

YAD SARAH FALL 2021

CARE AROUND THE CLOCK



FriendsOfYadSarah.org

INSIDE YAD SARAH FALL 2021





branch managers and volunteers serving Southern Israel.

Interview with Hadar Zeliger, Manager of Rehab **Center Raanana**

Yad Sarah's rehab centers care for patients' physical, social, and emotional needs. The woman at the helm in Raanana shares stories and insights about the center's past, purpose, and impact.



Typical day for the mobile dental team

Yad Sarah's dentists will travel anywhere and work in any conditions to help those who need it most.

Yad Sarah's impact is wide-ranging, from providing basic and vital health supplies to those living in the periphery to helping elderly and disabled people access medical care. This rating is confirmation that Friends of Yad Sarah supports those services with purpose, trust, and integrity, and demonstrates strong financial health and commitment to accountability and transparency.





Bringing help and hope to the people of Israel.



People first.

That mentality is what drives me in my work for Yad Sarah – and it powers the organization as well. Whatever might be unfolding in the world, our focus is on individuals in need, bringing help and hope to the people of Israel.

As you read this edition of "Inside Yad Sarah," which features stories of the people we support, and the selfless volunteers and staff who provide these vital services, let the anecdotes touch your heart. Imagine the person you've just encountered in these pages as your brother, niece, parent, or friend.

We have all experienced challenge and loss this past year. Much is out of our control. I find comfort in knowing that we are doing everything we can to improve lives in our beloved Israel.





Visit FriendsOfYadSarah.org/Planned-Giving to learn about a wide range of options for including Yad Sarah in your will or trust and about establishing a Friends of Yad Sarah Charitable Gift Annuity.



I want you to know that your support is truly making a difference. Your kindness, compassion, and generosity are bringing real help and hope to the people of Israel.

I hope that we are all able to travel to Israel again soon, to experience the impact of our work firsthand. But wherever we are in the world, if we center our lives around the people who need us, we will be spreading the spirit of Yad Sarah far and wide.

Thank you for being a part of the Yad Sarah family.

Warmly,

Udele (naber

Adele Goldberg

BRANCHING OUT

uring times of crisis, such as the current global pandemic, Yad Sarah volunteers are more important than ever. One in every two people in Israel has—or knows someone who has—been helped by Yad Sarah. Serving more than 750,000 people annually, the organization's 120 branches rely on deeply devoted volunteers led by an incredible team of volunteer branch managers. We asked volunteers and managers from across Israel to share what it's like making a difference in the lives of so many people every day.





RAV RAFAEL HED-OFEK Director, Dimona Branch

Before I volunteered at Yad Sarah, I ran a gemach (free lending organization) for furniture and household items, which still exists. When they approached me to open a branch of Yad Sarah, I was really happy for the opportunity to do *chesed*. I had heard a lot about the organization and was only too pleased to join.

One Friday afternoon while preparing for Shabbat, I received a notice from one of the shuls in the city that someone had cancer and needed oxygen immediately. We do not keep oxygen in our branch so one of the volunteers drove an hour and a half each way, to and from Beersheba, so he could bring back the oxygen before Shabbat.

I always try not to judge people. A few years

ago, a man came to our branch and paid in cash for a down payment on a wheelchair for his father. Three months later he came to return the wheelchair and receive his down payment in the form of a check. When he didn't get his cash back he became very angry. Instead of letting him get more worked up, I simply took him to the bank to cash the check. We were very happy that we could ease his suffering.

Our volunteers are one big family. During the pandemic, we were strict and went according to the regulations. Most of the volunteers are older and we wanted to protect them. But with all the lockdowns and all the fears, there was never a time when we were unable to answer someone who was in need.

Yad Sarah shows what is possible when there is unity among people. A good part of the populace in our area is needy, and in many instances they don't even have enough money for a down payment for a piece of medical equipment. Yad Sarah helps them. Also, privately, I collect money on my own. I use it to buy food for the needy and in some cases even make the down payment.



We gave birth to twins the year before I started working at Yad Sarah. I came to Yad Sarah to pick up some children's items and was so impressed with the vitality of the activity. I told them that if a vacancy for a guidance coordinator became available, I wanted to get involved.

