

## Guide to Israel Trip Organizers for Mental Health

Every year, millions of people come to Israel for immersive and educational experiences. Aims of programs range and most encourage healthy growth, exploration and connection, however, given many of the sensitivities of the participants' formative stage of development in a foreign context, there are important mental health concerns that program staff should prepare and plan for. Additionally, whilst educators might be trained abroad and the standard of mental health services in Israel is very high, there are cultural nuances, guidelines and systems that leaders should be aware of.

The following document was commissioned by BeWell and produced by Keshev for Israel tour professionals. This information is by no means intended to be exclusive or exhaustive, but rather a summary based on current resources as a first list and will be updated and adapted accordingly. This is a resource guide only and the authors do not accept responsibility for any information derived thereof. For practical guidance please consult mental health professionals. Additionally, there are a number of other educational, advocacy and overall resources which are not within scope. The following organizations were helpful in compiling this resource: Anglo List, Get Help Israel, Israel Police, Kol Zchut, Ministry of Health, Nefesh B'Nefesh, Shira Pransky Project, NAMI and Healthline and we welcome any feedback or input.

For any feedback and further questions around the mental health space in Israel, feel free to reach out to [office@keshevcenter.com](mailto:office@keshevcenter.com).

### US and Israel Based Umbrella Organisations

#### Keshev Center:

<https://www.keshevcenter.com>

Keshev is a mental health centered organization based in Israel. Keshev provides comprehensive services to support healthy social-emotional development, including mental health certification, individual counseling, group workshops, and organizational consulting. For more information contact

[Yonatan@keshevcenter.com](mailto:Yonatan@keshevcenter.com)

#### BeWell:

<https://www.jewishtgether.org/bewell>

BeWell is an initiative of Jewish Federations of North America, in partnership with the Network of Jewish Human Service Agencies. It provides support and tools to respond to the growing mental health concerns of young people, and resources for parents, caregivers, and Jewish professionals and partnered with the Israel Travel Alliance for this document.

For more information contact

[Kate.Greene@JewishFederations.org](mailto:Kate.Greene@JewishFederations.org)

## Hotlines and Emergency Services in Israel

There are a number of hotlines and phone numbers for emergency services. The following are some of the key ones with an emphasis around those in the mental health space.

### Select Emergency Services:

#### Ambulance

- MADA - 101
- United Hatzalah - 1221

#### Police - 100

#### Fire Department - 102

#### Home Front Command of IDF - 1255-111

#### Poison Control - 04-777-1900

#### ZAKA Hotline (Disaster Victim Identification)- 1220

### Mental Health Hotlines:

Anxiety Hotline (Trauma Center for Victims of Terror and War) - 1-800-363363

The Aguda Hotline (All Members of LGBTQ community) - \*2982

Crossroads Teen Hotline (Teens and Young Adults in Crisis) - 050-468-5463

Social Welfare Department's 24 Hour Crisis Line (Domestic Violence, Sexual Assault, Addictions, Individual and Family Welfare) - 118

Suicide Hotline (Eran) - 1201 (dial 10 for English)

Victims of Sexual Assault and Rape - The Association of Rape Crisis Centers in Israel

- Men - 1203
- Women - 1202

Wizo's Domestic Violence Hotline - 1800-22-0000

## Tips and Resources

### Insurance

Travel providers offer a range of insurance options. Some insurance packages provide full coverage and others minimal, however, we recommend that you make sure that your group's medical insurance includes optimal Mental Health coverage.

### Mental Health Practitioners

There are a range of different types of mental health professionals. With differing standards, it is critical to ensure they have appropriate knowledge, experience and credentials. The following are four key categories:

- **General Practitioners:** Doctors of Medicine (MD), trained to provide primary health care, prescribe medications and will likely recommend/refer to other professionals depending on the case.
- **Psychiatrists:** MD, able to evaluate, diagnose and prescribe medication. Generally they do not provide psychotherapy but focus on diagnosis, prevention and treatment.
- **Psychologists:** Trained to evaluate and diagnose mental health conditions, unable to prescribe medication but specialize in specific forms of therapy and interventions.
- **Social workers:** Trained to evaluate and treat mental health through a variety of therapeutic techniques, unable to prescribe medications but oversee case management and provide therapy.

To find the right professional to train, prepare or support your program, professionals or participants, email your needs to [office@keshevcenter.com](mailto:office@keshevcenter.com) (or invite your participants to in confidence). For additional listings of english therapists and facilities, see the [Get Help Israel Directory](#).

### Emergency Psychiatric Services

Organizations and trips should ensure that there are protocols in place for emergency situations, and if there is no on-the-ground professional to advise, should generally go straight to the Emergency Room (ER).

