

# Service Guide for Syrian Refugees

This Guide is valid as of January 2015



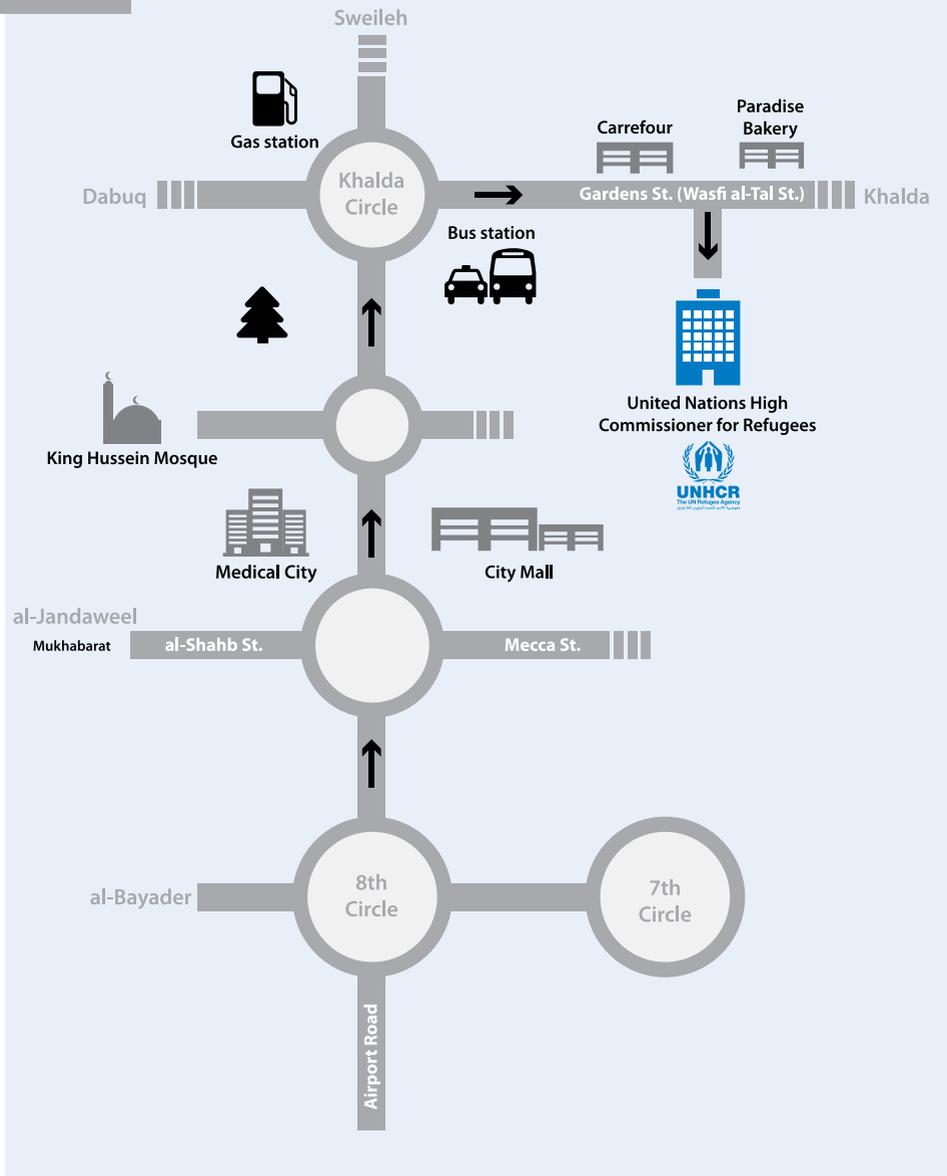
**UNHCR**  
The UN Refugee Agency  
مفوضية الأمم المتحدة لشؤون اللاجئين



Address in Amman: 319-Wasfi Al-Tal St. Musa George Fram Corner (opposite to Paradise Bakery)

