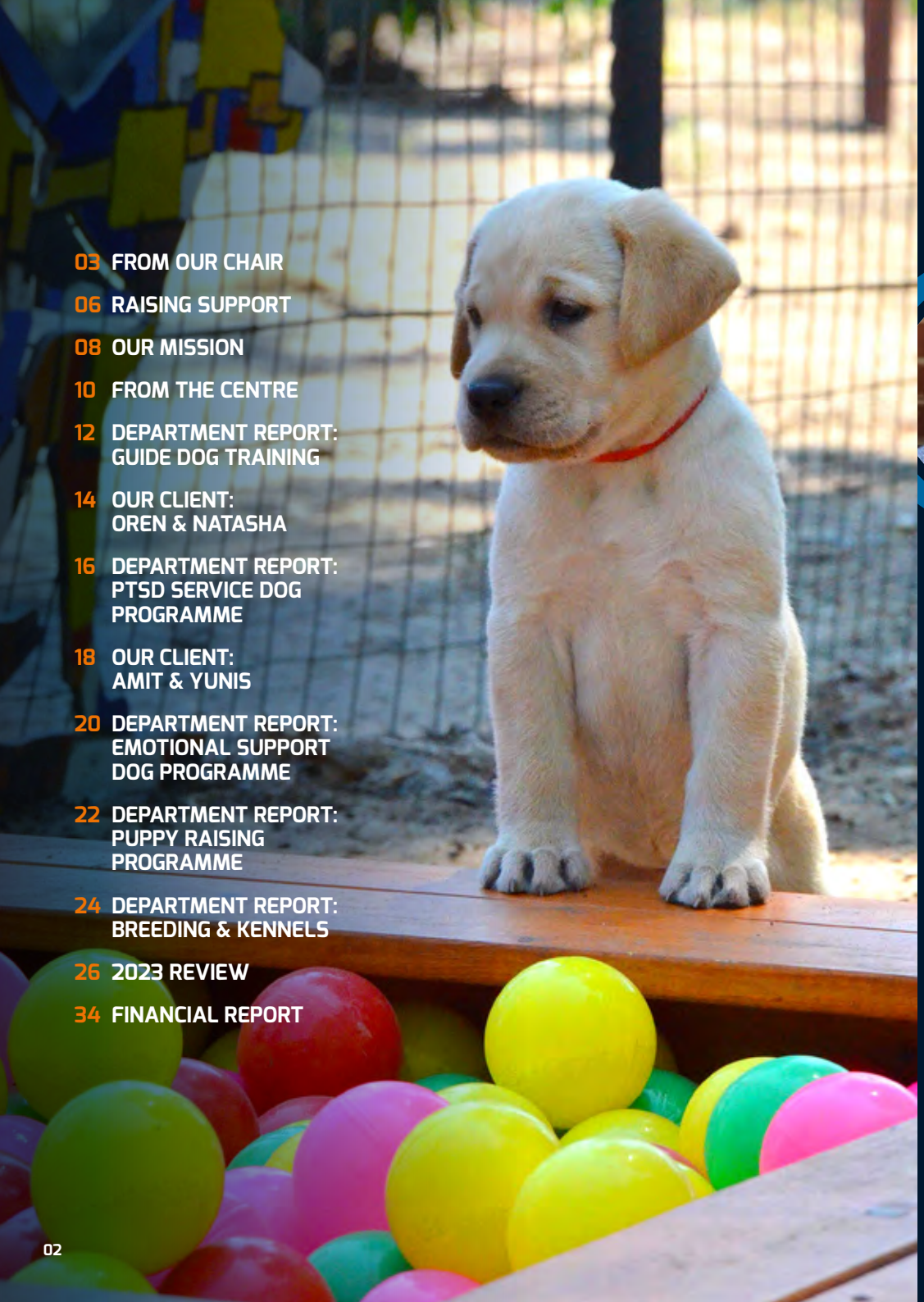
2023 ANNUAL REPORT

מרכז ישראלי לכלבי נחייה
Israel Guide Dog Centre



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FROM OUR CHAIR

No report on our activities in 2023 can start without referring to two defining events for the charity; the horrific terrorist attack on Israel on 7th October, and the passing of our inspirational friend and colleague, Martin Segal, our Executive Director, on 5 January 2024.

