

# מוקד סיוע לעובדים זרים (ע"ר)

"וגר לא תונה ולא תלחצנו כי גרים הייתם בארץ מצרים", שמות כ"ב, פסוק כ'

## Information and Rights For Asylum seekers in Israel

### Prepared in Cooperation With:

United Nations High Commissioner for Refugees • Refugee Rights Legal Clinic at Tel Aviv University • Hotline for Migrant Workers • Kav LaOved • A.R.D.C. – African Refugees Development Center • Assaf – Aid Organization for Refugees and Asylum Seekers • Mesila - Assistance and Information for Foreigners in Tel Aviv • P.H.R. – Physicians for Human Rights

December 2008

### Hotline for Migrant Workers

"You shall not wrong a stranger or oppress him, for you were strangers in the land of Egypt"  
Exodus 22:20

רח' נחלת בנימין 75 ת"א 65154, טל. 03-5602530, פקס. 03-5605175  
info@hotline.org.il, www.hotline.org.il

**Dear Asylum Seeker,**

In this booklet you will find information which will help you in Israel. It includes your rights, strategies to make sure these rights are realized and a list of organizations that can help you with specific problems realizing your rights, and in general.

Despite the fact that Israel has signed and ratified the 1951 International Convention Relating to the Status of Refugees, Israel does not have legislation outlining your rights as refugees or regulating your legal status. Nevertheless, you do have some rights in Israel.

Several Israeli non-governmental organizations (NGOs) provide information and services to asylum seekers. This booklet includes information from those organizations, from the United Nations High Commission for Refugees in Israel (UNHCR) and from Mesila – a welfare organization established by Tel Aviv municipality. Each organization supplied their own information and is responsible for what they have written.

We hope that this booklet will help you to adjust to your new life in Israel. Due to rapid changes in Israeli government policy toward asylum seekers, we recommend that you contact relevant organizations regarding specific problems. They will be able to provide updated information and to best advise you on how to deal with these problems.

Best regards,

Hotline for Migrant Workers Staff

## What is UNHCR?

UNHCR is the United Nations refugee agency. Its role is to provide international protection to refugees and to help find solutions for refugee situations. UNHCR also supervises the implementation of the 1951 Refugee Convention. This Convention defines who is a refugee and prohibits the return of refugees to places where they would face persecution.

In Israel, the UNHCR office is located in Tel Aviv. This office assists the Government of Israel in reviewing applications for protection in Israel and advises the Government on establishing clear and fair procedures for determining who is entitled to be recognized as a refugee in Israel.

### **Information on Asylum-Procedures in Israel**

#### **The right to be protected from “refoulement”**

The 1951 Refugee Convention prohibits the deportation of asylum seekers to a place where their life or freedom would be threatened on the grounds of their race, religion, nationality, membership of a particular social group or political opinion. This principle of “non-refoulement” should be applied from the time of the application for protection through the final decision by the Minister of the Interior.

#### **Submitting a request for protection**

An asylum-seeker is a person who is seeking protection as a refugee. Every asylum-seeker must submit an application in writing, either in person at the UNHCR office in Tel Aviv or at the Ministry of the Interior Reception Center in Lod. This may also be done by fax or by mail. After the application is submitted, every applicant will go through a registration interview. If the asylum-seeker is in detention, the registration is done there. If the asylum-seeker was not detained upon arrival in Israel, registration will take place either in Tel Aviv or in Lod. (A leaflet with additional information can be obtained from UNHCR.)

It is of critical importance that asylum-seekers inform the relevant authorities, including the Ministry of the Interior or judges of the Immigration Tribunal, that they are seeking protection in Israel and that they wish to be in contact with

UNHCR. Once this is done, UNHCR will be notified by the relevant authorities and begin the process that will lead to a determination of the applicant's status.

