

The Elah Center for Coping with Loss offers help to people dealing with traumatic loss. The Elah Center works with a large team of experienced therapists, and offers various forms of therapy and treatment

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From the Chairman

2020 was a difficult and troubled year, during which each of us had to deal with the Coronavirus personally and professionally. For our organization, the pandemic presented the challenge to continue providing our services in the face of restrictive measures, while protecting both clients and staff. In these times of need, the flexibility, creativity and dedication of Elah's staff manifested itself once again, and all kinds of new and alternative types of support were introduced.

The Elah Center adapted very quickly to the new reality. Right from the start, our infrastructure allowed us to switch to online interaction with all clients, in particular Holocaust survivors and the Dutch community. We launched a psychological Helpline for people who experienced sudden loss, for the elderly and for Holocaust survivors. Elah staff members operated the Helpline, and answered hundreds of phone calls in the course of 8 months. If a single conversation via the Helpline did not seem sufficient, staff members 'adopted' the caller, opting for a more extensive treatment

We learned a lot from the limitations caused by the pandemic. It led to new developments within the organization and even to a change of perspective. We established that it is possible to treat people remotely in a professional manner. In addition, we discovered the new medium 'Zoom', which allows us to bypass geographical restrictions and set up therapeutic groups in which people from all over the country can participate.

I would like to take this opportunity to thank all those involved in the activities of the Elah Center: Yaela Cohen and Bennie Leezer, who as a team take care of management; the staff members (both employees and freelancers), and our dedicated volunteers; private donors, foundations, government agencies, and the many organizations we work with; and finally, the members of the executive board and the audit committee. All of them together enable us to do our blessed work.

Yahel Shachar

Short summary of 2020

During 2020, with the rise of the COVID-19 crisis, we did our best to adapt Elah's services to the new requirements. We aspired to give our clients meaningful support despite the mandatory distance, and to assist them in these difficult circumstances.

Remote Care - As the crisis begun taking shape, we took care to offer remote treatment to all our clients, particularly to Holocaust survivors and members of the Dutch community. Some therapeutic and social groups had to be temporarily suspended, until given the green light to meet again. Other groups switched to Zoom activities. In any case, we maintained contact with all participants throughout the year, even when no group activities were taking place.

Helpline - We launched a psychological Helpline to support people who suffered traumatic loss and to support elderly citizens, especially Holocaust survivors. Elah staff members operated the Helpline, and supported hundreds of people in distress in the course of 8 months.

Adoption plan - People who were not sufficiently helped by a single phone conversation, were teamed up with a staff member, who stayed in touch with them on a daily basis for the following three months. All in all, around 150 people were "adopted" and supported by our special emergency team, that consisted of staff members, students and interns.

Care for families of COVID-19 victims - More than 6,000 families have lost a close relative to the Coronavirus. Those who contacted the Elah Center received psychological help, through individual, family or group therapy. During this time and in the following months, relatives of Coronavirus victims will continue to receive support.

- At the Therapeutic Center, we noted a significant increase of requests for help in 2020, most of them cases of 'unrecognized loss'. These are cases of traumatic loss, such as acute illnesses or accidents at home with fatal consequences, for which no government or otherwise funded relief assistance exists. We also noted an increase in the number of organizations refering to us clients with loss and grief-related problems.
- We remain strongly committed to the Dutch community. We provided individual and group therapy, and continued our community and volunteer work as intensively as possible.
- The number of Holocaust survivors we treat through the Ministry of Finance's Institute for Survivors' Rights has grown over the last year.
- During his visit to Israel in January 2020, the Dutch King Willem-Alexander was welcomed by co-CEO Bennie Leezer.
- Staff members attended a course in EMDR, a successful method of treating trauma.
- On June 22, 2020, our beloved colleague Dr. Sara Kalai passed away. We miss her dearly.



