



BUILDING ON OUR SUCCESS WORKING TOWARDS OUR FUTURE

2019 ANNUAL REPORT





CONTENTS

- 3 2019: A YEAR OF SUCCESS AND CHALLENGE – LETTER FROM THE EXECUTIVE DIRECTOR**
- 4 2019: BUILDING ON OUR ACCOMPLISHMENTS**
- 6 GUIDE DOG PARTNERSHIPS: A LIFETIME OF INDEPENDENCE**
- 8 PTSD SERVICE DOGS: HEALING MINDS, REBUILDING LIVES**
- 10 CANVELO: BUILDING ON TEAMWORK**
- 12 EMOTIONAL SUPPORT DOGS: THE POWER OF LOVE**
- 13 WHY I'M RUNNING FOR THE GUIDE DOGS – RABBI JONATHAN WITTENBERG**
- 14 A LETTER FROM OUR PUPPY RAISERS**
- 16 IN MEMORY OF NORMAN LEVENTHAL z'l**
- 18 FINANCIAL REPORTS**

2019: A YEAR OF SUCCESS AND CHALLENGE



Dear Friends,

2019 was indeed a year of success and building on the successes of recent years, as well as our now nearly 30-year mission of lovingly raising and training dogs to help Israelis with blindness and visual impairment, autism, PTSD and other disabilities, to live life to the fullest. Thank you for making this possible.

Thanks to the generosity of our friends, last year we provided a record total of 82 life-transforming dogs to those in need. We also successfully completed the two-year pilot phase of our PTSD Service Dog Programme to help the growing numbers of Israelis suffering from the trauma of war and terrorism.

And, as a result of the state-of-the-art birthing and training facilities of our new Puppy Development and Training Campus, last year for the second year in a row, we were blessed with a record number of puppy births – 137.

That's exciting, because it means we can provide many more Guide Dogs, Emotional Support Dogs, and PTSD Dogs in future years. But our increased capacity also brings the challenge of increased funding needs, as we need to hire more staff, instruct more trainers to raise and train these dogs and instruct our clients, and provide additional supplies for our dogs and clients.

There were also several UK fundraising firsts that occurred, including over £12,000 raised by our Patron, Rabbi Jonathan Wittenberg, when he ran the Jerusalem marathon. In May I had the honour to participate in the inaugural UK Friends cycle in Israel with our tandem cycling club, Canvelo, which managed to raise just over £6,000, and for the first time, we secured a three-year funding commitment from a UK Family Trust to fund our PTSD programme for three years, for a total of £108,000.

But our work and our mission has never been about numbers. It's always been about transforming our clients' lives long-term by providing wonderful dogs that enable them to enjoy exceptional independence, safe mobility, and the freedom and confidence to pursue their goals and dreams and, of course, the love and companionship that heals and enriches for a lifetime.

All our successes, and all the ways we've overcome the many challenges we've faced, have only been possible thanks to the generous gifts and friendship of our many supporters like you.

With your continued support, we'll continue expanding our services, and providing even more Israelis with the life-changing benefits of partnering with a special four-legged friend. Thank you!

Gratefully,

Martin Segal MInstF
UK Executive Director



2019: BUILDING ON OUR ACCOMPLISHMENTS

OUR MISSION



The Israel Guide Dog Centre for the Blind is the only internationally accredited guide dog programme serving Israel's 24,000 blind and visually impaired citizens and the only such programme in the entire Middle East.

Operations began in 1991, with a mission to improve the quality of life of Israelis who are blind, by providing them with safe mobility, independence and self-confidence, through the faithful assistance of guide dogs specially trained in Hebrew for the challenging conditions in Israel.

HONOURS AND ACCOMPLISHMENTS

1 In 2019, we had 137 puppy births directly attributable to the new Puppy Development and Training Campus, especially the new birthing centre and kennels.

2 In 2019, we provided 82 partnerships pairing Israelis who have blindness, autism, PTSD, or other disabilities, with guide dogs, emotional support dogs, and PTSD dogs.

3 Our successful PTSD programme was created to help IDF veterans suffering the trauma of combat. We will be sending a trainer to New York to be instructed in further techniques in training PTSD dogs.

4 The excellence of our work continues to be recognised by the *Midot Seal of Effectiveness* – Israel's highest honour given to non-profits – and by the International Guide Dog Federation.