### **Presentation of a claim**

UNHCR or the Ministry of the Interior interviews asylum-seekers in Israel as part of the procedure called Refugee Status Determination (RSD). This is a more detailed and lengthy interview than the registration interview mentioned before. Usually the interviews are conducted in the language of the individual's country of origin, with the assistance of interpreters when needed. In the course of the interview, asylum-seekers provide details of their cases, setting out the reasons why they left their country and the difficulties they might encounter should they return.

The information presented by the asylum-seeker, credible information about the asylum-seeker's country of origin, and an analysis of the asylum-seeker's claim are transferred to a Government advisory committee called "The National Status Granting Body" (NSGB). The NSGB considers every claim individually, and makes recommendations to the Minister of the Interior for his decision. The Minister of the Interior, or a person designated by him, has the sole authority to approve or reject an application.

### **Special assistance during the interview**

For those individuals who have difficulties sharing their stories with the interviewer, either because of language difficulties or because of a past experience (such as a serious traumatic experience), a request can be made specifically for either a male or female interviewer, should this make the asylum-seeker more comfortable. Where an asylum-seeker has other special needs, a request may be made for special arrangements for the interview.

### **Understanding the reasons for a decision**

If an application for refugee status in Israel is rejected by the Minister of the Interior, a detailed letter explaining the reasons for the rejection will be provided to the applicant. The applicant can either leave Israel within the period mentioned in the letter or appeal the decision.

### **Appeal of a negative decision**

An asylum-seeker whose application has been rejected has the right to make an appeal. The letter informing the asylum-seeker that the application has been rejected will provide information about the appeal process and the time limit for

lodging an appeal. The appeal, which must be in writing, will normally not be successful unless the asylum-seeker has new evidence to present or if he or she feels that the case was not clearly explained during the RSD interview.

### **The extension of protection while an appeal is been reviewed**

The asylum-seeker is entitled to continued protection and will be allowed to stay in Israel while a final RSD decision is still pending.

If the appeal is also rejected, it will not be possible for UNHCR to continue to assist the applicant. In this case, the applicant should leave Israel by the date stated by the Minister of the Interior in the letter of rejection. Applicants who do not comply with these instructions will be subject to arrest and detention pending deportation by the Immigration Authorities.

### **Detention of asylum-seekers**

Asylum-seekers who are detained upon arrival in Israel will be met by Government officials from the Ministry of the Interior, the Israel Prison Authority and judges of the Immigration Tribunal. After a request for protection has been made and the registration procedure has been completed, a decision for release from detention can be made, either by the Ministry of the Interior or by the Immigration Tribunal.

### **Unlawful Presence**

Asylum-seekers who have been registered with UNHCR or the Ministry of the Interior should not normally be detained for being unlawfully in Israel. If an asylum-seeker who is registered with UNHCR or with the Ministry of the Interior is arrested for unlawfully being in Israel, UNHCR should be notified immediately.

Asylum-seekers and refugees have a duty to their host country, and they are required to comply with its laws and regulations. Asylum-seekers and refugees who commit crimes in Israel will be subject to arrest and imprisonment in accordance with the laws of Israel, and UNHCR will not be able to assist them during the period of their criminal sentence.

### **Working in Israel**

Permission to work in Israel is not automatically granted to asylum-seekers. In general, permission is limited by the Ministry of the Interior to asylum-seekers who have a strong claim. The process of submitting an application or registration as an asylum-seeker does not “automatically” entitle a person to work in Israel.

## Obligations of Asylum-Seekers

Asylum-seekers should cooperate with all Israeli authorities and with UNHCR. Asylum-seekers should carry with them at all times their documents, including identification documents, passports, visas and permits and letters of invitation for interviews. Failure to provide documentation when requested could lead to arrest by the Israeli authorities.

