# INTER-AGENCY EMERGENCY STANDARD OPERATING PROCEDURES FOR PREVENTION OF AND RESPONSE TO GENDER-BASED VIOLENCE and VIOLENCE, ABUSE, NEGLECT AND EXPLOITATION OF CHILDREN IN JORDAN

2014 Edition

## Section 3: Referral Pathways

# INTER-AGENCY EMERGENCY STANDARD OPERATING PROCEDURES FOR PREVENTION OF AND RESPONSE TO GENDER-BASED VIOLENCE and VIOLENCE, ABUSE, NEGLECT AND EXPLOITATION OF CHILDREN IN JORDAN

2014 Edition

## Section 3: Referral Pathways

# Annex XVIII: GBV Referral Pathways

## GBV REFERRAL PATHWAY – Amman

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| TELLING SOMEONE AND SEEKING HELP (DISCLOSING) | |
|---|---|
| Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point": | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV**
- **If agreed and requested by survivor, obtain informed consent and make referrals**
- **When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child**
- **Accompany the survivor to assist him/her in accessing services**
- **For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care**

### Medical/Health Care:

**JHAS**
*Saturday - Thursday 09:00-16:00*

Focal Point:

Dr.Hanan Jarrar
Mobile: 079 558 9419

Dr. Ola Al Tebawi
Mobile: 077 500 6027
Email: pc@jordanhealthaid.org

**NHF / IFH**
*Sunday – Thursday 08:00 – 15 :30*

Tel:
Sweileh center: 06 534 4193/ 2
Hashmi Center: 06 490 8310

Focal Point:

*Sweileh Provide CMR services*
Dr. Nesreen Barakat -
Mobile: 079 731 9450
Email: dr.nesreen@ifh-jo.org

*Hashmi - Provide CMR services*
Dr. Hiba Al Mallah
Mobile: 06 490 8310
Email: m.badawi@ifh-jo.org

Dr. Hiba Al Fayoumi
Tel: 06 490 8310

**MoH**
**Al Bashir Hospital**
*Open 24 hour*

Tel: 06 474 4430

Focal Point:
*Sunday – Thursday 08:00 – 16:00*

Dr. Bilal Talal Ibrahim
Mobile: 078 506 3855

### Case Manager (including immediate psychosocial support):

**Adults (over 18)**

**JWU**
*Saturday – Thursday 08:30 – 16:30*

Focal Point:

Najiyyeh Zoabi
Kefah Al Jabir
Tel: 06 567 5729
Mobile: 079 820 2353
Email: najiaha.zo3by@yahoo.com

**NHF / IFH**
*Sunday – Thursday 08:00 – 15 :30*

Focal Point:

*Hashmi Center*
Shaden Abu Hamour Mobile: 06490 8310
Email: s.nizar@ifh-jo.org

*Sweileh Center*
Haya Al-Badri
Mobile: 079 652 6167
Email: c.lab@ifh-jo.org

**JRF**
*Sunday- Thursday 08:00-16:00*

Focal Point:

Muntaha Al Harasis
Tel: 06 491 4999
Email: m.alharasis@jrf.org.jo

Samia Bishara
Tel: 06 5933211
Email: s.bishara@jrf.org.jo

**UNHCR** *Field Office Amman:*
*Sunday- Thursday 08:00-16:00*

Focal Point:
*Diana Suleiman*
*Mobile/dutyphone: 079 7151469*
*Email: suleiman@unhcr.org*

### Case Manager (including immediate psychosocial support):

**Children (under 18)**

**IMC**

*24 hours*
Duty phone: 079 578 5095

Focal Point:
*Sunday – Thursday 09:00 – 17:00*

Maram Shahin
Mobile: 079 897 6461
Email:
mshahin@internationalmedicalcorps.org

**JRF**
*Sunday- Thursday 08:00-16:00*

Focal Point:

Muntaha Al Harasis
Tel: 06 491 4999
Email: m.alharasis@jrf.org.jo

Samia Bishara
Tel: 06 5933211
Email: s.bishara@jrf.org.jo

**UNHCR** *Field Office Amman:*
*Sunday- Thursday 08:00-16:00*

Focal Point:
*Diana Suleiman*
*Mobile/dutyphone: 079 7151469*
*Email: suleiman@unhcr.org*

*Back Up :*
*May Hafidh*
Mobile/dutyphone: 0797145307
Email: *hafith@unhcr.org*

*After working hours and weekends*
UNHCR Duty Phone for partners: 079 710 9194

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|---|---|---|
| | *Back Up :*<br>*May Hafidh*<br>Mobile/dutyphone: 0797145307<br>Email: *hafith@unhcr.org*<br><br>*After working hours and weekends*<br>UNHCR Duty Phone for partners: 079 710 9194<br><br>**UNRWA**<br><br>Focal Point:<br><br>*North Amman Office: Wafa Nuwwara*<br>*Mobile/hotline:079 710 0496*<br>*Email: w.nuwwara@unrwa.org*<br><br>*South Amman Offic:* : Haifa Wheidi<br>Mobile/hotline: 079 899 8890<br>Email: h.wheidi@unrwa.org | **UNRWA**<br><br>Focal Point:<br><br>*North Amman Office: Wafa Nuwwara*<br>*Mobile/hotline:079 710 0496*<br>*Email: w.nuwwara@unrwa.org*<br><br>*South Amman Offic:* : Haifa Wheidi<br>Mobile/hotline: 0798998890<br>Email: h.wheidi@unrwa.org |

**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM

| **Protection, Security, Police:** | **Legal Assistance Counsellors:** |
|---|---|
| **UNHCR**– Protection (including cases of risk of arrest, detention or refoulement)<br><br>*Sunday – Thursday 08:00 – 15:30*<br><br>Focal Point:<br>*Diana Suleiman*<br>*Mobile/dutyphone: 079 7151469*<br>*Email: suleiman@unhcr.org*<br><br>*Back Up :*<br>*May Hafidh*<br>Mobile/dutyphone: 0797145307<br>Email: *hafith@unhcr.org*<br><br>*After working hours and weekends*<br>UNHCR Duty Phone for partners: 079 710 9194<br><br>**FPD** – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– see contacts above<br><br>*Open 24 hours*<br><br>Focal Point:<br><br>Sadiq Al- Omari<br>Tel: 06 490 2144<br><br>Hotline: 911. Email: familypd@accessme.com.jo<br><br>**Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors**<br><br>**UNICEF:** Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible<br><br>*Sunday – Thursday 08:00 – 15:30*<br>Duty phone: 079 021 4149<br>Email: jochildprotect@unicef.org | **UNHCR**-<br><br>*Sunday – Thursday 08:00 – 15:30*<br><br>Focal Point:<br>*Diana Suleiman*<br>*Mobile/dutyphone: 079 7151469*<br>*Email: suleiman@unhcr.org*<br><br>*Back Up :*<br>*May Hafidh*<br>Mobile/dutyphone: 0797145307<br>Email: *hafith@unhcr.org*<br><br>*After working hours and weekends*<br>UNHCR Duty Phone for partners: 079 710 9194<br><br>**ARDD-Legal Aid**<br><br>Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7277<br>Mobile: 077 577 7077<br>Email: somohareb@ardd-legalaid.org<br><br>Emergency line: 077 738 7221<br><br>**JWU**<br>*Saturday – Thursday 08:30 – 16:30*<br><br>Focal Point:<br><br>Intesar Al-Amer<br>Ilham Al-Shawwa<br>Tel: 06 567 5729<br>Mobile: 079 820 2353<br>Email: intesara.majeed@yahoo.com |

| AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES<br>Over time and based on survivor's choices **can** include any of the following: | | | |
|---|---|---|---|
| **Health Care** | **Psychosocial Services** | **Protection, Security, and Justice** | **Basic Needs (Cash, NFI, etc)** |
| **Primary Health Care:**<br><br>**MoH**<br>**Al Bashir Hospital**<br>*Open 24 hour*<br><br>Tel: 06 474 4430<br><br>**JHAS**<br>*Saturday - Thursday 09:00-16:00*<br><br>Tel: 06 523 6674<br><br>**NHF/IFH**<br>*Sunday – Thursday 08:00 – 15 :30*<br><br>Focal Point:<br>*Hashmi Center*<br>Dr. Hiba Al Mallah<br>Mobile: 06 490 8310<br>Email: m.badawi@ifh-jo.org<br><br>*Sweileh Center*<br>Haya Al-Badri<br>Mobile: 079 652 6167<br>Email: c.lab@ifh-jo.org<br><br>*East Amman Clinic*<br>Dr. Areen Khreisat<br>Bilal Zawateen<br>Mobile: 079 6525866<br><br>**JWU**<br>*Saturday- Thursday 09:00-17:00*<br><br>Focal Point:<br><br>Dr. Aws Shaker<br>Mobile: 079 612 5506<br>Tel: 06 567 4285<br><br>**UNRWA** – Primary health care and referral to secondary services for Palestinian refugees<br>*Sunday – Thursday 07:30 – 13:45*<br><br>*North Amman Office:*<br>*Wafa Nuwwara*<br>*Mobile:079 710 0496*<br>*Email:*<br>*w.nuwwara@unrwa.org*<br><br>*South Amman Offic:*<br>Haifa Wheidi<br>Mobile: 079 899 8890<br>Email: h.wheidi@unrwa.org | **PSS Services for Adults:**<br><br>**JWU**<br>*Saturday – Thursday 08:30 – 16:30*<br><br>Focal Point:<br><br>Alia Hijjawi<br>Najiyyeh Zoabi<br>Kefah Al Jabir<br>Tel: 06 567 5729<br>Mobile: 079 820 2353<br>Email:<br>najiaha.zo3by@yahoo.com<br><br>**NHF / IFH**<br>*Sunday – Thursday 08:00 – 15 :30*<br><br>Focal Point:<br><br>*Hashmi Center*<br>Shaden Abu HamourTel:<br>Tel: 06 490 8310<br>Email: s.nizar@ifh-jo.org<br><br>*Sweileh Center*<br>Haya Al-Badri<br>Mobile: 079 652 6167<br>Email: c.lab@ifh-jo.org<br><br>*East Amman Clinic*<br>Dr. Areen Khreisat<br>Bilal Zawateen<br>Mobile: 079 6525866<br><br>**Jordan Red Crescent**<br><br>Tel: 06 490 8588<br>Cell: 079 959 2092<br>079 703 0495<br>079 938 8312<br><br>**JRF**<br>*Sunday- Thursday 08:00-16:00*<br><br>Tel: 06-4925096<br><br>*Sunday-Thursday 09:00-19:00*<br>Help line: 110<br><br>Focal Point:<br><br>Muntaha Al Harasis<br>Tel: 06 491 4999<br>Email: m.alharasis@jrf.org.jo<br><br>Samia Bishara<br>Tel: 06 5933211<br>Email: s.bishara@jrf.org.jo | **Protection/Registration:**<br><br>**UNHCR**<br><br>*Sunday-Thursday 8:00 to 15:30*<br>Focal Point:<br>*Diana Suleiman*<br>*Mobile/dutyphone: 079 7151469*<br>*Email: suleiman@unhcr.org*<br><br>*Back Up :*<br>*May Hafidh*<br>Mobile/dutyphone: 0797145307<br>Email: *hafith@unhcr.org*<br><br>*After working hours and weekends*<br>UNHCR Duty Phone for partners: : 079 710 9194<br><br>**UNRWA -** Registration & Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)<br>*Sunday – Thursday 07:30 – 15:00*<br><br>Focal Point:<br><br>*North Amman Office:*<br>*Wafa Nuwwara*<br>*Mobile:079 710 0496*<br>*Email: w.nuwwara@unrwa.org*<br><br>*South Amman Offic:*<br>Haifa Wheidi<br>Mobile: 079 899 8890<br>Email: h.wheidi@unrwa.org<br><br>**Shelters/Safe houses:**<br><br>**FPD through UNHCR**<br><br>*Sunday-Thursday 8:00 to 15:30*<br>Focal Point:<br>*Diana Suleiman*<br>*Mobile/dutyphone: 079 7151469*<br>*Email: suleiman@unhcr.org*<br><br>*Back Up :*<br>*Yasmeen Al-Rashdan*<br>Mobile/dutyphone: 0797159208<br>Email: alrashdy@unhcr.org<br><br>*After working hours and weekends*<br>UNHCR Duty Phone for partners: 079 710 9194<br><br>**JWU-** Amman<br>*Saturday – Thursday 08:30 – 17:00* | **UNHCR –**<br><br>Helpline: **064008000.**<br>*Sunday - Wednesday 08.00 – 17.00*<br><br>Tel: 06 550 2141<br><br>**UNRWA -** Material assistance for Palestinian refugees<br><br>*Sunday – Thursday 07:30 – 15:00*<br><br>North Amman:<br>Tel: 06 565 1132<br><br>South Amman:<br>Tel: 06 478 3791<br><br>**Cash/NFIs:**<br><br>**CARE International**<br>*Sunday-Thursday*<br>*8:00 - 16:00*<br><br>Tel: 06-5651488<br><br>**Food Assistance:**<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm<br>Hotline mobile:<br>079 777 8841<br>079 777 8851<br><br>**Education:**<br><br>**Save the Children Jordan**<br><br>Formal education and children out of school<br>*Sunday .- Thursday 09:00 - 16:00*<br>*Focal Point*<br>*Noor Elkhairy*<br>*nelkhairy@savethechildren.org.jo*<br><br>Mobile:<br>0775464978 |

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| **Reproductive Health Services:**<br><br>**MoH**<br>**Al Bashir Hospital**<br>*Open 24 hour*<br><br>Tel: 06 474 4430<br><br>**JHAS**<br>*Saturday - Thursday 09:00-16:00*<br><br>Focal Point:<br><br>Dr.Hanan Jarrar<br>Mobile: 079 558 9419<br><br>Dr. Ola Al Tebawi<br>Mobile: 077 500 6027<br>Email:<br>pc@jordanhealthaid.org<br><br>**IFH/UNFPA**<br>*Sunday – Thursday 08:00 – 15 :30*<br><br>Focal Point:<br><br>Haya Al-Badri<br>Mobile: 079 652 6167<br>Email: c.lab@ifh-jo.org<br>*Sweileh Center*<br><br>Dr. Hiba Al Mallah<br>*Tel: 06 490 8310*<br>*Email: m.badawi@ifh-jo.org*<br>*Hashmi Center*<br><br>*East Amman Clinic*<br>Dr. Areen Khreisat<br>Bilal Zawateen<br>Mobile: 079 6525866<br><br>**Aman Society**<br><br>Tel: 06 582 1578<br>Tel: 06 402 5275<br>Tel: 06 505 5466<br><br>**UNRWA** – Reproductive health care<br>*Sunday – Thursday 07:30 – 13:45*<br><br>*North Amman Office:*<br>*Wafa Nuwwara*<br>*Mobile:079 710 0496*<br>*Email:*<br>*w.nuwwara@unrwa.org*<br><br>*South Amman Offic:*<br>Haifa Wheidi<br>Mobile: 079 899 8890<br>Email: h.wheidi@unrwa.org | **PSS Services for Children:**<br>**JRF**<br>*Sunday- Thursday 08:00-16:00*<br><br>Tel: 06-4925096<br><br>*Sunday-Thursday 09:00-19:00*<br>Help line: 110<br><br>Focal Point:<br><br>Muntaha Al Harasis<br>Tel: 06 491 4999<br>Email: m.alharasis@jrf.org.jo<br><br>Samia Bishara<br>Tel: 06 5933211<br>Email: s.bishara@jrf.org.jo<br><br>**Child Friendly Spaces:**<br><br>**JRF**<br>*Sunday- Thursday 08:00-16:00*<br><br>Tel: 06-4925096<br><br>*Sunday-Thursday 09:00-19:00*<br>Help line: 110<br><br>Focal Point:<br><br>Muntaha Al Harasis<br>Tel: 06 491 4999<br>Email: m.alharasis@jrf.org.jo<br><br>Samia Bishara<br>Tel: 06 491 4999<br>Email: s.bishara@jrf.org.jo<br><br>**SCI**<br>Child and Family Centres,<br><br>Community based Child Protection Committees<br>*Sunday-Thursday*<br>*9:00-15:00*<br><br>Focal Point:<br><br>Mohammad Al-Saeed<br>Mobile:0777384077<br>Email:mohammad.alsaeed@savethechildren.org<br><br>**INTERSOS/JOHUD**<br>*Saturday – Thursday 8:30-4:30*<br><br>Queen Zein Al Sharaf Institute for Development<br><br>Focal Point:<br>George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org | Focal Point:<br><br>*Alia Hijjawi*<br>Najiyyeh Zoabi<br>Hotline: 079 820 2353<br>Tel: 06 567 5729 | **Informal education services**<br>**SCI**<br>Child and Family Centres,<br><br>*Sunday-Thursday*<br>*9:00-15:00*<br><br>Focal Point:<br><br>Mohammad Al-Saeed<br>Mobile:0777384077<br>Email:mohammad.alsaeed@savethechildren.org |

