

Information Sheet – Emotional Assistance and Support Hotline Center for New Olim in 5 Languages in the Shadow of the Corona Virus Pandemic

The Assistance hotline for new Olim is a joint venture of the Ministry of Aliyah and Integration and the Mashabim Center (R. A.) which has been in operation since February 2021.

The Hotline Center has 5 telephone lines manned by professionals.

The professionals manning the telephone lines respond in the following languages:

Amharic, Russian, French, Spanish and English.

The Mashabim Center is a veteran organization operating to bolster the psycho-social resilience of the Citizens of Israel.

The Center specializes in developing and providing focused solutions for individuals, families, and communities prior to, during and after crisis situations.

The hotline operates for a number of objectives:

1. Emotional assistance adapted for new olim experiencing distress against the background of the integration processes and the Corona virus pandemic.
2. Support and bolstering of personal and family resilience.
3. Providing tools for contending with stressful situations at the family level and improving the ability to deal with integration processes during the Corona virus pandemic crisis period.
4. Locating immigrants in distress and undergoing a crisis and providing initial response and support, as well as encouraging requests to continue receiving professional assistance.
5. If necessary – referral to treatment professionals and professional accompaniment.

Important Details:

- The response is provided in five languages: Amharic, Russian, French, Spanish, English (Hebrew).
- Every adult oleh (18+) is welcome to contact the Hotline – there is no limit to the number of years the oleh has been in the country.
- The Center is open for five hours every day and the response is provided by telephone during the afternoon and evening every weekday (Sunday to Thursday) from 16:00 to 21:00. The Center does not operate on Fridays, on holiday eves nor on public holidays.
- During those times when the Hotline Center is not operating – a recorded message in the hotline language is played and the caller can leave a message – and a duty therapist will get back to the caller the next time that the Hotline Center is open for business.
- An immigrant can obtain a process response of up to 5 sessions (in coordination with the treating therapist) – The Mashabim Center has developed a number of protocols for a remote, short term r response – which are up to date and which are constantly being developed.
- All inquiries to the hotline are treated as a “therapeutic service” and full treatment confidentiality applies to such – all inquiries to the hotline will be documented in the therapy documentation system which meets all the required standards of confidentiality.
- The therapeutic response is given only by therapists, mental health professionals (holding a master’s degree in therapy) who majored in emergency assistance, using tools for regulating and relaxing, initial short term psychological assistance focused on stress, anxiety and crisis, aimed at resilience, resistance and recovery. All therapists undergo ongoing training and are professionally accompanied by a Mashabim Center team and they also have psychiatric consulting at their disposal available throughout the operating time of the Hotline Center.

Hotlines in the various languages:

Russian - (04) 770-2648

Spanish - (04) 770-2649

French - (04) 770-2650

English - (04) 770-2651

Amharic - (04) 825-8081 (in conjunction with Tena Health)

Any question regarding matters of assistance on the part of the Ministry of Aliyah and Integration is to be referred to the National Information Hotline on *2994 or on (03) 973-3333

You are invited to contact us with any questions and thoughts regarding improving the service, by email to: cspc@icspc.org