


# INSIDE

YAD SARAH

FALL 2017

## CHANGING LIVES CONNECTING COMMUNITIES

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YAD SARAH  
40 YEARS

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# INSIDE

## YAD SARAH

FALL 2017



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Bringing help and hope to the people of Israel.



## executive director's letter

FROM ADELE GOLDBERG



Dear Friends,

Meeting in person with Yad Sarah clients, staff, volunteers, and our friends and supporters—whether in Israel or the U.S.—is one of the greatest joys of my work.

Although you are remarkably diverse in age, background, and life experience, I am always struck most by the quality you all share: the desire to transform lives—to give our fellow human beings hope, strength, and dignity.



This commitment plays out in ways big and small:

...in the daily activities of the Yad Sarah House, where I met a father who found a path to get back on his feet after a tragic accident.

...in our staff and volunteers at Yad Riva Legal Aid for the Elderly, where I met top legal experts lending their

professional skills to protect an older woman from an abusive caregiver.

...in the countless clients who simply tell Yad Sarah, "You saved my life."

... in the Society of Survivors of the Riga Ghetto, who named Yad Sarah as one of their final grant recipients as their group dwindled in numbers.

... and in the young couple reserving a portion of their wedding money to open a Yad Sarah branch in an underserved town in the middle of the Negev.

You will read some of these stories in this newsletter—stories which, for me, vividly bring to life the sense of shared humanity at the heart of Yad Sarah's mission.

I hope you feel privileged, as I do, to see Yad Sarah through so many different lenses that yet all serve as a constant reminder of our deep connection to each other.

If you haven't yet, I encourage you to search your social media networks for "Friends of Yad Sarah," and follow us. Whether near or far, let's continue to build the strong Yad Sarah family, and bring help and hope to the people of Israel.

Adele Goldberg, ACSW



# A DAY IN THE LIFE OF YAD SARAH HOUSE

A man gazes at the early morning sun streaming through the windows of Yad Sarah House, in Jerusalem. Even though it is only 8:00 AM, the lobby is bustling with activity.

"If these walls could talk," he says, "they would sing."

It would take music, he feels, to express the beauty of his experience as a client of Yad Sarah.

The man's name is Yoram, and less than a year ago, he suffered leg damage in a car crash, and found himself in great pain even after he was discharged from the hospital. It was difficult to move around, get to work, and take care of his family. Then he came to Yad Sarah House.

Experienced volunteers and retired medical professionals patiently showed him the medical equipment he'd need, and how to use it. They



Volunteers refurbish a wheelchair on a trip to Israel

loaned him the items—knee braces, a wheelchair and leg extensions—for just a few shekels, and guided him through rehab.

As Yoram describes it, when he returned to his apartment, Yad Sarah came with him. Volunteers visited regularly to check in on his progress, chat about events of the day, and help him and his wife care for their young children.

Now, fully recovered, Yoram stops by the building once in a while, just to say hello.

Yad Sarah occupies a special place in the hearts of thousands of people like him.

They know that inside the modern 11-story structure—encompassing two city blocks in the heart of Jerusalem—there are hundreds of dedicated volunteers and staff of all ages and backgrounds, doing their part to bring help and hope to the people of Israel.

Some support Yad Sarah's 100+ other branches across Israel and 20 remarkable medical and social initiatives. Others operate those very programs in Yad Sarah House itself.

Each floor of the house teems with life, serving a range of clients—newborn babies and Holocaust survivors,

recent immigrants and army veterans, teens with broken arms, and victims of terror.

Everyone starts on the ground floor, greeted by voices babbling in many different languages, engaged in borrowing and returning medical equipment in the Loan Center, encouraging each other in the rehab rooms, or providing reassurance and support from the Emergency Alarm Response Center. The Visitors Center also greets tourists who may need accessible travel solutions, or wish to tour the organization's headquarters.

Much of the second floor is taken up by the Exhibition Center, a hive of activity. Here visitors can walk through life-size displays that demonstrate adaptive equipment—a model bathroom, for example, with an installed shower bar, toilet step, and rubber sink faucets, or a modified kitchen, with special cutting boards, pouring aids, and non-slip plates and cups.

