

# Service Guide for Syrian Refugees



# UNHCR

UN High Commissioner for Refugees

المفوضية السامية للأمم المتحدة لشؤون اللاجئين

**This edition is valid  
as of October 2013**

## Important Information



✚ All UNHCR services are provided for **FREE**



✚ If you change your phone number, kindly advise UNHCR of the new number because this is the only way to contact you.

## UNHCR Contacts/ Field Office



Info-line: **065502141** from 8:15 a.m.–15:15 p.m.



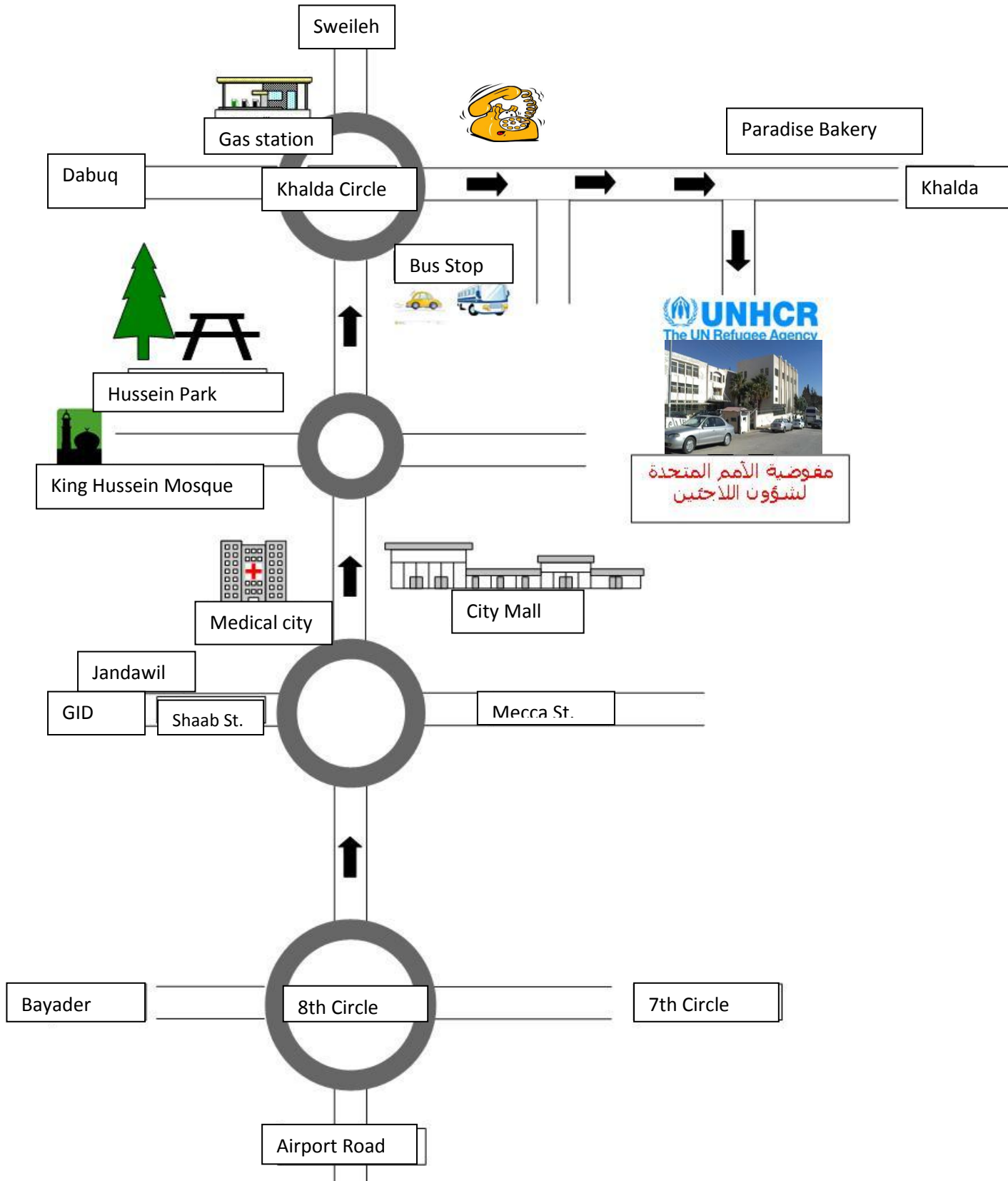
UNHCR Service Offices:

Governorate	Day	Location	Working hours
<b>Amman</b>	Sunday- Thursday	UNHCR office - Khalda	8:00-10:00
<b>Irbid</b>	Sunday- Thursday	UNHCR office - Irbid	8:00-14:00
<b>Mafraq</b>	Sundays - Wednesdays	Widows and Orphans Association	9:00-14:00
<b>Ramtha</b>	Mondays (twice a month)	Health Aid Clinic– Banks street	9:00-13:30
<b>Zarqaa</b>	Thursdays	Health Aid Clinic– Ma'soum Neighborhood	9:00-13:30
<b>Ma'an</b>	Mondays (once a month) Kindly check with the office to confirm the date	UNHCR – Ma'an Governorate Building	9:00-16:00
<b>Karak</b>	Tuesdays (Kindly check with the office to confirm the date)	Princess Basma Centre - Al Mazar	9:00-16:00

# UNHCR Office - Khalda

✚ **Address:** Khalda Area, former International Community School (ICS), in-front of Paradise Bakery, Musa George Fram Str.

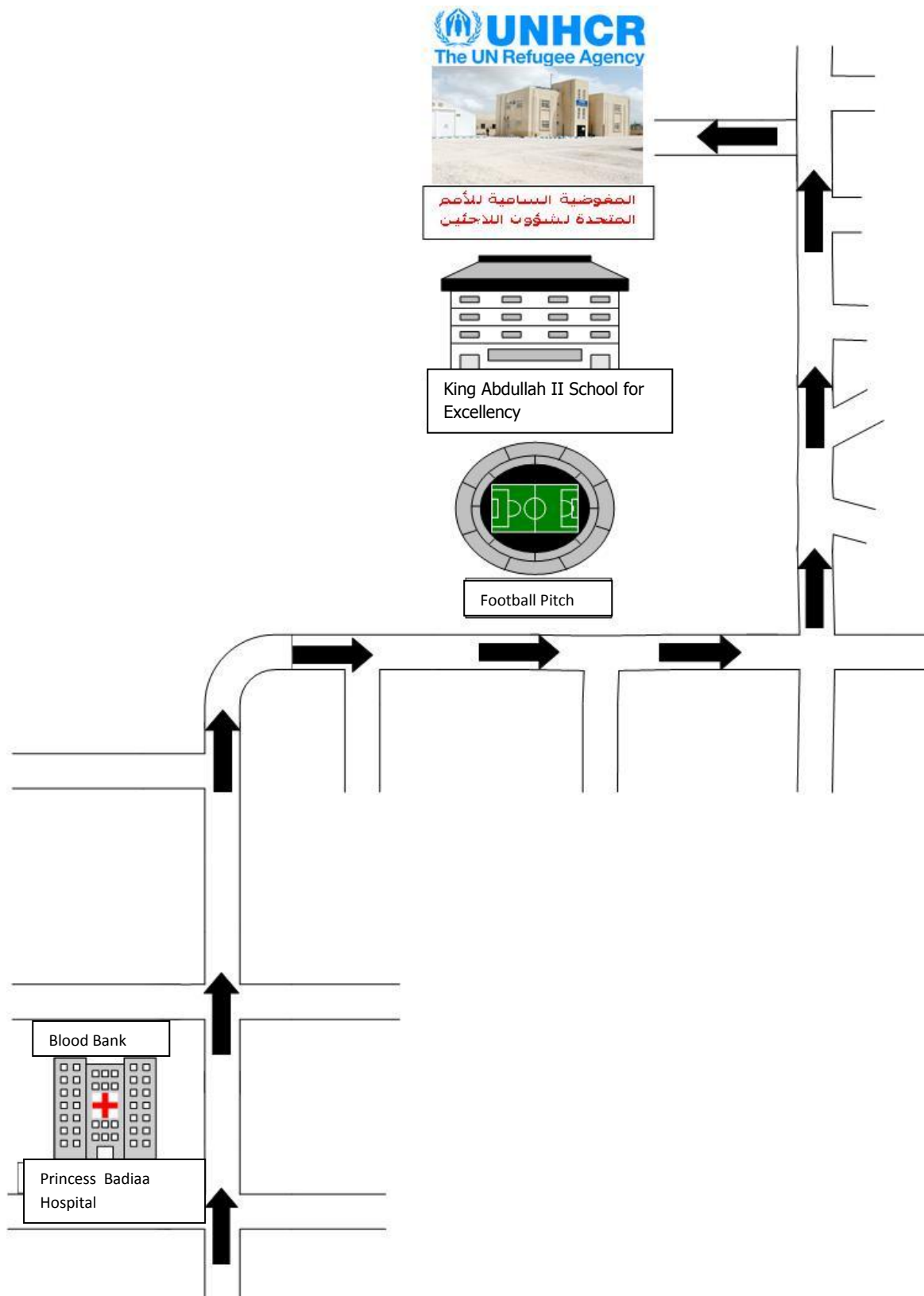
✚ **Info-line :** 065502141



# UNHCR Office - Irbid

✚ **Address:** Zibdet Farkouh Area, near King Abdullah II School for Excellency

✚ **Info-line :** 06 5502141



# Registration and Renewal

For registration and renewal appointments, kindly note the following:



- ✚ Renewal and registration appointments are given per one family;
- ✚ Residents in **Amman, Zarqa, Salt, Mafrq and Kerak** are to obtain an appointment from UNHCR office in Amman/Khalda, or from UNHCR services centres in the governorates.
- ✚ Residents in **Jerash, Ajloun, Irbid and Ramtha** are to obtain an appointment from UNHCR registration centre in Irbid.
- ✚ Residents in **Tafleh, Shobak and Ma'an** are to obtain an appointment from UNHCR service centre in Ma'an.
- ✚ For Aqaba residents, kindly contact our info-line at **065502141**



# Health Services

Refugees registered with UNHCR are entitled to access health services at **public health centres and hospitals**.

Centre name	Beneficiaries (Available to):	Address	Telephone Numbers	Working hours