Sara Kalai

2,186

Requests for help via the Helpline

8,116
Clients

2020 in numbers

Elah clinics

446
Groups

159,887

Treatment hours

85
Volunteers

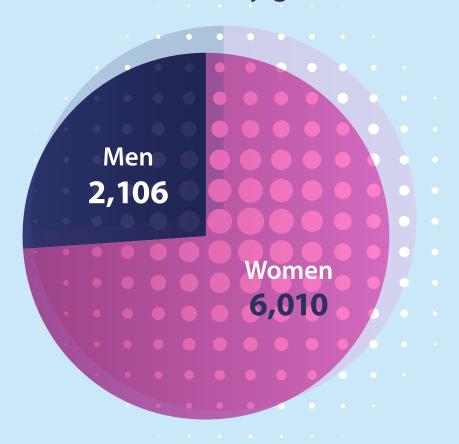
316
Freelancers

Staff members

Clients



Distribution by gender

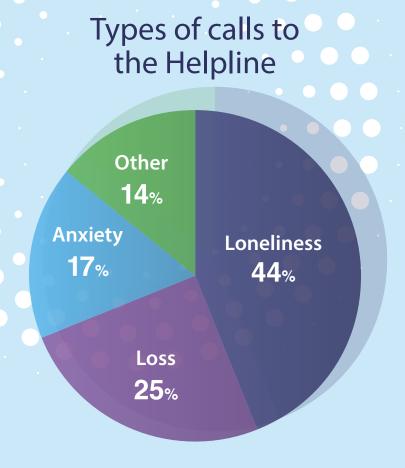


Elah's Activities during the Coronavirus crisis

Helpline

At the beginning of the first pandemic wave, we opened a Helpline for psychological support, operated by social workers and therapists of the Elah Center. The line was open from March 10 to June 30, 2020, and again from October 12, 2020 to February 28, 2021. Initially, the line was set up for people in long-term quarantine, but as the crisis grew longer, assistance was offered to any person in psychological distress due to social isolation. The service was offered free of charge.

The Helpline received 2,186 calls from mostly elderly people, including Holocaust survivors, relatives of Coronavirus victims, people who felt anxious or tense, and people who suffered from the isolation. In some cases we involved other help organizations such as The Food Bank.





For our special efforts during the Covid-19 era, Elah received an honorable award from the Ministry of Social Equality

The adoption plan

If an emergency call needed a follow up, we presented the caller with the option of a "telephone adoption plan". This enabled him to team up with a staff member who contacted him on a daily basis. Around 150 people were adopted. The Helpline service was provided free of charge.

Quotes from adoptees:

"The therapist was amazing, putting her heart and soul on the line. At the time I was overcome by fear and I had gloomy thoughts. Our conversations gave me a lot of relief and made me feel better."

"As a result of the Coronavirus crisis, I felt depressed. Just the fact that I had someone to talk to and share my feelings with, was wonderful. The therapist was very pleasant, empathetic and involved."

"It was good that she called. I noticed the therapist was thinking of me. Her interest convinced me that I'm not alone in this world. I was surprised that we could develop such a relationship, and that someone cared so much about me. It helped me a lot."

Support group for social workers in homes for the elderly

In 2020, we organized 2 meetings for social workers employed in homes for the elderly. The meetings, attended by social workers from all over the country, provided everyone with the opportunity to reflect together on the difficult working conditions, to explore ways to deal with Corona-related issues, and to support and motivate each other.

Support group for relatives of Coronavirus-victims

In this support group, we joined people who lost a family member to COVID-19. The goal was to internalize and process the unexpected and heavy loss that all 10 group members encountered. The group met 12 times.

Coronavirus support group for residents of retirement homes

Elah organized a support group for residents of retirement homes who having been confronted with the Coronavirus, suffered psychological distress. The group met 5 times and consisted of 16 people.

The Therapeutic Center

During our lifetime, we all experience difficulties and loss: the death of loved ones, emigration, divorce, dismissal, the loss of physical and cognitive functions, or loss of status. Those situations sometimes call for help. No matter how old we are, therapy can help us to become aware of and analyze the issues we are dealing with, and give us tools and guidance for the process of recovery. Ultimately the aim of therapy is to develop an understanding and acceptance of ourselves, and enable us to live meaningfully.