The third floor encompasses Yad Sarah offices and the Geriatric Dental Clinic. Patients with limited means, like Holocaust survivors, receive state-of-the-art care free of charge. The Clinic also runs a mobile unit, which provides dental care for patients who are homebound.

Everything at Yad Sarah House is in motion. On Floor Four, volunteers busily refurbish, polish, and clean previously-used medical equipment, like



Exterior of Yad Sarah House

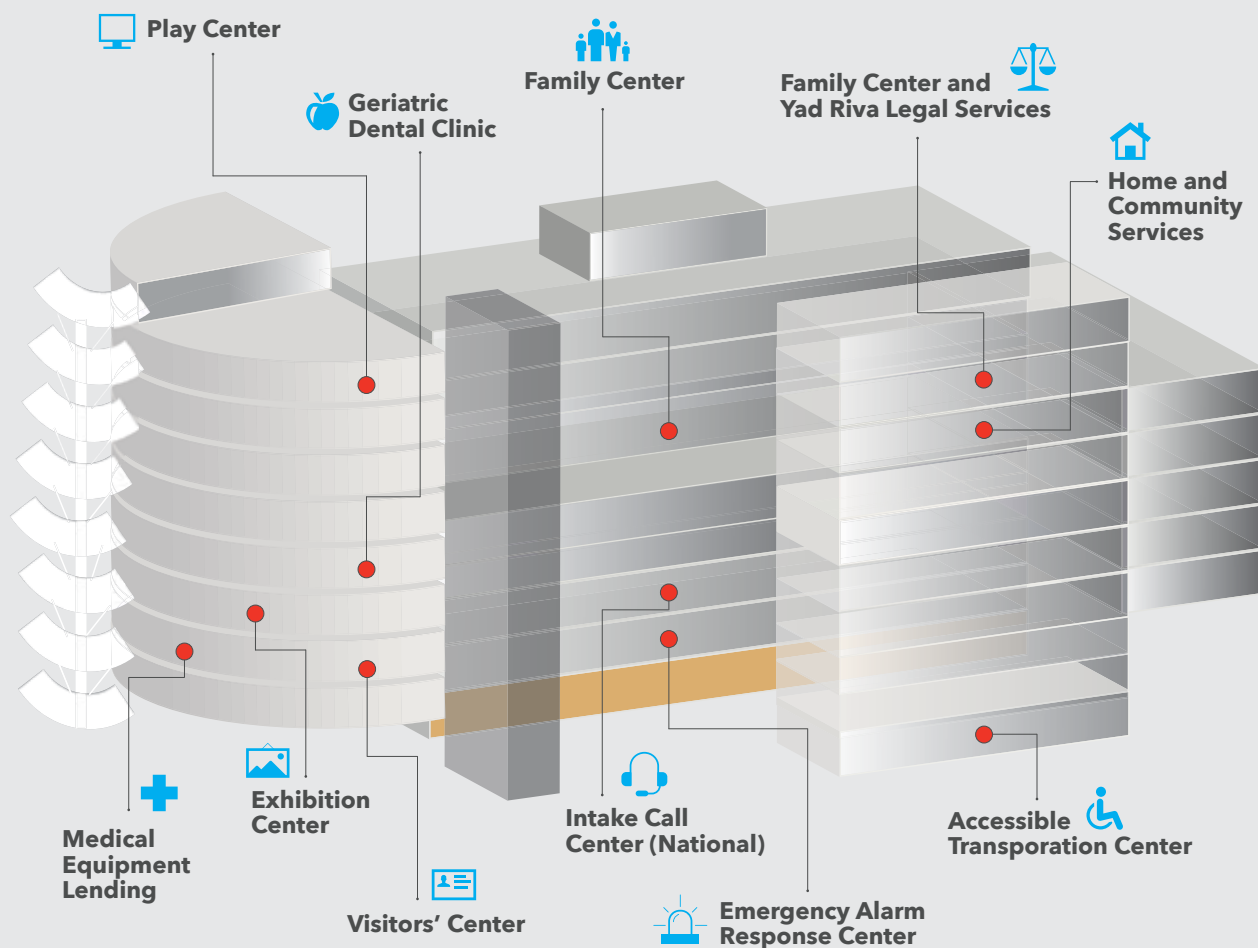
wheelchairs and crutches, allowing the items to be loaned out again to patients in need. Phones ring and papers rustle on Floor Five as another cadre of volunteers organizes home visits, touches base with caregivers, or, at Yad Riva Legal Aid for the Elderly, assists clients with guardianship and financial issues pro bono.