Despite his declining health, the October atrocity galvanised Martin to even greater levels of commitment to the Centre, in anticipation of the inevitable surge in demand for guide and service dogs that the months and years ahead will bring.

The fact that 2023 ended with an extraordinary income total of close to £500,000 was something that made Martin very proud, and rightly so.

Our activities going forward will build on his remarkable achievements in raising the profile of the Centre in the UK and channelling ever greater funds to Israel for its operations.

In 2023 we sent £230,385 to the Centre to meet our annual commitment to its operational needs and to fund a number of special projects.

A further £20,442 was expended on education programmes to inform audiences in the UK, including hundreds of school children, about the needs of blind and disabled people in Israel and how the Centre is helping them.

The funds needed by the Centre will undoubtedly grow in 2024, and so we have agreed to commit to a target of NIS 1 million to meet operational costs, and also to fund elements of a new veterinary complex to help ensure that the Centre produces the highest quality, healthiest and happiest dogs possible. These increased commitments will in part be funded from legacy reserves, but also through a fundraising campaign in memory of Martin Segal.

The Israel Guide Dog Centre remains dedicated to providing guide dogs for the visually impaired, meeting the needs of both new clients and those whose dogs are retiring after many years of faithful service.

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In expectation of many new clients injured in the Gaza conflict, the pressure to meet these demands will only become more acute, but with every guide dog that completes its training and forms a successful partnership, a life is transformed and a person with sight loss can live independently once more.

Some dogs inevitably don't meet the very high training standards set by the Centre to be guide dogs, but those that don't are now paired in increasing numbers with clients with different needs. Our PTSD programme, and that for matching therapy dogs with children with autism, mean that even more of our dogs are making a life changing, and sometimes a life-saving, difference.

A therapy dog can break through the barriers that PTSD and autism can place between the sufferer and the outside world. They provide companionship, they don't judge, and they give unconditional love, but also a sense of purpose and responsibility for another sentient being.

For someone with PTSD, this can mean a reason to get up in the morning and to leave the house, whilst providing a calming influence when stress or anxiety strikes. And for the families of sufferers, they know that their loved one is never left to face these struggles alone.

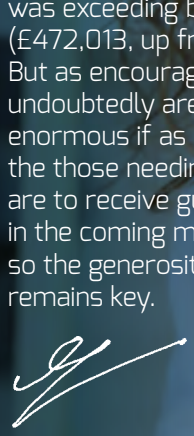
The Centre provides these services at no cost to our clients, but with only limited funding from sources other than our generous donors, and so we remain enormously indebted to our supporters, whether they fund specific programmes or partnerships, name or sponsor puppies or attend our events.

Principal among these in 2023 were our second Supper Quiz and our Annual Reception. The Supper Quiz was again a sell-out, with over 140 participants coming together to compete for the highly prized winners' mugs and cuddly labrador puppy toys, and vying for a selection of raffle prizes, whilst learning about the Centre's vital work.

Our annual reception in November was understandably a more sombre affair, but the infectious optimism of Eden Taharani, with her guide dog Jema, lifted all of our spirits. Eden and Jema also visited three schools, Immanuel College, Yavneh College and Naima JPR, speaking to hundreds of children about her life and the achievements life with her dog has helped to make possible.

We were joined by the Centre's joint-CEO, Carmel Reiss, who described the impact of 7th October and its aftermath on staffing, logistics and rising to the challenges of visiting the injured and displaced, rescuing dogs and preparing for the demands the Centre will face in the future.