UNHCR Office Khalda

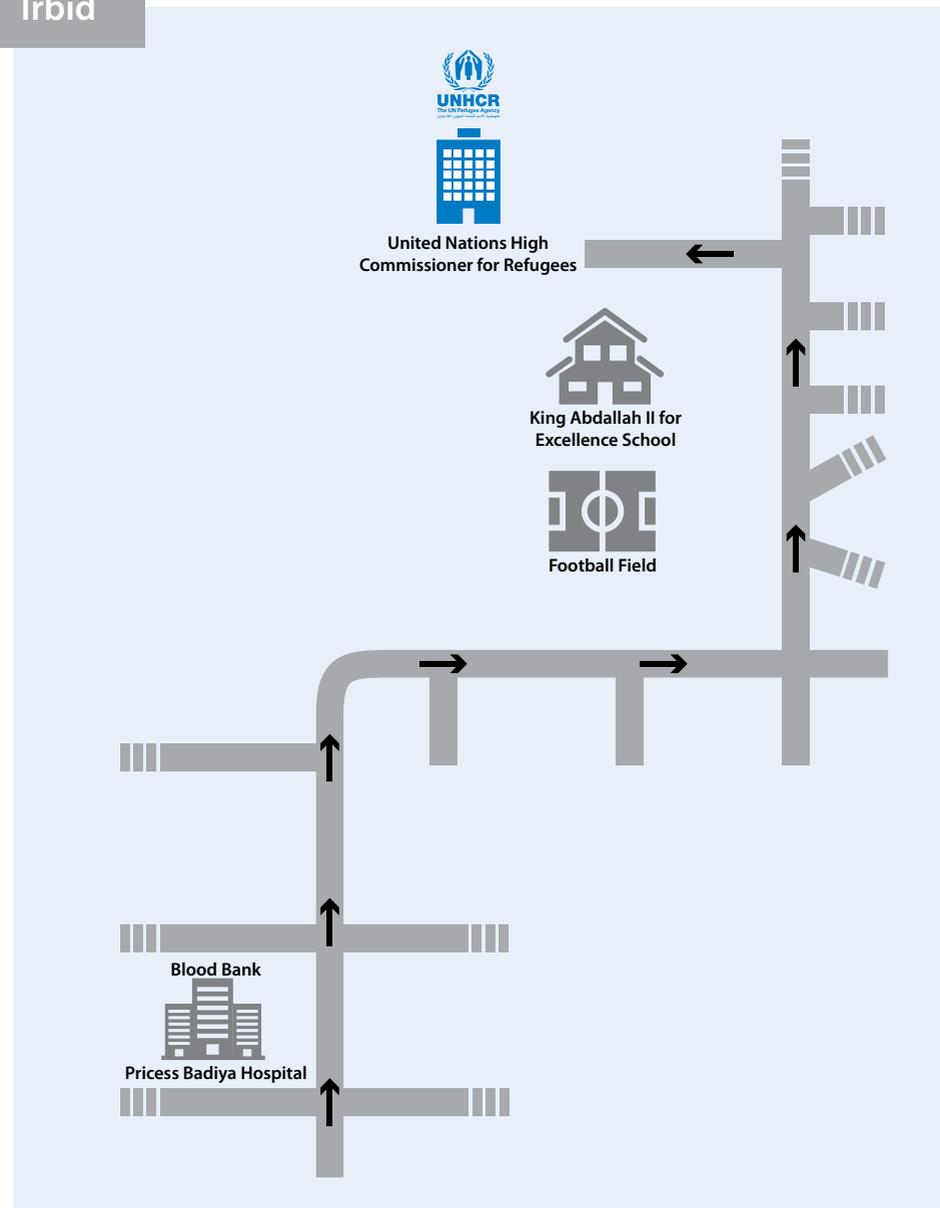
UNHCR Helpline: 06 400 8000  
open from 8am-5pm