- Emergency psychiatric services can be accessed in every emergency room in Israel (below we have provided a list of specific Psychiatric Emergency Rooms).
- Referrals are not required in emergency situations (cases of suicide risk, drug/alcohol poisoning/overdose, or psychosis) however, it is advantageous to get one if possible.
- It is advisable to have all participants' records and documentation (ID, insurance, medical conditions and history) readily accessible and up-to-date.
- Be sure to ask the physician for any further documentation that was acquired during the emergency and treatment.
- The on-call psychiatrist in the ER will likely evaluate and provide treatment accordingly (prescribing medication if required). If you are with a minor it is important to consult guardians throughout the process.
- Prior to discharge, ensure you receive all documentation and schedule any relevant follow-ups accordingly. You can also request to meet with a social worker to ensure that adequate follow-up is understood and arranged.
- Alongside the public service there are also private services which generally include an additional fee. However, private services may have greater availability and larger choice, specifically when looking for English-speakers for follow-up post emergent situations, as well as for recommended or required support.

## The following are Psychiatric Emergency Rooms in Israel:

City/Area	Emergency Room	Details (Phone/Website/Address)
Akko (Acre)	Mazra Mental Health Center (Adults Only)	04-9559608 <a href="https://www.mazorhealth.co.il/3-מיון/">https://www.mazorhealth.co.il/3-מיון/</a> Dukhifat St 2, Akko
Bat Yam	Yehuda Abarbanel Mental Health Medical Center	03-5552600 <a href="http://abarbanel.health.gov.il/מיון-וקבלה/">http://abarbanel.health.gov.il/מיון-וקבלה/</a> Keren Kayemet 15, Bat Yam
Be'er Sheva	Be'er Sheva Mental Health Centre	08-6401509 <a href="http://www.nefeshb7.org.il/?CategoryID=260&amp;dbRW=1">http://www.nefeshb7.org.il/? CategoryID=260&amp;dbRW=1</a> Ha-Tsadik mi-Yerushalayim St 2, Be'er Sheva
Be'er Yaakov	Be'er Yaakov-Ness Ziona Mental Health Center (Adults Only)	08-9258258 <a href="https://www.maane.co.il/בתי-חולים-פסיכיאטריים/">https://www.maane.co.il/בתי-חולים-פסיכיאטריים/</a> Mental Health Center in Be'er Ya'akov
Haifa	Shaar Menashe (Adults Only)	04-6278777 <a href="http://www.shaar-menashe.org/?CategoryID=156&amp;ArticleID=122">http://www.shaar-menashe.org/? CategoryID=156&amp;ArticleID=122</a> 6403 Shaar Menashe
Hod HaSharon	Shalvata Hospital	09-7478554 <a href="https://hospitals.clalit.co.il/shalvata/he/articles/Pages/emergency.aspx">https://hospitals.clalit.co.il/shalvata/he/articles/Pages/ emergency.aspx</a> Aliyat Hano'ar St 13, Hod Hasharon
Jerusalem	Eitanim Psychiatric Hospital	02-5705111 <a href="http://www.psjer.org.il/?CategoryID=255">http://www.psjer.org.il/?CategoryID=255</a> Eitanim 395
Jerusalem	Kfar Shaul Mental Health Center (Adults Only)	02-6551551 <a href="http://www.psjer.org.il/?CategoryID=254&amp;ArticleID=139">http://www.psjer.org.il/? CategoryID=254&amp;ArticleID=139</a> Harav Raphael Katsenelbogen Street 96, Givat Shaul, Jerusalem
Nes Ziona	Mental Health Center Nes Ziona	08-9284074 Tarmag St 1, Nes Tziona
Petach Tikva	Geha Mental Health Center (Ages 10+)	03-9258297 <a href="https://hospitals.clalit.co.il/geha/he/med/emerg/Pages/default.aspx">https://hospitals.clalit.co.il/geha/he/med/emerg/Pages/ default.aspx</a> Helsinki 1, Petach Tikva
Safed	Ziv Medical Center (The Rebecca Sieff Hospital)	04-6828811 Derech HaRambam, Safed
Tirat Carmel	Maaleh Hacarmel Mental Health Medical Center	04-8559267 <a href="http://www.tiratcarmel-med.org.il/?CategoryID=180&amp;ArticleID=121">http://www.tiratcarmel-med.org.il/? CategoryID=180&amp;ArticleID=121</a> HaEla St 17, Tirat Carmel
Tzur Moshe	Mental Health Center Lev Hasharon (Adults Only)	09-8981203 <a href="https://www.lev-hasharon.co.il/?clinic=המיון">https://www.lev-hasharon.co.il/?clinic=המיון</a> Lev Hasharon Mental Health Medical Center, Pardesiya