Meanwhile, the sounds of laughter from the Play Center for children with special needs floats down from the seventh floor. Across the hall, a café and restaurant will open soon, to be staffed by adults with disabilities, creating more jobs and opportunities.

The Family Center, which provides counseling for families struggling with domestic violence, is nearby, tucked away for purposes of discretion and confidentiality, while a synagogue, conference halls, lookout point, and array of solar panels occupy the building's highest floors.

And on its lower levels? A salt therapy room, an adaptive fitness center, Yad Sarah's main warehouse, and a garage for Yad Sarah House's fleet of wheelchair-accessible vans, on call to provide rides to people with special needs, who are not able to take taxis or regular buses.

# YAD SARAH HOUSE



Building map with select programs shown



A child at play

Maybe on the way out, as the sun sets on a full, meaningful day, there's a chance for one last peek—at the garden, where adults with disabilities tend to Yad Sarah's plants as part of their day program activities.

“ I am so proud to be part of something that does so much good. ”

From top to bottom, Yad Sarah House is a family of services, and a hub of healing, dignity, and opportunity.

A volunteer sums it up best: “I am so proud to be a part of something that does so much good,” Shirit, a four-year volunteer, said. “Yad Sarah House has a life of its own—it’s a gathering place for people to come together and change lives, every single day.”

## OUR STORIES

Yad Sarah's dental clinic typically serves older adults, but in May, we got a special request from Alyn Hospital to treat several children with disabilities. Our clinic manager Naama Bronsky found two pediatric dentists, outfitted the mobile unit, and organized the visit. Alyn said it was a “magical day,” in which “the children felt safe, and appreciated the wonderful care and attention you gave.”

When Veronica walked in to the Play Center with her three-year-old son, Oren, she exhaled with relief and hope for the first time in months. Oren has epilepsy and recently underwent brain surgery, but here he is accepted and happy. He participates in therapies, meets new friends, and plays with specialized equipment while building skills. Thanks to a gift from the Silvian Foundation, the Play Center has been updated and is a haven for more children with special needs.

Old equipment parts have another use as a source of inspiration for art objects. Haim, an immigrant from Afghanistan, is one of the remarkable volunteers in the Equipment Repair workshop. After his shift fixing used equipment, he transforms broken equipment parts into clocks, Hanukkah menorahs and Purim noisemakers.



Haim with his clock made from old wheelchair parts



# UNIQUE AND UNITED

Yad Sarah volunteers in the Jerusalem branch assist Arabs and Jews side by side

“**The goal of every volunteer is that people should leave with solutions to their problems, with hope and a smile.**”

**R**ami recently visited Yad Sarah's branch in Kfar Kama to borrow an oxygen tank for his father, who was in the hospital. They hoped to celebrate their Passover seder with the whole family at home, but the doctors wouldn't allow it unless he could provide his father with a private oxygen tank. The Kfar Kama branch happily loaned it, and Passover was celebrated by all.

A while later, after the holiday, Rami came to return the tank and shared the news that his father had just

passed away. Despite his pain, Rami shared a smile with the Yad Sarah volunteer: "Imagine if I had not been able to have that last seder with him... imagine my regret. But my final memories of my father are of him at peace, and that's because of Yad Sarah."

The story highlights the unique way that Yad Sarah brings together Israel's diverse communities. Rami is Jewish, yet sought equipment from a branch located in the heart of a Circassian Muslim village, that services the surrounding villages of Arab Muslims and Bedouins as well as Orthodox and secular Jews.