I love the volunteers and being able to help people improve at home. One day, a woman came to Yad Sarah with a problem. Her mother had been stuck at home for weeks. The wheelchair they borrowed did not help because it was too wide to fit into the elevator, so the aide could not take her outside. The daughter came to Yad Sarah for help. We measured the width of the elevator and that of the wheelchair, which was 6 centimeters too wide. We searched all over and finally located a non-standard wheelchair that was narrow enough to fit into the elevator. The mother

We love the people from within the community, was pleased and told us that her whole life had who are the backbone of the everyday activities changed because instead of seeing the world at the branch. For example, there is a large from her balcony, she was able to go outside and Russian population in Arad. One day, a young enjoy the fresh air. woman in Arad who speaks fluent Russian volunteered to help us with translation. This Another story involved a five-year-old boy who woman acclimated very well in our branch and broke both legs and needed a wheelchair. The together with her blind husband, became part standard wheelchair was not suitable for him and of the Yad Sarah family. At one point we were he couldn't use it. It was taken to the workshop at able to help him with his Brit Milah. Eventually, Yad Sarah and was custom fitted especially for him. they decided to remarry in a kosher religious We live in the South and there are large distances ceremony, and all the volunteers prepared the between the towns. Yet Yad Sarah brings all food and celebrated together with them.

types of people together in harmony-chareidim, kibbutznikim, people of all races and financial sectors. The volunteers are people who give of themselves at all times, people whose lives revolve around the organization as if it is their

place of employment. The children of these volunteers tell us that when it is their parents' turn to volunteer at Yad Sarah, this is a sacred time and they must never schedule anything else at that time.

YESHAYAHU AND SHIFRA ONGER Directors, Arad Branch

Thirty-six years ago, a pair of married Yeshiva students knocked on our branch door. In the name of their rabbi, Rav Uri Lupolianski, they requested that we open a branch in Arad. We were familiar with the organization, as several years before, when we were a young couple, we had borrowed a humidifier from the branch in Jerusalem. Without any hesitation or doubt in our minds, we accepted the challenge. We considered it a privilege to be able to give to the Yad Sarah organization.

I feel like everyone should know how enthusiastic people are to receive services from Yad Sarah. It creates a tremendously good feeling. 🔬

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INTERVIEW WITH HADAR ZELIGER

Manager of Yad Sarah's Day Rehabilitation Center in Raanana

ad Sarah's Day Rehabilitation Centers – located in Jerusalem, Beersheba, Rishon LeZion, Raanana, Netanya – do not just offer clients the therapies they need to regain function; they also provide a home away from home. As the patients enjoy a variety of activities, such as music, art, and gardening, the friendship and support they receive at any one of the five center helps them remain positive despite their difficult situations. Friends of Yad Sarah spoke to Hadar Zeliger, Manager of the Day Rehabilitation Center in Raanana, to learn more about the inner workings of this very special place.

YS: SHALOM, HADAR. THANK YOU SO MUCH FOR SPEAKING WITH US! CAN YOU TELL US A LITTLE ABOUT YOURSELF AND HOW YOU GOT **CONNECTED TO YAD SARAH?**

HADAR: I am married to Ro'i, and we have 5 children, including two sets of twins. I studied special education and gerontology, and I really love working with people. So, when my friends saw that Yad Sarah was seeking an assistant manager for the Day Rehabilitation Center in Raanana, they sent me the ad for the position. In the beginning, I worked under Ronny Friedman, who founded the center. Ronny was both my supervisor and my mentor. After about a year, Ronny stepped down and I became the manager. Ronny continues to volunteer, and I still fill her in and consult with her about what goes on at the center.



Yad Sarah's Hadar Zeliger at her desk

HADAR: Managing the Center means being responsible for the entire rehabilitation process of our patients, building the appropriate treatment plans for them, and making sure there is a team of professionals—whether salaried or volunteer who will perform the treatments. Consistency and continuity are very important to the rehabilitation processes.

Since I have a staff and volunteers, I am also responsible for them, in terms of their management, their salaries, and their professional advancement. They need occasional training and refresher courses.

I also spend some time keeping myself up to date about new treatment methods and research. If I hear about treatment methods or approaches that might be good matches for our patients, I try to bring them to our center. Obviously, there is also a lot of administrative work, like budget management, purchase of physiotherapy equipment and art materials, etc.