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| **Mental Health Services:**<br><br>**IMC**<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal Point:<br><br>Ahmad Bawaneh<br>Mobile: 079 851 6131<br>Email:abawaneh@InternationalMedicalCorps.org<br><br>Duty phone: 079 578 5095<br><br>**The Center for Victims of Torture (CVT) -** Mental health and physiotherapy rehabilitative services; Social services referrals/Case management for war trauma and torture survivors.<br>Amman Center<br><br>*Sunday – Thursday 09:00 - 17:00*<br><br>Focal Point:<br>Moath Asfoor<br>Tel (**public**): 06 505 9455<br>Email: info@cvt.org<br>Email: masfoor@cvt.org | | | |

## GBV REFERRAL PATHWAY – Azraq

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

### TELLING SOMEONE AND SEEKING HELP (DISCLOSING)

| Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point": | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |
|---|---|

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV**
- **If agreed and requested by survivor, obtain informed consent and make referrals**
- **When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child**
- **Accompany the survivor to assist his/her in accessing services**
- **For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care**

### Medical/health care:

**IMC**
**Primary Health / Reproductive Health care (Village 6 clinic)**

*24 hours / 7 days a week*

Focal point:
Lina Hamidi
Mobile 1 : 079 024 8397
Mobile 2 : 079 756 6310
Email:
lhamidi@internationalmedicalcorps.org

### Case Management (including immediate psychosocial support):

**Adults (over 18)**

**IMC**
*24 hours/ 7 days a week*

Duty phone:
079 8470 926

Focal Point (s)

Samar Abed
Mobile: 079 022 1959
Email:sabed@InternationalMedicalCorps.org

Reine Musharbash
Mobile: 079 022 4010
rmusharbash@InternationalMedicalCorps.org

**UNHCR**
Focal Point
Shurouq Irani
Mobile: 0797158523
Email: irani@unhcr.org

Focal Point:
Ramzi - Alazab
Email: alazabr@unhcr.org
Mobile: 0797158361

### Case Management(including immediate psychosocial support):

**Children (under 18)**

**IMC**
*24 hours/ 7 days a week*

Duty phone:
079 8470 926

### Focal Point(s):

Samar Abed
Mobile: 079 022 1959
Email:sabed@InternationalMedicalCorps.org

**UNHCR**
Focal Point:
Ramzi - Alazab
Email: alazabr@unhcr.org
Mobile: 0797158361

Focal Point
Shurouq Irani
Mobile: 0797158523
Email: irani@unhcr.org

**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM.

### Protection, Security, Police:

**UNHCR** – Protection (including cases of risk of arrest, detention or refoulement)

Focal Points
Mounir Maalouli
Mobile: 079592 2836
Email: maalouli@unhcr.org

Hafez Najjar
Mobile: 079 549 32 27
Email:NAJAR@unhcr.org

### Legal Assistance Counsellors:

**UNHCR** – Legal services

Focal Point

Mounir Maalouli
Mobile: 079592 2836
Email: maalouli@unhcr.org

Hafez Najjar
Mobile: 079 549 32 27
Email:NAJAR@unhcr.org

**ARDD-Legal Aid** – Legal services **(referral through UNHCR)**

**FPD** - Police **(survivors can go directly to FPD, while service providers should refer only through UNHCR)**

Focal Point

Ahmad Al-Wazani
Mobile: 0790119156
Email: alwazani@unhcr.org

Shurouq Irani
Mobile: 0797158523
Email: irani@unhcr.org

**UNICEF:** Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

**Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors**

## AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES

Over time and based on survivor's choices **can** include any of the following:

| Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFI, etc) |
|---|---|---|---|
| **Primary health care:**<br><br>Mental Health Care:<br><br>IMC<br><br>*Sunday- Thursday 9:00-16:00*<br><br>*Focal Point:*<br>Loay Al Husieni<br>Mobile: 079 022 1961<br><br>ihusieni@InternationalMedicalCorps.org<br><br>**Primary health & Reproductive Health care:**<br><br>**IMC /UNHCR/UNFPA**<br><br>*Village 6 clinic: Open 24 hours / 7 days a week*<br><br>*Village 3 clinic: Sunday to Thursday 9:00 – 16:00* | **Women's Centers**:<br><br>**IMC/UNFPA**<br>*Sunday-Thursday 09:00 to 16:00*<br><br>Duty phone:<br>079 8470 926<br><br>Focal Point:<br>Reine Musharbash<br>Mobile: 079 022 4010<br>rmusharbash@InternationalMedicalCorps.org<br><br>**Child Friendly Spaces:**<br><br>**Mercy Corps**<br>*Saturday- Thursday 09:00 - 15:00*<br><br>Focal point:<br>Abdelrazaq Banihani<br><br>Mobile: 077 606 0041<br>Email:<br>abanihani@jo.mercycorps.org | **Protection/Registration**:<br><br>**UNHCR**<br><br>*Sunday-Thursday 8:00 to 15:30*<br><br>Focal points:<br><br>Hanane Fellahi<br>Email:<br>FELLAHIH@UNHCR.ORG<br><br>Mobile: 079 716 04 28<br><br>**Shelter/Safe house**:<br><br>**FPD through UNHCR**<br><br>*Sunday-Thursday 8:00 to 15:30*<br><br>Ahmad Al-Wazani<br>Mobile: 0790119156<br>Email: alwazani@unhcr.org<br><br>Shurouq Irani<br>Mobile: 0797158523<br>Email: irani@unhcr.org | **UNHCR** – Food, NFI, Cash for Work, Shelter, Ration cards for GBV related cases<br><br>Focal point:<br><br>Ahmad Al-Wazani<br>Mobile: 0790119156<br>Email: alwazani@unhcr.org<br><br>Shurouq Irani<br>Mobile: 0797158523<br>Email: irani@unhcr.org<br><br>Hezaker Goze Ozdemir<br><br>Email:OZDEMIRH@unhcr.org<br>Mobile: 079 -715 24 03<br><br>**Food:**<br><br>Focal point:<br>Ryan Beech<br><br>Mobile:079 993 6879<br>E-mail:ryan.beech@wfp.org |

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| Focal point:<br>Lina Hamidi<br>Mobile1 : 0790248397<br>Mobile 2 : 0797566310<br><br>Email:<br>lhamidi@internationalmedicalcorps.org<br><br>**Handicap International (HI)**<br>Rehabilitation services for persons with disability and persons with injury, children and adults & provision of prosthesis, orthotics & mobility aids.<br><br>*Sunday-Thursday: 8:00 – 16:00*<br>Focal Point: TBC<br>Email:<br>fieldco.mafraq@hi-emergency.org | **Psychosocial Services for Adolescent and Adults:**<br><br>**IMC**<br>*Sunday – Thursday 09:00 – 16:00*<br><br>Duty phone: 079 847 0926<br><br>Email:<br><br>rmusharbash@InternationalMedicalCorps.org<br><br>**Psychosocial Services for Children:**<br><br>**IMC**<br>*Sunday .- Thursday 09:00 - 16:00*<br><br>Duty phone: 079 847 0926<br>Email:<br>mabulawi@InternationalMedicalCorps.org<br><br>**Community Spaces**:<br><br>**CARE International / UNHCR**<br>Community-based psychosocial activities<br><br>*Sunday- Thursday 9.00- 16.00*<br><br>Focal Points:<br>Marten Mylius<br><br>Mobile: 077 840 0424<br>Email :marten.mylius@jo.care.org | | **Education:**<br>**NRC**<br><br>**Informal education for children/NRC**<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br><br>Focal point:<br>Reem Shamout<br>Mobile: 0796487663<br><br>**Informal Education for Youth/NRC:**<br><br>Focal point :<br>Dina Ala'Eddin<br>Julia Al-Zoubi<br><br>Mobile : 079 826 1225 (Dina)<br>Email : dina.ala.ddin@nrc.no<br><br>Mobile: 079 896 5688 (Julia)<br>Email: julia.al-zoubi@nrc.no |

## GBV REFERRAL PATHWAY – Cyber City

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

**TELLING SOMEONE AND SEEKING HELP (DISCLOSING)**

| Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point": | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |
|---|---|

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV**
- **If agreed and requested by survivor, obtain informed consent and make referrals**
- **When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child**
- **Accompany the survivor to assist his/her in accessing services**
- **For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care**

### Medical/health care:

**JHAS**
*Saturday – Thursday 09:00-16:00*

Focal Point:

Fatheya Ayaad
Mobile: 078 855 0625

Dr. Ola Al Tebawi
Mobile: 077 500 6027
Email: pc@jordanhealthaid.org

### Case Manager (including immediate psychosocial support):

**Adults (Over 18)**

**UNHCR**

Abd Al Nour Jaradat
Mobile:
079 895 7318
Email; jaradata@unhcr.org

**IFH/UNFPA**
*Saturday - Thursday*
*08:00 – 16:00*

Focal Point:

Hassan Al Shurman
Mobile: 079 0211691

Bilal Zawateen
Mobile: 079 652 5866
Email: b.zawateen@ifh-jo.org

Ahlam Mahamdeh
Mobile: 078 667 3655

### Case Manager (including immediate psychosocial support):

**Children (Under 18)**

**UNHCR**

Abd Al Nour Jaradat
Mobile:
079 895 7318
Email; jaradata@unhcr.org

**IRC**
*Sunday – Thursday 08:30 – 17:00*

Focal Point:

Lubna Jarrar
Mobile: 077 507 7793
Email: Lubna.Jarrar@rescue.org

SitNour Ali
Mobile: 077 666 2200
Email: SitNour.Ali@rescue.org

**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM

### Protection, Security, Police:

**UNHCR** – Protection (including cases of risk of arrest, detention or refoulement)

Focal Point:
*Sunday-Thursday 08:00 to 15:30*

Abd Al Nour Jaradat
Mobile:
079 895 7318
Email; jaradata@unhcr.org
**FPD** – Police **(survivors can go directly to FPD, while service providers should refer only through UNHCR)**

Hotline: 911. Email: familypd@accessme.com.jo
Tel: 02 623 5511
Ramtha branch

**UNRWA -** Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)

### Legal Assistance Counsellors:

**UNHCR**

*Sunday-Thursday08:00 to 15:30*
Duty Phone: 079 554 6383

**ARDD-Legal Aid**

Focal Point:

Souzan Mohareb
Tel: 06 461 7277
Mobile: 077 577 7077
Email: somohareb@ardd-legalaid.org
Emergency line: 077 738 7221

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|---|---|
| Focal Point: Hotline (24 - 7):<br><br>Riyad Mansi<br>Mobile: 079 540 8680<br>Email: r.mansi@unrwa.org<br><br>**Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors**<br><br>**UNICEF:** Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible<br><br>*Sunday – Thursday 08:00 – 15:30*<br>Duty phone: 079 021 4149<br>Email: jochildprotect@unicef.org | **JWU**<br>*Sunday-Thursday 08:30-16:30*<br><br>Tel: 03 230 0800<br>Mobile: 079 883 6352 |

**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**
Over time and based on survivor's choices **can** include any of the following:

| Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFI, etc) |
|---|---|---|---|
| **Primary Health:**<br><br>**JHAS**<br>*Saturday – Thursday 09:00-16:00*<br><br>**Reproductive Health:**<br><br>**JHAS**<br>*Saturday – Thursday 09:00-16:00*<br><br>Focal Point:<br><br>Fatheya Ayaad<br>Mobile: 078 855 0625 | **PSS Services for Adults:**<br><br>**IFH/UNFPA**<br>*Saturday - Thursday 08:00 – 16:00*<br><br>Focal Point:<br><br>Hassan Al Shurman<br>Mobile: 079 0211691<br><br>Bilal Zawateen<br>Mobile: 079 652 5866<br>Email: b.zawateen@ifh-jo.org<br><br>Ahlam Mahamdeh<br>Mobile: 078 667 3655<br><br>**PSS Services for Children:**<br><br>**IRC**<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal Point:<br><br>Sara Al- Khatib<br>Mobile: 079 582 4390<br><br>**Child Friendly Spaces:**<br><br>Child and Family Centres,<br><br>Community based Child Protection Committees<br><br>Saturday – Thursday<br>09 :00 – 15:00 | **Protection/Registration:**<br><br>**UNHCR**<br><br>*Sunday-Thursday 8:00 to 15:30*<br><br>Focal point:<br><br>Osama Al Omari<br>Mobile: 079 914 43 42<br>Email: alomari@unhcr.org<br><br>*Sunday-Thursday 8:00 to 15:30*<br>Duty Phone: 079 554 6383<br><br>**UNWRA - Registration &** Protection (including cases of risk of arrest, detention or refoulement)<br><br>Focal Point:<br><br>Riyad Mansi<br>Mobile: 079 540 8680<br>Email: r.mansi@unrwa.org<br><br>**Shelter/Safe house**:<br><br>**FPD through UNHCR**<br><br>Abd Al Nour Jaradat<br>Mobile:<br>079 895 7318<br>Email; jaradata@unhcr.org | **UNHCR**<br><br>*Sunday - Wednesday 08.30 – 15.30*<br><br>Focal Point:<br><br>Hussam Mayas<br>Mobile:<br>079 033 7163<br>Email: mayas@unhcr.org<br><br>UNHCR Infoline:<br>06 550 2141<br><br>**UNRWA -** Material assistance for Palestinian refugees<br><br>Focal Point:<br><br>Riyad Mansi<br>Mobile: 079 540 8680<br>Email: r.mansi@unrwa.org<br><br>**Food Assistance:**<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm Hotline mobile:<br>079 777 8841<br>079 777 8851 |

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| | Focal point:<br><br>Alaa Al-Faidi<br>Mobile :<br>0775475969<br>Email:alaa.faidi@savethechildren.org<br><br>**NHF / IFH**<br>*Sunday - Saturday 09:30 – 17:30*<br><br>Focal Point:<br><br>Abeer Tahtamouni<br>Mobile: 079 0211691<br><br>Ahlam Mahamdeh<br>Mobile: 078 667 3655<br><br>**Women's Centers:**<br><br>**IFH/UNFPA**<br>*Sunday - Thursday 08:00 – 16:00*<br><br>Focal Point:<br><br>Ahlam Mahamdeh<br>Mobile: 078 667 3655 | | **Education:**<br><br>**Save the Children Jordan**<br><br>Formal education and children out of school<br>*Sunday .- Thursday 09:00 - 16:00*<br>*Focal Point*<br>*Noor Elkhairy*<br>*nelkhairy@savethechildren.org.jo*<br><br>Mobile:<br>0775464978<br><br>**Informal education services**<br>**SCI**<br><br>Child and Family Centres,<br><br>Saturday – Thursday<br>09 :00 – 15:00<br><br>Focal point:<br><br>Alaa Al-Faidi<br>Mobile :<br>0775475969<br>Email:<br>alaa.faidi@savethechildren.org |

## GBV REFERRAL PATHWAY – EJC

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

**TELLING SOMEONE AND SEEKING HELP (DISCLOSING)**

| Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point": | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |
|---|---|

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV**
- **If agreed and requested by survivor, obtain informed consent and make referrals**
- **When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child**
- **Accompany the survivor to assist his/her in accessing services**
- **For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care**

### Medical/health care:

**UNHCR**

*Saturday – Wednesday 09:00 – 17:00*
Focal Point:

Manal Hashem
Mobile: 079 554 6383
Email: hashem@unhcr.org

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 556 4383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**Clinical Management of Rape Services:**

**IFH/UNFPA**
*Sunday – Thursday 9:00 – 16:00*

Focal Point:
Ibrahim Khawaldeh
Mobile: 079 0211695

Dr. Wafa Sawalmeh
Mobile: 079 0211695

### Case Manager (including immediate psychosocial support):

**Adults (Over 18)**

**IFH/UNFPA**
*Sunday – Thursday 9:00 – 16:00*

Focal Point:
Ibrahim Khawaldeh
Mobile: 079 0211695

Bahaa Moheidat
Mobile: 079 6525937

**UNHCR**

*Saturday – Wednesday 09:00 – 17:00*
Focal Point:

Manal Hashem
Mobile: 079 554 6383
Email: hashem@unhcr.org

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 556 4383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

### Case Manager (including immediate psychosocial support):

**Children (Under 18)**

**IFH**
*Sunday – Thursday 9:00 – 16:00*

Focal Point:
Ibrahim Khawaldeh
Mobile: 079 0211695

Bahaa Moheidat
Mobile: 079 6525937

**UNHCR**

*Saturday – Wednesday 09:00 – 17:00*
Focal Point:

Manal Hashem
Mobile: 079 554 6383
Email: hashem@unhcr.org

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 556 4383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM.

