

BINA: The Jewish Movement for Social Change
Elderly Support – Urban Intergenerational Care
Report to the Matanel Foundation
August 2018

Name of the Program: Elderly Support - Urban Intergenerational Care

Year of activity: 2017-18

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Number of active participants in the program: 30

Estimated number of impacted participants: over 70 beneficiaries

Give the actually state of the program (where the program stands at the date of the activity report, no more than ten lines):

BINA's volunteers, from our pre-army preparation program and our international programs, worked with senior citizens (through two municipal programs), and two community centers for the elderly in underprivileged neighborhoods in south Tel Aviv. Some of our volunteers worked directly with individual elderly people, visiting their homes, accompanying them to do errands, helping them with their paperwork and bills, and, most importantly, giving them the attention and support that they so sorely lack and crave. BINA volunteers also worked at two community centers that cater to the elderly population and set up a new hotline to help elderly people navigate through their bureaucratic, referral, medical and other issues. The hotline offered immediate relief to the seniors and also a friendly and available voice.

The main achievements during the last year of activity (main achievements, number of events, number of participants, etc.):

BINA's 30 young-adult volunteers received special training in how to deal with issues that are specific to elderly people, including sensitivity to health and emotional issues, information about dealing with government bureaucracy and about the rights senior citizens have in Israel in regard to health insurance, social security, etc. Many of the seniors our volunteers visited live alone, and some are housebound. They often barely have the resources to feed themselves, much less seek out recreation or entertainment. Our volunteers worked to provide these individuals not only with emotional support but set up systems so they are able to access all the benefits to which they are entitled. We worked in cooperation with two programs for the elderly organized by the Tel Aviv Municipality; the SELB Program (a basket of services intended for homebound elderly people - primarily Holocaust survivors) and Dor L'Dor, an organization whose goal is to alleviate the isolation and loneliness of elderly people.

We held holiday events and computer lessons at community centers for the elderly. Some of the highlights of the year included the Hanukkah and Purim celebrations at Beit Hamish and "Amiaz Beit" Centers for the Elderly in the Kiryat Shalom neighborhood of south Tel Aviv. One of our volunteers is a Russian speaker and met with a group of delighted elderly Russian speakers at Amiaz Beit to play Russian games and quizzes.

The evaluation (methodology, results, comparisons with the precedent year, conclusions for the future...):

Volunteers give feedback through surveys and interviews. BINA's volunteers gained as much from their participation in the program as the elderly recipients. We spent time at Mechinat BINA studying Jewish values and attitudes of respect for the elderly with the intent to imbue them with a lifelong awareness, sensitivity and appreciation of the elderly among us and we delighted with our success in this area. (See testimonials in the appendix.)

Through feedback from the people our volunteers help, and also the organizers of the centers and programs we partner with, we know that the elderly people themselves display improved mood and emotional health, and increased their involvement in social, cultural and communal life.

We also look for specific ways we can improve the program and in response to feedback we received last year, we focused more of our efforts on the technological challenges that the elderly, who did not grow up with computers much less smartphones and the internet, face in accessing information and receiving services in today's highly technology dependent times. On two occasions our volunteers visited centers for the elderly to give small groups (between 6-10 seniors) lessons in using emails, facebook, Youtube and so on.

Through feedback from the recipients of this program last year, we learned that the elderly often lack the basic information about their rights and entitlements. Thus we also established a call center for the elderly this year. Our volunteers were given special training in the issues that might arise and also how to speak on the phone to people that might be hard of hearing, have language difficulties or unaware of certain types of technology.

Provisional guidelines for the advancement of the program in the next year:

We are delighted with the reception and success of our program this year, and hope to continue and expand it in the coming year. We are especially eager to find more ways to connect our elderly program recipients with the ability to connect to technology - both so they can continue to receive the help that they are entitled to, and also as a way to break out of their isolation and connect to the world, particularly when they are homebound.

The support of the Matanel Foundation was invaluable to our success and we thank you again for your continued support.

Appendix 1 Testimonials Matanel Care of the Elderly Report

"I volunteered with two elderly women - Ida on Mondays (who I visited along with another volunteer from our program) and Emily on Wednesdays, whom I visited alone. The meetings were held by two different organizations Dor L'Dor, introduced me to Ida, who comes from Argentina and alone because of complicated family issues. Through the Sal B Organization I met with Emily. Emily is a Holocaust survivor who cannot leave her home without help. I feel I made personal connections with both women through our meetings. I got to know very well the hardships that come with old age and to hear about their complicated and difficult lives - whether it was in the past with family, or problems that continue until today. I was exposed to things that I had never experienced before; I had never had talk to me about the experience of being in debt and share with me their problems. Beyond that, I felt honored to see how important the meetings were to both Emily and Ida. Their faces lit up every time we saw them." **Paz Glebotzki, 20**

"I volunteered at Beit Hamish Center for the Elderly in the Shapira neighborhood of south Tel Aviv. During my volunteering I was privileged to get to know the neighborhood, past and present, through many fascinating conversations with the people that came to the Center. At their request, I gave them English lessons and did other activities such as watching movies together and making crafts projects. Additionally, as part of the Salev program of home visits to housebound elderly, I had the opportunity to get to know a fantastic person, who happens to also be a Holocaust survivor. Despite the generation gap, we formed a deep connection that continues to this day." **Evyatar Godkar, 19**