Advancing an ethos of mutual support and coexistence across the country is part of Yad Sarah's DNA.

In the Negev, for example, at Yad Sarah's Ofakim branch, Yehoshua Yulis, a sixth-generation Israeli, serves Jews, Ethiopians, Russians, and Yemenis as a matter of course. "We provide equal treatment to all," he said. "The goal of every volunteer is that people should leave with solutions to their problems, with hope and a smile."

Yehoshua recalls one man who called in the middle of the night, desperate for a breast pump for his wife. Yehoshua got in his car at 1:00 AM and went and opened the branch. To this day, he doesn't know who the man was—his name, nationality, religion or ethnicity.

One of Yad Sarah's busiest volunteers, Dr. Mansour, is an Arab dentist who lives in Akko in the north,

## OUR STORIES

A young couple was struggling to care for their severely ill daughter, Dina. Lifesaving surgery was available but it was a 12-hour flight away – an impossible feat considering that Dina’s feeding tube wouldn’t last that long. But Dina’s father didn’t give up: he turned to Yad Sarah. After consulting experts, Yad Sarah prepared two specialized feeding devices that would each last six hours. The devices were delivered to them and they made the journey.

Like many people, Rina Mizrahi uses multiple services and programs offered by Yad Sarah. She was already a mother of three when she became blind at age 30. Not long after, she was injured in a terrible car accident and became a quadriplegic. “My personal journey has been filled with enormous difficulties,” she says. “But I can honestly say that because of Yad Sarah, I have a fulfilling life today. It helped me to rehabilitate physically and emotionally, gave me the vehicle for intellectual stimulation, and provides a community and a caring social network. It would be very hard to imagine my life without Yad Sarah.”



Rina Mizrahi smiles with joy in front of the Kotel

travels down to Jerusalem and Beersheva, and treats a diverse mix of Yad Sarah patients. Her work often leads to more than healthier teeth; for example, a patient named Emil had an apartment almost completely empty of furniture; a refrigerator with two eggs in it (“one for his lunch, one for his dinner”) and no family or help from outside. She notified Yad Sarah, and the branch arranged for him to get hot meals and more. The next time Dr. Mansour visited him for treatment, he had furniture; clothing; a TV set; and food in the fridge.

The story is signature Yad Sarah – and everyone knows it.

Samira Abu-Rukun, manager of the Yad Sarah branch in the Druze village Isfiya, says she “recruited herself,” because she wanted to use her experience to help others, and she knew Yad Sarah would fit the bill. After a 37-year career as an educational consultant, she is now again active at all hours, providing culturally-sensitive services to the Druze community and anyone else who requires it.

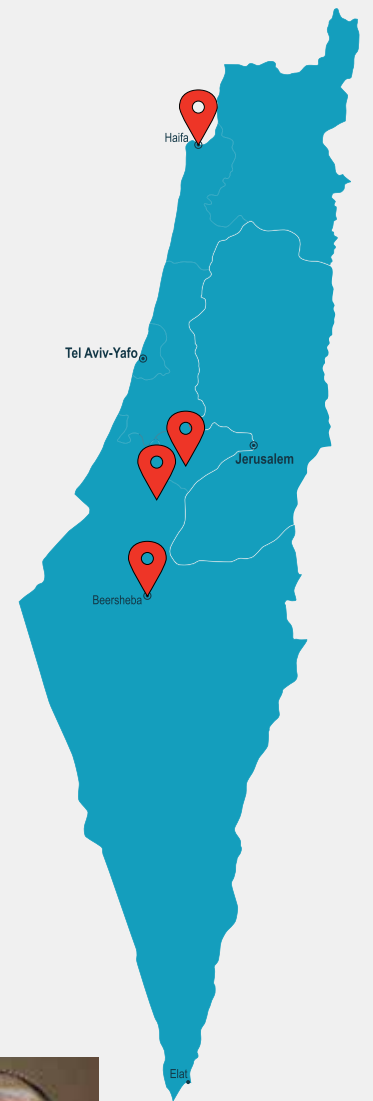
Israel’s diverse society is especially evident in the Jerusalem headquarters, Yad Sarah House. Everyone comes through these doors—A’hid, an Israeli Arab, who borrowed medical items like air mattresses, nutrition devices, and respirators for his mom; Shlomo, a Belzer Chassid whose young daughter with special needs loves the Play Center; Lara, an elderly Christian woman living in the Old City who comes for physical therapy and rehab.

