24/7 response at - 079-5801111
- 📞 NATAL (Israel Trauma and Resiliency Center ), dedicated line for stress and anxiety around Corona 073-2363380
- 📞 Yad Latomech - Support for family caregivers from Yad Sarah - 02-6444678
- 📞 Reut - Information Center on all issues related to the care of the elderly - 1-700-700-204