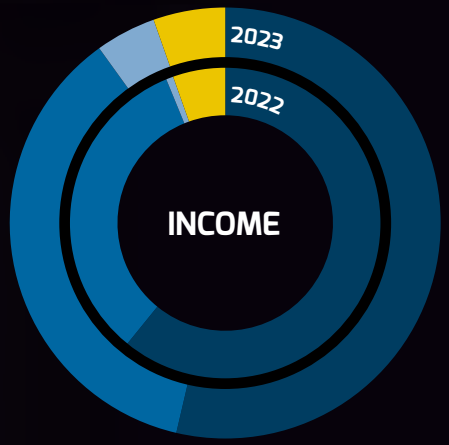
The generosity of our donors meant that our previous record for non-legacy income set in 2022 was exceeding by almost £75,000 (£472,013, up from £397,364). But as encouraging as these figures undoubtedly are, the task ahead is enormous if as many as possible of the those needing the Centre's help are to receive guide and service dogs in the coming months and years, and so the generosity of our supporters remains key.



Jon Benjamin
Chair of Trustees

RAISING SUPPORT

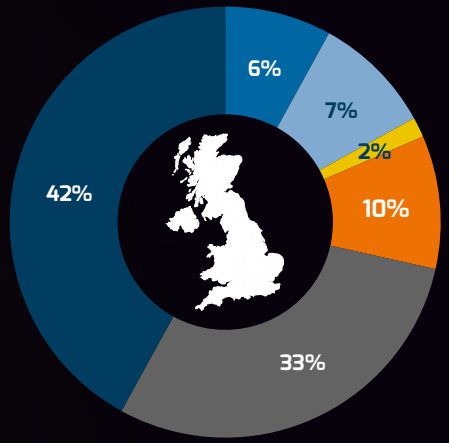
Here is a summary of our income for the year ending 31 December 2023, along with equivalent figures for 2022, and a breakdown of donations by country:



INCOME

	2023	2022
INDIVIDUAL DONORS	£265,305.55	£243,620.38
TRUSTS AND FOUNDATIONS	£180,033.00	£131,930.00
LEGACIES	£22,500.00	£1,039.08
GIFT AID	£26,672.96	£21,813.14
TOTAL	£494,511.51	£398,402.60

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



DONATIONS BY COUNTRY

- USA
- UK
- CANADA
- OTHER COUNTRIES
- ISRAELI GOVERNMENT
- ISRAELI DONORS

OUR MISSION

The Israel Guide Dog Centre is the only accredited guide dog programme serving Israel's 24,000 blind and visually impaired people.

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.

While we have expanded our programmes to meet the needs of people with other disabilities, including soldiers with PTSD and children with autism, our primary aim is still to provide trained guide dogs to people with blindness or vision loss.

DOGS PLACED SINCE 1991

GUIDE DOGS
796

EMOTIONAL SUPPORT & PTSD SERVICE DOGS
481

TOTAL LIVES CHANGED
1,277

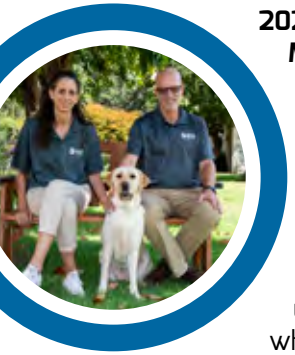
KEY ACHIEVEMENTS IN 2023

- The Centre adapted and continued to operate during the war in spite of the thousands of missiles that flew over Beit Oved.
- Responding to the urgent needs of the survivors of 7th October massacre by providing Emotional Support Dogs.
- Despite the war and the fact that 80% of puppy raisers went to the reserves, puppies were rehomed with alternative puppy raisers and the Puppy Raising Department adapted the training programme and kept it on track.
- The Training Department continued its training during the war and also launched a new Academy Training programme and trained the first Special Needs Dog for a child with autism.