Address in Irbid: Zebdeh Farkouh, next to King Abdullah II School for Excellence

UNHCR Office Irbid

UNHCR Helpline: 06 400 8000  
open from 8am-5pm

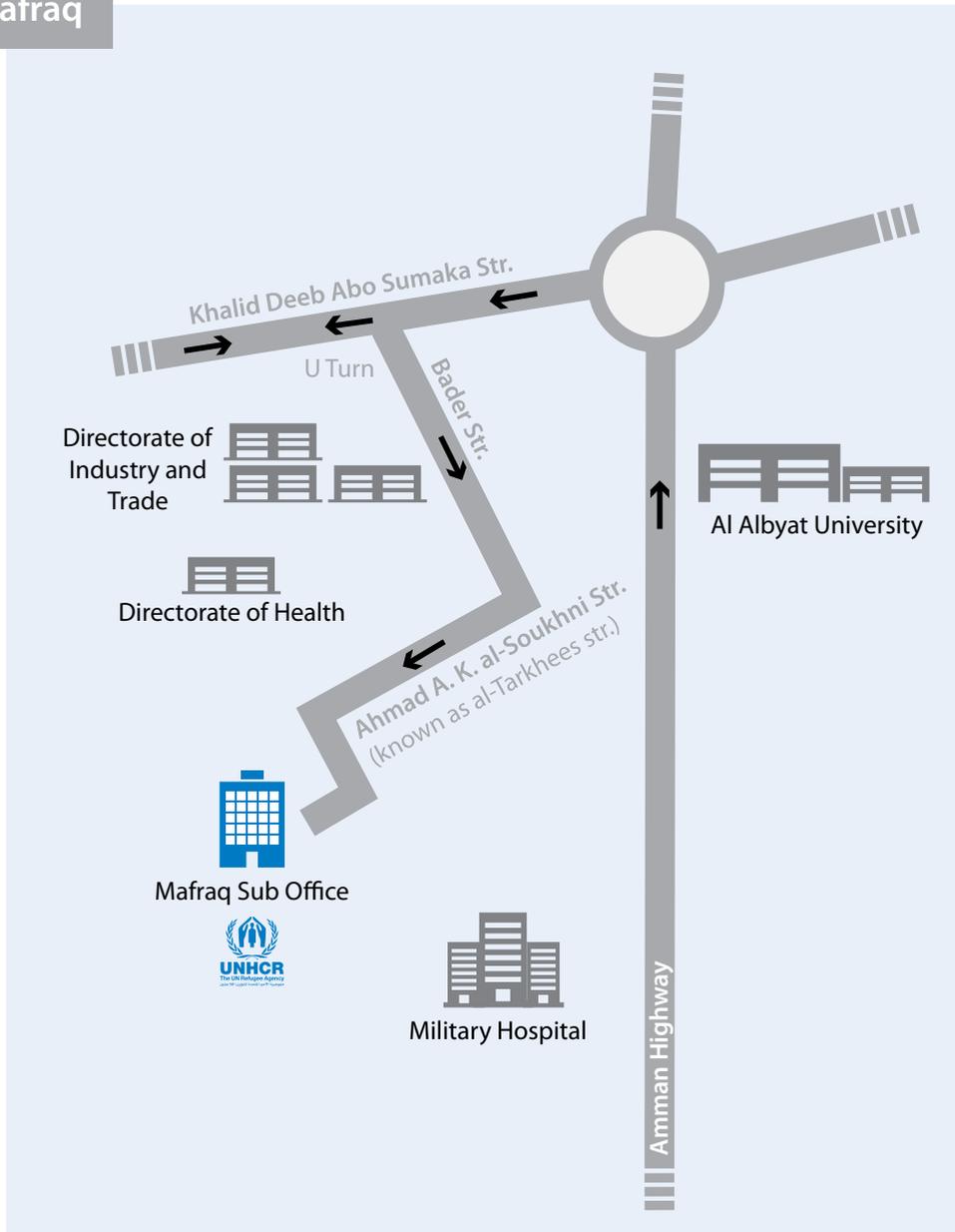




Address in Mafraq: Housing and Urban Development, near the new military hospital, behind the Directorate of Health of Mafraq Governance

UNHCR  
Sub-Office  
Mafraq

UNHCR Helpline: 06 400 8000  
open from 8:30am-3pm



## UNHCR HELPLINE

**06 400 8000**

Phone line for general inquiries  
8am - 5pm | Sunday - Thursday



## UNHCR CP/SGBV DUTY PHONE

**079 554 6383**

Phone line for cases of violence against women and children  
8:30am - 3pm | Sunday - Thursday