Therapy can be short-term or long-term, individual, with a partner or with other family members.

The Elah Center also provides psychiatric treatment and advice on the use of medication to treat mental illness.

Due to the Coronavirus pandemic, we experienced an increase in the demand for support and treatment. We also expanded our network of affiliated organizations, and strengthened ties with existing partners. These led to a significant increase in the activities of the Therapeutic Center and in the number of applications for treatment.

Unrecognized Traumatic Loss

The passing of a family member is a painful experience, but when the death occurs under traumatic circumstances, it tends to be even more difficult to cope with. Sudden loss can evoke strong reactions and cause symptoms of post-trauma.

The Therapeutic Center treats many people who experience unrecognized traumatic loss. These are cases of traumatic loss such as acute illness or fatal accidents at home, for which no government-funded assistance program exists. In the Therapeutic Center we are aware of the importance of immediate intervention after traumatic loss. Our fundraising is dedicated to the provision of treatment to people who suffered unrecognized loss.

During the COVID-19 crisis, due to restrictive measures, the phenomenon of unrecognized loss became even more acute. People who were infected with the virus were kept at a distance from relatives during their illness, while the funerals of victims, as well as the shiv'ah, were limited to a small number of relatives. As a result, we noticed a strong increase in the number of people seeking help after a loss.

This year we assisted 69 clients who experienced unrecognized loss. They received a total of 1,129 hours of treatment

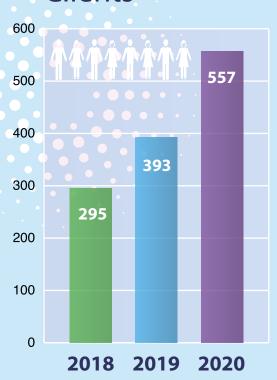
Individual, couples and family therapy

People in need of psychological support can contact the Therapeutic Center privately. In addition, clients are referred to the Center for fully or partially subsidized treatment by agencies such as the Ministry of Defense (relatives of fallen soldiers), the National Insurance Institute (relatives of victims of terror), the Ministry of Foreign Affairs, the Jewish Agency, the Ministry of Immigration, the Israeli Electricity Company, the Israeli Railroads, and non-profits such as Kamim (parents who lost a child due to illness), Tsa'adim Ktanim, Achat Mi'tesha, Hamal Bar Geffen, 'Israeli Caregivers', and the Michael Levin Center for Lone Soldiers.





Clients



In 2020, the Therapeutic Center invested 811,340 NIS in treatments that were either subsidized or free of charge

Group therapy

The Therapeutic Center supervised two groups for Second Generation Holocaust survivors, a group for victims of war trauma, a group for relatives who experienced sudden loss, a group for widows, a group for mothers who experienced stillbirth, a group for relatives of Coronavirus victims, and a group for residents of elderly homes.



Psychiatric Consultation

The Elah Center offers psychiatric treatment and advice on medication for psychological problems.

In 2020, 62 clients received a total of 132 hours of psychiatric treatment

Holocaust Survivors

The Elah team is made up of professional and experienced therapists, who specialize in supporting Holocaust survivors. The therapists receive clients at one of the Elah clinics, or visit clients at their private homes. Holocaust survivors with cognitive impairments are offered various kinds of creative therapies including art, music, animals or gardening therapy. In addition, the Elah Center organizes therapeutic and social groups for survivors. The groups meet in homes for the elderly and day centers across the country and are funded by the Ministry of Finance's Institute for Survivors' Rights.

The ultimate goal of all treatments is to alleviate feelings of loneliness and social isolation, to acquire coping strategies and to find meaning in life, despite the continuing presence of symptoms.

Many Holocaust survivors experienced the Coronavirus era, characterized by loneliness, confusion, fear, and lack of control, as a difficult time. They were locked up at home and not allowed to meet family and friends. Activities in the elderly homes and day centers were cancelled, and even when resumed many were too scared to participate. As a result, we have seen a rise in the number of requests for individual help from Holocaust survivors in the past year.