5 Our on-site Ph.D. psychologist continues to improve outcomes and success rates for our clients and staff. Along with the training staff, he evaluates people who request our services, and provides critical support to our clients.





“Nero is easy to work with...calm, confident and well-behaved.”

GUIDE DOG PARTNERSHIPS: A LIFETIME OF INDEPENDENCE

PROFILE: Dror & Nero



Dror was nearly blind when he joined the Israel Air Force. Although exempt from military service because of his visual impairment, he volunteered to continue serving his country, and did so successfully despite his deteriorating eyesight, becoming a computer specialist.

When Dror received his second guide dog, Nero, a yellow Labrador, he was delighted to discover what a great team they made. Dror reports, “Nero is easy to work with...calm, confident and well-behaved.”

Having Nero allowed Dror to resume his active lifestyle: riding a tandem bike from Northern Israel to Eilat; participating in the inaugural UK Friends cycle in Israel; taking a ten-day bike tour in northern India; and even climbing Africa’s Mt. Kilimanjaro! Although Nero does not help Dror compete, he accompanies him as his able guide dog when traveling to and between events.

With Nero by his side, Dror has the independence and confidence to visit his four children and grandchildren, while working as a massage therapist and consulting as an Accessibility Analyst for businesses.

Like a proud parent, Dror looks at Nero and beamingly admits: “We love being together. And, I am so grateful to all the people who made our relationship possible.”

“Who would have thought I could have found my great friend after becoming blind.”





PTSD SERVICE DOGS: HEALING MINDS, REBUILDING LIVES

Many IDF veterans, as well as civilians, suffer from post-traumatic stress disorder (PTSD), a debilitating condition. Studies – and reports from our clients – demonstrate that PTSD dogs can significantly alleviate the frequency and severity of traumatic symptoms, including nightmares and flashbacks.

In 2018, Israel Guide Dog Centre started a pilot programme to train service dogs specifically for IDF veterans suffering from acute PTSD.

Like guide dogs, PTSD Service Dogs are transformational – extending into every area of our clients' lives. It's crucial we team each person with a dog best suited for his/her capabilities, lifestyle, mobility, personality, and psychological needs.

As with guide dogs, when we accept an applicant, we must carefully match them with a dog right for them. The power of this bond can turn ordinary moments into extraordinary ones.

As a result of our resounding success in the pilot phase, we are gearing up to expand the PTSD Service Dog programme. We are working with NATAL – the Israel Trauma Centre for Victims of War and Terror – to help us identify candidates.

We plan for our senior Mobility and Guide Dog Training Instructor to travel to New York, when circumstances permit, to learn even more advanced techniques to assist PTSD sufferers.

PTSD dogs can calm IDF veterans during panic attacks, wake them from nightmares and orient and calm them in public situations.

This helps IDF veterans who have given their all for their country to feel safer, lowering anxiety when reacting to loud noises, and helping them forge connections and companionship to reduce depression, isolation, and guilt feelings.

We have already seen PTSD dogs make huge improvements in our clients' lives. It turns out that when someone suffering from PTSD knows they can rely on their four-legged best friend, the frequency and intensity of their nightmares are consistently reduced.

Additionally, people with PTSD assume greater responsibility when they care for their dog. They get up earlier, take the dog out, feed and groom the dog, and take care of it. This gives them a purpose, a reason to get out of bed every morning, and creates a very positive routine.

We are very proud to say that the continuation of the pilot PTSD programme is currently being funded by a UK Trust.





CANVELO: BUILDING ON TEAMWORK – CANVELO ACTIVITIES IN 2019

The Canvelo cycling club has more than 80 members – 30 of whom are blind or visually impaired. In 2019 Canvelo conducted 45 weekend excursions and travelled abroad for a six-day excursion to Croatia.

All three Canvelo cycling clubs participated in the two-day cycling competition at the Sportiada in Eilat with other tandem cycling groups. On the final day, a special ride and ceremony were held in memory of Haim Gita, a beloved member of Canvelo tragically killed in an accident in 2018. Haim's family took part in the ride, and we will continue this tradition.

This year the club also awarded trophies to honour all members who have been consistently active in the club for the past ten years.

Canvelo's two sister clubs also continue to attract new members. Canvelo North has 15 blind riders and 20 sighted riders, and Canvelo HaSharon has 80 members – 22 of whom are blind or visually impaired.