<b>Caritas Jordan</b>	- Syrian refugees non-registered with UNHCR who obtained a registration appointment - Registered Syrian Refugees (in case the service is not available in Public facilities)	Amman – Al-Hashmi Shamali, near Naqawa Circle	06-4918601 06-4920951 06-4920953	09:00 p.m.- 4:00 p.m. Saturdays, Mondays, Tuesdays, Wednesdays and Thursdays
<b>Jordanian Health Aid Society</b>	- Syrian refugees non-registered with UNHCR who obtained a registration appointment - Registered Syrian Refugees (in case the service is not available in Public facilities) - Registered Syrian Refugees, and refugees with expired UNHCR certificate pending renewal	Al-Madina Clinic Amman –down town- Near Jordan Bank Building (Al Mahatta Branch)	06-4651772	09:00 p.m. – 4:00 p.m.  From Saturdays to Thursdays
		Mafraq clinic Dubbat Neighborhood. Dr. Mohammed Tayel Al Shawakfeh St. In front of the Comprehensive Health Centre	02-6232329	09:00 p.m. – 4:00 p.m.  From Saturdays to Thursdays
		Ramtha clinic Banks St. – Women Federation Building	02-7380150	09:00 p.m. – 4:00 p.m.  From Saturdays to Thursdays
		Irbid clinic Firas Al-Ajlouni St. West to Qubba Circle	02 - 7258510	09:00 p.m. – 4:00 p.m.  From Saturdays to Thursdays
		Mobile clinics/Zarqa	0775006028	09:00 p.m. – 4:00 p.m.  Sundays, Tuesdays and Thursdays
		Mobile clinics/south		09:00 p.m. – 4:00 p.m.  From Saturdays to Thursdays, according to the pre-set schedule

- Beneficiaries from Health Services provided by Caritas Jordan clinic / Al-Hashmi Shamali and **the Jordanian Health Aid Society**/ down town should pay the required fees.
- Syrian refugees are kindly requested to keep all x-rays and original copies of their medical reports, which should not be handed out to any other party but copies could be provided when necessary.
- In emergency cases (urgent admission to **a public hospital only**), kindly notify any of UNHCR's accredited health centres, within maximum 48 (forty eight) hours.
- You may ask your neighbour about the closest health centre or public hospital to your place of residence, in order to benefit from the provided services.