Although the role is mostly administrative, I make

sure to interact with patients regularly, and I personally conduct group therapy sessions.

YS: HOW LONG HAS THE CENTER BEEN OPEN IN RAANANA? WHAT PROGRAMS AND SERVICES DO THE REHAB CENTERS OFFER?

HADAR: Twenty years ago, a small rehab center was established in Yad Sarah's Kfar Saba branch, and 15 years ago, another one was started in Raanana. After several years, when a large and spacious Yad Sarah service center was built in Raanana, we combined the Day Rehabilitation Centers in Kfar Saba and Raanana into one large center that can serve many more patients.

We offer occupational therapy, physiotherapy, speech therapy, art therapy, alternative therapies, special activities in preparation for holidays, and trips. We even encourage patients who have progressed enough in their rehabilitation to volunteer in a variety of ways. Beyond treatments, we address patients' social needs and overall well-being, and we help them navigate the social services system. Some people come here when they have lost the desire to live. Some even have suicidal thoughts. We devote ourselves to getting them out of their depression, showing them that they have what to live for.

We also maintain a close relationship with patients' families. Sometimes we see that a patient's physical condition has deteriorated, or their medications need to be changed. We bring it to the family's attention and help them find in-patient settings or nursing homes when necessary. We love being able to pass on positive information to families about improvement and progress in treatment, but we also do the important work of letting them know if something is wrong.

YS: AS FAR AS YOU KNOW, WHAT IS UNIQUE **ABOUT THE RAANANA CENTER? HAVE YOU** STARTED ANY SPECIAL INITIATIVES? WHAT SPECIFIC NEEDS DO CLIENTS IN RAANANA HAVE?

HADAR: To me, what is special about us is that we have all become a family-the caregivers and

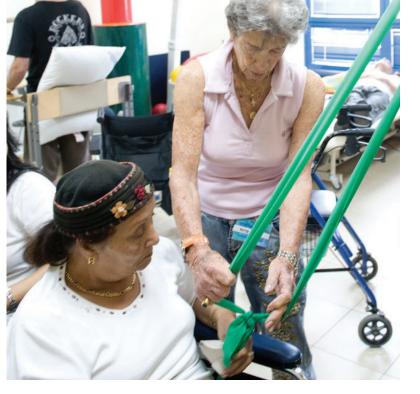
the patients, and the patients to each other. Many of our patients call the Day Rehabilitation Center their second home. Some patients have no family at all, and we are their family. Our staff, also, feel comfortable approaching me to tell me about their personal lives. After my maternity leave for my youngest son ended, I couldn't find a babysitter right away, so for a while, I brought my baby to work. I felt completely comfortable doing so.

We have all become a family-the caregivers and the patients, and the patients to each other.

The patients encourage each other and draw strength from one another. In the last year, we started a choir. It's an amazing thing: we have patients who stutter or are completely nonverbal because of an injury—but they can sing. It turns out that speaking and singing are controlled by two different lobes of the brain. I cannot describe the positive effect music and singing have in the rehabilitation processes.



Art therapy is an important form of rehab.



A caregiver providing physical therapy.

YS: HOW MANY PEOPLE DOES THE CENTER SERVICE? HOW MANY VOLUNTEERS DO YOU HAVE?

HADAR: We currently have about 50 patients and 12 regular caregivers. Of course, before the pandemic we had many more—110 patients, and more volunteers. Both the patients and a large portion of the caregivers are in high-risk groups, whether due to age or to underlying conditions. To this day, some are afraid to leave their homes. Some of our patients reached an age when the state entitles them to receive rehabilitation in other frameworks, like a day center for the elderly or a nursing home. We accompanied everyone through the process and helped them find alternative providers.

The patients we have today require rehabilitation rather than nursing care. They are relatively independent, or they come with a personal caregiver.

YS: HOW LONG DO PATIENTS FREQUENT THE CENTER?

HADAR: The Center operates five days a week, and patients come in two to three times a week. This balance helps us maintain therapeutic continuity on the one hand, and to allow more people to benefit from the center on the other hand.