GUIDE DOGS	23
PTSD SERVICE DOGS	14
EMOTIONAL SUPPORT DOGS	40
AMBASSADOR DOGS	29
BREEDING DOGS	10
TOTAL NO. OF DOGS	116

FROM THE CENTRE

77 LIVES TRANSFORMED IN 2023 THROUGH OUR GUIDE DOG, SERVICE DOG & EMOTIONAL SUPPORT DOG PARTNERSHIPS



2023, a Year of Many Challenges

The Gaza war has impacted on the Centre in many ways. About 80% of our Adoptive Puppy Raisers are university students who were called up to reserve IDF duty at the outbreak of the war on 7th October. We immediately had to re-house their puppies with either family members of the students, former puppy raisers, staff, or in our kennels.

Emotional Support Dogs for families from the Gaza Envelope Region

The Centre has responded to the situation since October with drastic changes in all areas of our work. We have updated the criteria for receiving an emotional support dog in order to provide an immediate response to those injured or impacted by the conflict. Many people described the traumas that they had endured, existing symptoms that were exacerbated as a result of the war, including a significant worsening in the emotional state of children and adults with special needs.

In January 2024, we lost our Executive Director of the UK Friends of IGDC, Martin Segal z"l. Martin took the UK Friends to new and challenging heights, both in terms of professionalism and fundraising achievements, and UK supporters have been instrumental in making possible many of our recent important initiatives. Martin was an IDF veteran and during his youth, had lived for ten years as a member of Kibbutz Yagur. An avid biker and 'hovev Zion' (lover of Israel), he believed in our mission and in Israel. Thank you Martin.

Opening of Trainer Academy

Our Guide Dog Trainers Academy to train new staff more effectively, based on the UK Guide Dogs model, has been launched. We believe that this approach of classroom study, mentoring and training will help alleviate the dearth of guide dog trainers and ensure that we are able to reduce our waiting lists, and respond to the future needs.

Training a Guide Dog Trainer takes about a year and a half. Some trainers may choose to become Guide Dog Mobility Instructors in the future, which is an additional two years of training. All trainers undergo intensive training and testing. Their accreditation is internationally accepted as our standards are in accordance with the International Guide Dog Federation.

Room to Grow – Rebuilding our Veterinary Clinic

The renovation of the veterinary clinic is now in its final planning stages and will enable our programme for artificial insemination. Gaining expertise in artificially inseminating our female breeding dogs will allow us to receive and properly utilise sperm from dogs in the International Guide Dog Federation and thereby increase our ability to produce dogs that have a stronger genetic history, increasing our success rate. Success rate refers to the percentage of puppies in our litters that become breeding and guide dogs. Many funds and resources are invested in each dog we raise, so increasing the success rate is the goal of every guide dog school.

The new Veterinary Clinic will house a larger state-of-the-art surgery and recovery room, breeding and insemination room, laboratory and kennels.

Thank you to all of our friends in the UK, Israel and around the world, who stood by us and continue to stand with Israel and with IGDC in the face of the overwhelming challenges that we have all faced over the past months. We can and will survive and thrive with your love and support!

Am Israel Chai,

Noach Braun
Co-founder & Co-CEO

Carmel Reiss
Co-CEO

DEPARTMENT REPORT: GUIDE DOG TRAINING

The attacks of 7th October and the ongoing war in Gaza have had a huge impact on our work at the Israel Guide Dog Centre. A recent report mentions several hundreds of soldiers suffering from eye injuries, with approximately 15% resulting in vision loss.

As well as being Israel's national school for guide dogs for people with blindness, we are also strategically placed to train and partner PTSD Service Dogs. At this most critical time, these two fields of expertise are sadly under huge demand, both by soldiers and civilians.

To produce more guide dogs and PTSD service dogs to meet the significantly increased demand, we have taken a proactive step by developing a Training Academy model developed by UK Guide Dogs.