## Contact Details

Address: 119 Hahashmonaim St., Second floor, Tel Aviv

Telephone 03-5167700 | Fax. 03-5167800 | Email Address: ISRTE@unhcr.org



**The Refugee Rights Program**  
**The Elga Cegla Clinical Legal Education Programs**  
**The Buchmann Faculty Of Law**

## Rights and Information on Status for the Asylum Seeker

Every person has the right to request asylum. The definition of who is a “refugee” appears in the 1951 International Convention Relating to the Status of Refugees. The convention states that:

A refugee is a person who... "owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; "

Israel has signed the Refugees Convention and requests for asylum may be submitted to the Israeli authorities. Requests are submitted to the UN High Commissioner for Refugees, which interviews the applicants and prepares its recommendation. The final decision is made by the minister of the interior. Israel also occasionally provides protection for people who are not refugees in accordance

with the Refugees Convention, if the conditions in their country do not enable them to return to it safely.

**All applicants enjoy the following basic rights:**

- To submit a request for asylum, including all evidence that the applicant feels will support the request; a person who is in prison may also submit a request to the UN High Commissioner for Refugees;
- To receive protection against deportation throughout the period of examination of the request; according to the Procedure Regulating the Processing of Asylum Seekers in Israel, the asylum seeker is entitled to receive a work permit during the clarification of the request;
- To be represented by an attorney in contacts with the UN High Commissioner for Refugees and the Israeli authorities;
- To participate in an interview in his/her own language with the UN High Commissioner for Refugees. Women who so wish may ask to be interviewed by women, and minors are also entitled to ask that the interview be adapted to their special needs;
- If the request is rejected, the applicant has the right to receive detailed grounds for the rejection;
- To submit an appeal against rejection of the request and to remain in Israel while the appeal is being clarified;
- Even if the request for asylum is rejected, a request may be submitted to remain in Israel on humanitarian grounds.

The Refugee Rights Program operates in the Faculty of Law at Tel Aviv University and provides free legal assistance for asylum seekers and refugees. We provide assistance on such aspects as: Release from detention, submission of asylum requests, appeal against rejection of an asylum request, family unification, and various other problems refugees encounter in their daily lives in Israel.

The Refugees Rights Program can be reached by telephone: 03-6405264, 03-6406772 or by fax: 03-6407422.

People being held in prison can ask the Hotline for Migrant Workers to contact us and we will come and meet them in prison. We ask you not to come to our offices without prior arrangement. We cannot handle all the requests we receive, and we apologize for this in advance.



## Hotline for Migrant Workers

“You shall not wrong or oppress a stranger,  
for you were strangers in the land of Egypt”

(Exodus 22:20)

# Information and Rights for Asylum Seekers Held in Detention

The **Hotline for Migrant Workers (HMW)** is a non-governmental **human rights organization** that works to protect the rights of migrant workers, victims of human trafficking, and refugees. The activities of the HMW include providing information about rights, legal advice and representation, raising public awareness, and promoting immigration policy. We focus on assisting those that have been detained.

The **Entry to Israel Law** permits the detention of a person suspected of being present in the country unlawfully. If you are seeking asylum, it is important that you contact the UNHCR office in Israel as soon as possible in order to claim asylum. If, for some reason, you have been arrested, you have the following rights:

### You Rights During the Arrest:

- The police do not have the right to enter your home unless a search warrant has been issued permitting them to do so. The police officers must provide the occupants of the house with the warrant. The order must be written in a language you understand, and it must include the precise address of the house.
- No violence must be used during arrest. If you resist arrest, a police officer may use reasonable force to ensure the arrest.
- You have the right to make a phone call to inform of your arrest.

### The Administrative Arrest and Release Procedure

- **Border Control Officer:** Within 24 hours of your arrest, you must be brought before a border control officer on behalf of the Interior Ministry who will conduct a hearing. This officer must review your case and has the authority to

issue a deportation and a detention order. He also has the authority to release you from detention.