YS: WHAT DOES THE CENTER AIM TO **ACCOMPLISH FOR PATIENTS?**

HADAR: The Center is intended for adults (over 18) who are not yet seniors (65 for women, 67 for men), whose functioning is impaired due to illness (i.e., a stroke) or accident. Kupat Cholim, Israel's national health service, funds a short rehabilitation process of about three months, but everyone knows this is far from enough. Our goal is for patients to regain 90% of their pre-injury functioning in the first year of treatment. After that, the goal is to maintain functional capacity, and to prevent deterioration. Inaction and inactivity cause rapid impairment of functional abilities. If left untreated, cognitive abilities also decline.

YS: WHAT IS YOUR FAVORITE PART OF WORKING AT THE CENTER?

HADAR: I really like the combination of direct contact with people and quiet office work. Beyond that, working here has given me a sense of perspective. I have learned to appreciate things that many people take for granted, like the ability to walk, work with both hands, talk, and move. Of course, there are days that, just like everybody else, I complain about all sorts of things-the weather, the line at the supermarket, traffic—but when I get to work, I understand what is important. We should be grateful for every day we wake up healthy and whole—and end the day healthy and whole. After all, our lives are fragile and can shatter in a single moment

YS: CAN YOU TELL US A FEW STORIES ABOUT HOW THE REHAB CENTER MADE A MAJOR **IMPACT ON A CLIENT'S LIFE?**

HADAR: A few years ago, a 56-year-old patient came to us after a stroke. He had undergone rehabilitation at Loewenstein Hospital (a rehabilitation center) located across from the Yad Sarah branch in Raanana. Towards the end of his rehabilitation at Loewenstein Hospital, they were interested in referring him to us to continue the rehab process—but he adamantly refused to even check out the Center. We tried to talk to his wife into convincing him. We were hoping he would get

in touch with each other. We held physiotherapy some anti-anxiety and anti-depressant medication, and that once he calmed down, he would agree to sessions once a week through Zoom and give us a try, and we would take it from there. WhatsApp. These did not help the patients progress, but they served to prevent deterioration We had almost given up when I decided to talk and degeneration due to lack of movement, to him personally. I explained that rehab was hard which was important to us. Rehab involves a lot of work, that no one would give up on him, but the interpersonal contact and physical closeness, so most important thing was that he couldn't give up there are things that simply cannot be done while on himself. I told him it was his choice whether to social distancing is in effect.

recover and at least regain 90% functionality or sit at home bemoaning his situation as he continued to Now the situation is better, since everyone who can deteriorate. He finally came around. He showed up has received the vaccination. However, the center at the center in a state of deep depression, but at still does not look like it did before COVID, both least we had managed to change his way of thinking. in terms of the number of patients and volunteers, Our professional staff worked closely with him and and in terms of the precautions everyone is now refused to make any concessions, and the other taking to prevent infections. patients also encouraged him. After a year and a **YS: THANK YOU SO MUCH FOR TALKING WITH** half of rehabilitation, he returned to work. Not full **US! TO CONCLUDE, CAN YOU TELL US IN** time, but he still feels alive after not believing he YOUR OWN WORDS WHAT YOU LOVE ABOUT could function at all. His smile has returned, and so YAD SARAH? has his zest for life.

HADAR: Yad Sarah thinks about everyone and I have another patient who is completely paralyzed. reaches even the most vulnerable of society, people All she can move are her head and three fingers. who have no recourse in any other setting. She learned to draw with only three fingers, and she is also in charge of our choir. Once a week she helps Our patients at the Center are people who were me in the office with secretarial and filing jobs.

YS: WHAT DID YOU DO DURING COVID? WHAT IS THE SITUATION NOW?

HADAR: As I mentioned, since the coronavirus pandemic, our number of patients has dropped. During every lockdown, the Center suspended operation, but we kept the therapists and patients



A day rehab patient working on fine motor skills.

born healthy, worked, and lived their lives—until one moment when everything changed. Their families do not know how to deal with them, and they themselves do not cope well with the situation. These are people who were in the prime of their lives, and it was all destroyed in one day. There was no gradual deterioration for them to adapt to. Yad Sarah steps in and extends the help they need. \bigstar

DENTAL CARE AND CONCERN: YAD SARAH'S MOBILE DENTAL CLINIC GIVES SUFFERING PATIENTS A REASON TO SMILE

Yad Sarah's mobile dental clinic assis Itzik, an injured patient in need. ince Itzik's injury 2 years ago, he has been effectively imprisoned in his fourth-floor apartment. With no elevator and a stairwell too narrow for a stairlift, he depends on his children to bring him groceries and other household needs. Even if he could leave, few dentists can accommodate a patient in a wheelchair. And while the state subsidizes care for the elderly, their assistance only reaches those who visit the Kupat Cholim in person.