### Protection, Security, Police:

**UNHCR** – Protection (including cases of risk of arrest, detention or refoulement)

Focal Point:
Mounir Maalouli; maalouli@unhcr.org; 079 592 2836
Manal Hashem; hashem@unhcr.org; 079 873 8160

**FPD** – Police **(survivors can go directly to FPD, while service providers should refer only through UNHCR)**

Hotline: 911

**Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors**

### Legal Assistance Counsellors:

**UNHCR**

*Sunday-Thursday08:00 to 15:30*

Duty Phone: 079 554 6383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**ARDD-Legal Aid**

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| **UNICEF**: Case managers can refer cases of grave violations[1] (MRM) to UNICEF when refugee child/caregiver consents<br><br>*Sunday – Thursday 08:00 – 15:30*<br>Duty phone: 079 021 4149<br>Email: jochildprotect@unicef.org | Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7277<br>Mobile: 077 577 7077<br>Email: somohareb@ardd-legalaid.org<br>Emergency line: 077 738 7221 |

**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**
Over time and based on survivor's choices **can** include any of the following:

| Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFI, etc) |
|---|---|---|---|
| **Primary Health:**<br><br>**UAE RC -** Emergency<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br>Focal point:<br><br>Dr. Saif / Dr. Hamad<br>Mobile:<br>Dr. Hamad 079 076 9242<br>Dr. Saif 079 864 6274<br><br>**UAE RC -** Primary Health Care<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br>Focal point:<br><br>Dr. Saif / Dr. Hamad<br>Mobile:<br>Dr. Hamad 079 076 9242<br>Dr. Saif 079 864 6274<br><br>Mental Health- MH<br><br>Duty Phone:<br>0790218774<br><br>*Monday- Wednesday- Thursday 09:00-15:00*<br><br>Focal Point<br>Duha Alassaf<br><br>Mobile: 0790218774<br><br>dalassaf@internationalmedicalcorp.org<br><br>**Reproductive Health**<br><br>**UAE RC -** Reproductive Health<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br>Focal point:<br><br>Dr. Saif / Dr. Hamad<br>Mobile:<br>Dr. Hamad 079 076 9242<br>Dr. Saif 079 864 6274 | **PSS Services for Adults:**<br><br>**Adults (Over 18)**<br><br>**IFH/UNFPA**<br>*Sunday – Thursday 9:00 – 16:00*<br><br>Focal Point:<br>Ibrahim Khawaldeh<br>Mobile: 079 0211695<br><br>Bahaa Moheidat<br>Mobile: 079 6525937<br><br>**PSS Services for Children:**<br><br>**THD**<br>*Sunday .- Thursday 09:00 - 17:00*<br><br>Focal point:<br>Ali Ababneh<br><br>Mobile: 079 684 0903<br><br>**Child Friendly Spaces:**<br><br>**THD**<br>*Sunday .- Thursday 09:00 - 17:00*<br><br>Focal point:<br>Sundus Derbi<br><br>Mobile: 0798809846<br><br>**Women's Centers:**<br><br>**Adults (Over 18)**<br><br>**IFH/UNFPA**<br>*Sunday – Thursday 9:00 – 16:00*<br><br>Focal Point:<br>Ibrahim Khawaldeh<br>Mobile: 079 0211695 | **Protection/Registration:**<br><br>**UNHCR**<br><br>Focal Point:<br>Manal Hashem<br>(hashem@unhcr.org) 07 9873 8160<br><br>**Shelter/Safe house**:<br><br>**FPD through UNHCR**<br><br>*Sunday-Thursday 8:00 to 15:30*<br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194 | **UAE RC -** Food, NFI, Shelter, Cash for work<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br><br>Focal point:<br>Abdallah, Abou Hamad<br><br>Mobile: 0796859861<br><br>**Education**<br><br>**NRC**<br><br>**Informal education for children/NRC**<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br><br>Focal point:<br>Reem Shamout<br>Mobile: 0796487663<br><br>**Informal Education for Youth programs/NRC:**<br><br>Focal point :<br>Dina Ala'Eddin<br>Ruba Abu Namous<br>Mobile : 079 826 1225 (Dina)<br>Email : dina.ala.ddin@nrc.no<br><br>Mobile: 0790223740<br>(Ruba)<br>Email: ruba.namous@nrc.no<br><br>**Save the Children Jordan**<br><br>Formal education and children out of school<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br>*Focal Point*<br>*Rasha Alzein*<br>*Kareem Makkawi*<br>Email:<br>*Kmakkawi@savethechildren.org.jo*<br><br>Mobile:<br>0775744015 |

[1] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

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| **IFH/UNFPA –** Reproductive Health & Family Planing<br><br>*Sunday – Thursday 9:00 – 16:00*<br><br>Focal point:<br>Dr. Wafa Sawalmeh<br>Mobile: 079 0211695 | | | **UNICEF**<br><br>Focal point:<br>Ruba Mukbel<br>Mobile: 079 950 1306<br>Email: rmukbel@unicef.org |

## GBV REFERRAL PATHWAY – Irbid

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| TELLING SOMEONE AND SEEKING HELP (DISCLOSING) | |
|---|---|
| Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point": | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV**
- **If agreed and requested by survivor, obtain informed consent and make referrals**
- **When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child**
- **Accompany the survivor to assist his/her in accessing services**
- **For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care**

### Medical/Health Care:

**JHAS**
*Saturday – Thursday 09:00-16:00*

Focal Point:

Dr.HananJarrar
Mobile: 079 558 9419

Dr. Ola Al Tebawi
Mobile: 077 500 6027
Email: pc@jordanhealthaid.org

**MoH**
**Princess Rahma/Badia Hospital**
*Open 24 hour*

Tel: 02 710 1978

Focal Point:
*Sunday – Thursday 08:00 – 16:00*

Dr. Abed Kareem Dalalah
Mobile: 078 598 8249

**MoH**
**Princess Basma Hospital**
*Open 24 hour*

Tel: 02 727 1747

Focal Point:
*Sunday – Thursday 08:00 – 16:00*

Dr. Mohammed Ababneh
Mobile: 079 501 0502

### Case Manager (including immediate psychosocial support):

**Adults (over 18)**

**UNHCR**
*Sunday – Thursday 08:30 – 16:00*

Abd Al Nour Jaradat
Mobile:079 895 7318
Email: jaradata@unhcr.org

**IRC**
*Sunday – Thursday 08:30 – 17:00*

Focal Point:

Nawal Mohammad (Irbid)
Mobile: 079 678 5864
Email: nawal.mohammad@rescue.org

Rana Al Mutairi (Ramtha)
Mobile: 079 889 8332
Email: Rana.AlMutairi@rescue.org

Farah Qadura
Mobile: 077 607 0609
Email: Farah.qadura@rescue.org

**NHF/IFH**
*Saturday –Thursday*
*08:00 – 16:00*

**Focal Point**
Hanan Megdadi
079 573 8150

**JWU**
*Saturday - Thursday 08:30 – 16:30*

Focal Point:

*Irbid*
Rasha Khazaleh
Muntaha Tayyem
Tel: 02 724 1342
Mobile: 079 820 2344
Email: rasha_mk@yahoo.com
Email: montaha.tayyem@gmail.com

### Case Manager (including immediate psychosocial support):

**Children (under 18)**

**UNHCR**
*Sunday – Thursday 08:30 – 16:00*

Abd Al Nour Jaradat
Mobile:079 895 7318
Email: jaradata@unhcr.org

**IMC**

*24 hours*
Duty phone: 079 578 5095

Focal Point:
*Sunday – Thursday 09:00 – 17:00*

Hanady Al Qaryouti
Mobile: 079 965 3787
Email: halqaryouti@internationalmedicalcorps.org

**IRC**
*Sunday - Thursday 08:30 – 17:00*

Focal Point:

Nawal Mohammad (Irbid)
Mobile: 079 678 5864
Email: nawal.mohammad@rescue.org

Rana Al Mutairi (Ramtha)
Mobile: 079 889 8332
Email: Rana.AlMutairi@rescue.org

Farah Qadoura
Mobile: 077 607 0609
Email: farah.qadura@rescue.org

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| | *Ramtha*<br>Firyal Al-Zoubi<br>Taghreed al Ghazaleh<br>Mobile: 079 820 2354<br>Email: muna.khaled606@yahoo.com | |

**IF ADULT SURVIVOROR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM

### Protection, Security, Police:

**UNHCR**– Protection (including cases of risk of arrest, detention or refoulement)

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 554 6383

*Sunday – Thursday 08:00 – 15:30*

Focal point:

Serin Bitar
Mobile: +962 79 500 4947
Email: bitar@unhcr.org

**FPD** – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– see contacts above

*Open 24 hours*

Focal Point:

Major Ra'ed Al Hamaida
Tel: 02 702 2348

Hotline: 911. Email: familypd@accessme.com.jo

**Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors.**

**UNICEF:** Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

### Legal Assistance Counsellors:

**UNHCR**- Legal Services

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 554 6383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**ARDD-Legal Aid** – Legal assistance

Focal Point:

Souzan Mohareb
Tel: 06 461 7277
Mobile: 077 577 7077
Email: somohareb@ardd-legalaid.org

Emergency line: 077 738 7221

**JWU**
*Saturday - Thursday 08:30 – 16:30*

Focal Point:

*Irbid*
Jamal Jeat
Tel: 02 724 1342
Mobile: 079 820 2344
Email: jet-jamal@hotmail.com

*Ramtha*
Firyal Al-Zoubi
Mobile: 079 820 2354
Email: jwu.ramtha@yahoo.com

**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**
Over time and based on survivor's choices **can** include any of the following:

| Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFI, etc) |
|---|---|---|---|
| **Primary Health Care:**<br><br>**MoH**<br>**Princess Rahma/Badia Hospital**<br>*Open 24 hour*<br><br>Tel: 02 710 1978 | **PSS Services for Adults:**<br><br>**JWU**<br>*Saturday - Thursday 08:30 – 16:30* | **Protection/Registration:**<br><br>**UNHCR**<br><br>*Sunday-Thursday 8:00 to 15:30*<br>Duty Phone: 0795546383<br><br>Helpdesk in Ramtha at JHAS clinic<br>clinic Tel: 02 725 8510<br>*Tuesday 09.00 – 14.00* | **Cash/NFIs:**<br><br>**UNHCR**<br><br>Infoline<br>*Sunday - Wednesday 08.30 – 15.30*<br>Tel: 06 550 2141 |

**MoH**
**Princess Basma Hospital**
*Open 24 hour*

Tel: 02 727 1747

**JWU (Irbid)**
*Saturday - Thursday 08:30 - 16:30*

Focal Point:

May Al Shyab
Tel: 02 724 1342
Mobile: 079 820 2344

**MOH**
Princess Rahma/Badiaa Hospital- Irbid

Tel: 02 710 1978

**UNRWA** – Primary and reproductive health care and referral to secondary services for Palestinian refugees
*Sunday-Thursday 07:45 - 14:00*

Focal Point:

Irbid Office:
Arwa Qasem
Mobile: 079 085 5131
Email: a.qasem@unrwa.org

## Reproductive Health:

**MoH**
**Princess Rahma/Badia Hospital**
*Open 24 hour*

Tel: 02 710 1978

**MoH**
**Princess Basma Hospital**
*Open 24 hour*

Tel: 02 727 1747

**JHAS**
*Saturday – Thursday 09:00-16:00*

Focal Point:

Dr.Hanan Jarrar
Mobile: 079 558 9419

**NHF/IFH**
*Saturday –Thursday 08:00 – 16:00*

**Focal Point**

Dr Heba Jbara

Mobile +962 79 573 8150

Focal Point:

*Irbid*
Rasha Khazaleh
Muntaha Tayyem
Tel: 02 724 1342
Mobile: 079 820 2344
Email: rasha_mk@yahoo.com
Email: montaha.tayyem@gmail.com

*Ramtha*
Taghreed al Ghazaleh
Mobile: 079 820 2354
Email: jwu.ramtha@yahoo.com

**IRC**
*Sunday - Thursday 08:30 - 17:00*

Nawal Mohammad (Irbid)
Mobile: 079 678 5864
Email: nawal.mohammad@rescue.org

Rana Al Mutairi (Ramtha)
Mobile: 079 889 8332
Email: Rana.AlMutairi@rescue.org

**INTERSOS**
*Sunday – Thursday 8:30-5:30*

Dogara, Boshra/Hiwara, Sal, Kharja, Jdetta, Kfour Awan, Bayt Ras, Al Moghyier and Al All/Hakama

Focal Point:
Tharwa Asa'd
Mobile: 079 5230879
E-mail: irbid.jordan@intersos.org

## PSS Services for Children:

**TdH**
*Sunday – Thursday 08.30-17.30*

Focal Point:

Heba Abdo
Mobile: 079 828 7896

**IMC**
*Sunday – Thursday 09:00 – 17:00*

Focal Point:
Hanady Al Qaryouti
Mobile: 079 965 3787
Email: halqaryouti@internationalmedicalcorps.org

Helpdesk in Jerash at Princess Basma Center
*Wednesday 09.00 – 14.00*

Helpdesk in Ajloun at Qima Palace for events
*Wednesday 09.00 – 14.00*

**UNRWA - Registration &** Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)

Focal Point:

Irbid Office:
Arwa Qasem
Mobile: 079 085 5131
Email: a.qasem@unrwa.org

## Shelter/Safe house:

**FPD through UNHCR**

*Sunday-Thursday 8:00 to 15:30*
Serin Bitar
Mobile: +962 79 500 4947
Email: bitar@unhcr.org

**JWU-** Amman
*Saturday – Thursday 08:30 – 17:00*

Focal Point:

*Alia Hijjawi*
Najiyyeh Zoabi
Hotline: 079 820 2353
Tel: 06 567 5729

**UNRWA -** Material Assistance for Palestinian refugees

Focal Point:

Irbid Office:
Arwa Qasem
Mobile: 079 085 5131
Email: a.qasem@unrwa.org

**IRC**
*Sunday - Thursday 08:30 - 17:00*

Lisa DiPangrazio
Mobile: 077 840 5352
Email: lisa.dipangrazio@rescue.org

**TdH**
*Sunday – Thursday 08.30-17.30*

Focal Point - Irbid:

Banan Al Jarah
Mobile: 079 965 4277

Focal Point - Al RamthaShajara:

Baidaa Al-Shyoukh
Mobile: 079 886 9853
Mobile: 079 766 6934

## Food Assistance:

**WFP** Food – Voucher assistance
*Sunday – Thursday*
8:00 am – 5:00 pm Hotline mobile:
079 777 8841
079 777 8851

## Education:

**Save the Children Jordan**

Formal education and children out of school
*Sunday .- Thursday 09:00 - 16:00*
*Focal Point*
*Noor Elkhairy*
*nelkhairy@savethechildren.org.jo*