## List of public hospitals

Name of the hospital	Type of hospital	Phone Number
<b>Capital Governorate / Amman</b>		
Bashir Hospital	Public	064775111
Jamil Atotanji Hospital	Public	064020092
<b>Irbid Governorate</b>		
Princess Basma Hospital	Public	027275555
Princess Rahma Hospital	Public	027102985
Princess Badi'a Hospital	Public	027101662
Princess Raya Hospital	Public	026521666
Ramtha Hospital	Public	027383458
Abu Obeida Hospital	Public	026570018
Moath bin Jabal Hospital	Public	026587011
Yarmouk Hospital	Public	027585980
<b>Zarqa Governorate</b>		
Zarqa Hospital	Public	053982604
Prince Faisal Bin Al Hussein Hospital	Public	053740251
<b>Balqa Governorate</b>		
The National Center for Mental Health Hospital	Public	4729018
Hassan Hospital / Salt	Public	053552957
Shuna Al-Janubiya Hospital	Public	053581051
Muaddi Hospital / Princess Iman	Public	053584934
<b>Kerak Governorate</b>		
Kerak Hospital	Public	032386195
Ghor Safi Hospital	Public	032302468
<b>Ajloun Governorate</b>		
Ajloun Hospital	Public	026421921
<b>Aqaba Governorate</b>		
There are no public hospitals		
<b>Madaba Governorate</b>		
Nadim Hospital	Public	053241700
Princess Salma Hospital	Public	053207101
<b>Jerash Governorate</b>		
Jerash Hospital	Public	026351114
<b>Mafraq Governorate</b>		
Mafraq Hospital	Public	026231234
Rowaished Hospital	Public	026292183
Gynecology and Obstetrics Hospital (Mafraq)	Public	026236201
<b>Ma'an Governorate</b>		
Queen Rania Hospital	Public	032150634
Ma'an Hospital	Public	032132222
<b>Tafileh Governorate</b>		
There are no public hospitals		

# Protection Services



Name of Organization	Type of services provided	Contact Info	Location
<b>The United Nations High Commissioner for Refugees (UNHCR)</b>	Free line for cases of violence against women and children refugees or children separated from their family	Free cell phone number: 079 554 6383	<b>Amman: UNHCR office - Khalda</b> <b>Irbid: UNHCR office</b>
	Free line for cases of detention of refugees	079 674 2200	
<b>Family Protection Department</b>	Provision of protection, mental health and legal services to victims of violence	Amman: 06 581 5738	Amman, Rawnaq St., Seventh Circle behind Cosmo
		Zarqa 05 398 2952	Zarqa, near Dawa'er complex
		Mafrq 02 623 5511	Mafrq, Shwaikeh neighborhood, Mazze
		Irbid – Ramtha 02 702 2347	<b>Irbid</b> , Aidoun, Princess Basma Community Center, next to Mlezan hospital - <b>Ramtha</b> , after Petra traffic light, the second alleyway on the right
		Kerak 03 230 0800	Karak, near the traffic light of Muta University
<b>Jordan River Foundation</b>	<b>Family and Child :</b> Free Help Line. It aims to empower child and family so as to promote the social welfare and protect children in Jordan	Free Line:110  Amman: 06 523 4652  06 492 5096	Amman, Marka Janoubiyah, Nadi Sibaq, Nadwa Park, Building No. 40
	Psychological and social services for women and children		
<b>Noor Al Hussein Foundation</b>	Child protection services, and outreach activities on related protection issues	Amman 06 490 8310	Institute for Family Health Care (Amman, Hasheme) in addition to the field work team



<b>Ministry of Labour</b>	Child labor	Free Line 08 002 2208	
<b>Save the Children / Jordan</b>	Free hot line about education and protection services within schools	077 670 2426 Contact via landline and Orange 08 002 2766 Contact via Zain 08 000 0111	Amman, Jabal Al Nozha, 83 Saad Al Aali St., behind Istiqlal Mall