Yad Sarah's mobile dental clinic saves homebound patients like Itzik from a life of relentless, agonizing pain. Its three vans—based respectively in Jerusalem, Beersheba, and Haifa—travel to all corners of Israel, helping more than 4,000 patients a year. Yad Sarah's traveling dental teams can perform regular treatments, including X-rays, as well as minor procedures, such as fillings and crowns. Dentures are the most common service patients need.

Late one afternoon, Yad Sarah's dispatcher gets a call. A man begs him to send someone to help his mother, Ruti, with her piercing toothache. Ruti

[The] three vans travel to all corners of Israel, helping more than 4,000 patients a year. lives in Bnei Brak, a two-hour drive away from the nearest mobile dental van's location. The dispatcher calls one of Yad Sarah's dentists, and without a second thought about the traffic or the late evening ahead, the man hops into the van. Two hours later, he treks up four flights of stairs and finds a sweltering apartment packed with people. They are there to console a mourner; Ruti buried her husband earlier that day. The dentist is grateful to be able to alleviate her physical pain, if not her grief. He quickly sets up his high-quality, portable clinic, X-rays her mouth, and, in consultation with an attending dentist, performs a long and difficult tooth extraction. Ruti cannot not stop heaping blessings on his head.

Many of the mobile clinic's patients cannot afford the treatment they need. Some have no family and are spending their savings on a nursing home. Others are elderly Holocaust survivors living in cramped apartments. Yad Sarah discounts its rates to the utmost of its ability, and, when necessary, it draws on its network of connections to enable an indigent patient to access care.

During treatments, the dentists talk, listen, give advice, and provide whatever other services they can – connecting the patient to Yad Sarah's other home services or medical equipment loans, for example.

Sometimes, all the help is still not enough.

After Moshe had both legs amputated due to diabetes, his wife took their young twins and left. He now lives with his mother in Kiryat Yam, and he takes medical marijuana for the pain of his phantom limbs. Moshe's mother is a compulsive hoarder, and her small apartment chokes with shelves of dirty dishes, cupboards of old newspapers, and piles of rags. Moshe's wheelchair cannot fit into the kitchen or



One of Yad Sarah's mobile dental clinic vans.



Another Yad Sarah patient receiving dental assistance in his home.

living room. The diabetes and the medication have ravaged Moshe's mouth. When he can no longer bear the pain, he calls Yad Sarah and schedules treatment for the day he gets his stipend.

Moshe's modest stipend cannot cover the cost of care, but his need is pressing. His social worker raises some money for his treatment, and she organizes a bit more assistance from the municipality. Yad Sarah musters every discount they can, and they even make an appeal to his neighbors.

Finally, Yad Sarah pulls together enough money to give Moshe a bit of relief. But his mouth needs more work, and the volunteers' hearts break for his torment. They wish they could do more, for him, and for everyone else they are not able to help. But even as they regret their limitations, they thrive on their patients' gratitude, on the effusive letters they receive from families, and on knowing they have helped make lives full of suffering just a little bit easier.

ON THE ROAD WITH YAD SARAH

Mrs. N lives with a full-time caregiver in the Bayit Vegahn neighborhood of Jerusalem. Now in her mid-nineties, she is experiencing memory loss.

Several years ago, Mrs. N's family noticed that she was wincing while eating, and discovered she had a loose tooth. Seeking dental care, her family brought her in a wheelchair to a dentist in her community. However, with Mrs. N's dementia, the dentist wasn't prepared to adapt care to her needs— she couldn't follow care instructions, and her pain persisted.

Unfortunately, Mrs. N's memory loss proved to be a complication in each attempt to find her the care she required. Her daughter eventually managed to bring her to a clinic, spending a hefty fee for accessible transportation.