With the approval of the Institute for Survivors' Rights, we were able to adjust the protocol. Overnight, we changed most treatments into online treatments via Zoom or over the phone. In addition, we were given permission to divide weekly one hour sessions into two half hour sessions per week, and thus provide more continuity in the contact.

In 2020, more than 5,100 Holocaust survivors received a total of 124,000 hours of treatment and other services

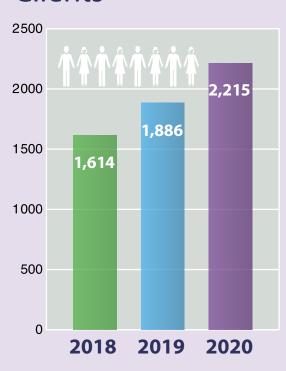
Individual, couples and family therapy

Since 2011, Elah provides therapeutic services to Holocaust survivors, funded by the Holocaust Survivors' Rights Authority. Due to limited mobility, most survivors are treated at home. As a result of the Covid-19 pandemic, most of the treatments were online, over the phone or Zoom.

Hours of Treatment



Clients



Miri practices Animal-Assisted Therapy

Our therapist Miri tells the following story:

My client was infected with Coronavirus and recovered, but the clarity she experienced before her illness seemed to have disappeared. Let's hope that's only a temporary phenomenon.

Yesterday I went for a visit. My client's daughter expressed fear that her mother won't remember me. "No problem", I answer her, "we will just fall in love with each other all over again".

Indeed, my client did not remember my name, but with one glance she decided that I'm a good friend, and believed me when I told her everything will be okay.

She appeared a little confused and claimed she is not in her own house, but as we explored the house together, she smiled and recognized pictures on the wall, especially the one I took of her and her late dog Finchi.

Her children are amazed and don't know how to thank me. They learnt that even if the memory deteriorates, the part that relates to feelings, and especially to love, remains functional.

Therapeutic groups

Elah organizes therapeutic groups for Holocaust survivors in homes, day care centers and clubs for the elderly. Each group has a small number of participants, who meet once a week to talk about past experiences, support each other and discuss coping strategies.

People who experienced traumatic episodes can benefit greatly from contact with companions in distress. Interaction with other survivors can lead to insight and understanding.

In 2020, we moderated seven therapeutic groups for Holocaust survivors, in which 73 people received more than 1,862 hours of treatment. The groups are funded by the Institute for the Holocaust Survivors' Rights Authority. Due to the Coronavirus crisis, most of the support groups were temporarily put on hold, and replaced by individual coaching.

Social groups

The Elah Center organizes social groups for Holocaust survivors. In these groups we encourage participants to share their life experiences, sometimes using tools such as writing, art, music, animals, exercise or gardening.

Due to the Coronavirus crisis, group meetings were cancelled and replaced by individual care.





As a result of the Coronavirus crisis, the number of participants in the groups increased, while the total of treatment hours decreased.



Help Centers

Help Centers for families who experienced traumatic loss

The passing of a close family member can be a traumatic event, especially when it happens unexpectedly, and the cause of death is violent and unnatural.

Sudden loss can lead to dramatic changes in mood and outlook on life. Surviving relatives often go through an emotional crisis and struggle with a complicated grieving process. The Coronavirus crisis and its restrictive measures regarding social contact in general, and Jewish death rituals in particular, have made the process of grief and mourning even more difficult.

Counseling and support from professionals, from the early stages of the mourning onwards, are of crucial importance for the coping process.

At the end of 2017, the Elah Center was commissioned by the Ministry of Labour, Welfare and Social Services to set up and coordinate several Help Centers, where close relatives of victims of homicide, suicide and traffic accidents receive several types of support.

In the Help Centers, currently located in Haifa, Kfar Kana, Hadera and Jerusalem, affected families get free counseling services or are referred to external therapists for individual, couples or family therapy. Family members can also join support groups, sign up for spiritual care, or participate in group activities.

