

# Swords of Iron

## Emergency Phone Numbers

This resource provides critical information for family members and friends in Israel who may be in need of assistance. Please note many of these numbers and apps can only be accessed from within Israel.

**Updated: October 16, 2023**

### Hotlines for Families of Victims or Missing Persons

- Hotline for receiving information regarding hostages: 1229
- Hotline for missing persons (Home Front Command and Israel Police) 105
- [Hostages and Missing Families Forum](#): 03.547.7777
- National psychological care center for families of hostages and missing persons: \*6754 or 076.817.7860
- Hotline for missing soldiers: 1111 (extension 5 and then 4)
- IDF Casualties Office: 03.675.5000
- ATAL Equipment Center (Technology and Logistics Division) to report shortages in equipment and food: 052.615.6256 (WhatsApp only)
- National Insurance Institute emergency hotline line for immediate assistance to injured and bereaved families: 02-6269999 (operates Sun-Thu 8 am – 8 pm, Fri 8 am – 2 pm)

### National Emergency Services in Israel

- Israel Police: 100
- Israel Police (non-emergency): 110
- National Fire and Rescue Authority: 101
- Ambulance – Magen David Adom: 102
- United Hatzalah – 1221
- Israel Electric Company: 103
- Home Front Command (*Pikud Ha'Oref*): 104
- Home Front Command [app](#) and [website](#)
- Local authority (municipal or regional council): 106

## Israeli HMOs

- Clalit: 03.747.2010 (open 7am – 8pm)
- Maccabi: \*3028 (open 8am – 8pm)
- Leumit: 054.929.2273/2 (open 8am – 8pm)
- Meuhedet: \*3833 (open 8am – 7pm)
- Terem Medical Centers for after-hours medical assistance

## Mental Health Assistance

- [Natal](#) trauma hotline: 1.800.363.363
- [Eran](#) emotional first aid: \*1201 Hebrew, Arabic (extension 2), English (extension 10), Russian (extension 3), Soldiers and their families (extension 5), Holocaust survivors (extension 4).
- Eran, together with the Ministry of Aliya, opened an anonyms hotline for olim: \*2994
- Israel Ministry of Education's emotional help line: \*6552 (ext. 5)
- [Havinenu](#) psychological assistance and support hotline for religious and ultra-Orthodox: \*3251

## Useful Resources

- English-speaking hotline for parents of Lone Soldiers: 1.201.605.7440
- Hotline for senior citizens: \*8840
- [Yad Sarah](#) medical lending services: \*6444
- [Yedidim](#) for emergency roadside assistance connected with the current war: 077.600.1240 (1230 for non-war-related issues)
- [Haverim L'erfuah](#) - essential medicines and Medical equipment
- [Betipulnet](#) (Hebrew only) portal for psychological services with information and links to professionals
- [BetterHelp](#) mental health platform providing online mental health services directly to clients, up to 6 months of therapy at no cost for individuals who have been impacted by the war in Israel.
- [Jordan River Village](#), a respite village for children with life-limiting conditions, is extending a hand to evacuees. Families are invited to fill out their details in this form: <https://forms.gle/JAuTUyTUF435D4ew8> and will be contacted to coordinate arrival.
- Ministry of Aliyah and Integration's information call center: \*2994 or 03-973.3333
- Hotline for inquiries from parties wishing to donate personal protective equipment 073.353.8888 [Trumot\\_migun@mod.gov.il](mailto:Trumot_migun@mod.gov.il)