Mobile:
0775464978

**Informal education SCI –**

Child and Family Centres,

*Sunday – Thursday 09:00 - 15:00*

| | | | |
|---|---|---|---|
| **UNRWA** – – Primary and reproductive health care and referral to secondary services for Palestinian refugees<br>*Sunday-Thursday 07:45 - 14:00*<br><br>Focal Point:<br><br>Irbid Office: Arwa Qasem<br>Mobile: 079 085 5131<br>Email: a.qasem@unrwa.org<br><br>**Mental Health Services:**<br><br>**IMC**<br><br>Focal Point:<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Ahmad Bawaneh<br>Mobile: 079 851 6131<br>Email: abawaneh@internationalmedicalcorps.org<br><br>Duty phone: 079 578 5095 | **Women's Centers:**<br><br>**JWU**<br>*Saturday - Thursday 08:30 – 16:30*<br>Focal Point:<br><br>*Irbid*<br>Rasha Khazaleh<br>Muntaha Tayyem<br>Tel: 02 724 1342<br>Mobile: 079 820 2344<br>Email: rasha_mk@yahoo.com<br>Email: montaha.tayyem@gmail.com<br><br>*Ramtha*<br>Taghreed al Ghazaleh<br>Mobile: 079 820 2354<br>Email: jwu.ramtha@yahoo.com<br><br>**Child Friendly Spaces:**<br><br>**SCI** –<br><br>Child and Family Centres,<br><br>Community based Child Protection Committees<br><br>*Sunday – Thursday 09:00 - 15:00*<br><br>Focal Point:<br>Rami Enkhili<br>Mobile: 0776702418<br>Email:rami.inkheili@savethechildren.org<br><br>**TdH**<br>*Sunday – Thursday 08.30-17.30*<br><br>Focal Point:<br><br>Heba Abdo<br>Mobile: 079 828 7896<br><br>**INTERSOS/JOHUD**<br>*Saturday – Thursday 8:30-4:30*<br><br>Sheikh Hussein Centre for Human Development<br>Mansoura Centre for Human Development<br>Aydoun Center for Human Development<br><br>Focal Point:<br>George Theodory<br>Mobile: 079 9379831<br>E-mail: cp.jordan@intersos.org | | Focal Point:<br><br>Rami Enkhili<br><br>Mobile: 0776702418<br><br>Email: rami.inkheili@savethechildren.org |

## GBV REFERRAL PATHWAY – King Abdallah Park (KAP)

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

**TELLING SOMEONE AND SEEKING HELP (DISCLOSING)**

| Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point": | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |
|---|---|

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV**
- **If agreed and requested by survivor, obtain informed consent and make referrals**
- **When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child**
- **Accompany the survivor to assist his/her in accessing services**
- **For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care**

### Medical/health care:

**MOH**

**JHAS**
*Once a week*

Focal Point:

Fatheya Ayaad
Mobile: 078 855 0625

Dr. Ola Al Tebawi
Mobile: 077 500 6027
Email: pc@jordanhealthaid.org

### Case Manager (including immediate psychosocial support):

**Adults (over 18)**

**UNHCR**

Abd Al Nour Jaradat
Mobile:079 895 7318
Email: jaradata@unhcr.org

**IFH/UNFPA**
*Sunday – Thursday 09:00 – 16:00*

Focal Point:

Bilal Zawateen
Mobile: 079 652 5866
Email: b.zawateen@ifh-jo.org

Taqwa Tahtamouni
Mobile: 079 555 1232

### Case Manager (including immediate psychosocial support):

**Children (under 18)**

**UNHCR**

Abd Al Nour Jaradat
Mobile:079 895 7318
Email: jaradata@unhcr.org

**IRC**
*Sunday – Thursday 08:30 – 17:00*

Focal Point:

Lubna Jarrar
Mobile: 077 507 7793
Email: Lubna.Jarrar@rescue.org

SitNour Ali
Mobile: 077 666 2200
Email: SitNour.Ali@rescue.org

**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM

### Protection, Security, Police:

**UNHCR** – Protection (including cases of risk of arrest, detention or refoulement)

*Sunday-Thursday 8:00 - 15:30*

Focal Point: Abd Al Nour Jaradat
Mobile:079 895 7318
Email: jaradata@unhcr.org

*Sunday-Thursday 08:00 to 15:30*
Duty Phone: 079 554 6383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**FPD** – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR)

Hotline: 911. Email: familypd@accessme.com.jo
Tel: 02 623 5511
Ramtha branch

### Legal Assistance Counsellors:

**Legal Assistance Counsellors**

**UNHCR**

*Sunday-Thursday 08:00 to 15:30*
Duty Phone: 079 554 6383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**ARDD-Legal Aid**

Focal Point:

Souzan Mohareb
Tel: 06 461 7277
Mobile: 077 577 7077
Email: somohareb@ardd-legalaid.org
Emergency line: 077 738 7221

| | |
|---|---|
| **Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors**<br><br>**UNICEF:** Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible<br><br>*Sunday – Thursday 08:00 – 15:30*<br>Duty phone: 079 021 4149<br>Email: jochildprotect@unicef.org | |

**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**
Over time and based on survivor's choices **can** include any of the following:

| Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFI, etc) |
|---|---|---|---|
| **Primary Health:**<br><br>**MOH**<br><br>**JHAS**<br>*Once per week*<br><br>**Reproductive Health:**<br><br>**MOH**<br><br>**JHAS**<br>*Once per week*<br><br>Focal Point:<br><br>Fatheya Ayaad<br>Mobile: 078 855 0625<br><br>**Mental Health:**<br><br>**IMC**<br><br>Focal Point:<br><br>Manar Awad<br>Mobile: 079 686 1491 | **PSS Services for Adults:**<br><br>**IFH/UNFPA**<br>*Sunday – Thursday 09:00 – 16:00*<br><br>Focal Point:<br>Taqwa Tahtamouni<br>Mobile: 079 555 1232<br><br>**PSS Services for Children:**<br><br>**IRC**<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal Point:<br><br>Sara Al- Khatib<br>Mobile: 079 582 4390<br><br>**SCI** –<br>Child and Family Centres,<br><br>Community based Child Protection Committees<br><br>Saturday – Thursday<br>09 :00 – 15:00<br><br>Focal point:<br><br>Alaa Al-Faidi<br>Mobile :<br>0775475969<br>Email:alaa.faidi@savethechildren.org<br><br>**Women's Centers:**<br><br>**IFH/UNFPA**<br>*Sunday – Thursday 09:00 – 16:00*<br><br>Focal Point:<br>Lubna Khaza'leh<br>Mobile: 079 0211 692<br><br>Taqwa Tahtamouni<br>Mobile: 079 555 1232 | **Protection/Registration:**<br><br>**UNHCR**<br><br>*Sunday-Thursday 8:00 - 15:30*<br><br>Focal Point:<br><br>Osama Al Omari<br>Mobile: 079 914 43 42<br>Email: alomari@unhcr.org<br><br>*Sunday-Thursday 8:00 to 15:30*<br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>**Shelter/Safe house**:<br><br>**FPD through UNHCR**<br><br>*Sunday-Thursday 8:00 to 15:30*<br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194 | **UNHCR**<br><br>*Sunday - Wednesday 8.30 – 15.30*<br><br>Focal Point:<br><br>Hussam Mayas<br>Mobile:<br>079 033 7163<br>Email: mayas@unhcr.org<br><br>Infoline: 06 550 2141<br><br>*After working hours and weekends*<br>Protection Duty phone: 079 554 6383<br><br>**Food Assistance:**<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm Hotline mobile:<br>079 777 8841<br>079 777 8851<br><br>**Education:**<br><br>**Save the Children Jordan**<br><br>Formal education and children out of school<br>*Sunday .- Thursday 09:00 - 16:00*<br>*Focal Point*<br>*Noor Elkhairy*<br>*nelkhairy@savethechildren.org.jo*<br><br>Mobile:<br>0775464978 |

| | | | |
|---|---|---|---|
| | | | **Informal education services**<br>**SCI** –<br>Child and Family Centres,<br><br>Saturday – Thursday<br>09 :00 – 15:00<br><br>Focal point:<br><br>Alaa Al-Faidi<br>Mobile :<br>0775475969<br>Email:<br>alaa.faidi@savethechildren.org |

## GBV REFERRAL PATHWAY – Mafraq

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

**TELLING SOMEONE AND SEEKING HELP (DISCLOSING)**

| Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point": | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |
|---|---|

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV**
- **If agreed and requested by survivor, obtain informed consent and make referrals**
- **When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child**
- **Accompany the survivor to assist his/her in accessing services**
- **For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care**

### Medical/Health Care:

**JHAS**
*Saturday – Thursday 09:00-16:00*

Focal Point:

Dr. Rema Diab
Mobile: 077 219 2294

Balqees Bani Hani
Mobile: 077 500 6017

Dr. Ola Al Tebawi
Mobile: 077 500 6027
Email: pc@jordanhealthaid.org

**IRC**
*Sunday – Thursday 08:30 – 17:00*

Focal Point:

Moath Badi
Mobile: 077 510 0092
Email: Moath.badi@rescue.org

**MoH**
**Al Mafraq Health Direcorate**
*Open 24 hour*

Tel: 02 623 1087

Focal Point:
*Sunday – Thursday 08:00 – 16:00*

Dr Amal Abdalkareem Mabruk
Mobile: 079 553 1052

**UNHCR**
Focal point:
Doua Rafe
Mobile: 0797170406

Email: Rafe@unhcr.org

### Case Manager (including immediate psychosocial support):

**Adults (over 18)**

**UNHCR**
*Sunday – Thursday 08:30 – 16:00*

Focal point:

Mays Zatari
Mobile: 079 874 0342
Email: zatari@unhcr.org

Back up:
Ramzi Suliman
Mobile: 79 714 3988
Email: sulimanr@unhcr.org

**Hotline phone**(24 hours):
*0791420249*

**IRC**
*Sunday – Thursday 08:30 – 17:00*

Focal Point:

Sawsan Hishaq
Mobile: 079 027 4674
Email: sawsan.Ishaq@rescue.org

Farah Qadura
Mobile: 077 607 0609
Farah.qadura@rescue.org

**JWU** (Khaldiyya)
Saturday – Thursday 08:30 – 17:00

Focal Point:

Safa Abu Kaff
Mobile: 079 820 2349
Tel: 06 490 8310
Email: etehadalkhadeya@yahoo.com

### Case Manager (including immediate psychosocial support):

**Children (under 18)**

**UNHCR**
*Sunday – Thursday 08:30 – 16:00*

Focal point:

Mays Zatari
Mobile: 079 874 0342
Email: zatari@unhcr.org

Back up:
Ramzi Suliman
Mobile: 79 714 3988
Email: sulimanr@unhcr.org

**Hotline phone**(24 hours):
*0791420249*

**IMC**

*24 hours*
Duty phone: 079 578 5095

Focal Point:
*Sunday – Thursday 09:00 – 17:00*

RowidaAssaf
Mobile: 079 69 0290
Email:
rassaf@internationalmedicalcorps.org

**IRC**
*Sunday – Thursday 08:30 – 17:00*

Focal Point:

Sawsan Hishaq
Mobile: 079 027 4674
Email: sawsan.Ishaq@rescue.org

Farah Qadura
Mobile: 077 607 0609
Farah.qadura@rescue.org

**IF ADULT SURVIVOROR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM

### Protection, Security, Police:

**UNHCR**– Protection (including cases of risk of arrest, detention or refoulement)

*Sunday-Thursday 8:30 to 16:00*
*Reception at Mafraq office every Sunday and Wednesday*

Focal point:

Omar Saleh
Mobile: 079 632 4697
Email: saleho@unhcr.org

*After working hours and weekends*
Hotline phone (24 hours): *0791420249*

**FPD** – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR – see contacts above)
*Open 24 hours*

Hotline: 911. Email: familypd@accessme.com.jo
Tel: 02 702 2347

Focal Point:

Major Jom'a Al Haisah
Tel: 02 623 5511

**Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors**

**UNICEF:** Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

### Legal Assistance Counsellors:

**UNHCR**

*Sunday-Thursday 8:30 to 16:00*
*Reception at Mafraq office every Sunday and Wednesday*

Focal point:

Omar Saleh
Mobile: 079 632 4697
Email: saleho@unhcr.org

*After working hours and weekends*
Duty phone (24 hours): *0791420249*

**ARDD-Legal Aid** – Legal assistance

Focal Point:

Souzan Mohareb
Tel: 06 461 7277
Mobile: 077 577 7077
Email: somohareb@ardd-legalaid.org
Emergency line: 077 738 7221

JWU (Khaldiyya)– Legal assistance and representation
Saturday – Thursday 08:30 – 17:00

Focal Point:

Nahla Zreiqat
Mobile: 079 820 2349
Tel: 06 490 8310

**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**
Over time and based on survivor's choices **can** include any of the following:

| Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFI, etc) |
|---|---|---|---|
| **Primary Health Care:**<br><br>**MoH**<br>**Al Mafraq Health Direcorate**<br>*Open 24 hour*<br><br>Tel: 02 6231087<br><br>**JHAS**<br>*Saturday – Thursday 09:00-16:00*<br><br>Focal Point:<br><br>Ahmad Masarweh<br>Mobile: 077 500 7012<br>Tel: 02 623 2329 | **Psychological Services for Adults:**<br><br>**IRC**<br>*Sunday-Saturday :8.30 am–5.30 pm*<br><br>Focal Point:<br><br>Sawsan Hishaq<br>Mobile: 079 027 4674<br>Email:<br>sawsan.Ishaq@rescue.org | **Protection/Registration:**<br><br>**UNHCR**<br>*Sunday-Thursday 8:30 to 16:00*<br><br>*Reception at Mafraq office every Sunday and Wednesday*<br><br>Focal point SGBV:<br>Mays Zatari<br>Mobile: 079 874 0342<br>Email: zatari@unhcr.org<br><br>Focal point detention/ refoulement:<br>Omar Saleh<br>Mobile: 079 632 4697<br>Email: saleho@unhcr.org | **UNHCR**<br>Focal point:<br><br>Mays Zatari<br>Mobile: 079 874 0342<br>Email: zatari@unhcr.org<br><br>Back up:<br>Ramzi Suliman<br>Mobile: 79 714 3988<br>Email: sulimanr@unhcr.org<br>**UNRWA – (**Material Assistance for Palestinian refugees) |

**UNRWA** –Primary health care and referral to secondary services for Palestinian refugees

Focal Point:

Irbid Office: Arwa Qasem
Mobile: 0798638331
Email: a.qasem@unrwa.org

Zarqa Office: Ziyad Mousa
Mobile: 079 576 3643
Email: z.mousa2@unrwa.org

## Reproductive Health:

**MoH**
**Al Mafraq Health Direcorate**
*Open 24 hour*

Tel: 02 6231087

**JHAS**
*Saturday – Thursday 09:00-16:00*

Focal Point:

Dr. Rema Diab
Mobile: 077 219 2294

Balqees Bani Hani
Mobile: 077 500 6017

**IRC**
*Sunday-Saturday :8.30 am–5.30 pm*

Focal Point:

Moath Badi
Mobile: 077 510 0092
Email: Moath.badi@rescue.org

**UNRWA**

Irbid Office: Arwa Qasem
Mobile: 0798638331
Email: a.qasem@unrwa.org

Zarqa Office: Ziyad Mousa
Mobile: 079 576 3643
Email: z.mousa2@unrwa.org

## Mental Health Services:

**IMC**
*Sunday – Thursday 09:00 – 17:00*

Duty line: 079 578 5095

Focal Point:

Ahmad Bawaneh
Mobile: 079 851 6131
Email:abawaneh@International MedicalCorps.org

**JWU** - Khaldiyya
Saturday – Thursday 08:30 – 17:00

Focal Point:

Safa Abu Kaff
Mobile: 0798202349
Tel: 06 490 8310

**AWO**
*Sunday – Thursday 09;00-16:00*

Focal Point:

Dana Abu Sham
Mobile: 079 584 4804

Doaa Darwesh
Mobile: 077 204 5338

## Psychological Services for Children:

**TdH**
Sunday – Thursday 08:00 – 17:00

Heba Abdo
Cell: 0798287896

## Women's Centers:

**JWU**- Khaldiyya
Saturday – Thursday 08:30 – 17:00

Focal Point:

Safa Abu Kaff
Mobile: 079 820 2349
Tel: 06 490 8310

**ICMC**

Focal Point:

Nasser Obeidat
Cell: 079 640 4380
Tel: 02 623 2355

## Child Friendly Spaces:

**SCI**
Child and Family Centres,

Community based Child Protection Committees

*Sunday-Thursday 9:00-15:00*

Focal Point:

Natalie Habaq
Mobile: 077 5724446
Email:Natalie.habaq@savethechildren.org

*After working hours and weekends*
Duty phone (24 hours):
*0791420249*

**UNRWA -** Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)

Focal Point:

Irbid Office: Arwa Qasem
Mobile: 0798638331
Email: a.qasem@unrwa.org

Zarqa Office: Ziyad Mousa
Mobile: 079 576 3643
Email: z.mousa2@unrwa.org

## Shelter/Safe house:

**FPD through UNHCR**

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 0795546383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**JWU**- Amman
Saturday – Thursday 08:30 – 17:00

Focal Point:

Alia Hijjawi
Hotline: 079 820 2353
Tel: 06 567 5729

Focal Point:

Irbid Office: Arwa Qasem
Mobile: 0798638331
Email: a.qasem@unrwa.org

Zarqa Office: Ziyad Mousa
Mobile: 079 576 3643
Email: z.mousa2@unrwa.org

## Cash Assistance:

**IRC**

Focal Point:

Lisa DiPangrazio
Mobile: 077 840 5352
Email: Lisa.dipangrazio@rescue.org

## House Renovations/NFIs:

**Christian & Missionary Alliance Church / Mercy Corps**

Focal Point:

Rev. Nour Sahawneh
Tel: 02 6233716
Cell: 0795126236

**ICMC**

Focal Point:

Nasser Obeidat
Cell: 079 640 4380
Tel: 02 623 2355

## NFIs :

**Jesuit Refuge Services (JRS)**

Focal Point:

Yahya
Cell: 079 575 5316

**TdH** –
*Sunday – Thursday 08:30-17:00*

Focal Point:

Heba Zreiqat
Cell: 079 620 1408

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| | **INTERSOS/JOHUD**<br>*Saturday – Thursday 8:30-4:30*<br><br>Khalidiyah Center for Human Development<br>The Albaj Center for Human Development<br>Rehab Center for Human Development<br>Za'atari Centre for Human Development<br><br>Focal Point:<br>George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org | | **Food Assistance:**<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm Hotline mobile:<br><br>079 777 8841<br>079 777 8851<br><br>**Education:**<br><br>**Save the Children Jordan**<br><br>Formal education and children out of school<br>*Sunday .- Thursday 09:00 - 16:00*<br>*Focal Point*<br>*Noor Elkhairy*<br>*nelkhairy@savethechildren.org.jo*<br><br>Mobile:<br>0775464978<br><br>**Informal Education services**<br>**SCI**<br>Child and Family Centres,<br><br>*Sunday-Thursday*<br>*9:00-15:00*<br><br>Focal Point:<br><br>Natalie Habaq<br>Mobile: 077 5724446<br>Email:<br>Natalie.habaq@savethechildren.org |

## GBV REFERRAL PATHWAY – South

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

**TELLING SOMEONE AND SEEKING HELP (DISCLOSING)**

| Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point": | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |
|---|---|

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV**
- **If agreed and requested by survivor, obtain informed consent and make referrals**
- **When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child**
- **Accompany the survivor to assist his/her in accessing services**
- **For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care**

### Medical/Health Care:

**JHAS –** Mobile Unit

Focal Point:

Dr. Zainab Basil
Mobile: 079 929 2413

Dr. Ola Al Tebawi
Mobile: 077 500 6027

### Case Manager (including immediate psychosocial support):

**Adults (over 18)**

**JWU/Al-Anwar Charity Association** - Maan

*Sunday – Thursday 08:00 – 14:30*

Focal Points:

Nuha Hamaden
Lubna Jbarat

Mobile : 077 222 0523 -
077 753 3950
Email: alanwar.maan@yahoo.com

**UNHCR** *Field Office Amman:*
*Sunday- Thursday 08:00-15:30*

Focal Point:
*Diana Suleiman*
*Mobile/dutyphone: 079 7151469*
*Email: suleiman@unhcr.org*

*Back Up :*
*Yasmeen Al-Rashdan*
Mobile/dutyphone: 0797159208
Email: alrashdy@unhcr.org

*After working hours and weekends*
UNHCR Duty Phone for partners: 079 710 9194

**UNRWA**

Focal Point:

South Amman Office: Haifa Wheidi
Mobile/hotline: 079 899 8890
Email: h.wheidi@unrwa.org

### Case Manager (including immediate psychosocial support):

**Children (under 18)**

**IMC**

*24 hours*
Duty phone: 079 578 5095

Focal Point:
*Sunday – Thursday 09:00 – 17:00*

Ahmad Bawaneh
Mobile: 079 851 6131
Email:abawaneh@InternationalMedicalCorps.org

**UNRWA**

Focal Point:

South Amman Office: Haifa Wheidi
Mobile/hotline: 079 899 8890
Email: h.wheidi@unrwa.org

**UNHCR** *Field Office Amman:*
*Sunday- Thursday 08:00-15:30*

Focal Point:
*Diana Suleiman*
*Mobile/dutyphone: 079 7151469*
*Email: suleiman@unhcr.org*

*Back Up :*
*Yasmeen Al-Rashdan*
Mobile/dutyphone: 0797159208
Email: alrashdy@unhcr.org

*After working hours and weekends*
UNHCR Duty Phone for partners: 079 710 9194

**IF ADULT SURVIVOROR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM

| Protection, Security, Police: | Legal Assistance Counsellors: |
|---|---|
| **UNHCR** – Protection (including cases of risk of arrest, detention or refoulement)<br><br>**UNHCR** *Field Office Amman:*<br>*Sunday- Thursday 08:00-15:30*<br><br>Focal Point:<br>*Diana Suleiman*<br>*Mobile/dutyphone: 079 7151469*<br>*Email: suleiman@unhcr.org*<br><br>*Back Up :*<br>*Yasmeen Al-Rashdan*<br>Mobile/dutyphone: 0797159208<br>Email: alrashdy@unhcr.org<br><br>*After working hours and weekends*<br>UNHCR Duty Phone for partners: 079 710 9194<br><br>**FPD** – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– see contacts above<br><br>Focal Point:<br>Karak and Tafileh<br><br>Major Qeis Al Gharaibeh<br><br>Tel: 03 2387069. Email: familypd@accessme.com.jo<br><br>Focal Points:<br>Aqaba and Maan<br><br>Major Mohammad Al Btoosh<br>Tel: 03 205 0317<br><br>*Open 24 hours*<br>Hotline: 911<br><br>**Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors**<br><br>**UNICEF:** Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible<br><br>*Sunday – Thursday 08:00 – 15:30*<br>Duty phone: 079 021 4149<br>Email: jochildprotect@unicef.org | **UNHCR**<br><br>**UNHCR** *Field Office Amman:*<br>*Sunday- Thursday 08:00-15:30*<br><br>Focal Point:<br>*Diana Suleiman*<br>*Mobile/dutyphone: 079 7151469*<br>*Email: suleiman@unhcr.org*<br><br>*Back Up :*<br>*Yasmeen Al-Rashdan*<br>Mobile/dutyphone: 0797159208<br>Email: alrashdy@unhcr.org<br><br>*After working hours and weekends*<br>UNHCR Duty Phone for partners: 079 710 9194<br><br>**ARDD-Legal Aid**<br><br>Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7277<br>Mobile: 077 577 7077<br>Email: somohareb@ardd-legalaid.org<br>Emergency line: 077 738 7221<br><br>**JWU/Al-Anwar Charity Association** - Maan<br><br>*Sunday – Thursday 08:00 – 14:30*<br><br>Focal Points:<br><br>Nuha Hamaden<br>Lubna Jbarat<br><br>Mobile : 077 222 0523 -<br>077 753 3950<br>Email: alanwar.maan@yahoo.com |

**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**
Over time and based on survivor's choices **can** include any of the following:

| Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFI, etc) |
|---|---|---|---|
| **Primary Health Care:**<br><br>**MOH** –<br><br>Focal Point:<br><br>Tel: 03 238 6190<br><br>**JWU/Al-Anwar Charity Association** - Maan<br><br>*Sunday – Thursday 08:00 – 14:30* | **PSS Services:**<br><br>**JWU/Al-Anwar Charity Association** - Maan<br><br>*Sunday – Thursday 08:00 – 14:30* | **Protection/Registration:**<br><br>**UNHCR**<br><br>UNHCR Helpdesks (protection counseling, cash assistance counsel | **UNHCR** — Helpdesks Aqaba, Maan, Tafileh, Madaba,Salt, Karak<br>*Sunday-Thursday 08:30-15:30*<br><br>Focal Point:<br><br>Huda Al-Shabsough<br>*0798207041*Alshabso@unhcr.org |

Focal Points:

Nuha Hamaden
Lubna Jbarat

Mobile : 077 222 0523 - 077 753 3950
Email: alanwar.maan@yahoo.com

**JHAS –** Mobile Unit

Focal Point:

AnasDarweesh
Mobile: 077 500 6028

**UNRWA** – Primary and reproductive health care and referral to secondary services for Palestinian refugees

Focal Point:
Amman Office:
Haifa Wheidi
Mobile: 079 899 8890
Email: h.wheidi@unrwa.org

Focal Points:

Nuha Hamaden
Lubna Jbarat

Mobile : 077 222 0523 - 077 753 3950
Email: alanwar.maan@yahoo.com

## Women's Centers:

**JWU/UPP (**Maan)
*Sat - Thu 08:30 - 16:30*

**JWU/Al-Anwar Charity Association** - Maan

*Sunday – Thursday 08:00 – 14:30*

Focal Points:

Nuha Hamaden
Lubna Jbarat

Mobile : 077 222 0523 - 077 753 3950
Email: alanwar.maan@yahoo.com

**SCI** –

Child and Family Centres,

Community based Child Protection Committees
*Sunday-Thursday 9:00-15:00*

Focal point:
Mohammad Al-Saeed
Mobile:0777384077
Email:mohammad.alsaeed@savethechildren.org

## Child Friendly Spaces:

**INTERSOS/JOHUD (Karak)**
*Saturday – Thursday 8:30-4:30*

Princess Basma Centre in Ghor Al Safi
Princess Basma Centre in Karak
Qatraneh Center for Human Development

Focal Point:
George Theodory
Mobile: 079 9379831
E-mail:
cp.jordan@intersos.org

**INTERSOS/JOHUD (Maan)**
*Saturday – Thursday 8:30-4:30*

Princess Basma Centre in Shobak
Princess Basma Centre in Ma'an
Ma'an : helpdesk is open once a month on Monday from 8:00 to 14:00 – at the Ma'an Governor's Office compound.
Karak : helpdesk is open twice a month on Monday from 9:30 to 14:00 at the Princess Basma center – Mazar.
Aqaba: helpdesk is open once a month, on Monday from 8:00 to 14:00 at JRC – Old Town.
Salt: helpdesk is open twice a month on Tuesdays from 9:00 to 14:00 at the Jordanian Family Development Association (Jamea Siran An-Nahud Bil-Usra Al-Urdunia).
Madaba: helpdesk is open twice a month, on Tuesdays from 9:00 to 14:00 at Princess Basma Center Madaba.
Tafileh : helpdesk is open once a month, on Monday from 9:30 to 14:00 at JOHUD.

*For more information on the date/location of the UNHCR Helpdesks, please contact Huda Al Shabsogh*

*Huda Al-Shabsogh*
*Mobile/dutyphone: 0798207041*
*Email: alshabso@unhcr.org*

**UNHCR** *Field Office Amman: Sunday- Thursday 08:00-15:30*

Focal Point:
*Diana Suleiman*
*Mobile/dutyphone: 079 7151469*
*Email: suleiman@unhcr.org*

*Back Up :*
*Yasmeen Al-Rashdan*
Mobile/dutyphone: 0797159208
Email: alrashdy@unhcr.org

*After working hours and weekends*
UNHCR Duty Phone for partners: 079 710 9194

**UNRWA** -
Registration/Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)

Focal Point:
South Amman Office:
Haifa Wheidi
Mobile: 079 899 8890
Email: h.wheidi@unrwa.org

## Shelter/Safe house:

**FPD through UNHCR**

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 554 6383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194
UNHCR Helpline
*Sunday - Wednesday 08.00 – 17.00*
Tel:
**064008000.**

**JWU/Al-Anwar Charity Association** - Maan

*Sunday – Thursday 08:00 – 14:30*

Focal Points:

Nuha Hamaden
Lubna Jbarat

Mobile : 077 222 0523 - 077 753 3950
Email: alanwar.maan@yahoo.com

**UNRWA -** Material assistance for Palestinian refugees

Focal Point:
South Amman Office: Haifa Wheidi
Mobile: 079 899 8890
Email: h.wheidi@unrwa.org

## Food Assistance:

**WFP** Food – Voucher assistance
*Sunday – Thursday*
8:00 am – 5:00 pm Hotline mobile:
079 777 8841
079 777 8851

## Education:

**Save the Children Jordan**

Formal education and children out of school
*Sunday .- Thursday 09:00 - 16:00*
*Focal Point*
*Noor Elkhairy*
*nelkhairy@savethechildren.org.jo*

Mobile:
0775464978

**Informal education services**

**SCI** –

Child and Family Centres,

*Sunday-Thursday 9:00-15:00*

| | | | |
|---|---|---|---|
| | Focal Point:<br><br>George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org | **JWU-** Amman<br>*Saturday – Thursday 08:30 – 17:00*<br><br>Focal Point:<br><br>*Alia Hijjawi*<br>Najiyyeh Zoabi<br>Hotline: 079 820 2353<br>Tel: 06 567 5729 | Focal point:<br><br>Mohammad Al-Saeed<br>Mobile:0777384077<br>Email:<br>mohammad.alsaeed@savethechildren.org |

**GBV REFERRAL PATHWAY – ZAATARI**

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| **TELLING SOMEONE AND SEEKING HELP (DISCLOSING)** | |
|---|---|
| Survivor reports incident to family, friend, community member, general service provider or at refugee registration services and that person accompanies survivor to the health or case manager/psychosocial "entry point" | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor.**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV.**
- **If agreed and requested by survivor, obtain informed consent and make referrals.**
- **When family/guardians make a decision on behalf of a child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child.**
- **Accompany the survivor to assist him/her in accessing services.**
- **For survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care.**

### Medical/health care

**WOMEN AND GIRLS**

**JHAS/UNFPA**
*Open 24 hours*
*Saturday – Thursday, 09:00 - 16:00*

**Focal point(s)**:

**Dr Reema Diab**
077 675 5914

**Dr Ola Al Tebawi**
077 500 6027

*After working hours and weekends*

**Duty gynecologist/midwife**
**Emergency hotline:** 077 998 5085
pc@jordanhealthaid.org

**MEN AND BOYS**

**JHAS/UNHCR**
*Open 24 hours*

**Focal point(s):**

Duty GP
**Emergency hotline:** 077 998 5085

### Case management (including immediate psychosocial support)

**ADULTS (over 18)**

**IRC/UNFPA**
*Sunday – Thursday, 09:00 - 16:00*

**Focal Point(s)**:
**Waed Shraa (IRC)**
079 948 9151

**Farah Khazaleh (IRC)**
0772499643

**UNHCR**
*Sunday – Thursday,*
*09:00 - 15:30*

**Focal Point(s):**
**Suna Ateiah**
0798560084
Ateiah@unhcr.org

**Mohammed Haijji**
079 683 0493
Hajiji@unhcr.org

*After working hours and weekends*
**UNHCR Emergency Protection hotline**:
0791420242