Also, 2019 saw the first Canvelo sponsored cycle with a team of cyclists coming from the UK to cycle with our tandem teams in Israel.

Our accomplishments wouldn't be possible without generous friends – or our volunteers who assist us in every facet of our programme.

Each year, some 884 volunteers use their experience and skills to provide tens of thousands of Shekels worth of service hours in a wide range of roles critical to carrying out our mission, and in educational, social, and sports activities that enrich the lives of our clients and their communities.

Our volunteers work in many areas and include 178 general volunteers, 213 puppy raisers, 465 dog sitters, 153 Canvelo participants, plus 11 volunteer Israel Board Members and 5 volunteer UK Board members.

Of our 213 puppy raisers, 80% are university students attending eight different universities throughout Israel.

Its thanks to them our future guide and service companion dogs experience their first year of socialisation and love.

Thanks to all our caring volunteers who give so much of their time and talents, we can maintain the highest standards in our programmes and provide so many additional services to our clients.





EMOTIONAL SUPPORT DOGS: THE POWER OF LOVE

Profile: Yoav & Dino

[Excerpt from a letter by Michal, Yoav's mother]

My husband and I have two boys aged seven and five. Yoav, our first born, has autism. He has always shown great love for animals, but we waited until he was old enough to assume responsibility for raising a dog. We welcomed Dino to our home in 2019, and he was an instant success. Our two boys love him and can't get enough of him. Dino is extremely patient, well-behaved, and perfectly house-broken.

We can tell that Yoav sees Dino as his best friend. He confides in him, hugs him all the time, and they sleep by each other. We noticed Yoav is learning to share and think of others, which is a great step forward. We believe a child raised without a dog is missing a crucial element of development.

We want to thank you for your gift of light and joy that Dino has brought to us.

When one of our dogs does not meet our exacting standards to become a guide dog, they change careers and become an Emotional Support Dog. They are provided to children with autism or who are blind, as well as adults with a wide range of special needs. These dogs are a source of unconditional love and companionship, providing many long-term developmental, behavioural, and social benefits to our clients and their families.

In 2019, we produced 48 Emotional Support Dogs. Most of them went to children with autism. We estimate that we have created 300 Emotional Support Dog Partnerships since the programme began in 2011. We started a new PTSD pilot programme and gave four specially trained dogs to IDF soldiers – more about this on page 8. The difference each dog makes in the lives of their clients is immeasurable.



WHY I'M RUNNING FOR THE GUIDE DOGS

by Rabbi Jonathan Wittenberg – Patron of the Israel Guide Dog Centre



I can't fully explain why I'm crazy enough to start running marathons when I'm sixty.

It's partly to control my diabetes (a shorter distance would do!); it's partly to make up for how

useless I was at sport at school; it's largely the pleasure of sharing, whenever possible, an activity with my son Mossy. And running in Jerusalem is a tribute to my father, who was in Israel from 1937-1955, in charge of keeping the blood banks cool during the siege in the War of Independence in 1948. It's a tribute too, to the history of our people, whose dreams and destiny have been intertwined with the fate and spirit of this extraordinary city for 3000 years.

Most importantly, I think of this as a marathon of hope, an *HaTikvah* marathon, that this remarkable civilisation of temples, synagogues, spires and minarets will one day be fully and completely *Yeru-shalem*, the abode of *shalom*, peace, the town *shechubrah la yachdav*, the city whose faiths and peoples are united all together.

However grim the politics, I can neither count nor adequately appreciate the people I know whose lives are courageously and tenaciously devoted to just this vision.

However, I can explain why I'm running for Israel's guide dogs. Yes, I am stupidly sentimental about animals. Yes, I love dogs. But it's more than soppiness; it's the feeling of oneness in their company, how the spirit of the God of life flows quietly through us all. It can't be by chance that our black-and-white border collie came with his own tallit. We humans must put it on as an extra garment; on occasion I'm foolish enough to feel, selectively of course, that animals and trees wear their spirituality naturally.

As for the 'guide' aspect, I've seen how these remarkable dogs, beautifully trained, can restore not only sight but independence, confidence and joy to their human partners. Today dogs guide blind people, assist those who have physical disabilities and become companions in trust, affection and resilience to civilians and soldiers with PTSD.