During this treatment year, we set up the volunteer project 'Helping Relatives to Help Relatives'.

Relatives of victims of homicide are entitled to legal assistance through the Ministry of Justice.

In 2020 we welcomed 344 new families in the Help Centers or 1,467 family members. In total we supported 2,869 family members

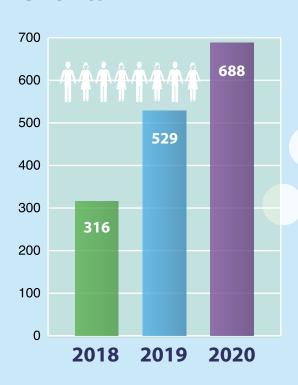
Individual, couples and family therapy

In 2020, 688 people received psychotherapy or spiritual care at the Help Centers. In addition, 239 clients were referred to external therapists.

Hours of Treatment



Clients



Memorial and commemoration ceremonies

In 2020, 3 online memorial and commemoration ceremonies were held for bereaved families. Hundreds of family members attended the broadcasts of the ceremonies, together with employees of the aid centers, co-workers from Elah, and singer Harel Skaat.







Support groups

Because of Covid-19 restrictions, we moderated several online support groups for people who lost a loved one via Zoom. Online groups are not bound to geographic areas, so we were able to start a number of nationwide groups, such as a group for younger siblings, a group for orphaned adolescents, and a group for grandparents who lost a grandchild. In addition, we supervised a group of volunteers in Jerusalem and one in Hadera. In total 16 volunteers participated in the supervision groups.



Crisis intervention

When a traumatic accident occurs in a company or organization, it has a major impact on staff and management. Experience shows that immediate intervention by mental health workers at the scene of the accident is essential to the processing of the event and the prevention of PTSD in the bystanders involved. Another aspect of crisis intervention is the focus on development of personal and communal resilience.

In 2020, Elah counsellors conducted 30 crisis interventions,

9 of which were emergency interventions and 21 resilience interventions.

In total 378 participants joined the interventions



Spiritual Care

The Elah Center has a team of 30 therapists who specialize in 'Spiritual Care'. The underlying assumption of this treatment method is that in times of hardship, when existential questions present themselves, people like to address their own inner spiritual resources, from which they can draw strength, meaning, hope and healing. Under the guidance of the spiritual counselor, and with the help of various techniques like poetry analysis, listening to life stories, philosophy, writing, personal prayers or breathing exercises, contact with the intimate inner self can be established.



Spiritual Care Courses

The Elah Center is involved in two 'Spiritual Care' courses. The Rambam College in Haifa, in collaboration with Elah, organizes a course for multicultural spiritual care. In addition, the Psychological Advice Service of the Ministry of Education organizes the course 'For the Spirit', also in collaboration with the Elah Center.

The Dutch Community

The Elah Center was founded in 1979 by and for the Dutch community in Israel, and to this day, the Dutch community is an important target group. Members of the community are entitled to subsidized individual and group therapy, and they can participate in social groups. In addition, we coordinate a nation-wide volunteer project for the Dutch community, and we organize national events.

Due to the Coronavirus crisis, we had to cancel the 2020 Holocaust commemoration, as well as the annual 'Volunteer Day'.

The social groups were not allowed to meet. Instead, community workers were in touch with group members on an individual basis, either by phone, post, or e-mail.

Approximately 800 people from the Dutch community received 12,000 hours of service



Individual, couples and family therapy

In 2020, Dutch people of all ages received subsidized assistance (individual, couples or family therapy or psychiatric advice) in Dutch or Hebrew. Among the clients were Holocaust survivors, their partners, children and grandchildren, but also Dutch without Holocaust-related problems.

Common themes are the Holocaust, immigration and integration, family problems, intercultural encounter, loss and grief.

Group therapy

We moderated a Dutch-speaking group for child survivors, a bibliotherapy group and a writing group.

Social groups

Assisted by volunteers, social workers from the Elah Center moderate social groups in all parts of Israel. These groups enable the participants to build social networks, engage in group activities and provide mutual help and support.