We look forward to launching the Academy in early 2024 with four new trainers. This will ensure that by mid-2025 they will be able to work independently as apprentices under supervision.

Ami Toren
Head of Training

15% IDF SOLDIERS SUFFERING VISION LOSS FROM GAZA WAR EYE INJURIES

OUR CLIENT: OREN & NATASHA

Oren is in his mid-forties, married with two teenage children, At the age of just 13 his sight began to deteriorate due to a rare infection that also caused Glaucoma.

Oren had to give up his job with a major credit card company due to his sight becoming even more limited and he now works as a guide at Dialogue in the Dark. Before being partnered with Natasha he had no option but to try to manage with a cane which he hated:

"I used a cane for six years and hated it. During the day I could manage, but during the night, it was dangerous as my night vision was worse than my vision during the day. I would avoid going out in the evenings and felt isolated due to this. I realised that as my sight continued to decline, I had to make a change.

"Being with Natasha has been such a huge change from before, you can't imagine. I have so much more independence now with Natasha and feel more secure. If I want to go somewhere, anytime – I just go! I can run errands now day or night because Natasha is guiding me. I've noticed that strangers on the street react positively to us. What a difference to the cane which tends to make others feel uncomfortable. In just a short time Natasha has changed my life and the lives of my wife and children. She is exceptional, and I am very lucky to have her."

24k BLIND OR VISUALLY IMPAIRED PEOPLE IN ISRAEL TODAY

DEPARTMENT REPORT: PTSD SERVICE DOG PROGRAMME

35 IDF VETERANS WITH PTSD RECEIVED A SERVICE DOG IN 2023

Approximately 10% of the Israeli population suffers from post–traumatic stress disorder, or PTSD.

The symptoms of PTSD include nightmares, flashbacks, attacks of anxiety, depression, fits of anger, and difficulty with functioning on a daily basis. People suffering from PTSD include soldiers, victims of terrorist attacks, adults and children who live in areas under rocket attack, as well as victims of sexual abuse or traffic accidents.

Dogs have been proven to successfully decrease anxiety and increase confidence among people suffering from PTSD. This is due to their ability to be alert, protective, respond well to authority, offer unconditional love, and help restore feelings of trust and love. In this way, therapy dogs bring significant improvements to the lives of people with PTSD and enable them to live normal lives.

Following the outbreak of war with Gaza in October 2023, there is greater recognition of the consequences of PTSD and its impact on the lives of individuals, both civilian and military. The demand for PTSD service dogs is increasing exponentially and is far greater than our ability to supply properly trained dogs suitable for this role.

By the end of 2023, thirty-five IDF veterans with post-trauma resulting from their military service in the IDF received service dogs within the framework of the pilot project. The veterans ranged in age from 23-40 and are single or married with families.

Yariv Melamed
Head of PTSD Service Dog Training

OUR CLIENT:
AMIT & YUNIS

Amit is an IDF veteran in his mid-forties, he is married with children and works full-time. But his life was turned upside down as a result of the trauma he experienced during his IDF service, trauma which he still cannot talk about but which has left him with the life-limiting symptoms of PTSD, including outbursts of uncontrollable anger, nightmares, panic attacks and flashbacks where he feels he is reliving those traumatic events.

Crowds and loud noises can be triggers for these symptoms and can lead to the sufferer becoming totally isolated as they avoid going out or spending time with others. But being partnered with one of Israel Guide Dog Centre's specially trained PTSD service dogs can change all of that as Amit has found since being partnered with Yunis.

Yunis wakes Amit when he is suffering from a nightmare. He also provides support and comfort in public situations, allowing Amit to venture out more often, reducing his sense of isolation. Yunis has also helped improve communication within the family unit and he calms Amit in a variety of everyday situations that, like most PTSD clients, he finds stressful.

All of our PTSD clients are feeling increased stress and anxiety as a result of the horrific events of 7th October and the subsequent war against Hamas. Amit, along with other veterans and their families, have told us that their Service Dogs are keeping them calm and sane, providing the support and assistance that is truly transforming their lives.