If I can contribute to at least one such canine-human partnership of faithfulness and love, I'll be happy. Last year people privileged me to raise enough funds to sponsor half a dog, from the tip of the tail to the centre of the heart. This year I'm hoping to manage the other half, from the heart to the tip of the nose.

(This is an extract from Rabbi Wittenberg's blog: 'Heart & Mind' that he wrote on the day he ran the Jerusalem marathon in March 2019 and raised enough money to pay for that 'other' half of a guide dog!)



A LETTER FROM OUR PUPPY RAISERS

Liav and Avital are a couple who have raised puppies for Israel Guide Dog Centre for four years. Recently, they told us why they loved doing this work – and what it meant to them.

Four years ago, we began an amazing journey. We didn't know where we were going, how long the journey would be, or what it would involve, and we were excited about the unknown. We became an adoptive family for a guide dog puppy, spending an entire year with it, as it grew and developed and acquired its own character.

We went through ups and downs with each of our puppies: a moment of disappointment when they peed in a place where they should not have; or the delights of every small success along the way, such as responding to the command "lie down" or walking down the street without being distracted by other dogs. Each dog is an entire world with his or her own character, strong points, and weaknesses. Each one entered our hearts, excited us, and provided us with pride and happiness.

During the last four years, we were never more than two weeks without a dog in the house. Four years ago Nancy arrived: a cute little ball of fur who completed her training with us, then Rachel, one of the happiest moments of our lives, followed by Bailey, Lucky, and Star, filling our home with licks, fur, and lots of love.

Aside from the dogs, we have become part of a family, of which every part is better and better. It began with Eli, Dana, and Vered (Puppy Training Advisors) who accompanied us during our first steps with each puppy and continued with Orna (Director of

Breeding and Puppy Development) whom we woke in the middle of the night whenever there was a veterinary problem.

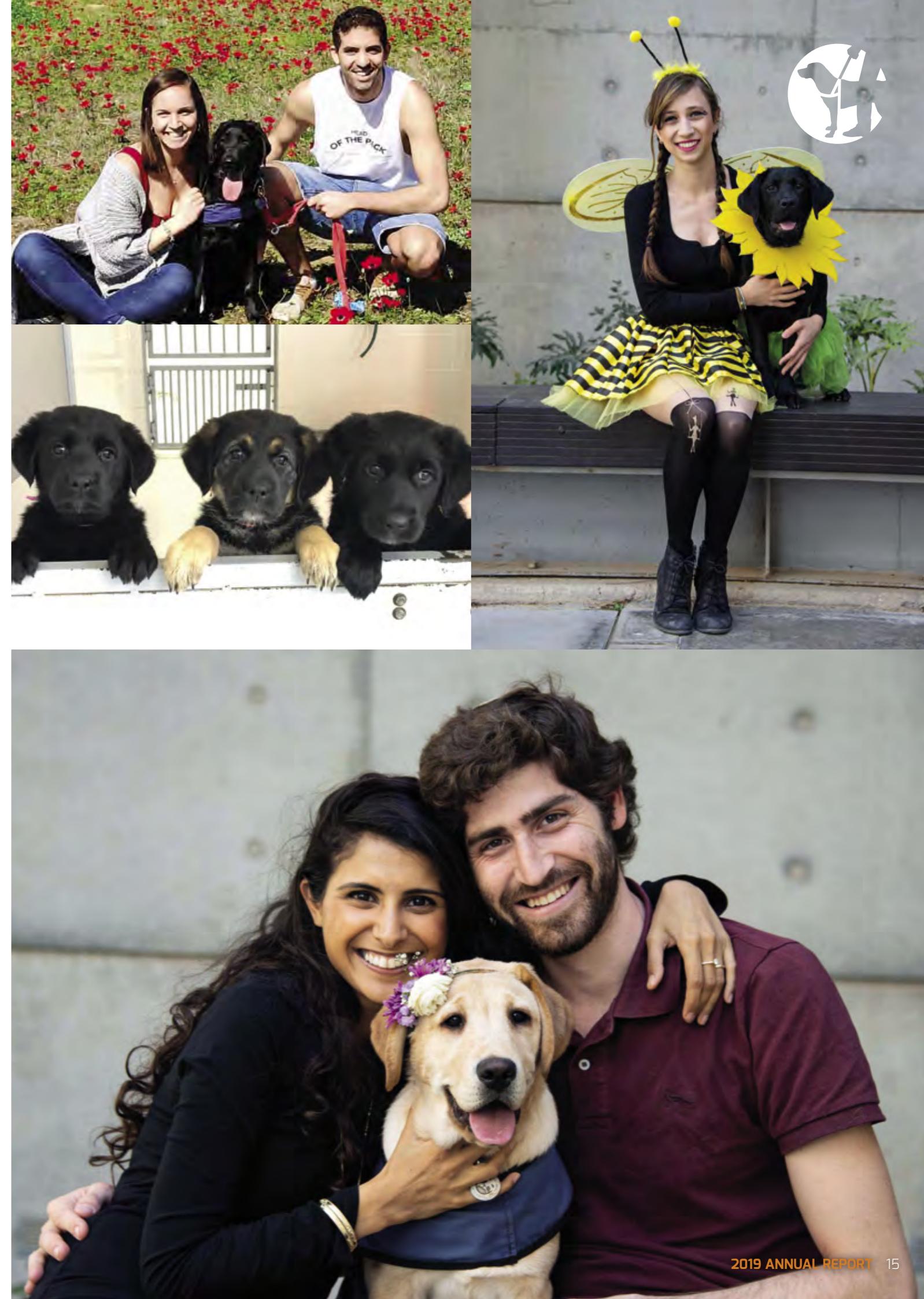
Everyone who raises a guide dog puppy is asked: *"How can you part with the puppy after an entire year?"*