Volunteers

The Elah Center coordinates a network of over 80 volunteers. Some volunteers make home visits to the elderly, help with small chores or accompany them to doctor's visits. Other volunteers perform practical tasks within the organization, or help to prepare group meetings, or maintain the mobile libraries with Dutch-language books. Whatever their contribution, all volunteers receive individual and group supervision, they attend lectures on volunteering, and discuss their experiences with the regional social worker.

In 2020, the volunteers adapted their activities to COVID-19 regulations and found alternative ways to help and contribute to the organization and its clients.

Activities of Elah Nederland (STEN)

With the help of the Elah Nederland association (STEN), we kept in close contact with our Dutch friends, private donors and foundations. We sent out Elah's monthly digital newsletter to hundreds of addresses in the Netherlands, we published articles and advertised in the Dutch media. Just before the outbreak of the pandemic, representatives of Elah Israel visited the Netherlands. They met with the STEN board, and with members of Elah's Committee of Recommendation, and had professional meetings with affiliated (Jewish) organizations in the Netherlands.



Lectures, workshops and conferences

Our staff members give lectures to general audiences, to professional teams and for colleagues, both on location and online. The lectures cover our main areas of expertise: traumatic loss and dealing with crisis, Holocaust survivors and their descendants, family and couples. Elah staff members also present their work at professional conferences and seminars.

In 2020, we gave 15 lectures. A total of 369 people participated in the lectures, amongst them professionals from educational institutions, from the Bank of Israel, from municipal authorities and the Ministry of Foreign Affairs.

In 2020, we gave 15 lectures. A total of 369 people participated in the lectures



























Training and supervision

Because of Elah's expertise in the field of traumatic loss and grief, we are often invited to train and supervise professionals and volunteers from other non-profit organizations.

The Elah Center has an accredited internship program for BA and MA students of social studies from Tel Aviv University and for psychotherapy programs from various institutions.

These activities allows us to pass on our knowledge and experience, to learn about new developments, and to contribute to the advancement of a new generation of talented professionals and volunteers.

In 2020 we supervised 6 students and 2 trainees from the psychotherapy training.

Professional training

In 2020, staff members provided additional training to employees of the Michael Levin Center for Lone Soldiers, employees of the ASSAF foundation for asylum seekers, Christians from the Netherlands who do short-term volunteering in Israel, lawyers who work with relatives of homicide victims, social workers and 'Spiritual Care' therapists who work in the field of bereavement.

In 2020, 18 professionals received 165 hours of additional training or supervision

Social Media, Publications and Research

With the help of PR agency PeerLevin, we expanded our activities on Facebook in 2020. We posted a100 messages, got 340,000 views and 600 likes. We published various articles in the media, and staff members were interviewed on radio and television. The bilingual digital newsletter (Hebrew and Dutch) was redesigned and upgraded. It is sent on a monthly basis to thousands of subscribers.





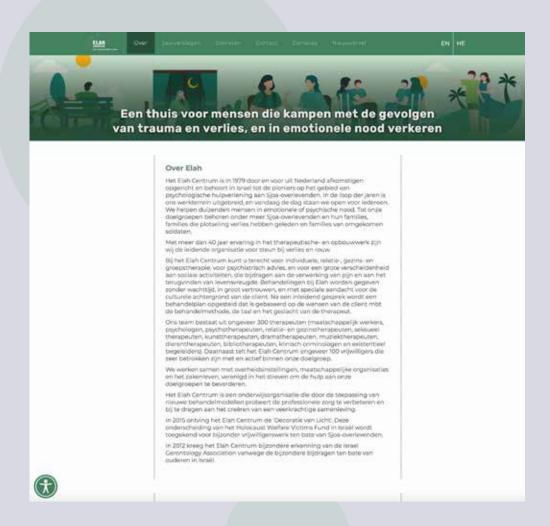
מרכז אלה - להתמודדות נפשית עם אבדן



Active on Social Media: 100 posts, 340,000 views and 600 likes

Website

In 2020, we upgraded our website. It provides regularly updated information about our staff and activities. Visit our website on www.elah.org.il/el