## UNHCR DETENTION LINE

**079 674 2200**

Phone line for cases of detention of refugees  
9am - 3:30pm | Sunday - Thursday

# HOW TO REACH UNHCR

**UNHCR Helpline: 06 400 8000**

open from 8am-5pm



## **AMMAN** UNHCR Office - Khalda

Door cards are issued from 8am to 3pm | Sunday-Thursday

*All registration, renewal and counselling services*

## **IRBID** UNHCR Office - Irbid

8am - 10:30am | Sunday-Thursday

*Community services*

8am - 2pm | Sunday-Thursday

*All registration and renewal services*

## **MAFRAQ** UNHCR Office - Mafraq

8:30am - 3pm | Sunday & Wednesday

*All registration, renewal and counselling services*

## **ZARQA** JHAS Clinic – Hai Ma'soum

9am - 2pm | Sunday & Wednesday

*ONLY issuance of registration / renewal appointments and counselling services*

## **SALT** Jordanian Family DVP Association

9am - 2pm | Tuesday (twice a month)

*ONLY registration/renewal appointments and counselling services.*

## **AJLOUN** Salat Qasr al Qima celebration hall (Ajloun St., Anjara)

9am-2pm Wednesday (twice a month)

*ONLY giving registration/renewal appointments and counseling services*

## **JERASH** Princess Basma Center for Human Development

9am-2pm Wednesday (twice a month)

*ONLY giving registration/renewal appointments and counseling services*

## **MADABA** Princess Basma Centre

9am - 2pm | Tuesday (twice a month)

*ONLY registration/renewal appointments and counselling services.*

## **TAFILEH** JUHOD

9am - 2pm | Monday (once a month)

*ONLY registration/renewal appointments and counselling services.*

## **KARAK** Princess Basma Centre – Muta'a

9:30am - 2pm | Monday (twice a month)

*ONLY registration/renewal appointments and counselling services.*

## **MA'AN** Ma'an Governorate Building

8am - 2pm | Monday (once a month)

*ONLY issuance of registration / renewal appointments and counselling services*

## **AQABA** JRC – old town

8am to 2pm | Monday (once a month)

*ONLY registration/renewal appointments and counselling services.*

## **RAMTHA** JHAS Clinic, Near Bus Station

9am - 2pm | Tuesday (twice a month)

*ONLY giving registration/renewal appointments and counseling services*

Counselling services include counselling on protection issues, cash assistance and community services.



# SERVICES FOR WOMEN AND CHILDREN



## Family Protection Department

Provision of protection, mental health and legal services to victims of violence

<b>Amman</b>   Rawnaq St., 7th Circle, behind Cozmo	06 581 5738
<b>Zarqa</b>   near Dawa'er complex	05 398 2952
<b>Mafraq</b>   Shwaikeh neighborhood, Mazze	02 623 5511
<b>Irbid</b>   Aidoun, Princess Basma Community Center, next to Mlezan hospital	02 702 2347
<b>Ramtha</b>   after Petra traffic light, the second alley way on the right	02 702 2347
<b>Karak</b>   Muta University Traffic Lights	03 230 0800

## Jordan River Foundation

Empower children and families to promote social welfare and protect children in Jordan

Psychological and social services for women and children

<b>Amman</b>   Marka Janoubiyah, Nadi Sibaq, Nadwa Park, Building No. 40   9am - 7pm   Sunday-Friday	Free helpline: 110
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## Noor Al-Hussein Foundation

Child protection services, and outreach activities on related protection issues

<b>Amman</b>   Institute for Family Health Care (Hasheme) in addition to the field work team   8am-3:30pm   Sunday-Thursday	06 490 8310
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## Save the Children / Jordan

Free Help Line for education services and protection inside schools

<b>Amman</b>   Jabal al-Nazha, Saad al-Ali St., Building No.83, behind al-Istiqlal Mall   8:30am - 4pm   Sunday-Thursday	Help Desk: 077 670 2426 General inquiries: 08 000 0111 (Zain) 08 002 2766 (Orange)
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## International Rescue Committee

Services for SGBV survivors

24-hour hotline:  
077 507 7792

## International Medical Corps

Child Protection Services

24-hour hotline:  
079 578 5095

## Ministry of Labour

Reporting/taking advice on any issues related to child labour.