- **Administrative Tribunal:** As soon as possible after your arrest, and not later than four days, you must be brought before an administrative tribunal operating in the detention facilities. The Tribunal oversees the decision to detain you and has the authority to release you from detention.
- If a deportation order has been issued against you, you have the right to receive a copy of it in your language.
- You are entitled to a period of 72 hours after delivery of the deportation order to appeal against the order. During this time, you will be able to present your claims to the Border Control Officer.
- If you have claimed asylum prior to your arrest, and are carrying documents that prove this (from the UNHCR or from the Ministry of Interior), it is important to notify the arresting officer, the border control officer and Administrative Tribunal about this.
- If you wish to claim asylum and for some reason you did not contact the UNHCR prior to your arrest, you may express your fear of returning to your homeland at any point and to any official you come in contact with (police / border control officer/Tribunal/prison official etc.)
- Asylum seekers must not be deported from Israel while their case is being examined.

### **In detention, you have the following rights:**

- To have reasonable access to a telephone.
- To meet with representatives of the UNHCR, an attorney, and volunteers of the Hotline for Migrant Workers.
- To receive three nutritious meals a day; hygiene products such as soap, shampoo, and toothpaste; appropriate clothing for the season (if you do not have your own); and blankets.
- To receive medical care as necessary.
- To be held separately from Israeli criminal prisoners.
- To be allowed outside your cell into the prison yard for at least one hour once a day.
- To receive all your personal belongings and documents upon your release.

## Release Conditions

Both the Border Control Officer and the Administrative Tribunal in prison are empowered to release you, if they are convinced that you meet one of the following conditions for release:

- You reside in Israel with a permit and you were unlawfully arrested.
- You are an asylum seeker waiting an answer from the Ministry of Interior
- You are present in Israel unlawfully by mistake, or not due to your own fault, and will leave Israel by a determined date.
- You will leave Israel independently by a determined date, and if not you can be located.
- Detention may damage your health.
- There are special humanitarian grounds existing for your release.
- Due to your detention, a minor under your responsibility will be left without supervision.
- You have been held in custody for over 60 consecutive days.

All these conditions are provided that you cooperate with the authorities, and that you do not pose a security or health risk to public wellbeing.

### **If you believe that any of these rights have been violated, please contact us.**

The volunteers of the Hotline for Migrant Workers work to:

- Protect the rights of detained asylum seekers.
- Expedite the release of asylum seekers and their families from detention.
- Locate relatives and acquaintances in prisons and elsewhere.

Create contacts between imprisoned asylum seekers and the representatives of the UNHCR and other organizations providing additional services for asylum seekers.

If necessary, in certain cases, the Hotline for Migrant Workers will also provide legal consulting and representation.

Our volunteers visit Ma'asiyahu Prison several times a week, and visit other prisons once every week or two. They may be identified by their calling card, or by shirts bearing the legend Hotline for Migrant Workers.

You can also contact the Hotline for Migrant Workers by telephone: 03-5602530.

Our offices, at 75 Nahalat Binyamin St. in Tel Aviv, are open Sunday through Thursday, 09:00 – 17:00.

**We want to help you realize your rights. Our services are free of charge.**



## Information and Rights for Asylum Seekers and Refugees in the Field of Employment

**Kav LaOved** (Worker's Hotline) is a non-profit organization that provides legal consultation and aid at a minimal cost on all work-related issues. The assistance is provided for workers, including migrant workers, asylum seekers, and refugees working in Israel.

Asylum seekers who encounter problems relating to employment and salaries are invited to come to our offices at 17 Y.L. Peretz Street in Tel Aviv (close to the old central bus station) on Thursdays between 17:00 and 20:00. Please bring an identifying document with you, as well as all papers relating to your employment that are in your possession (work card, salary slip, employer's business cards, your own notes, etc.)