10% OF THE ISRAELI POPULATION SUFFERS FROM PTSD

"Yunis wakes and comforts me when I'm suffering from a nightmare."

AMIT

DEPARTMENT REPORT: EMOTIONAL SUPPORT DOG PROGRAMME

40 FAMILIES RECEIVED AN EMOTIONAL SUPPORT DOG IN 2023

In 2023, a new department was established with the aim of providing training for service dogs and providing emotional support dogs to families with special needs. Additionally, we launched a pilot programme to train service dogs to support children with autism.

The terrible war with Gaza forced the department to make changes and in October, we altered the criteria for receiving an Emotional Support Dog as we wanted to provide an immediate response for some of those who were injured or traumatised due to the 7th October attacks and subsequent war. We were approached by dozens of people describing the traumas that they had experienced, and existing situations and symptoms that were exacerbated as a result of the war.

Emotional Support Dogs

Some of the dogs we raise do not have the qualities to become Guide or PTSD Service Dogs.

However, many of these dogs are excellent as Emotional Support Dogs for families with children who have autism of for people facing emotional challenges.

In 2023, we partnered 40 Emotional Support Dogs; 20 dogs were given to children on the autism spectrum, three children with visual impairment, and the remainder to individuals with emotional challenges and families tragically affected by the events of 7th October.

Planning and Executing a Pilot Programme for Autism Service Dogs

A pilot programme was launched for Autism Service Dogs. We trained two dogs, Gemy and Wendy.

In August, Gemy was paired with a lovely family. Young parents to two boys, the eldest with autism.

Throughout October, at the start of the war, Gemy provided a great deal of emotional support. She slept every day in the shelter next to the child with autism and spent long periods of time with both children while schools were closed.

Ami Toren
Head of Training

DEPARTMENT REPORT: PUPPY RAISING PROGRAMME

160 TOTAL NO. OF PUPPIES TRAINED IN 2023

In 2023, the Puppy Raisers Department supervised an average of 160 puppy-raising families a month, most of whom are university students.

The outbreak of the war on 7th October caused extreme logistical challenges for the staff of the department, as the majority of our puppy raisers were drafted into the IDF reserves for months of service. The universities were also closed until January 2024. Puppies that were originally located in the students' rented apartments around the university campuses were often moved to various locations around the country. As a result, we were forced to find a variety of creative solutions to supervise our puppies and ensure that they were receiving the proper training.

In order to ensure the flow of communication and information with our puppy raisers we have been developing apps to help facilitate more immediate responses to questions that arise so that we are able to deal quickly with various issues, including medical. These apps have also helped to increase efficiency and reduce operational expenses.

The Puppy Raisers Department organised two major events for our puppy raisers in 2023: During the period around Purim, in March, we held our annual Best Dressed Purim Competition in various locations around the country. Both our Puppy Raisers and Puppies dress up in costumes. The most creative pair winning. In July, we held our second annual Puppy Raisers gathering. Our puppy raisers had an opportunity to meet and speak with the training staff and meet various graduates of the Centre. In this way, our puppy raisers become familiarised with the career paths their puppies will eventually take.

Eli Ben Boher
Head of Puppy Raising

DEPARTMENT REPORT: BREEDING & KENNELS

141 NUMBER OF PUPPIES JOINING THE CENTRE IN 2023

During 2023, a total of 141 puppies joined the Centre, including two who came from abroad.

Two puppies, Wendy from Ireland and Eva from the United States, were part of a new international breeding project called the European Breeding Cooperation (EBC). The main objective of this project is to allow licensed organisations to exchange genetic material. We also participated in the EBC sperm bank initiative in Belgium.

We have exchanged dogs with other organisations, which allows us not only to enjoy new lines of genetic material, but to support other Guide Dog schools as well.