08 002 2208  
077 758 0666 (Orange)  
078 560 2666 (Umniah)  
079 658 0666 (Zain)



# LEGAL SERVICES



## Legal Aid

### Legal aid services and legal information

**For urgent referrals** | 24 hours/7 days a week | 077 738 7221

**Legal Aid | Amman** Jabal Amman, Third Circle, Khalil Mardam str., Building No. 8, 2nd floor | 9am - 6pm | Sunday-Thursday  
e-mail: [consult.amman@ardd-legalaid.org](mailto:consult.amman@ardd-legalaid.org)  
tel: 06 461 7477  
fax: 06 461 7377

**Legal Aid | Zarqa** Army str., in front of The Great Arab Revolution School and Khaled Markets | 9am - 5pm | Sunday-Thursday  
e-mail: [consult.zarqa@ardd-legalaid.org](mailto:consult.zarqa@ardd-legalaid.org)  
tel: 05 385 4647  
fax: 05 385 4646

**Legal Aid | Mafraq** Dubbat District, Abd al-Hamid al-Nahimi Circle, turn around the circle and back, take the first street on the right, in front of Abdallah bin Rwaha School for boys | 9am - 5pm | Sunday-Thursday  
e-mail: [consult.mafraq@ardd-legalaid.org](mailto:consult.mafraq@ardd-legalaid.org)  
tel: 02 623 6634  
fax: 02 623 6633

**Legal Aid | Irbid** Zebda, the street on the right from Badiah Hospital, then take the first street on the left from the intersection after al-Rabia Markets | 9am - 5pm | Sunday-Thursday  
e-mail: [consult.irbid@ardd-legalaid.org](mailto:consult.irbid@ardd-legalaid.org)  
tel: 02 725 6634  
fax: 02 725 6633

**Legal Aid | Kerak** Abu Hammour Area, reach the circle, then u-turn at the first on the left, then take the street on the right, near "Al-Hoot" for cars | 9am - 5pm | Sunday-Thursday  
e-mail: [consult.mafraq@ardd-legalaid.org](mailto:consult.mafraq@ardd-legalaid.org)  
tel: 03 238 6634  
fax: 03 238 6633

# HEALTH SERVICES



- Primary, secondary and some tertiary health care services are available to all registered Syrians at subsidized highly subsidized prices at Public Health Centres and Governmental Hospitals
- Governmental health services are available through public health care centers and governmental hospitals that cover all governorates, thus; you can identify services near to your residency by asking your neighbors. There are no governmental hospitals in the governorates of Aqaba and Tafleeh, however you can access hospital services in the Royal Medical Service hospitals in these governorates (Prince Hashem Hospital in Aqaba and Prince Zeid Hospital in Tafleeh)
- Patients must present a valid UNHCR registration certificate and security card in order to receive services at subsidized prices.
- Note that if the UNHCR registration certificate is expired, the refugee will have to pay for the service provided at the foreigner's rate and you will not be able to get the subsidized rate.
- UNHCR will be able to cover the cost of treatment for patients through JHAS clinics if:
  - a) Patient cannot afford to pay for the treatment at PHCs and governmental hospitals (the case have been evaluated as a vulnerable case).
  - b) Patient cannot get a subsidized price for the treatment needed at PHCs and governmental hospitals (hold invalid UNHCR certificate or invalid security card).

### Primary Health Services

- Primary health care services are available to all registered Syrians at subsidized prices at Public Health Centers and Governmental Hospitals if they present a valid UNHCR certificate and Mol card.
- Primary health services are available in JHAS clinics as per the conditions outlined in paragraph A.