Financial Report

in NIS (in thousands of shekels)

Operational turnover 29,281

Net financing expenses

(40)

Total expenses

(28,275)

Net result

966

Thanks to our donors

(in alphabetical order)

Carel Abas Foundation
Christian Reformed Bethel Church
Danielle Fund for Hope
Family Arkin Fund
Israel Collective Maror Funds Foundation
Israeli Ministry of Finance
Israeli Ministry of Health
Jewish General Support Fund
Joseph & Krystyna Kasierer Fund

Machaseh Lajesoumiem

Matay Fund

The Netherlands Ministry of Health, Welfare and Sport

OPC Energy Ltd

Tel Aviv Municipality



And many private donors in Israel and The Netherlands

Help Elah

support our projects

As a non-profit organization, Elah is dependent on donations.

- You can help us and our clients by donating to the "Elah for Everyone" fund. This fund aims to provide psychotherapy to people without sufficient financial resources. The costs of therapy are \$80 per session (home therapy \$100), while \$1,600 (home therapy \$2,000) guarantees half a year of therapy.
- You can also help by donating to the "Danielle Fund for Hope". Donations to this fund will be used to give suicide prevention therapy to young adults.

Every gift helps! Any amount is most welcome.

Elah has been recognized by the Israeli and Dutch authorities as eligible to receive tax-deductible donations.

Tax deductible donation from the USA, Canada, or the UK, can be made through our profile at the JGive platform via our website.

How can you donate?

For donations from Israel

By credit card:

Visit our website www.elah.org.il and press "Donate Now", or call the Elah office at 03-6910921

Per bank transfer:

Transfer your gift to: Bank Hapoalim, branch 641, account number 225220 or IL 15 012 641 0000 0002 252 20 SWIFT: POALILIT

By check:

Send an (Israeli) check in the name of Elah to our office:

Yigal Alon 157, office 941, Tel Aviv 6744365

For donations from the Netherlands

IBAN No. NL75ABNA0550509615 in the name of Stichting Elah Nederland, Amsterdam

For donations from the USA, Canada, or the UK

Please use our profile at the Jgive platform:

https://www.jgive.co.il/new/en/ils/external/charity-organizations/524, or donate via our website: www.elah.org.il

About Elah

Elah Center Coping with Loss is an NPO that provides professional psychosocial assistance to the general public. Everyone experiences losses during their lifetime: the death of a loved one, divorce, dismissal, children who leave home, the loss of bodily functions, loss of status etc. In all these cases, Elah can offer help.

Elah was founded in 1979 by and for immigrants from the Netherlands and was the very first organization in Israel to provide psychosocial assistance to Holocaust survivors. Over the years, we have expanded our field of activity and by providing individual and group therapy, psychiatric counseling and a wide variety of social activities, we have helped thousands of people who experienced loss, mourning, trauma or personal difficulties.

Elah has six branches across the country and works with a growing team of qualified therapists who are familiar with different treatment methods and specialize in treating people who have experienced loss or crisis. Sensitivity, reliability and professionalism characterize the work of our therapists.

Elah strives to make psychosocial assistance accessible to everyone and to subsidize treatment for those who cannot afford it through 'Elah For Everyone Fund' with the help of donations.

Elah cooperates with numerous governmental and social institutions and is awarded the annual seal of good management (nihoel takien).

Board of Directors

Hans Vuijsje, chair Marco de Bock, treasurer Christiaan Ruppert, secretary Daniel Rosen Jacobson, member

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Mr. **Menno ten Brink**, rabbi of the Liberal Jewish Community of Amsterdam

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Internal Auditor

BDO Ziv Haft

Friends of Elah in the Netherlands (Stichting Elah Nederland)

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ANBI number: 8142 78 103



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מרכז אלה - להתמודדות נפשית עם אבדן



Registration number 580040947