In cooperation with Guide Dogs UK, we exchanged male dogs: Walter from the Centre moved to the UK and Vegas moved to Israel. This exchange assisted us in the development of various relationships with the UK organisation.

In cooperation with Dog Guides in Canada, we exchanged one of our breeding stock with a poodle trained for PTSD.

We donated a puppy to the Liberty Guide Dogs in Greece as part of our commitment to the International Guide Dog Federation in particular the initiative where larger organisations support smaller ones.

We received a donation of a male Breeding Dog from Guide Dogs of America as part of our relationship with and membership in the IGDF.

Orna Braun
Director of Breeding & Kennels

2023 REVIEW

400+ NUMBER OF DOGS RESCUED WITHIN DAYS OF THE 7TH OCTOBER ATTACKS

ISRAEL AT WAR

Following the brutal attacks on 7th October, the Israel Guide Dog Centre did all they could to help boost morale and offer some much-needed puppy love to families and children evacuated from the south and the wounded in hospitals:

- Our superhero puppies and dogs-in-training worked around the clock to provide comfort and love to displaced families and the wounded in hospitals, including Ichilov and Tel-Hashomer. A senior nurse told us, *"With the four-legged visitors around, you could literally see on the electronic monitors how the patients were relaxing."*
- Our staff member, Noah Kaplan, together with wonderful volunteers, used one of the Centre's training vans to save abandoned dogs and other animals from the areas affected by the war. The dogs were left behind due to the evacuation, many trapped inside homes for days, some roaming the streets, without food and water. Some of the dogs were successfully reunited with their families; others were rehomed.
- A team from the Centre took some of our dogs for a cuddle session with children who were evacuated to Kfar Ha'Makabiya.
- The Centre donated equipment and supplies for the rescued dogs. We were moved beyond words by the rescue of a German Shepherd who was found wandering the streets in Sderot. They scanned his chip, located his family, and reunited them.
- Our Canvelo Tandem Bike group collected and distributed bicycles for children impacted by the war. So far, the group has donated dozens of bikes.

CLASSES OF 2023

37 GUIDE DOGS & PTSD SERVICE DOGS PLACED IN 2023

250 NUMBER OF OUR VOLUNTEER PUPPY RAISERS IN 2023

ANNUAL PUPPY RAISER EVENT

During 2023, the Centre had approximately 150 puppies being raised by 250 volunteer puppy raisers around the country who, prior to the 7th October, were mainly university students.

Eli Ben Boher, Director of the Puppy Raising Department and principal photographer, organised a gathering at the Centre in June 2023 to bring the puppy raisers together. The event was not only for them and their puppies to have a good time but also to expose the volunteers to the different 'career' paths once the puppies return to the Centre.

Approximately 80 puppy raisers attended the event, where they met graduates and clients. They also had the opportunity to meet with staff and engage in conversations to answer all their questions and concerns. The highlight of the day was the puppy photo contest.

Following 7th October, our incredible volunteer puppy raisers took every opportunity to connect our puppies with people in need by visiting hostels, hotels, and hospitals around Israel. They brought joy to the children, wounded, and evacuees, and their wagging tails raised morale and provided comfort.

UK ANNUAL RECEPTION WELCOMES NEWLYWED EDEN

In November we were delighted and privileged to host Eden, together with her husband Matan, and her wonderful dog Jema.

Eden was truly inspirational as she shared how Jema enabled her to live her life as she wished rather than allowing it to be in any way affected by her blindness.

"I've been blind since birth and independent. My family is very supportive and loving. Jema has become my best friend.

"I was raised to be optimistic. When I wake up in the morning I say to myself, every day, that today will be a good day. I think that is why I'm drawn to singing – it's positive.

"Singing and music make me happy, and I like making others happy too. I studied in the Music Department at my school and performed in public. I even appeared on Israel's X-Factor on TV.