# Social Services



## Services provided to people with special needs :

Name of Organization	Type of services	Contact Info	Location
<b>Noor Al Hussein Foundation - Institute of Family Health Care</b>	Physiotherapy, assessment of intelligence, speech and language, special education, evaluation and follow-up of all cases, follow up of the psychological condition of people with disabilities (motor, mental, sensory and dual)	Sweileh, Free line: 065344190  Hashemi, free line: 064908310	Head Quarters, Sweileh, Al-Hai Al-Sharqi, Main Street, Alley to Rio Jordan Hotel.  Hashmi Shamali branch, Yazeed bin Hakam St., behind Abdallah Azzam Mosque.
<b>Foundation for the Social Promotion of Culture FPSC</b>	Assessment of the needs of persons with disabilities and identification of the needs of the equipment and mobility aids and making the necessary adjustments to mobility aids in line with the capabilities and potentials of persons with disabilities.	Free line: 0790142596	<ul style="list-style-type: none"> <li>Ramtha</li> <li>Kerak</li> <li>Ma'an</li> </ul>
<b>Handicap International</b>	Persons with special needs, people who suffer from injury and people who suffer from chronic diseases	Free line: 0787275399	<ul style="list-style-type: none"> <li>Irbid</li> <li>Mafrq</li> <li>Zarqa</li> </ul> Email: <a href="mailto:dvfp.intake.irbid@gmail.com">dvfp.intake.irbid@gmail.com</a>
<b>Movement For Peace</b>	Persons with special needs, persons with disabilities. Training services for mothers and persons who take care for children with special needs	Free line/ Zarqa: 0795851643/ 0787686726	<ul style="list-style-type: none"> <li>Zarqa</li> </ul> Email: <a href="mailto:cbr.zarqacamp@hotmail.com">cbr.zarqacamp@hotmail.com</a>
<b>Queen Zein Al Sharaf Institute for Development ZENID</b>	All disabilities that the Syrian refugees of all ages may be suffering from. Provision of medical devices and orthotics and prosthetics, rehabilitation, counseling, elderly club, child and family center.	Free line: 06/5052431 Extension: 301	Headquarters: Amman / Hashmi Shamali and the centers of the Institute in Mafrq and Irbid, in addition to the mobile clinics in all governorates

Services provided to the elderly: advisory services in the Commission in addition to the activities in the Queen Zein Al Sharaf Institute for Development in Amman, Mafrq and Irbid (free line **650 524 310**).



## Legal Services



- ✚ To benefit from the services of ARDD- Legal Aid Organization please contact the organization during working hours between 9:00 am and 6:00 pm Sunday-Thursday at 064617477 or at the emergency Number that is available 24/7 in case of detention at police stations or assault: 0777387221 and/or at any time via e-mail: [consult@ardd-legalaid.org](mailto:consult@ardd-legalaid.org)
- ✚ **Address:** First Floor- Bldg No. 8- Khalil Mardam St.- Third Circle- Jabal Amman- PO. Box: 930560 Amman 11193 Jordan.

## UNICEF



- ✚ Helping children at school age to get enrolled in public schools **for free**. To register please contact the free number of the Information Office for assistance **080022766**




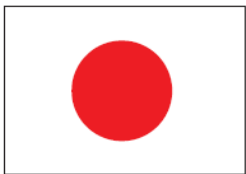
- ✚ Helping child/adolescent laborers and adolescents who are unable to get enrolled in school to get enrolled in irregular education. For more information please contact the free number of the Information Office.
- ✚ Children under the age of five can get regular vaccines and the dietary compliment (vitamin A) **for free**. Please visit the nearest maternal and child health care center.



Every person registered with UNHCR has the right to benefit from the **food coupons program**. In case you did not get the said assistance please contact the following numbers to register and provide the required information so as to ensure the assistance. Please register in the nearest governorate to your residence.



<div> <div>WFP Hotline numbers</div> <div>0797778841/0797778851</div> </div> 		
Implementing Partner	Governorate	Phone Number
Islamic Relief	Irbid, Mafraa, Ramthaa, Jerash	0787194131
Save the Children	Amman and Zarqa	0779919120
HRF	Ajloun, Balqaa, Madaba, Kerak, Tafileh, Ma'an, Aqaba	0797513210



From  
the People of Japan  
من الشعب الياباني



الكويت تستجيب  
Kuwait Responds



UNHCR thanks the main countries and organizations supporting the Response Program for Syrian refugees in Jordan for 2013

The United States of America, State of Kuwait, the European Union, Japan, Canada, the Central Emergency Response Fund

U.K, Australia, the Russian Federation, Germany, Belgium, Spain, Netherlands and other countries