### **Tips on the subject of employment and salaries**

#### **When beginning a new job:**

1. Ask the employer for a written document stating the promised salary and working conditions.
2. Write down as much information as possible about your place of work. For example, if you are beginning work in a restaurant, write down the name of the restaurant, the full name (first and family) of the manager, the full name of the personnel contractor who sent you to the restaurant, the address of the restaurant, and the address of the personnel agency. If possible, ask the managers for business cards.
3. Find out who is responsible for paying salaries and agree with him/her on the manner of payment before you begin work.
4. Refugees who do not hold a valid passport and Sudanese refugees who do not hold a valid passport or a protection document from the UN bearing their photograph cannot open a bank account in Israel. If you cannot open a bank account you must make that absolutely clear to your employer, and you must emphasize that you will need to be paid in cash each month. If possible ask the employer to mention this agreement in the document detailing your salary and

conditions of work.

5. Try to find a job by yourself or through your friends rather than through personnel contractors. Our experience shows that most of the problems are caused by the non-payment of salaries by personnel contractors.

### **During the course of employment:**

1. Make sure to keep your own records in a diary or notebook of the times you began and ended work each day, even if there is a work clock in your place of work. You should also write down the amount you were paid each month and the date on which you received payment. Record any additional payment when it is received (travel expenses, down payments, loans, etc.)
2. Keep a copy of the work hours report you submit to your employer. If you receive salary slips make sure to keep them safely.
3. Note: time traveling to and from work and time spent on breaks are not included as part of your working hours for the purpose of calculating your salary.

### **When leaving a place of employment:**

1. If you want to leave your job, we recommend you tell your employer in advance. A worker must give advance notice before leaving a place of employment. If a worker leaves without giving notice, the employer is entitled to offset working days from the salary according to the required period of advance notice - one day for each month worked during the first year of work.
2. You can ask your employer to pay your salary on the day you leave the job, but in most cases the employer cannot do this, because the accounting system is computerized and can only prepare salaries ahead of the ninth of each month. Note that the employer does not have to pay your salary before the 9th of the next month, even if you leave your place of work.

### **Information about work and salaries**

The information in these sheets relates mainly to workers who are paid by the hour, since almost all the asylum seekers and refugees in Israel are paid on this basis.

The minimum wage noted below is correct as of August 2008 and is updated from time to time (the amount always goes up!) as decided by the government.

All workers employed in Israel (**with or without work visas**) are entitled to all the following rights:

## Workers' Rights (for Hourly Workers) 12.08

**Kav LaOved** is a non-profit organization that provides consultation, guidance and legal aid to workers. The following rights are guaranteed by Israeli law to all workers in Israel whether Israeli or foreign (**with or without a visa**):

<b>Minimum Wage</b>	3,850 NIS for a full-time job (186 hours per month); 20.70 NIS per hour.
<b>Payment Time</b>	Wages must be paid no later than the 9th of the month (for the previous month).
<b>Overtime</b>	Every hour after 8 hours of work per day. Overtime is calculated for hour worked on each day (not deducted from the work hours for other days). Payment: first two hours - 125% (25.8 NIS per hour); any hour after the first two hours - 150% (31 NIS per hour).
<b>Keeping Track of Work Hours</b>	It is important to write down the hours you work each day (the start and end times) in case of disagreement with your employer.
<b>Travel Expenses</b>	Your employer has to give you back the travel expenses to and from work up to a maximum of 21.14 NIS per day.
<b>Weekly rest day</b>	You should get 36 continuous hours off work per week, which includes a rest day according to your religion. If you worked on your rest day you should get 150% of your daily wages and in addition a different rest day.