### Case management (including immediate psychosocial support)

**CHILDREN (under 18)**

**IMC/UNICEF**
*Sunday – Thursday, 09:00 - 17:00*
**Duty phone (*24 hours*):** 079 855 9517

**Focal Point(s)**:
**Ahmad Jaran**
Duty phone: 079 855 9517
Mobile: 079 830 1230
ajaran@internationalmedicalcorps.org

**UNHCR**
*Sunday – Thursday,*
*09:00 - 15:30*

**Focal Point(s):**
**Suna Ateiah**
0798560084
Ateiah@unhcr.org

**Mohammed Haijji**
079 683 0493
Hajiji@unhcr.org
*Sunday – Thursday, 08:00 - 15:30*
**Duty phone**:
079 554 6383
*After working hours and weekends*
**UNHCR Emergency Protection hotline**:
0791420242

**Child survivors who self-disclose or express preference can access IRC case management services.**

**IRC/UNFPA**
**Sunday – Thursday 09:00 – 16:00**

**Focal point(s)**:

**Leila Al Zhgoul** (IRC)
077 500 14 07
leila.alzghoul@rescue.org

**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM.

### Protection, security, police

**UNHCR** – *Protection (including cases of risk of of refoulement, denial of access and detention)*
*Sunday – Thursday 8.00 – 15.30*

**Focal point(s):**

**Suna Ateiah**
079 856 0084
ateiah@unhcr.org

**Mohammed Hajiji**
079 683 0493
Hajiji@unhcr.org

*After working hours and weekends*
**UNHCR Emergency Protection hotline :** 0791420242

**FPD** - Police **(survivors can go directly to FPD, while service providers should refer only through UNHCR)**

**Focal point**:

**Captain Slaiman Al Omari**
077 235 6956
da.dana96@yahoo.com and
familypd@accessme.com.jo

**UNICEF:** Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible

**Sunday – Thursday 08:00 – 15:30**
**Duty phone:** 079 021 4149
**Email:** jochildprotect@unicef.org

**Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors.**

### Legal assistance counsellors

**UNHCR** – *Legal services*
**Focal point(s):**
*Sunday – Thursday 9.00 – 3.30pm*

**Suna Ateiah**
079 856 0084
ateiah@unhcr.org

**Mohammed Hajiji**
079 683 0493
Hajiji@unhcr.org

*After working hours and weekends*
**UNHCR Emergency Protection hotline:** 0791420242

**ARDD-Legal Aid** – Legal services **(referral through UNHCR)**
Survivors can benefit from the legal aid services in Zaatari camp through calling for legal consultation on mobile: 077 8489012 from Sunday to Thursday (10:00 – 2:00).

For individual legal counseling, survivors can take an appointment from the Appointments Desk in the Services Area each Thursday (10:00 – 3:00);

Focal Point:
Sozan Mohareb

Service Line:
077849012

Agencies should refer through the below email address:
consult.zaataricamp@ardd-legalaid.org

**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**
over time and based on survivor's choices **can** include any of the following:

| Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFIs, etc) |
|---|---|---|---|
| **Primary health care**:<br><br>**JHAS/UNHCR**<br>*Saturday – Thursday, 09:00-16:00*<br><br>**Emergency hotline**:<br>077 998 5668<br><br>**Reproductive Health**:<br><br>**JHAS/UNFPA**<br>*Saturday – Thursday, 09:00 - 16:00* | **Women's centers**:<br><br>**IRC/UNFPA**<br>*Saturday – Thursday, 09:00 - 16:00*<br><br>**Focal Point**:<br>**Waed Shraa (IRC)**<br>079 948 9151<br><br>**Farah Khazaleh (IRC)**<br>0772499643<br><br>**UN WOMEN**<br>*Sunday – Thursday, 09:00 - 16:00* | **Protection/registration**:<br><br>**UNHCR**<br><br>*After working hours and weekends*<br>**UNHCR hotline**: 079 710 9194<br><br>**Shelter/safe house**:<br><br>**Family Protection Department via UNHCR**<br>*Saturday – Wednesday, 09:00 - 15:30* | **Food, NFIs**:<br><br>**UNHCR**<br>*Sunday – Thursday, 08:00 - 15:30*<br><br>**Focal Point**:<br><br>**Suna Ateiah**<br>079 856 0084<br>ateiah@unhcr.org |

**Focal point**:

Dr Reema Diab
Mobile: 077 675 5914

### Mental Health Care:

**IMC**
*Sunday – Thursday, 09:00-17:00*

**Focal Point**:

**Ahmad Jaran**
**Duty phone**: 079 855 9517
Mobile: 079 830 1230

ajaran@internationalmedicalcorps.org

**Focal Point**:

**Ghada Ali**
078 517 6424
ghada.ali@unwomen.org

### Child Friendly Spaces:

**SAVE THE CHILDREN INT'L/UNICEF**
*Saturday – Thursday, 09:00 - 15:00*

**Focal Point**:

**Sohaib Shtaiat**
077 575 4944
sohaib.shtaiat@savethechildren.org

**MERCY CORPS/UNICEF**
*Playgrounds, adolescent-friendly spaces*
*Saturday – Thursday, 09:00 - 17:00*

**Focal point**:
Osama Telfah
077 849 8258
otelfah@jo.mercycorps.org

**IMC/UNICEF**
*Youth-friendly spaces*

*Sunday – Thursday, 09:00 - 17:00*

**Focal point**:

**Ahmad Jaran**
**Duty phone**: 079 855 9517
Mobile: 079 830 1230

ajaran@internationalmedicalcorps.org

### Psychosocial Services for Adults:

**IRC/IRC**
*Sunday – Thursday, 09:00 - 16:00*

**Focal Point**:
**Waed Shraa (IRC)**
079 948 9151

**Farah Khazaleh (IRC)**
0772499643

### Psychosocial Services for Children:

**IMC**
*Sunday – Thursday, 09:00 - 1700*

**Focal Point**:
**Ahmad Jaran**
**Duty phone**: 079 855 9517
Mobile: 079 830 1230

ajaran@internationalmedicalcorps.org

**Focal Point(s):**

**Suna Ateiah**
0798560084
Ateiah@unhcr.org
**Mohammed Haijji**
079 683 0493
Hajiji@unhcr.org

UNHCR Protection Hotline:
0791420242

**Tambi Zokha**
079 967 3580
Zokha@unhcr.org

*Sunday – Thursday,*
08:00 - 15:30
Duty Phone: 079 554 6383

**WFP** Food – Voucher assistance
*Sunday – Thursday*
8:00 am – 5:00 pm Focal Point:

Rabab Musleh – 079 7300145
Hotline mobile:
079 777 8841

079 777 8851

### Cash-for-work:

**UN WOMEN**
*Sunday – Thursday,*

*09:00 - 16:00*

**Focal Point**:

**Ghada Ali**
078 517 6424
ghada.ali@unwomen.org

### Education:

**SCJ/UNICEF**

**Focal point**:
*9:00 – 4:00*

Noor Al Zeben
077 575 3933
nzaben@savethechildren.org.jo

Kareem Mkkawi
077 546 4970
kmakkawi@savethechildren.org.jo

**Hind Omer** (UNICEF)
079 871 8315
homer@unicef.org

**QUESTSCOPE**
*Informal education (literacy, critical thinking) and mentoring*

**Focal point**:

**Ashraf Abu Al Halaweh**
079 572 0292
ashraf@questscope.org

**NRC**
*Informal education for children aged 9 -17 years old.(D10)*
*Sunday – Thursday, 08:00 -4:00.*

| | | | |
|---|---|---|---|
| | **Community Spaces**:<br><br>**IRD/UNHCR**<br>*Communal spaces, community groups, recreational activities*<br><br>**Focal Point**:<br><br>**Bersan Boulad**<br>079 889 9493<br>b.boulad@ird-jo.org | | **Focal point**:<br><br>**Walaa AlHusban**<br>**Mobile :** 0795404594<br>Email :<br>walaa.alhhusban@nrc.no<br>**NRC**<br>Informal education for Youth aged 15-32<br><br>Focal Point (D10)<br>Mai Jaradat<br>Mobile : 0795424591<br>Mai.jaradat@nrc.no<br><br>Focal point (D8)<br>Raed Sawalha 0798534272<br>Raed.sawalha@nrc.no<br><br>**FINN CHURCH AID**<br>*Informal education, literacy, physical activities and livelihood skills*<br><br>*Hours 9:00 – 5:00*<br><br>**Focal point**:<br><br>**Mohammed Al Hadid**<br>077 500 1161<br>Mohammad.al-hadid@kua.fi<br><br>**SAVE THE CHILDREN INT'L**<br>*Hour: 9:00 – 3:00*<br><br>**Focal point** (*Early childhood development)*:<br><br>**Baria Shnaneh**<br>077 572 4977<br>Baria.Shnaneh@savethechildren.org<br><br>**Focal point** *(Informal Education)*<br><br>**Alaa Faidi**<br>077 547 5969<br>alaa.faidi@savethechildren.org<br><br>**Murad Sriheen**<br>077 579 6611<br>murad.alsriheen@savethechildren.org<br><br>**RELIEF INTERNATIONAL**<br>*Remedial education and informal education*<br><br>**Focal point**:<br><br>**Rawan Rabieideh**<br>079 606 8056<br>rawan.rabieeideh@ri.org<br><br>**Nicola West**<br>079 031 4028<br>nicolawest@ri.org |

| | | | |
|---|---|---|---|
| | | | **RD/UNHCR**<br>*Educational activites*<br><br>**Focal Point**:<br><br>**Bersan Boulad**<br>079 889 9493<br>b.boulad@ird-jo.org |

## GBV REFERRAL PATHWAY – Zarqa

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

**TELLING SOMEONE AND SEEKING HELP (DISCLOSING)**

| Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point": | Survivor self-reports to a medical/health or case manager/psychosocial "entry point" |
|---|---|

**IMMEDIATE RESPONSE**

- **Provide a safe, caring environment and respect the confidentiality and wishes of the survivor**
- **Provide reliable and comprehensive information on the available services and support to survivors of GBV**
- **If agreed and requested by survivor, obtain informed consent and make referrals**
- **When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child**
- **Accompany the survivor to assist his/her in accessing services**
- **For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care**

### Medical/Health Care:

**JHAS**
*Saturday – Thursday 09:00-16:00*

Focal Point:

Dr.Hanan Jarrar
Mobile: 079 558 9419

Dr. Ola Al Tebawi
Mobile: 077 500 6027
Email: pc@jordanhealthaid.org

**MoH**
**Zarqa Governamental Hospital**
*Open 24 hour*

Tel: 05 398 2604

Focal Point:
*Sunday – Thursday 08:00 – 16:00*

Dr Ashraf Mohammed Al Soub
Mobile: 079 800 7171

### Case Manager (including immediate psychosocial support):

**Adults (over 18)**

**JWU**
*Saturday – Thursday 08:30 – 15:30*

Focal Point:

Rana Adel
Yousra Tourkmani
Tel: 05 397 0886
Mobile: 079 8501198
Email: rana.saleh1@hotmail.com

**NHF/IFH**
*Saturday –Thursday*
*08:00 – 16:00*

**Focal Point**
Duaa Barakat:
0788558456

### Case Manager (including immediate psychosocial support):

**Children (under 18)**

**IMC**

*24 hours*
Duty phone: 079 578 5095

Focal Point:
*Sunday – Thursday 09:00 – 17:00*

Randa Hussain
Mobile: 079 544 7464
Tel: 05 399 4105

**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - *OR* - IF IN THE BEST INTEREST OF THE CHILD – *OR* – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS,** refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM

### Protection, Security, Police:

**UNHCR** – Protection (including cases of risk of arrest, detention or refoulement)

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 554 6383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

*Sunday – Thursday 08:00 – 15:30*

Focal point:

Suna Ateiah
Mobile: +962 79 856 0084
Email: ateiah@unhcr.org

### Legal Assistance Counsellors:

**UNHCR**

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 554 6383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**ARDD-Legal Aid** –

Focal Point:

Souzan Mohareb
Tel: 06 461 7277
Mobile: 077 577 7077
Email: somohareb@ardd-legalaid.org

Emergency line: 077 738 7221

| | |
|---|---|
| **FPD** - Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– See contacts above<br><br>*Open 24 hours*<br><br>Focal Point:<br><br>Major Abdullah Alawar<br>Tel: 05 398 2952<br><br>Hotline: 911. Email: familypd@accessme.com.jo<br><br>**Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors**<br><br>**UNICEF:** Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible<br><br>*Sunday – Thursday 08:00 – 15:30*<br>Duty phone: 079 021 4149<br>Email: jochildprotect@unicef.org | **JWU**<br>*Saturday – Thursday 08:30 – 15:30*<br><br>Focal Point:<br><br>Ghada Hijjawi<br>Mobile: 079 850 1198<br>Tel: 05 397 0886<br><br>**Khawla Bint Al Azwar**<br><br>Focal Point:<br><br>Aysha Khalfah<br>Mobile: 078 642 8039<br>Tel: 05 393 0999<br><br>Arab Women Organization (AWO)<br><br>Focal Point<br><br>Rusaifah Center:<br>Rana Hasanein<br>Mobile: 0795934755<br><br>Dhleil Center:<br>Muna Hamad<br>Mobile: 0797661310 |

**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**
Over time and based on survivor's choices **can** include any of the following:

| Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFI, etc) |
|---|---|---|---|
| **Primary Health Care:**<br><br>**MoH**<br>**Zarqa Governamental Hospital**<br>*Open 24 hour*<br><br>Tel: 05 398 2604<br><br>**JHAS**<br><br>Focal Point:<br><br>Jaafar Al Shayeb<br>Mobile: 077 500 6022<br><br>**JWU**<br>*Saturday-Thursday 10:00-17:00*<br><br>Focal Point:<br><br>Dr. Mahmoud Nimer<br>Mobile:079 820 2252<br>Tel: 05 397 0886<br><br>**UNRWA** ( Primary health care and referral to secondary services for Palestinian refugees<br><br>Focal Point:<br><br>Zarqa Office: Ziyad Mousa<br>Mobile: 079 576 3643<br>Email: z.mousa2@unrwa.org | **PSS Services for Adults:**<br><br>**JWU**<br>*Saturday – Thursday 08:30 – 15:30*<br><br>Focal Point:<br><br>Rana Adel<br>Yousra Tourkmani<br>Tel: 05 397 0886<br>Mobile: 079 8501198<br>Email:<br>rana.saleh1@hotmail.com<br><br>**NHF/IFH**<br>*Saturday –Thursday 08:00 – 16:00*<br><br>**Focal Point**<br>Duaa Barakat:<br>0788558456<br><br>**Khawla Bint Al Azwar Charitable Society**<br><br>Focal Point:<br><br>Ayshah Khalfah<br>Mobile: 078 642 8039<br>Tel: 05 393 0999 | **Protection/Registration:**<br><br>**UNHCR** – Protection (including cases of risk of arrest, detention or refoulement)<br><br>*Sunday-Thursday 8:00 to 15:30*<br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>Helpdesk in Zarqa at JHAS clinic<br>*Thursday 9.00 – 15.00*<br><br>Tel: 05 399 4105<br><br>**UNRWA - Registration &** Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)<br><br>Focal Point:<br><br>Ziyad Mousa<br>Mobile: 079 576 3643<br>Email: z.mousa2@unrwa.org | **UNHCR –**<br><br>Infoline<br>*Sunday - Wednesday 08.30 – 15.30*<br><br>Tel: 06 550 2141<br><br>**UNRWA – (**Material assistance for Palestinian refugees)<br><br>Focal Point:<br>Ziyad Mousa<br>Mobile: 079 576 3643<br>Email: z.mousa2@unrwa.org<br><br>**NFI:**<br><br>**Family Awareness & Counselling Centre**<br><br>Focal Point:<br><br>Inas Dirgham<br>Tel: 05 386 5144<br>Mobile: 077 557 4847 |