There are two answers to this question. The first is that all the time we have with our puppy is never enough. The second is that when you are part of something so great, with support and amazing friends you meet along the way, you know you are doing the right thing. When you see them helping someone who needs them more than you, whether they are people with blindness, special needs, or PTSD, your heart becomes free again. The puppies are taken away from us, but still remember us and are excited to see us again each time we meet, as if we only parted yesterday.

They say every ending is a new beginning. We don't see an end to our connection with the organisation. We will continue to lend a hand and help in whatever way we can. This is an opportunity to say thank you to people who do important work every day, 24/7. Thank you! The world is a better place because of you!

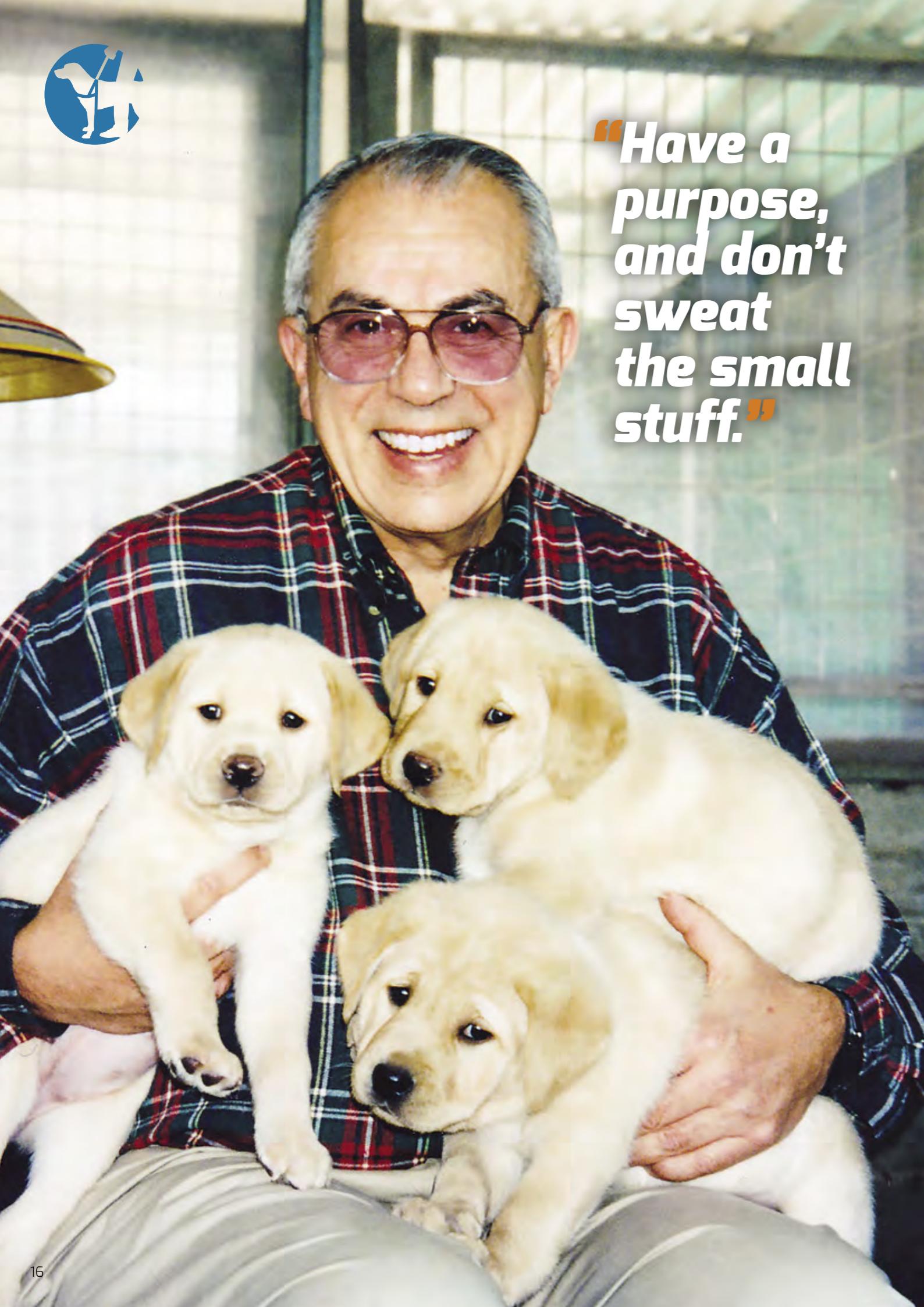
With love and admiration,

Liav and Avital





“Have a purpose, and don’t sweat the small stuff.”



IN MEMORIAM: NORMAN LEVENTHAL z”l CO-FOUNDER OF ISRAEL GUIDE DOG CENTRE FOR THE BLIND

Our beloved Co-Founder and President Norman Leventhal passed away on 23rd February 2020 at the age of 90, leaving his family, friends, community, his Israel Guide Dog Centre family and the world of Jewish philanthropy with many wonderful memories and a unique legacy of service.

Norman was a special kind of person, a person who devoted his life to helping others. A leader who led by warmth, kindness, and humour as much as by courage and dogged persistence.

As co-owner and operator of the Warrington Lodge & Restaurant, near Philadelphia USA, he welcomed his guests with open arms and often invited them into his home where they became part of the Leventhal mishpacha. His employees loved him and worked hard for him because they knew he would treat them the way he wanted to be treated.