<p><b>Annual Vacation</b></p>	<p>During the first four years of employment you are entitled to two weeks annual leave (including the weekly rest day). Therefore, a worker who is employed, for example, once a week and earns 150 NIS every time, is entitled to 2 days of paid annual vacation (150 x 2 days vacation = 300 NIS). After four years, the number of annual vacation days increases.</p>
<p><b>Holidays</b></p>	<p>After three months of work, you are entitled to receive payment for nine holiday days per year according to your religion (provided these days do not fall on your weekly rest day). If a holiday falls on your regular working day, you are entitled to holiday payment at the rate of the normal salary for this day. If you are employed on your holiday, you should receive payment at the rate of 150% of your daily wage and this is in addition to the holiday payment (250% in total).</p>
<p><b>Recuperation fees</b></p>	<p>A worker who completed one full year of work is entitled to a recuperation fee at a fixed daily rate of 331 NIS. For the first year - 5 recuperation days, for the second and third year - 6 days, and for the fourth to tenth year - 7 days. For part time workers, the calculation is carried out according to the extent of the job.</p>
<p><b>Calculation of job extent</b></p>	<p>The number of weekly work hours is multiplied by 4.3 (number of weeks per month) and divided by 186 (monthly hours for a full time job).</p>
<p><b>Sick pay</b></p>	<p>Your employer must pay your salary if you don't work because you are ill when you give him a doctor's note. You don't get paid for the first sick day; for the second and third sick day - 37.5% of your daily salary; from the fourth sick day and onwards - 75% of your daily salary.</p>

<p><b>Severance/ Separation pay</b></p>	<p>After one year of work you should be paid severance pay if you are fired or your work ends due to deterioration of work conditions, due to medical reason, due to giving birth or if you do not receive your salary and your social rights. Time of Payment: when you finishing working. Calculation: One month's salary multiplied by the number of years of employment (including work for part of a year).</p>
<p><b>Giving Notice Prior to Firing/ Quitting</b></p>	<p>Your employer and you have to give written notice to each other before firing/ quitting work. The amount of notice depends on the period you worked: during 1st year - 1 day for each month; during 2nd year- 14 days + an additional half a day for every month; during 3rd year- 21 days + an additional half a day for every month; after 3 years- a month. Payment: the person who doesn't give prior notice must pay the other person compensation amounting to the regular salary for the notice period.</p>
<p><b>Rights for Part of a Year</b></p>	<p>You are entitled to receive your Annual Vacation and Holidays rights even if you have not worked for a full year (you will be entitled to a proportional number of days). For Severance Pay and Recuperation Pay, you are entitled to receive your rights also for part of a year's work, as long as you have worked for over one year.</p>
<p><b>Pregnancy and Maternity</b></p>	<p>It is illegal to fire a pregnant worker. When you give birth you should get coverage for your hospital stay as well as a one-time birth payment and three months of paid maternity leave from the National Insurance. It is important to come to the hospital with your passport and all the pregnancy follow-up documents.</p>

<p><b>Health Insurance</b></p>	<p>Your employer must organize health insurance for you and is entitled to deduct from your salary not more than 106 NIS a month. If you want to organize health insurance by yourself you can do so (at the moment only with Harel insurance company: 03-7547020)</p>
<p><b>National Insurance</b></p>	<p>The employer must insure you with National Insurance. It is important that you get a copy of the payment receipt with the National Insurance file number of your employer, which you will need if you stay in hospital (a work accident or giving birth).</p>
<p><b>Medical Care</b></p>	<p>All the medical treatments you have are covered by your private health insurance, except for work accidents and birth giving hospitalization, which are covered by the National Insurance. In case of emergency even if you don't have health insurance or a valid visa you can get medical care at any hospital (but will be charged later).</p>
<p><b>Sexual Assault</b></p>	<p>Sexual assault and sexual harassment is illegal under Israeli law. This includes a threat to fire a worker if she refuses to have sex, indecent assault or offers of a sexual nature. Any worker who was harassed can contact Kav LaOved.</p>

If your complaint concerns unpaid salary, contact:  
 Attorney Iris Maayan of the Ministry of Labour at: 050-6240546



**ARDC**

**African Refugee Development Center**

## **Humanitarian Assistance for Asylum Seekers and Refugees**

### **About the ARDC**

The ARDC, founded in 2004, is a non-governmental organization created to assist, support and empower the African refugees seeking protection and safety in Israel. The ARDC divides its work between individual counseling, humanitarian aid, education and community development programs. It also advocates for the rights of refugees and asylum seekers and for a humane and fair Israeli asylum policy.