## Reproductive Services:

**MoH**
**Zarqa Governamental Hospital**
*Open 24 hour*

Tel: 05 398 2604

**JHAS**
*Saturday – Thursday 09:00-16:00*

Focal Point:

Dr.Hanan Jarrar
Mobile: 079 558 9419

**UNRWA** ( Primary health care and referral to secondary services for Palestinian refugees

Focal Point:

Zarqa Office: Ziyad Mousa
Mobile: 079 576 3643
Email: z.mousa2@unrwa.org

**NHF/IFH**
*Saturday –Thursday 08:00 – 16:00*

**Focal Point**
Dr. Abeer Habarneh
0798584058

## Mental Health Services:

**IMC**

Focal Point:
*Sunday – Thursday 09:00 – 17:00*

Randa Hussain
Mobile: 079 544 7464
Tel: 05 399 4105

Duty phone: 079 578 5095

**The Center for Victims of Torture -** Mobile Unit for Zarqa and Rusiefa

Focal Point:

Adrienne Carter
Mobile: 079 680 3582
Email: Acarter@cvtjo.org

## PSS Services for Children:

**IMC**

Focal Point:
*Sunday – Thursday 09:00 – 17:00*

Randa Hussain
Mobile: 079 544 7464
Tel: 05 399 4105

Duty phone: 079 578 5095

## Women's Centers:

**JWU**
*Saturday – Thursday 08:30 – 15:30*

Focal Point:

Rana Adel
Yousra Tourkmani
Tel: 05 397 0886
Mobile: 079 8501198
Email:
rana.saleh1@hotmail.com

**AWO**
*Sunday – Thursday 09;00-16:00*

Focal Point:

Dhleil center:
Amal Athamat
Mobile: 079 766 1310

Rusaifah center:
Wafaa Shawaqfeh
Mobile: 079 5934755

## Child Friendly Spaces:

**SCI** –

Child and Family Centres,

Community based Child Protection Committees

*Sunday-Thursday 9:00-15:00*

Focal point:
Mohammad Al-Saeed
Mobile:0777384077
Email:mohammad.alsaeed@savethechildren.org

## Shelter/Safe house:

**FPD through UNHCR**

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 554 6383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**JWU-** Amman
*Saturday – Thursday 08:30 – 17:00*

Focal Point:

*Alia Hijjawi*
Najiyyeh Zoabi
Hotline: 079 820 2353
Tel: 06 567 5729

## Food Assistance:

**WFP** Food – Voucher assistance
*Sunday – Thursday*
8:00 am – 5:00 pm Hotline mobile:

079 777 8841
079 777 8851

## Education:

**Save the Children Jordan**

Formal education and children out of school
*Sunday - Thursday 09:00 - 16:00*
*Focal Point*
*Noor Elkhairy*
*nelkhairy@savethechildren.org.jo*

Mobile:
0775464978

**Informal education services**

**SCI** –

Child and Family Centres,

*Sunday-Thursday 9:00-15:00*

Focal point:
Mohammad Al-Saeed
Mobile:0777384077
Email:
mohammad.alsaeed@savethechildren.org

# Annex XIX: CP Referral Pathways

## Child Protection Referral Pathway – Amman

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| **STEP 1: Identification of child protection cases** | |
|---|---|
| **General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:**<br>▪ Provide a safe, caring response<br>▪ Respect the confidentiality and wishes of the child/caregiver<br>▪ Provide information about available case management services<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents<br>▪ For child survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care<br>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest | Child or caregiver goes directly to case manager |

**STEP 2: Case management services**

| Violence against children in schools | GBV against children including sexual violence and early marriage (see GBV referral pathway) | All other CP cases including violence against children in the home & community and child labour | Unaccompanied & separated children | Children with disabilities | Children in conflict with the law |
|---|---|---|---|---|---|
| **Save the Children Jordan -**<br>Outreach & support to register children in schools<br>*Sunday – Thursday*<br>*08:30 – 16:00*<br><br>Focal point:<br><br>AroubaYassin<br>Mobile:<br>077 670 2426<br>Email:<br>AYaseen@savethechildren.org.jo<br><br>Hotline:<br>077 670 2426,<br>0800 22766,<br>0800 00111 | **IMC**<br>*Sunday – Thursday*<br>*09:00 – 17:00*<br><br>*24 hours*<br>Duty phone: 079 578 5095<br><br>Focal Point:<br><br>Ahmad Bawaneh<br>Mobile: 079 851 6131<br><br>Email:<br>abawaneh@InternationalMedicalCorps.org<br><br>**JRF**<br>*Sunday- Thursday*<br>*09:00-19:00*<br><br>Focal Point:<br><br>Samia Bishara<br>Tel: 06 491 4999<br>Email:<br>s.bishara@jrf.org.jo<br><br>*24 hours*<br>Helpline: 110 | **JRF**<br>*Sunday- Thursday*<br>*09:00-19:00*<br><br>Focal Point:<br><br>Samia Bishara<br>Tel: 06 491 4999<br>Email:<br>s.bishara@jrf.org.jo<br><br>*24 hours*<br>Helpline: 110<br><br>**UNHCR**<br><br>*Sunday – Thursday*<br>*08:00 – 15:30*<br><br>Mobile: 079 554 6383<br><br>*After Hours and Weekends*<br>Hotline:<br>079 710 9194<br><br>**For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit**<br><br>24 hours (afterhours answering machine)<br>Hotline<br>Toll Free No: 0800 222 08<br>Email:<br>hotline@mol.gov.jo | **Refer first to:**<br>**UNHCR**<br><br>*Sunday – Thursday*<br>*08:00 – 15:30*<br>Mobile: 079 554 6383<br><br>*After Hours and Weekends*<br>Hotline:<br>079 710 9194<br><br>*Sunday – Thursday*<br>*08:00 – 15:30*<br><br>Focal point:<br><br>Diana Suleiman<br>Mobile: 077 728 1911<br>Email:<br>suleiman@unhcr.org<br><br>**JRF**<br>*Sunday- Thursday*<br>*09:00-19:00*<br><br>Focal Point:<br><br>Samia Bishara<br>Tel: 06 491 4999<br>Email:<br>s.bishara@jrf.org.jo<br><br>*24 hours*<br>Helpline:110<br><br>**UNRWA**<br>*Open 24 hours*<br><br>**Handicap** | **NHF/IFH:**<br>(Rehabilitative services for disabled persons)<br>*Opening hours:*<br>*Sunday – Thursday*<br>*9:00-17:00*<br><br>Focal Point:<br><br>Sweileh:<br>Huda Dahbour<br>Tel: 06 534 4190/2<br>h.dahbour@ifh-jo.org<br><br>Hashemi:<br>Jihad Mallah<br>Tel: 06 490 8310<br>j.mallah@ifh-jo.org<br><br>**UNHCR Community Services**<br>Focal point:<br><br>Hasan Mohammed,<br>Mobile:<br>079 909 8537<br>Email:<br>mohammeh@unhcr.org | **In North Amman, refer toJuvenile Police Department**<br>*Saturday-Thursday*<br>*7.30 – 15.00*<br><br>*Hotline 24 hours*<br>*06 534 9827*<br>*06 533 6452*<br>*06 535 0859*<br><br>*JPD will inform UNICEF for advocacy purposes.*<br><br>**For refugee cases also refer to UNHCR**<br>*Sunday-Thursday*<br>*8:00 - 15:30*<br>Detention emergency line: 079 674 2200<br><br>*After working hours and weekends*<br>Protection Hotline:<br>079 710 9194<br><br>*UNHCR will arrange legal representation by Jordanian Bar Association when needed*<br><br>*Sunday – Thursday*<br>*08:00 – 15:30*<br><br>Focal point:<br><br>Diana Suleiman<br>Mobile: 077 728 1911<br>Email:<br>suleiman@unhcr.org |

| | | | | | |
|---|---|---|---|---|---|
| | | Focal point:<br><br>Shereen Al-Taeib<br>079 758 7583<br>Email:<br>altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com | Focal Point:<br>**North Amman Office**<br>Wafa Nuwwara<br>w.nuwwara@unrwa.org<br>Protection Duty phone: 079 710 0496<br><br>**South Amman**Office<br><br>Haifa Al-Wheidi<br>h.wheidi@unrwa.org<br>Protection Duty phone:<br>079 899 8890 | **International**<br>Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.<br><br>*Sunday -Thursday 9:00 – 17:00*<br><br>Mobile :<br>07 80 48 10 16<br>Email :<br>dvfp.intake.opamman@gmail.com | **UNRWA**<br>*Open 24 hours*<br><br>Focal Point:<br>**North Amman**, Office<br>Wafa Nuwwara<br>w.nuwwara@unrwa.org<br>Protection Duty phone: 079 710 0496<br><br>**South Amman** Office<br>Haifa Al-Wheidi<br>h.wheidi@unrwa.org<br>Protection Duty phone:<br>079 899 8890 |

**Case managers refer to services below if:**

**a.** Child/caregiver wants to receive protection, legal or police services;
**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);
**c.** There are immediate safety and security risks to others; or
**d.** It is in the best interest of the child because of:
- Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this could have to minimize risks and ensure the best interest of the child.**

**UNHCR**– Protection
*Sunday – Thursday,08.00 – 15.30*
Duty phone: 079 554 6383

*After hours and weekends (24 hours)*
Protection Hotline:079 710 9194

*Sunday – Thursday 08:00 – 15:30*

Focal point:

Diana Suleiman
Mobile: 077 728 1911
Email: suleiman@unhcr.org

UNRWA- Protection
Amani Zaqout: a.zaqout@unrwa.org

**FPD** – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible see above contact

*Open 24 hours, 7 days a week*
Hotline: 911. Tel: 06 581 5738
Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo

**UNICEF**: Case managers refer cases of grave violations[1] (MRM) to UNICEF when refugee child/caregiver consents

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

**STEP 3: Referral to other services**

| Health Care | CP Psychosocial Services / Case Management | Protection, Security, and Justice | Other Basic Services | Education[1] |
|---|---|---|---|---|
| **IMC** – Mental health services<br>*Sunday – Thursday*<br>*09:00 – 17:00*<br><br>Focal Point:<br><br>Ahmad Bawaneh<br>Mobile: 079 851 6131<br><br>**JHAS** – Primary health care and mental health services<br>*9:00-16:00*<br><br>Primary health care<br>Tel: 06 523 6674<br><br>Mental health services<br>City Clinic<br>Tel: 06 465 1772<br>Mobile: 077 500 6025<br><br>Abu Nseir Clinic<br>Tel: 06-523 6674<br><br>**Caritas** – Primary health care and referral to secondary services<br>*Sunday-Thursday*<br>*9:00-16:00*<br><br>Al Hashmi Clinic<br>Tel: 06 491 8601 /06 492 0951<br>8:00-14:00<br><br>**MOH** – Primary health care and mental health services<br>Saturday-Thursday<br>*8:00-15:00*<br><br>Primary health care<br>Al Bashir Hospital<br>Tel: 06 474 4430<br><br>Focal Point:<br>*Sunday – Thursday*<br>*08:00 – 16:00*<br><br>Dr. Bilal Talal Ibrahim<br>Mobile: 078 506 3855<br><br>Sahab Hospital<br>Dr. Jamil Tutanji<br>Tel: 06 4020092<br><br>Mental health<br>MOH Consultative Clinic<br>Mobile: 0776740519<br><br>Al Hashmi Centre<br>Mobile: 077 674 0518<br><br>**JWU**<br>*Saturday- Thursday*<br>*09:00-17:00* | **Consultative Clinic/ MOH** – PSS services<br>*Sunday-Thursday*<br>*8:00-15:30*<br><br>077 674 0519<br><br>**Al Hashmi Centre / MOH** – PSS services<br>*8:00-15:30*<br><br>Mobile: 077 674 0518<br><br>**IFH** – PSS, PFA & group support adapted to men & boys.<br>*Opening hours: Sunday – Thursday 8:00-17:30*<br>(Sweileh):<br>Ayat khatatneh<br>Tel: 06 534 4190<br><br>(Hashemi):<br>Shaden Abu Hammour<br>Tel:06 490 8310<br><br>**JWU**- PSSservices, CFSs, recreational and life skills activities for families<br>*Saturday – Thursday*<br>*08:30 – 16:30*<br><br>Focal Point:<br><br>Najiyyeh Zoabi<br>Kefah Al Jabir<br>Tel: 06 567 5729<br>Mobile: 079 820 2353<br>Email: najiaha.zo3by@yahoo.com<br><br>Several locations in Amman (Jabal Hussein, Hussein Camp, Wahdat Camp)<br><br>**Jordan Red Crescent** – PSS services<br>*Saturday-Thursday*<br>*9:00-16:00*<br><br>Tel: 06 490 8588<br>Mobile: 079 959 2092<br>079 703 0495<br>079 938 8312<br><br>**JRF** – PSS services for women and children through the Queen Rania Family & Child Center<br>*Sunday – Thursday*<br>*08:00 – 16:00*<br><br>Tel: 06 492 5096<br>orHelp Line: 110<br><br>**IMC** – PSS services<br>*Sunday-Thursday*<br>*9:00-17:00* | **UNHCR** – Registration, legal services and protection for refugees<br>*Sunday-Thursday*<br>*8:00 - 15:30*<br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>**UNRWA** – - Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)<br>*Open 24 hours*<br><br>Focal Point:<br><br>**North Amman** Office<br>Wafa Nuwwara<br>w.nuwwara@unrwa.org<br>Protection Duty phone: 079 710 0496<br><br>**South Amman** Office<br>Haifa Al-Wheidi<br>h.wheidi@unrwa.org<br>Protection Duty phone: 079 899 8890<br><br>**Emergency**:<br>Focal Point:<br><br>Sheerin Al-Araj<br>Email: s.al-araj2@unrwa.org<br>Mobile: 079 654 7220<br><br>**FPD -** Protection Hotline: 911<br>Tel: 06 581 5738<br><br>**JWU-** Legal services<br>*Saturday – Thursday*<br>*08:30 – 16.30*<br><br>Focal Point:<br><br>Najiyyeh Zoabi<br>Hotline: 079 820 2353<br>Tel: 06 567 5729<br><br>**JRF** – Shelter for child survivors (including PSS, protection, education & medical services)<br>*Sunday – Thursday*<br>*09:00 – 19:00*<br><br>Tel: 06 523 4652<br>Helpline: 110<br><br>**ARDD-Legal Aid –** | UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance<br><br>Sunday - Wednesday<br>08.30 – 15.30<br>UNHCR Infoline: 06 550 2141<br><br>After working hours and weekends<br><br>Protection Duty phone: 079 554 6383<br><br>UNRWA – Basic assistance and registration services for Palestinian refugees<br>Sunday-Thursday<br>7:30- 15:00 pm<br>North Amman:<br>Mobile: 079 710 0496<br><br>South Amman:<br>Mobile: 079 899 8890<br><br>CARE International – Emergency cash assistance, cash coupons, and heaters.<br>Sunday-Thursday<br><br>8:00-16:00<br><br>Tel: 06 5651488<br><br>Islamic Charitable Centre – NFI<br>Saturday-Thursday<br><br>7:30-15:30<br><br>Focal Point:<br><br>Abu Huraira Centre Khalid Abu Hamdan<br>Mobile: 079 666 7235<br><br>Izz Al Din Al Kassam Centre Abdul Rahman Ma'adi<br>Mobile: 079 931 7222 | **SC Jordan** (formal education)– hotline for children not in schools, information about education and protection services in schools<br>*Sunday – Thursday 0*<br>*8:30 – 16:00*<br>Hotline: 077 670 2426<br><br>Focal Point:<br><br>Rawan Abushaikha<br>Mobile: 077 573 6336<br>Email: RShaikha@SaveThe Children.Org.Jo<br><br>**Questscope** – Non-formal and informal education<br>*Sunday-Thursday*<br>*9:00-17:00*<br><br>Focal Point:<br><br>*Rasha Abu Zeinah,*<br>*Mobile: 079 853 6893*<br><br>**JRS** – Informal educationfor youth and adults. (English, art, music, sports & life skills). Pre-primary (kindergarten)<br>Ashrafiyeh, East Amman<br><br>Focal point:<br><br>Tamim Arif<br>Mobile: 079 871 3981<br><br>**Caritas**- Informal education service, life skills, youth leadership development and training, pre-school education services<br><br>**Mercy Corps** – Special education services for persons with disabilities<br><br>**UNRWA** –<br><br>Focal Points:<br><br>**North Amman Office**<br>Wafa Nuwwara<br>w.nuwwara@unrwa.org<br>Duty phone: 079 710 0496<br><br>**South Amman Office**<br>Haifa Al-Wheidi<br>h.wheidi@unrwa.org<br>Duty phone: 079 899 8890<br><br>**SCI-** Informal education Services<br><br>*Sunday-Thursday*<br>*9:00-15:00* |