Norman was also a giant of the philanthropic world. Starting with service as President of the local PTA, he branched out and became President of Big Brothers and Sisters of Bucks County, Charter Member of both Warrington Lions and Warrington Rotary, President of Congregation Tiferes B’nai Israel, the oldest continuously operating synagogue in Bucks County. He then became interested and volunteered in local government for over fifteen years, first as Chairman of the Planning Commission and later as Chairman of the town’s municipal authority.

But Norman’s benevolence did not stop at his town gate. Active in Jewish affairs for most of his life, he co-founded the Bux-Mont UJA—the largest independent UJA campaign in the country at that time, reaching 72 communities covering more than 500 square miles. Later, he was a Board Member and activist for the Soviet Jewry Council of Greater Philadelphia.

He worked tirelessly on behalf of Soviet refuseniks, whose only crime was their desire to immigrate to Israel, but were refused

permission. He even endured a lengthy interrogation at the hands of the KGB, when he and his son were caught trying to smuggle blue jeans into Russia so Soviet Jews would have a marketable currency in order to survive.

Norman, born just before the Great Depression in Utica, NY, moved around a lot because his father was an executive who was frequently transferred. He served with distinction at the Army’s Special Weapons Development Program, in Albuquerque, New Mexico where he demonstrated strong mechanical and scientific aptitudes.

After the army, he earned a degree in chemical engineering and landed a job with General Electric, where he was part of a three-man team that developed man-made diamonds for industrial cutting applications. His son Michael says: “*He was told Jews don’t become engineers. That was enough to get him into high gear and become one.*”

In 1986, he was introduced to a young Israeli IDF paratrooper and dog trainer, Noach Braun, who had a dream to start a guide dog centre in Israel where clients didn’t have to know English and travel abroad to be partnered with a guide dog. Against all odds, Noach, now our CEO, and Norman started the only accredited guide dog organisation in Israel. Since then, thousands of Israelis have received our Guide Dogs, Emotional Support Dogs, and now PTSD Service Dogs.