## Additional Psychiatric Facilities without emergency rooms:

City/Area	Facility and Specialties	Details (Phone/Website/Address)
Bnei Brak	<b>Mayanei Hayeshua Medical Center</b> Pediatric clinic (7-18), adult clinic (18+), day care department for elderly requiring daily care, specialize in ultra-Orthodox religious sector	03-577-1111 <a href="https://www.mymc.co.il/visitors-information/">https://www.mymc.co.il/visitors-information/</a> HaRav David Povarski St 17, Bnei Brak
Haifa	<b>Rambam Healthcare Campus - Psychiatry &amp; Mental Health Division</b> Patient ward, day treatment unit, ambulatory outpatient services, child and adolescent psychiatry service and consultation-liaison services	04-777-3568 <a href="https://www.rambam.org.il/en/departmentsandclinics/mental-health-division/">https://www.rambam.org.il/en/departmentsandclinics/mental-health-division/</a> HaAliya HaShniya St 8, Haifa
Jerusalem	<b>Hadassah Medical Center (Hadassah Ein Kerem Hospital)</b> All ages with inpatient, outpatient and ER	02-6777181 <a href="https://www.hadassah.org.il/en/departments_of_psychiatry/">https://www.hadassah.org.il/en/departments_of_psychiatry/</a> Kalman Ya'akov Man St, Ein Kerem, Jerusalem
Jerusalem	<b>Herzog Medical Center</b> Patients of all ages suffering from psychiatric disorders, including schizophrenia, bi-polar disorder, and chronic depression, separate units for men and women and additional outpatient services	02-5316811 <a href="http://www.herzoghospital.org/mental-health/psychiatry-department/">http://www.herzoghospital.org/mental-health/psychiatry-department/</a> Givat Shaul Street, Jerusalem
Ramat Gan	<b>Antonie and Alexander Moxsel Psychiatric Center</b> Short term intensive inpatient care, Day care for less severe cases, outpatient department and specialty clinics	03-530-3773 <a href="https://eng.sheba.co.il/Rehabilitation_Psychiatric">https://eng.sheba.co.il/Rehabilitation_Psychiatric</a> Sheba Medical Center, Tel HaShomer, Ramat Gan

## Important Information When Calling or Arriving for an Emergency:

1. Exact location or where you are if calling (and any landmarks in the area)
2. Concise description (but as many details as possible if asked for more)
3. Passport, ID and contact details of staff member and person in need
4. Summary of any relevant medical history before and ensure to take copies of any reports, etc.

## Keshev Lense Model

Earlier in this document we shared key facilities and professionals, however, staff are often the first point of call. All staff should have mental health training and the following outlines the Keshev “Lense” model for responding to a person in distress based on these principles:

**L:** Look and Listen

**E:** Empathy

**N:** No Judgement

**S:** Support

**E:** Encourage

**Look and Listen** – Direct eye contact between two people in conversation enables a bond of trust to develop. When speaking to a person in distress, eye contact allows you to listen intently not only to what’s being said, but also to the person’s deeper body language. Don’t speak to someone in distress while you are walking or driving, but sit at their height and look them directly in the eyes. This focus immediately makes them feel that what they are saying is important to you and establishes ground for them to open up on a deeper level.

**Empathy** – A person in distress doesn’t need quick-fixes to their situations or encouragement that their challenge is easy to overcome. What this person needs is for them to feel comfortable sharing with you, to be told that it’s okay to be going through what they are going through, and that no matter what, you are there for them. This fuels connection and establishes a sacred space between you.

**No Judgment** – Both consciously and unconsciously, our bodies often externalize our inner thoughts, feelings, and judgements. For someone afraid of voicing their emotional difficulties, the feeling that they are being judged by their confidant will only compound their suffering. Therefore, allow yourself to be aware of your judgments and let them go before you begin the conversation so that “no matter what is said, I am not going to judge this person.”

**Support** – The person in distress who needs support has you to support them. But while you are helping someone who is suffering, who do you have to support yourself? Looking after someone’s emotional wellbeing is a long process which can take months, years or a lifetime. While helping someone else work on their mental health, you must ensure that you too have your own network of support in order to help you through the process.

**Encourage** – Seeking professional help is not something anyone should be ashamed of, and is the first step on the path to wellbeing. Encourage the person in distress to turn to a professional, offer to accompany them and help them find the professional help that would best suit them.

For relevant training and courses, in Israel and abroad, feel free to contact [office@keshevcenter.com](mailto:office@keshevcenter.com).