Staff, volunteers and clients alike understand that what connects people is more important than what divides them. The other day in Kfar Kama, a secular Jewish woman wearing pants came in to borrow a breast pump just as an ultra-Orthodox woman in skirt and head-covering came to return hers. They exchanged smiles and mazal tovs, and both thanked Yad Sarah.

Nazak Napso, the Kfar Kama branch manager, echoes Yehoshua’s words: “People with diverse religions and beliefs all receive heartfelt, professional service here. If someone calls, it means they have a need, so we are here to help.”

# BRANCHING OUT

Yad Sarah has more than 100 branches throughout Israel, serving more than 420,000 people every year. The organization relies on caring, dedicated volunteers—who are led by an inspired group of volunteer branch managers. Here is a glimpse into the experiences of these branch managers and the lives they have transformed.



**Haifa, Rambam Hospital:**  
**Nurit Zinger**

I’m 76 and I’ve been here 15 years – this is my “second career,” after I retired from my first one! One time, we had a soldier come in, who had been in the hospital for a year and wanted to go home. To do so, she needed a unique feeding device that was difficult to find, but we tracked it down. When she saw it, her eyes were so full of gratitude – I’ll never forget that.



**Beit Shemesh: Rebecca Palmer**

I’ve been running this branch for 17 years. My son Gilad recently opened one in Yerucham (see page 12). We love the work. I remember a young woman we’d helped with equipment loans, apologizing to me for not being able to give a donation. She had a muscle condition, and her husband wasn’t working. We assured her it was fine. But one day she called me. She had been saving a few shekels a week, for years, so that she could express her thanks and appreciation.



**Har Nof: Helen Moore**

When people hear that I host a branch in my house, they are flabbergasted, but we’ve been lending equipment from our home for 30 years now! Home-based branches were the original Yad Sarah model. We are open 24/7, including Shabbat and holidays. A nice side effect of the less formal environment is that clients feel comfortable sharing very intimate details about their lives and their hardships, while they wait for their equipment. I just listen, and it helps them.



**Beersheva: Michael Benson**

I’m proud of all our programs, but one of the most recent cares for caregivers. It’s run by Tal Dagan & Shuli Walfish, who tell the story of a beautiful woman, who’d had an easy and pampered life, and suddenly had to care for a parent with Alzheimer’s. She felt like a reverse Cinderella, who used to be a princess but turned into a servant. The program gave her much needed emotional support, helped her understand her new role and responsibility, problem solve, and cope with the stress.

INTERVIEW:

# GILAD AND LEAH PALMER

FOUNDERS AND MANAGERS OF THE YAD SARAH YERUCHAM BRANCH



**J**ust 23-years old, Gilad and Leah Palmer are already leaders in their community. Two years ago, they used money received at their wedding to open Yad Sarah's newest branch, in the small southern periphery town of Yerucham, where they live. Now, in its second year of operation, "Snif Yerucham" (Yerucham branch) is busy day and night. Leah Palmer spoke to Yad Sarah about juggling school, family, and the branch with commitment and joy.

**YS: Shalom, Leah! Can you tell us about your background and how you started a Yad Sarah branch in Yerucham?**

Sure! I'm originally from London, but came to Israel to study—and I got married and made aliyah. Now I'm studying pharmacy in school, and my husband, Gilad, is training to be a rabbi. We have two little boys, Aharon and Hillel.

When Gilad and I got married, we knew we wanted to do something meaningful with a portion of our gifts. We were aware of Yad Sarah from Gilad's mom, who runs a branch in Beit Shemesh. We did some more research, and fell in love with the mission and its profound impact on so many lives.

Also, we knew how much Yerucham could use these services.

We could make a big difference for our whole community.

**YS: That's quite remarkable. How did you find the time and energy to do it all?**

It's very hard, absolutely, but it feels so good to help people in this way.