"I'm very involved in all social media. I have an Instagram account of over 13K followers, under the name 'edentaharani'. My WhatsApp account is called 'meandjemaalltheway' and has over 50K followers! Jema and Eden, together forever – look out for us!"

£35k

THE EVENT RAISED OVER £35,000 WHICH WILL FUND THE COST OF TRAINING AND SUPPORTING A GUIDE DOG THAT WILL TRANSFORM SOMEONE'S LIFE JUST LIKE JEMA DID FOR EDEN.

£6k RAISED TO SUPPORT OUR EXTENSIVE GUIDE DOG TRAINING PROGRAMME

OUR SELL-OUT SUPPER QUIZ RETURNS BY POPULAR DEMAND

In May we held our second supper quiz, which has now become a must-have event in the annual diary. This sell-out event saw over 140 guests competing to answer a huge variety of questions which once again included facts about guide dogs as well as general knowledge and trivia from around the world.

Raising £6,000 to support our extensive guide dog training programme, from breeding and puppy raising, to a 5-month course at the Centre and eventually partnering with one of our clients with blindness, PTSD or special needs; this event also helps us to spread the word to new donors who learn about our amazing work for the first time.

The winning team 'Monster Raving Poodle Party' was led by none other than our Chair Jon Benjamin who is looking forward to defending his title at the 2024 event!

FINANCIAL REPORT

This is our most recent internal Financial Report for 2023 and Budget for 2024.

REPORT AS OF 31 DECEMBER 2023	2024 BUDGET	2023 ACTUAL
INCOME – OVERSEAS		
TRANSFERS FROM US FRIENDS	£1,691,974	£1,274,948
DIRECT DONATIONS FROM US DONORS	£162,690	£323,946
TRANSFERS FROM UK FRIENDS	**£241,920**	**£221,577**
DIRECT DONATIONS FROM UK FRIENDS	**£15,184**	**£12,154**
TRANSFERS FROM CANADIAN FRIENDS	£281,996	£293,083
DIRECT DONATIONS FROM CANADIAN DONORS	£2,169	£0
DONATIONS FROM - OTHER COUNTRIES	£65,076	£81,008
TOTAL INCOME – OVERSEAS	**£2,461,009**	**£2,206,715**
INCOME – FROM ISRAEL		
DONATIONS FROM ISRAEL	£389,371	£1,021,764
DONATIONS ISRAEL - MINISTRIES	£420,499	£336,097
CANVELO DONATIONS	£48,807	£50,682
CANVELO INCOME	£108,460	£28,634
IN-KIND DONATIONS	£166,269	£140,397
TOTAL INCOME – ISRAEL	**£1,133,406**	**£1,577,574**
TOTAL ALL INCOME	**£3,594,415**	**£3,784,289**

	2024 BUDGET	2023 ACTUAL
OPERATING EXPENSES		
DOG TRAINING EXPENSES	£1,243,959	£966,587
KENNEL EXPENSES	£576,365	£512,000
PUPPY RAISING EXPENSES	£285,724	£265,407
MAINTENANCE	£304,579	£225,972
MARKETING AND FUNDRAISING	£453,767	£400,302
ADMINSTRATIVE EXPENSES	£458,045	£410,953
CANVELO EXPENSES	£159,436	£84,020
FINANCING EXPENSES	£12,364	£6,958
TOTAL OPERATING EXPENSES	**£3,494,240**	**£2,872,200**
FIXED ASSETS		
FIXED ASSETS & CONSTRUCTION	£580,043	£67,730
DEPRECIATION	£201,735	£216,920
TOTAL FIXED ASSETS	**£781,779**	**£284,650**
TOTAL ALL EXPENSES	**£4,276,018**	**£3,156,850**
SURPLUS/-DEFICIT	**-£681,604**	**£627,439**

This is our most recent internal Financial Report for 2023 and Budget for 2024. Please remember that we provide all of our services at no cost to our clients.

Israel Guide Dog Centre UK
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International Guide Dog Federation

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