After learning of Yad Sarah's mobile dental clinic and in-home dental services, Mrs. N's family contacted us to access mobility equipment. At her family's relief, Yad Sarah met Mrs. N where she was, both in her physical and mental capabilities. Yad Sarah's mobile dental clinic spared Mrs. N and her family the future expenses and stresses of needing to travel away from home, while also finding a dentist who could care for her despite her cognitive challenges.

> Yad Sarah met Mrs. N where she was, both in her physical and mental capabilities.

ALL ABOUT YAD SARAH

Yad Sarah, Israel's largest volunteer-staffed organization, provides a vital array of compassionate health and home services for people of all ages. Yad Sarah's low cost services are delivered by more than 7,000 volunteers in 120 branches.

The people of Israel — and people with special needs traveling to Israel rely on Yad Sarah to help/them remain independent, healthy and at home.

OUR PROGRAMS AND SERVICES INCLUDE:

Medical Equipment Lending Centers: An inventory of more than 360,000 items to be loaned out at no cost to the borrowers.

Guidance and Exhibition Centers: Equipment and daily living tools available to help people live independently.

Equipment Maintenance Workshops: Hundreds of devoted volunteers in mechanical and electromechanical workshops repair medical equipment in between loans.

Mobile Geriatric Dental Clinic: A full range of specialized care for the homebound and frail elderly.

Yad Riva Legal Aid: Legal services, legal counseling, legal representation and social assistance for the elderly provided by volunteer lawyers.

Emergency Alarm Center: Peace of mind for the elderly and homebound, 24 hours a day, with two-way transmitters connected to Yad Sarah's national computerized system.

Outreach to the Homebound: Visits and projects to activate hands and minds and raise the morale of people isolated at home.

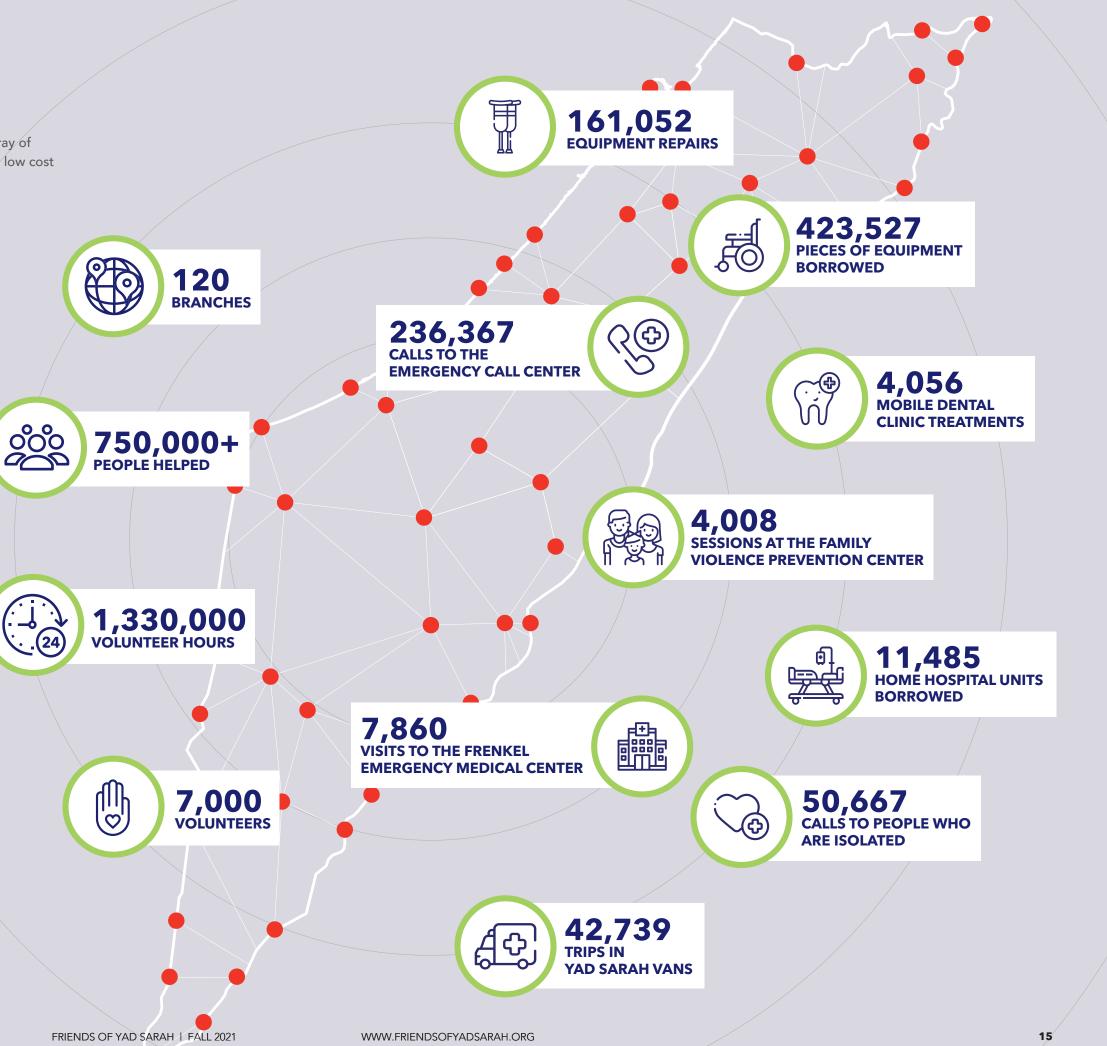
The Family Center: The Jerusalem center and Sderot branch offer treatment and prevention of domestic violence, specializing in situations unique to the Orthodox and Ultra-orthodox religious communities.