### Pregnancy and Delivery Services

- Delivery services are available at subsidized prices in all governmental hospitals for Syrians holding a valid UNHCR registration and Mol card.
- Pregnant Syrian women whose UNHCR registration will expire before the expected delivery date are kindly requested to visit UNHCR registration center to arrange for the registration renewal. UNHCR unfortunately can no longer cover the costs of deliveries for women whose registration has expired more than one month prior to the delivery.

- If you do not have a valid UNHCR registration or MOI card or receive monthly or urgent cash assistant then you should access nearest governmental hospital and notify the nearest JHAS clinic within 48 hours to consider the possibility of covering the cost of delivery.

### Emergency Health Care

- Emergency services are available free of charge in all governmental hospitals for Syrians holding a valid UNHCR registration and security card.
- If you have a medical emergency, which necessitate urgent admission to a public hospital, and do not have a valid UNHCR registration or MOI card or receive monthly or urgent cash assistant then you must notify the nearest JHAS clinic within 48 hours to consider the possibility of covering the cost of treatment.

**In Aqaba and Tafleeh only, in case of an emergency including delivery you can access RMS hospitals as they are the only available hospital services in these governorates. You must inform the JHAS MMU within 48 hours of admission by calling on 077-5006028**

**In cases requiring non-urgent hospital services, you must visit public health centers and follow normal referral procedure.**

- If you have any problem with the security card, you can be assisted through Legal Aid at 06 4617474

### Tertiary Health Care (for Registered Refugees)

- Treatment for costly tertiary care requires pre-approval from UNHCRs Exceptional Care Committee (ECC), which is held on a monthly basis. You can find out if you are eligible for this service through any JHAS clinic.

### Mental Health Services

- Mental health services are provided for registered Syrians in all JHAS clinics listed below. These services are provided through the International Medical Corps (IMC).

### Nutrition support services

- Nutrition support for children suffering from malnutrition is available free of charge through all JHAS clinics listed below

## JHAS Clinics (Jordan Health Aid Society)

**Beneficiaries: Syrian refugees who have appointment cards for registration; Registered Syrian Refugees (if the service is not available at MoH facilities)**

<b>Amman</b>   JHAS Al Madina (Downtown) clinic Downtown – al-Mahata St. – near to Jordan Bank 9am – 4pm   Saturday-Thursday	06 465 1771 06 465 1772
<b>Mafraq</b>   Beginning of Baldyeh st., opposing to Hedaya Pharmacy, Third floor 9am – 4 pm   Saturday-Thursday	02 623 2329
<b>Ramtha</b>   Next to Ramtha Buses station, behind Al Far-dous Taxi company 9am – 4 pm   Saturday-Thursday	02 738 0150
<b>Irbid</b>   Hay Bade`a opposite to princess Rahma hospital, next to Al-Hasad water shop. 9am – 4pm   Saturday-Thursday	02 710 2357
<b>Zarqa</b>   Ma'soum Area, Behind Zein Al Abdein Mosque 9am – 4pm   Saturday-Thursday	05 399 4105
<b>One Mobile Medical Unit (MMU) covering the South governorates</b>   8am – 4pm   Saturday-Thursday	077 500 6028

### Very important note:

UNHCR strongly recommends keeping your documents (UNHCR registration and Security card) up to date in order to benefit from health services at subsidized rates provided by MOH facilities.



# SOCIAL SERVICES

## Noor al-Hussein Foundation Institute of Family Health Care

Physiotherapy, Assessment of intelligence, Speech and language assessment, Special education, Evaluation and follow-up of all cases, Follow up of the psychological condition of people with disabilities (motor, mental, sensory and dual)

**Amman** | Sweileh, al-Hai al-Sharqi, Main Street, Alley to Rio Jordan Hotel  
8am-3:30pm | Sunday-Thursday

Free phone number:  
06 534 4190

**Amman** | Hashmi Shamali, Yazeed bin Hakam St., behind Abdallah Azzam Mosque  
8am-3:30pm | Sunday-Thursday

Free phone number:  
06 490 8310

## Handicap International

Services for persons with special needs, people who suffer from injuries and people who suffer from chronic diseases