The ARDC provides the following services:

- **Individual Assistance:** Individual counseling, referral and other assistance in issues related to the asylum application procedure, health, housing, employment, education, social and psychological care. English and Hebrew language classes, tutoring and counseling to refugee children, their parents and adults.
- **Humanitarian Aid:** The ARDC operates shelters for families, women, elderly persons and unaccompanied minors in Tel Aviv. It provides humanitarian assistance, including accommodation, medical care, food and emergency supplies to refugees.
- **Community Development:** The ARDC supports refugee communities in issues related to leadership, communication, planning community, financial management and advocacy.
- **Social Networking and Volunteerism:** The ARDC facilitates the integration in and interaction with the Israeli society through cultural exchange and bridging programs. This includes a refugee volunteer program geared to promote refugee volunteerism within the wider Israeli community.

## Contact Us

### ARDC - African Refugee Development Center

52 Golomb St. 2nd floor, Tel Aviv  
(near the new central buss station)

Phone: 054 638 8633 (English, French), 054 681 6333 (Amharic, English)

Fax: +972 672 0558 | Email: [info@ardc-israel.org](mailto:info@ardc-israel.org) | [www.ardc-israel.org](http://www.ardc-israel.org)



## Information about Humanitarian and Psychosocial Assistance for Asylum Seekers and Refugees

Assaf works to protect refugees and asylum seekers who have found refuge in Israel. The organization aims to advance their rights and improve their official and public status on the basis of international law and morality. Assaf seeks to reinforce the ability of refugees and asylum seekers to cope with social, financial, and psychological difficulties; to ensure the wellbeing of refugees in Israel; and to provide safe and humane refuge.

Assaf helps refugees and asylum seekers throughout Israel. The main activity centers are in Tel Aviv, Eilat, and Arad – areas with a particularly high concentration of refugees.

Assaf's activities for refugees include:

1. **Assistance for individuals and families**
  - Help and assistance during the initial stages of settling in Israel
  - Referral and assistance in contacting institutions and organizations

- Referral and assistance in contacts with medical services
- Assistance in finding jobs
- Psychological help as required
- Mediation

## 2. **Children**

- Support for children
- Referral of children for registration to schools
- Accompanying children and maintaining contacts with the school as necessary

## 3. **Youths**

Managing and funding apartments for youths in Israel without their family. Help finding accommodation. Referral to study and employment frameworks. Psychological support. Volunteers provide accompaniment and mentorship as required.

## 4. **Communities**

Accompanying and helping the development of refugee communities  
 Providing organization, communal, and psychosocial tools for leaders in the refugee communities

## 5. **Emergency relief**

Assistance for individuals or families facing medical or humanitarian emergencies.

## 6. **Promoting rights**

Advocacy work with the authorities to promote the social rights of asylum seekers and refugees  
 Promoting the rights of defense of asylum seekers and refugees through the legislative and executive authorities

**For further details and to obtain assistance in the areas detailed above, please contact:**

Assaf – Aid Organization for Refugees and Asylum Seekers  
 52 Golomb St. 2nd floor, Tel Aviv (near the new central buss station).  
 Phone no: 07-22513838 , Fax no: 07-22513837, email: [assafaid@gmail.com](mailto:assafaid@gmail.com),  
 website: [www.assaf.org.il](http://www.assaf.org.il)



**Mesila**  
**Assistance and Information**  
**Center for Foreign Workers**

**Municipality of Tel Aviv - Jaffa**  
**Social Services Administration**  
**Social Services Division - South**

## **Information and Humanitarian Assistance for Asylum Seekers and Refugees**

Mesila – The Assistance and Information Center for Foreign Workers and Refugees – belongs to the Municipality of Tel Aviv, a city that seeks to promote the welfare of all its residents, regardless of government policy toward them.