We're motivated because we feel lucky to live here - Yerucham is small, it's on the periphery, but it's a very special place.

We started the branch in our apartment - our son's bedroom doubled as the branch! He slept each night surrounded by wheelchairs and walkers, so he was absorbing chessed (kindness)

from a young age, which made us proud. From there, the branch grew quickly. The Local Council agreed to give us a small space in town, and to pay for the electricity. Yad Sarah covered some costs related to equipment (if you ever wonder where your general donation to Yad Sarah goes, it funds projects like ours!). We used our own money to purchase air conditioning units, hospitality and hardware, and we solicited donations from the town.

**YS: What makes Yerucham such a special place, and a good match for Yad Sarah?**

The people here give whatever they can to help others. For example, when people borrow the equipment we ask them to leave a small deposit, which they get back when they return the items. Many choose to leave it as a donation. In most cases, even people in the direst of circumstances won't take the whole amount back. They're living with close to nothing, but they donate 100 or 200 shekels to help another.

**YS: What special challenges does your branch have, being in the periphery?**

Healthcare in general is difficult here—the hospitals are understaffed and sometimes you're required to travel hours for treatment. It's why this branch is so important.

Recently we met a new mom who needed a breast pump. All the stores were closed, so she called an ambulance instead, but they had all been dispatched to other patients. It was a real emergency... and we were the ones who could help



them. I don't know what they would have done without Yad Sarah.

We answer calls all hours of day and night—11 PM seems to be very popular. Our building also doesn't have an elevator, so when clients can't walk, I bring the equipment down to them. I've walked wheelchairs down six flights.

Every time I see someone in town with Yad Sarah sticker on their walker or other equipment, I feel so proud and happy that they are mobile and independent.

**YS: We are so proud that you're a part of Yad Sarah, and we wish you all the best with your family and studies!**

Thank you so much! Knowing that there are Jews in America and all over the world who care about vulnerable people in Israel, and who want to support the brilliant social project that is Yad Sarah, is incredibly heartwarming.

The Palmers stand proudly in front of the Yerucham branch sign

## STATS

**90 MILES**

Distance from Yerucham to Jerusalem

**10,000**

Population

More than 25% are immigrants from the former Soviet Union.

**\$1600**

Average monthly salary

**16.4% vs. LESS THAN 5%**

Percentage of job seekers in Yerucham

Percentage of job seekers in Tel Aviv

# A LAWYER FOR LIFE

Yad Riva Director Dr. Mickey Schindler

**A**riel and Dina Rishoni built lives devoted to building Israel. He fought in Israel's War of Independence. Together, they raised three Israeli children in the challenging early years of the modern Jewish state, nurturing a close family committed to giving back to the country, through wars and other challenges.

Both strong, independent, and generous people, Ariel and Dina spent their lives protecting Israel, but in their old age, there was no one there to protect them.

They faced abuse and theft at the hands of their guardian.

Even though Dina was homebound and frail, the guardian would often force her out of bed against doctor's orders. He made uninformed decisions about her medications and antagonized her home care aides.

Ariel, afraid to defy the guardian but filled with fear about his wife's condition, decided to find outside help. He went to Dr. Mickey Schindler, one of Israel's most influential leaders on the legal issues of geriatric rights and the Director of Yad Riva Legal Aid for the Elderly – a division of Yad Sarah.



Dr. Schindler immediately intervened and filed charges and a restraining order against the guardian.

Dina received the medical care she needed and now lives with dignity—because of Dr. Schindler and Yad Riva.

Our legal care is administered in partnership with treatment facilities, and welfare and medical services. We work to end the suffering and improve the quality of life of every senior citizen that needs help."

If clients are too old, frail or poor to come into a branch, volunteer lawyers and caseworkers make home visits. Like Dr. Schindler, the volunteers work alongside social workers on a community-by-community basis and advocate for change through legal aid societies.

Yad Riva's vital work is addressing a critical need, as senior citizens in Israel and around the world are taken advantage of at an alarming rate.