Transportation Services: Wheelchair-accessible rides to work, school, medical appointments, and social occasions.

Community Pharmacy: Under a head pharmacist, we collect donations of unused medicines and dispense them to those in need for free.

The Frenkel Emergency Medical Center: The emergency room has a professional team of medical specialists that provide prompt and compassionate service.

Home Hospitalization Service: Lending equipment to create a hospital room at home to allow recuperation among family, avoiding the discomforts and dangers of long-term hospital stays.



GET HIGH FIXED-RATE INCOME FOR LIFE – MOST OF WHICH MAY BE TAX-FREE.

Providing for **Yad Sarah** is providing for Israel. Improving the lives of more than 750,000 people in Israel in the past year, **Yad Sarah** represents what is best about Israel and its people.



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A YAD SARAH GIFT ANNUITY — GET INCOME FOR LIFE, MUCH OF WHICH IS TAX-FREE, AND A CHARITABLE DEDUCTION.

A **Yad Sarah** Gift Annuity pays a high, fixed-rate, lifetime income for one or two individuals. May we calculate the annuity rate, tax deduction and **taxfree** income portion for you? For many individuals, a gift annuity is an especially valuable retirement planning vehicle.

A SAMPLE OF YAD SARAH'S HIGH GIFT ANNUITY RATES

Age	Rate	Tax Free*
70	6.5	82.0%
75	7.1	83.2%
80	8.0	84.4%
85	9.5	87.2%
90	11.3	88.3%

*A final calculation of the tax-free portion will be made for the month of the gift, based on IRS rules.

NEW INHERITED IRA RULES LIMIT DISTRIBUTION TO MOST HEIRS TO 10 YEARS

New tax laws allow for charitable deductions even if you don't itemize and for larger tax savings if you do. These provisions will continue at least through 2021. For families planning to leave IRAs to their children, the "stretch" provision that allowed heirs to take distributions based upon life expectancy factors has been eliminated in favor of a limitation of ten years after receipt. This will increase the tax burden on heirs and entitle them to the full amount of the IRA perhaps sooner than you planned. **There are solutions to this.** Let us show you how to take advantage of the tax laws now in place and how to plan for inherited IRAs to work around the 10-year withdrawal requirement.

A GIFT THAT IS CHERISHED FOREVER: PROVIDING FOR ISRAEL AFTER YOUR LIFETIME

Leaving a bequest in your will or trust for Yad Sarah provides much-needed funds for the important work of Yad Sarah in Israel. You might also consider including Friends of Yad Sarah as a beneficiary of your IRA or of your life insurance policy. Your after-lifetime gift may be designated for Yad Sarah programs in Israel that are dear to you, or entrusted to Yad Sarah for use where most needed to help Israel's most vulnerable people.



TO BE A YAD SARAH PARTNER

Please contact Adele Goldberg, the Executive Director of Friends of Yad Sarah, at 1-866-YAD-SARAH or by email at adele@friendsofyadsarah.org.

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