Address: 3 Rishon Lezion St., Tel Aviv

Telephones: 03-6879727 / 03-6877796

Reception hours: Monday 12:00 – 18:00 / Wednesday 14:00 – 19:00

### **Mesila's activities to assist asylum seekers**

1. Individual assistance in diverse fields (humanitarian, bureaucratic, legal)
2. Mediation between the refugee population and various institutions and authorities (welfare, health, education)
3. Guidance and assistance regarding status and visas
4. Responding to cases of domestic violence
5. Locating and caring for children at risk and children with special needs
6. Assistance in registering children for pre-school and school
7. Individual mentorships for children
8. Fun days and activities for children
9. Caring for children who do not have guardians – individual mentorship, soccer team in cooperation with Hapoel Tel Aviv, finding alternative accommodation to shelters
10. Hebrew Ulpan for adults – beginners, intermediate, and advanced

11. English lessons for adults – beginners, intermediate, and advanced – in the evenings
12. Assistance and information on health issues: Guidance in prevention and treatment; assistance and guidance for women after giving birth; assistance registering children for health insurance through Meuchedet HMO
13. Close cooperation with the Mother & Child clinic adjacent to Mesila for children under the age of six
14. Establishing after-school clubs for asylum seekers children
15. Assistance in activities in the shelters
16. Assistance and guidance in filling in official forms
17. Policy advocacy – through contacts with the government, Knesset committees, municipal bodies and other officials

The education rights of asylum seekers children:

Every child between the age of 3 and 16 is entitled to a place in the municipal education system, including pre-schools and schools. Mesila will be glad to help you and your children realize this right.

Mesila

Assistance and Information Center for Foreign Workers

Municipality of Tel Aviv - Jaffa

Social Services Administration

Social Services Division - South



## Information and Rights for Asylum Seekers and Refugees in the Field of Health and Medical Care

Every person has a basic right to receive decent health services. PHR-Israel helps refugees and asylum seekers to realize their right to health through work with state agencies, insurance companies, employers, and others. The organization also works to promote a fair solution extending the cover provided in the National Health Insurance Law to refugees and asylum seekers living in Israel.

**Refugees and asylum seekers living in Israel are entitled by law to various rights. It is important that you insist on your rights, and it is important that you know that you have a right to:**

- Private health insurance arranged by your employer.
- Insurance through the National Insurance Institute protecting you against work accidents and providing benefits in the event of pregnancy and childbirth.
- Unconditional emergency medical treatment at all hospitals throughout Israel.
- Monitoring services during pregnancy and childbirth at Mother and Child clinics.
- Health insurance for your children.
- If you are not working, you have the right to purchase health insurance privately.

PHR-Israel invites you to contact us for help securing your rights, for more detailed information, and for assistance in your contacts with the authorities on health-related issues, including legal aid as required. Telephone: 03-5133103, 03-5133104.

PHR-Israel also operates an open clinic run by volunteer physicians. The clinic serves all people living in Israel who do not have health insurance.

**Clinic opening hours:**

Sunday, Tuesday, Wednesday: 17:00 – 20:00 (there is no need to make an appointment)

Monday – gynecologist: 17:00 – 20:00 (please make an appointment in advance)

Friday – children's clinic: 9:00 – 12:00

**Address of the clinic:**

9 Dror St., Tel Aviv – Jaffa

The clinic can be contacted directly by telephone: 03-5133120

# Contact Information for Aid Organizations

## **United Nations High Commissioner for Refugees**

Tel: 03-5167-700

## **Refugee Rights Legal Clinic at Tel Aviv University**

Tel: 03-640-6772/ 03-640-5264

## **Hotline for Migrant Workers**

Tel: 03-5602530

## **Kav LaOved**

Tel: 03-688-3766

## **A.R.D.C. - African Refugees Development Center**

Tel: 054-638-8633 (English and French)

Tel: 054-681-6333 (English and Amharic)

## **Assaf - Aid Organization for Refugees and Asylum Seekers**

Tel: 07-22513838

## **Mesila: Assistance and Information for Foreigners in Tel Aviv**

Tel: 03-687-9727 / 03-687-7796

## **Physicians for Human Rights**

Tel: 03-5133120