According to a recent study by Haifa University, almost one in five elderly people in Israel face abuse, neglect and economic exploitation at the hands of those that they trust.

The study also revealed that about one in five senior citizens are defined as poor and about one in four are unable to do daily activities and are home bound.

"Older people are often very ambivalent about taking legal action against their legal guardians or family members, despite the unbelievable hardships that they may be facing," says Dr. Schindler.

He added, "Some people think these are just legal issues, but in the cases of elder abuse, it can truly be a matter of life or death."

That's why Dr. Schindler and Yad Riva have fought passionately to introduce the supported-decision making model to Israel's legal system, giving older adults more independence and control over their lives.

They succeeded in 2015, when a Haifa court approved the option—a ruling has since been codified by the Knesset, which approved the support model as an official part of Israel's Legal Capacity and Guardianship Law.

Dr. Schindler is humble about this victory: "Yad Riva offers many services for seniors; this is just part of it. As part of the Yad Sarah family, we will continue to champion the rights of the elderly and ensure brighter futures for all of Israel's people."

*With special thanks to the David Berg Foundation for its ongoing support.*

## ALL ABOUT YAD SARAH

Yad Sarah, Israel's largest volunteer-staffed organization in Israel, provides a vital array of compassionate health and home services for people of all ages. Yad Sarah's free services are delivered by more than 6,000 volunteers in more than 100 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 over 350,000 items to be loaned out at no cost to the borrowers.

**Guidance and Exhibition Centers**  
Displaying equipment and daily living tools available to help people with special needs live independently.

**Day Rehabilitation Centers**  
Physical and occupational therapy; computer, art, drama and gardening therapy; meals and social events for young and old recovering from strokes, surgery, illness and injury.

**Geriatric Dental Clinic**  
A full range of specialized care for the elderly provided by volunteer dentists and including mobile treatment for the homebound.

**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 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 morale of people isolated at home.

**Play Center and Toy Library**  
Providing a safe and supportive environment for children with special needs to learn and develop through play.

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

## YAD SARAH VITAL STATISTICS 2016

### Emergency Alarms

19,500

Subscribers

120,000

Total Incoming Calls

10,000

True Emergency Calls

### 40 Yad Sarah Vans

137,000

Trips Per Year

### Visits To 8 Guidance & Exhibition Centers

15,300

### 26 Homebound Projects Centers

60,000

Home Visits Per Year

### Play Center For Children With Special Needs

3,700

Visits Per Year

### Geriatric Dental Clinics

7,200

Treatments Per Year (Stationary, mobile & portable)

### Equipment Maintenance Centers

170,000

Repairs

### Yad Riva Legal Aid To The Elderly

8,000

Cases in 20 Locations

### Da'at Medical Information Service

2,300

Inquiries

### 5 Day Rehabilitation Centers

28,800

Visits

### Health & Fitness Center

6,600

Visits

### People Helped Per Year

More Than 420,000

### Branches

100+

### Loans Of Medical/Rehab Equipment

320,000 in the past year

### Volunteers

6,000+

### Volunteer Hours Per Year

1,000,000+



# LEAVE A LEGACY FOR ISRAEL – AND RECEIVE HIGH, FIXED-RATE, LIFETIME INCOME

Providing for **Yad Sarah** is providing for Israel. Improving the lives of more than 420,000 people in Israel every 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

A **Yad Sarah** Gift Annuity pays high, fixed-rate, lifetime income for one or two individuals. May we calculate the annuity rate, tax deduction and **tax-free** 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*
65	6.0	69.6%
70	6.5	72.8%
75	7.1	75.4%
80	8.0	77.9%
85	9.5	81.8%
90	11.3	84.0%

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

## MAKE A DIFFERENCE IN 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 programs of Yad Sarah in Israel that are dear to you or entrusted to Yad Sarah for use where most needed to assist in helping Israel's most vulnerable people.



## LET US SHOW YOU HOW

We can provide you and your advisors with language for your will or trust. We can help you set up a fund to benefit Yad Sarah in Israel. We can show you how to memorialize your gift.

## 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](mailto:adele@friendsofyadsarah.org).

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