Right up to his 90th birthday, Norman played racquetball with his friends and his grandson. Married for 62 years to the love of his life, Phyllis, who died three years ago, Norman was one-of-a-kind. He always said: the secrets to a long life were “*to have a purpose, and don’t sweat the small stuff.*”

Norman raised millions for the Israel Guide Dog Centre and gave his time freely and generously. We feel privileged to carry on his legacy and his vision and hope that you will too.

FINANCIAL REPORT

This is our most recent internal Financial Report and Budget for 2020.

REPORT AS OF 31 DECEMBER 2019

	2020		2019		2018	
	BUDGET	ACTUAL	BUDGET	ACTUAL	BUDGET	
INCOME - OVERSEAS						
Transfers from US Friends	£1,674,107	₪ 7,500,000	₪ 5,331,672	₪ 6,900,000	₪ 3,992,000	₪ 6,900,000
Direct Donations from US Donors	£145,089	₪ 650,000	₪ 1,722,912	₪ 500,000	₪ 637,478	₪ 500,000
Transfers from British Friends	£212,054	₪ 950,000	₪ 886,800	₪ 740,000	₪ 709,736	₪ 700,000
Direct Donations from British Donors	£2,232	₪ 10,000	₪ 91,000	₪ 10,000	₪ 286,246	₪ 10,000
Transfers from Canadian Friends	£223,214	₪ 1,000,000	₪ 940,010	₪ 900,000	₪ 694,329	₪ 900,000
Direct Donations from Canadian Donors	£4,464	₪ 20,000	₪ 0	₪ 40,000	₪ 0	₪ 40,000
Donations from - Other Countries	£40,179	₪ 180,000	₪ 302,885	₪ 80,000	₪ 410,526	₪ 80,000
Income: Dedicated to Building Project					₪ 636,404	
TOTAL INCOME - OVERSEAS	£2,301,339	₪ 10,310,000	₪ 9,275,279	₪ 9,170,000	₪ 7,366,719	₪ 9,130,000
INCOME FROM ISRAEL						
Donations from Israel	£280,804	₪ 1,258,000	₪ 1,323,548	₪ 1,070,000	₪ 1,681,159	₪ 933,000
Donations Israel - Ministries	£114,732	₪ 514,000	₪ 583,392	₪ 731,000	₪ 573,140	₪ 725,000
CanVelo Donations	£44,643	₪ 200,000	₪ 232,100	₪ 135,000	₪ 548,498	₪ 135,000
CanVelo Income	£22,321	₪ 100,000	₪ 190,742	₪ 50,000	₪ 89,157	₪ 50,000
Graduate Participation in Medical Exp.	£0	₪ 0	₪ 0	₪ 1,500	₪ 0	₪ 1,500
In-Kind Donations	£123,103	₪ 551,500	₪ 473,294	₪ 356,500	₪ 403,479	₪ 356,500
TOTAL INCOME - ISRAEL	£585,603	₪ 2,623,500	₪ 2,803,076	₪ 2,344,000	₪ 3,295,433	₪ 2,201,000
TOTAL ALL INCOME	£2,886,942	₪ 12,933,500	₪ 12,078,355	₪ 11,514,000	₪ 10,662,152	₪ 11,331,000
OPERATING EXPENSES						
Dog Training Expenses	£1,631,089	₪ 7,307,280	₪ 6,043,240	₪ 6,356,416	₪ 5,818,683	₪ 6,094,971
Maintenance	£268,358	₪ 1,202,243	₪ 1,010,683	₪ 1,103,727	₪ 962,266	₪ 1,080,548
Marketing and Fundraising	£479,281	₪ 2,147,181	₪ 1,995,501	₪ 2,018,566	₪ 2,239,011	₪ 1,932,125
Administrative Expenses	£435,560	₪ 1,951,308	₪ 1,326,526	₪ 1,499,929	₪ 1,243,465	₪ 1,451,585
Financing Expenses	£10,714	₪ 48,000	₪ 46,318	₪ 35,000	₪ 21,980	₪ 40,000
TOTAL OPERATING EXPENSES	£2,825,003	₪ 12,656,012	₪ 10,422,268	₪ 11,013,638	₪ 10,285,405	₪ 10,599,229
FIXED ASSETS						
Fixed Assets - New Building Construction	£103,460	₪ 463,500	₪ 764,639	₪ 758,600	₪ 973,435	₪ 758,600
TOTAL FIXED ASSETS	£103,460	₪ 463,500	₪ 764,639	₪ 758,600	₪ 973,435	₪ 758,600
TOTAL ALL EXPENSES	£2,928,463	₪ 11,357,829	₪ 11,186,907	₪ 11,772,238	₪ 11,258,840	₪ 11,357,829
SURPLUS/-DEFICIT	-£41,521	-₪ 186,012	₪ 891,448	-₪ 258,238	-₪ 596,688	-₪ 26,829