**Irbid (Irbid, Ramtha, Ajloun, Jerash)** |  
8:30am - 5:30pm | Sunday-Thursday

078 727 5399

**Al-Mafraq (Za'atari refugee camp, Zarqa'a, Mafraq)** |  
8:30am - 5:30pm | Sunday-Thursday

078 792 5245

**Amman (Aqila Hospital, Dhaleel, Dar Al-Salam, Al-Jazeera)** |  
8:30am - 5:30pm | Sunday-Thursday

078 048 1016

## Queen Zein al-Sharaf Institute for Development (ZENID)

Services for Syrian refugees of all ages, including elderly, suffering from any disability

**Amman (Hashmi Shamali) |  
Marfaq & Irbid |  
Mobile clinics in all governorates |**

Free phone number:  
06 505 2431  
06 505 5693



# UNICEF

Helping children of school age to enroll in public schools **for free.**

To register, please contact UNICEF Information Office for assistance, on one of the following numbers:

**General inquiries: 077 670 246**

Free help line for education services and protection in Schools

**Zain lines 08 000 0111**

**Orange lines 08 002 2766**

Opening hours: 8:30am - 4pm

Helping child/adolescent labourers and adolescents who are unable to get enrolled in school to enroll in irregular education. For more information please contact the free number of UNICEF 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 centre.



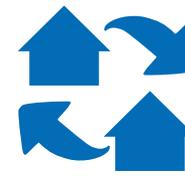
Most refugees registered with UNHCR in communities in Jordan are eligible to receive WFP's food assistance when funding is sufficient to provide it. For more information on WFP food assistance, please call the WFP helpline at

**WFP helpline at 079 777 88 41 or 079 777 88 51.**

All Syrian refugees living in camps in Jordan are currently eligible to receive WFP's food assistance.

### Implementing Partners

<b>Islamic Relief (Irbid, Mafraq, Ramtha, Jerash)  </b> 8am - 4pm   Sunday-Thursday	078 719 4131
<b>Save the Children (Amman and Zarqa)  </b> 8:30am - 4pm   Sunday-Thursday	Help Desk: 077 670 2426 General inquiries (Zain) 08 000 0111 (Orange) 08 002 2766
<b>HRF (Ajloun, Balqa, Madaba, Karak, Tafleh, Ma'an and Aqaba)  </b> 9am - 4pm   Every day	079 751 3210



## RESETTLEMENT

### WHO CAN GET IT?

Resettlement is not a right and the selection of refugees for resettlement is based on global criteria and only the most vulnerable refugees will be considered.

### WHO DECIDES?

The decision to accept a refugee for resettlement is made by the Resettlement country and not UNHCR. If your case is rejected by one resettlement country, UNHCR will re-assess your case and decide whether to re-submit your case to another resettlement country.



# IMPORTANT INFORMATION



All UNHCR Services are provided **FOR FREE**

## PLEASE BE AWARE OF FRAUD

Please be reminded that all UNHCR services are free of charge, including resettlement services. If anyone (UNHCR staff or an outside party) offers UNHCR resettlement assistance of any kind in exchange for money or other benefits, this person may be breaking the law and could be charged with a crime. If you are approached by anyone seeking money in exchange for resettlement or you have been paying for resettlement assistance, please report the incident immediately, by including a complaint in the Complaints Box or by contacting the InfoLine. You can also contact a Senior UNHCR Staff Member.



**IF YOU CHANGE YOUR PHONE NUMBER**, please inform UNHCR as soon as possible, as this is our only means for contacting you.



In addition to the above-mentioned contributors, UNHCR Jordan has received financial support from private donors. The following donors have also given unrestricted funds to UNHCR: Algeria | Argentina | Australia | Austria | Canada | Costa Rica | Denmark | Estonia | Finland | France | Germany | Holy See | Hungary | India | Indonesia | Ireland | Israel | Italy | Kuwait | Latvia | Luxembourg | Mexico | Monaco | Morocco | Mozambique | Netherlands | New Zealand | Norway | Qatar | Rep. of Korea | Romania | Russia Federation | Saudi Arabia | Serbia | Singapore | Slovak Republic | Sweden | Switzerland | Thailand | Tunisia | Turkey | UAE | UK | Uruguay