The column to the left is the 2020 Budget in £GBP. The rest of the report uses the currency in Israel (NIS - New Israel Shekel).

The fixed assets expenses are subject to a designated donation.

Please remember that we provide all of our services at no cost to our clients.

GIFTS BY DONOR TYPE

	# GIFTS	AMOUNT
Legacies	4	£91,291.66
Trusts & Foundations	8	£77,273.66
Individuals	960	£76,008.90
Events	101	£72,844.73
Sponsorships	45	£24,430.78
Family Simchas	94	£19,578.66
TOTAL	1212	£361,428.39

We rely on individuals, trusts & foundations, synagogues and schools to meet our funding needs.

2019 ANNUAL DINNER

In September 2019 we held our annual dinner which raised over **£50,000**

Guests included our CEO and co-founder Noach Braun, our Patrons Gail and Michael Seal, our Chairman of Trustees Jon Benjamin, and Danny Layani with his guide dog Rolly, pictured below.



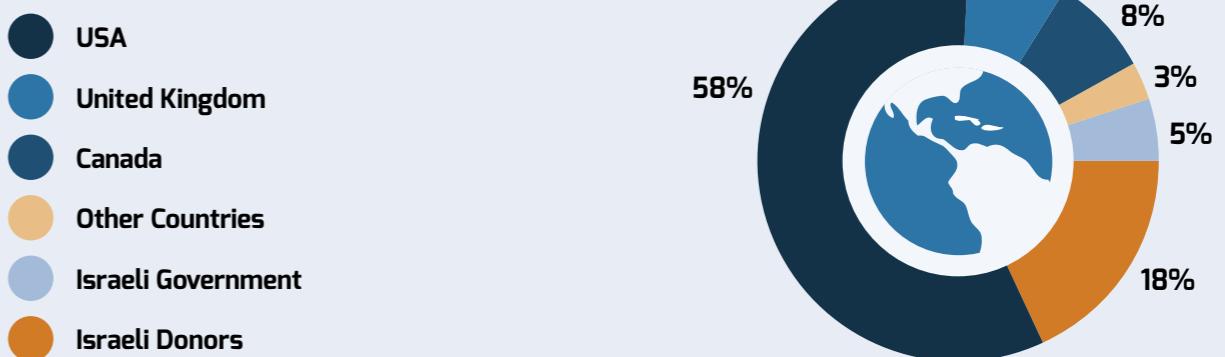
OUR #1 MISSION

Since opening the Centre, by the end of 2019 we had provided a total of

670 GUIDE DOGS



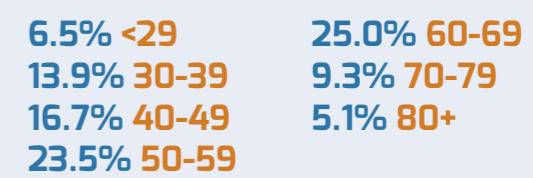
DONATIONS BY COUNTRY



CURRENT GUIDE DOG USERS



AGE OF CURRENT GUIDE DOG USERS



**"Jeff was the one
for me and I was
the one for him."**

EYNAV MAHARBANI



UNITED KINGDOM

Israel Guide Dog Centre for the Blind
PO Box 756, Borehamwood
Hertfordshire WD6 9JE

020 8090 3455
info@bfgdcb.org

ISRAEL

Israel Guide Dog Centre for the Blind
Ha'Sadot 6, Beit Oved
Israel 7680000

972-8-940-8213
info@igdcb.org

israelguidedog.org.uk



Registered with
**FUNDRAISING
REGULATOR**