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| Focal Point:<br><br>Dr. Aws Shaker<br>Mobile: 079 612 5506<br>Tel: 06 567 4285<br><br>**Islamic Charitable Centre** - Primary health care<br>*Saturday-Thursday 7:30-15:30*<br><br>Focal Point:<br><br>Khalid Hamdan<br>Tel: 06 438 7910<br>Mobile: 079 692 5733<br><br>**NHF/ IFH** – Rehabilitation of disabled persons including physiotherapy, speech therapy, special education and medical aids<br>*Sunday – Thursday 8:00am –15 :30*<br><br>Tel: 06 5344193<br><br>Focal Point:<br><br>**In Sweileh**:<br>Dr. Nesreen Barakat<br>Mobile: 079 731 9450<br>Email: dr.nesreen@ifh-jo.org<br><br>**In Hashmi**:<br>Dr. Mona Badawi<br>Tel: 06-4908310<br>Email: m.badawi@ifh-jo.org<br><br>**The Center for Victims of Torture (CVT) –** Mental health and physiotherapy rehabilitative services ; Social services referrals/Case management for war trauma and torture survivors.<br>*Open Sunday-Thursday 9:00-17:00*<br><br>Focal point:<br><br>Tel: (**public**): 06 505 9455<br>info@cvt.org<br>or masfoor@cvt.org<br><br>**UNRWA** – Basic health services for Palestinian refugees<br>*Sunday-Thursday 07:45-14:00*<br><br>Focal Point: | Focal Point:<br><br>Ahmad Bawaneh<br>Mobile: 079 851 6131<br><br>**CARE International** – PSS services<br>*Sunday-Thursday 8:00-16:00*<br><br>Tel: 06 565 1488<br><br>**Islamic Charitable Centre** – Safe spaces for children and youth<br>Saturday-Thursday *7:30-15:30*<br><br>Focal Point:<br><br>Izz Al Din Al Kassam Centre<br>Abdul Rahman Ma'ady<br>Mobile: 079 931 7222<br><br>Al Anwar Centre<br>Mohammad Suleiman<br>Mobile: 079 555 1009<br><br>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families<br><br>*Saturday – Thursday 8:30-4:30*<br><br>Queen Zein Al Sharaf Institute for Development<br>Focal Point:<br>George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org<br><br>**SCI** –<br><br>Child and Family Centres,<br><br>Community based Child Protection Committees<br>*Sunday-Thursday 9:00-15:00*<br><br>Focal Point:<br><br>Mohammad Al-Saeed<br>Mobile:0777384077<br>Email:mohammad.alsaeed@savethechildren.org<br><br>**WVI** - CFSs for children, AFSs for Adolescents, and PSS services<br><br>Strengthening Community based protection committees<br><br>*Saturday – Thursday 09:00 - 15:00* | Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7477<br>Mobile: 077 577 7077<br>Email:<br>somohareb@ardd-legalaid.org<br><br>Emergency line:<br>*(open 24/7)*<br>077 738 7221 | WFP Food – Voucher assistance<br>Sunday – Thursday<br>8:00 am – 5:00 pm<br>Focal Point:<br><br>Rabab Musleh – 079 7300145<br>Hotline mobile:<br>079 777 8841<br><br>079 777 8851<br><br>SCI- Livelihood activities(cash assistance, vocational training)<br><br>Focal point:<br><br>Suzan Albuheisi<br><br>Mobile:077664329<br><br>Email:suzan.albuhaisi@savethechildren.org<br><br>**INTERSOS/JOHUD** – CFPs and PSS services for children, adolescents and their families<br><br>Saturday–Thursday<br>8:30-4:30<br>Queen Zein Al Sharaf Institute for Development<br>Focal Point:<br>George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org | Focal Point:<br><br>Mohammad Al-Saeed<br>Mobile:0777384077<br>Email:mohammad.alsaeed@savethechildren.org |

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| **North Amman Office**<br>Wafa Nuwwara<br>Protection Duty phone:<br>079 710 0496<br>w.nuwwara@unrwa.org<br><br>**South Amman** Office<br>Haifa Al-Wheidi<br>Protection Duty phone:<br>079 899 8890 | Focal Point:<br>Abed Rabbo<br>Mobile: 0777 148540<br><br>Wala'a Ali Ababneh<br>Mobile: 077 8440736 | | | |

## Child Protection Referral Pathway – AZRAQ

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| **STEP 1: Identification of child protection cases** | |
|---|---|
| **General service providers, UNHCR registration services or community members identify child protection case. Immediate response includes:**<br>▪ Provide a safe, caring response<br>▪ Respect the confidentiality and wishes of the child/caregiver<br>▪ Provide information about available case management services<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents<br>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care<br>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest | Child or caregiver goes directly to case manager |

| **STEP 2: Case management services** | | | | | |
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| **Violence against children in schools** | **GBV against children including sexual violence and early marriage (see GBV referral pathway)** | **All other CP cases including violence against children in the home & community and child labour** | **Unaccompanied & separated children** | **Children with disabilities** | **Children in conflict with the law**[1] |
| **Save the Children Jordan**<br><br>Outreach & support to register children in schools / Social worker and psychologist available in-school help desk office<br><br>*Sunday – Thursday from 09:00 - 16:00*<br><br>Focal Point:<br>Kareem Makkawi<br><br>Mobile: 077 546 4970<br><br>Email:KMakkawi@Savethechildren.org.jo<br><br>Zain Network Hotline:<br>077 670 2426<br>0800 22 766<br>0800 00111 | **IMC**<br><br>Specialized in child protection and mental health<br><br>*24 hours/ 7 days a week*<br><br>Focal Point<br>Mohammad Abulawi<br><br>Duty phone: 079 847 0926<br><br>Mobile:079 796 8750<br><br>Email:<br>mabulawi@InternationalMedicalCorps.org | **IMC**<br><br>Specialized in child protection and mental health<br>*24 hours/ 7 days a week*<br><br>Focal Point<br>Mohammad Abulawi<br><br>Duty phone: 079 847 0926<br><br>Mobile:079 796 8750<br><br>Email:<br>mabulawi@InternationalMedicalCorps.org | **IRC**<br><br>Unaccompanied children and Separated children<br><br>*24 hours/ 7 days a week*<br><br>Duty Phone:<br>077 848 631<br><br>Email :<br>UASC-CM-AZRAQ@rescue.org<br><br>Focal point:<br>Mustafa Hassan<br><br>Mobile:<br>077 506 6653<br><br>Email:<br>mustafa.hassan@rescue.org | **Handicap International**<br>Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.<br><br>*Sunday - Thursday*<br>*9:00 – 17:00*<br>Mobile :<br>07 87 92 52 45<br>Email :<br>dvfp.intake.mafraq@gmail.com | **Refer First to: Juvenile Police Department**<br><br>*Saturday-Thursday*<br>*7.30 – 15.00*<br><br>Focal Point: TBC<br>Mobile:<br>Email:<br><br>*JPD will inform UNICEF for advocacy purposes.*<br><br>Focal point:<br>Dana Dodeen<br><br>Mobile: 079 893 7190<br><br>Email:<br>ddodeen@unicef.org<br><br>**UNHCR**<br><br>*Sunday-Thursday*<br>*8:00 to 15:30*<br><br>Duty Phone:<br>0795564383<br><br>Detention emergency line: 079 674 2200 |

[1] UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.

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| | | | **Refer to UNHCR (registration and database follow up)**<br><br>*Sunday-Thursday 8:00 to 15:30*<br><br>Duty Phone: 079 556 4383<br><br>*After working hours and weekends*<br><br>UNHCR Hotline: 079 710 9194<br><br>Focal Point: Mounir Maalouli<br><br>Mobile : 079 592 2836<br><br>Email: maalouli@unhcr.org | | *After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>Focal Point: Mounir Maalouli<br><br>Mobile: 079 592 2836<br>Email: maalouli@unhcr.org<br><br>*Sunday-Thursday 8:00 to 15:30*<br><br>*UNHCR will arrange legal representation by Jordanian Bar Association when needed* |

**Case managers refer to services below if:**

**a.** Child/caregiver wants to receive protection, legal or police services;
**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);
**c.** There are immediate safety and security risks to others; or
**d.** It is in the best interest of the child because of:
- Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of *refoulement* or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this could have to minimize risks and ensure the best interest of the child.**

**UNHCR**– Protection

Focal Point:
Mounir Maalouli; maalouli@unhcr.org; 079 592 2836
Ahmad Al-Wazani: alwazani@unhcr.org; 079 624 5880 (focal point for referral to FPD)

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 556 4383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**FPD** – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above)
*Open 24 hours*
Hotline: 911.

**UNICEF**: Case managers refer cases of grave violations[2] (MRM) to UNICEF when refugee child/caregiver consents
*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

[2] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

| STEP 3: Referral to other services | | | | |
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| **Health Care** | **CP Psychosocial Services / Case Management** | **Protection, Security, and Justice** | **Other Basic Services** | **Education[3]** |
| **Mental Health Care:**<br><br>**IMC**<br><br>*Sunday- Thursday 9:00-16:00*<br><br>*Focal Point:*<br>Loay Al Husieni<br>Mobile: 079 022 1961<br><br>ihusieni@InternationalMedicalCorps.org<br><br>**Primary health & Reproductive Health care:**<br><br>**IMC /UNHCR/UNFPA**<br><br>*Village 6 clinic: Open 24 hours / 7 days a week*<br><br>*Village 3 clinic: Sunday to Thursday 9:00 – 16:00*<br><br>Focal point:<br>Lina Hamidi<br>Mobile1 : 0790248397<br>Mobile 2 : 0797566310<br><br>Email:<br>lhamidi@internationalmedicalcorps.org | **IMC-**Provision of focused and structured psychosocial support including case management , *Sunday-Thursday 09:00 - 16:00*<br><br>Focal Point:<br>Mohammad Abulawi<br><br>Duty Phone 079 847 0926<br>Mobile:079 796 8750<br>Email:<br>mabulawi@InternationalMedicalCorps.org<br><br>**Mercy Corps / UNICEF-**<br>CFSs, youth friendly spaces, PSS, community based protection<br><br>*Saturday – Thursday 09:00-15:00*<br><br>Focal point:<br>Abdelrazaq Banihani,<br><br>Mobile : 077 606 0041<br><br>Email:<br>abanihani@jo.mercycorps.org.<br><br>**CARE International / UNHCR-**<br>Community-based psychosocial activities<br><br>*Sunday- Thursday 9.00- 16.00*<br><br>Focal Points:<br><br>Marten Mylius<br><br>Email:marten.mylius@jo.care.org<br>Mobile:<br>077 840 0424 | **UNHCR -** Registration, protection and legal services<br><br>*Sunday-Thursday 8:00 to 15:30*<br><br>Focal Point:<br><br>Mounir Maalouli<br><br>Mobile: 079 592 2836<br>Duty Phone: 079 554 6383<br>Email:<br>maalouli@unhcr.org<br><br>*After working hours and weekends*<br><br>UNHCR Hotline:<br>0797109194<br><br>**Shelter/Safe house**:<br><br>**FPD through UNHCR**<br><br>*Sunday-Thursday 8:00 to 15:30*<br><br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br><br>UNHCR Hotline: 079 710 9194<br><br>Focal Point:<br><br>Mounir Maalouli<br><br>Mobile: 079 592 2836<br>Email:<br>maalouli@unhcr.org; | **UNHCR** – Food, NFI, Cash for Work, Shelter<br><br>Focal point:<br><br>Nyi Lynn Htet<br><br>Mobile: 079 514 4925<br>Email: htetn@unhcr.org<br><br>**WFP - Food**<br><br>Focal point:<br>Ryan Beech<br><br>Mobile: 079 993 6879<br>Email:<br>ryan.beech@wfp.org<br><br>**UNICEF – WASH**<br><br>Focal point:<br><br>Ahmed Ali<br><br>Mobile: 079 555 0481<br><br>Email:<br>ahmali@unicef.org<br><br>**UNHCR – WASH**<br><br>Focal point:<br><br>Murad Alshisha<br><br>Mobile:<br>079 894 0122<br><br>Email:<br>ALSHISHA@unhcr.org | **UNICEF-**Provision of Formal Education<br><br>Focal points:<br><br>Ms. Hind Omer<br><br>Mobile: 079 871 8315<br>Email:<br>homer@unicef.org<br><br>Ms. Seema Alzibdeh<br><br>Mobile: 079 570 9574<br>Email:<br>salzibdeh@unicef.org<br><br>**Save the Children Jordan –** Outreach & support to register children in schools / Social worker and psychologist available in-school help desk office<br><br>Focal point:<br><br>Kareem Makkawi<br>Mobile:077 546 4970<br>Email:<br>KMakkawi@Savethechildren.org.jo<br><br>**Relief International –** Remedial classes for school age children. Informal education activities, literacy, numeracy and English classes for 12-18 year olds.<br><br>Focal point:<br><br>Ms. Rosi Greenberg<br><br>Mobile: 077 544 6241<br>Email:<br>rosi.greenberg@ri.org |

[3] Definitions:
**Formal education:** Certified education services provided by the Ministry of Educations public schools (grade 1-12).
**Informal education**: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.
**Non-formal education:** Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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| **Handicap International (HI)-** Rehabilitation services for persons with disability and persons with injury, children and adults & provision of prosthesis, orthotics & mobility aids.<br><br>*Sunday-Thursday: 8:00 – 16:00*<br><br>Duty phone: 078 723 9624<br><br>Email: fieldco.mafraq@hi-emergency.org | | | | **NRC**<br>**Informal education for children/NRC**<br><br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br><br>Focal point:<br><br>Reem Shamout<br><br>Mobile: 0796487663<br><br>**Informal Education for Youth/NRC:**<br><br>Focal point :<br><br>Dina Ala'Eddin<br><br>Julia Al-Zoubi<br><br>Mobile : 079 826 1225 (Dina)<br><br>Email : dina.ala.ddin@nrc.no<br><br>Mobile: 079 896 5688 (Julia)<br><br>Email: julia.al-zoubi@nrc.no<br><br>**Mercy Corps –** Integration and support of students with disabilities into school.<br><br>Focal point:<br><br>Hazem Salman<br><br>Mobile: 077 665 2004<br>Email: hsalman@jo.mercycorps.org |

## Child Protection Referral Pathway – Cyber City

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| **STEP 1: Identification of child protection cases** | |
|---|---|
| **General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:**<br>▪ Provide a safe, caring response<br>▪ Respect the confidentiality and wishes of the child/caregiver<br>▪ Provide information about available case management services<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents<br>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care<br>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest | Child or caregiver goes directly to case manager |

| **STEP 2: Case management services** | | | | | |
|---|---|---|---|---|---|
| **Violence against children in schools** | **GBV against children including sexual violence and early marriage (see GBV referral pathway)** | **All other CP cases including violence against children in the home & community and child labour** | **Unaccompanied & separated children** | **Children with disabilities** | **Children in conflict with the law** |
| **Save the Children Jordan** - Outreach & support to register children in schools<br>*Saturday – Thursday*<br>*8:30- 15:30*<br><br>Focal point:<br>TaghreedFreij<br>Mobile:<br>077 546 4973<br>Email:<br>tfraij@savethechildren.org.jo<br><br>Hotline :<br>077 670 2426<br>0800 22766<br>0800 00111<br><br>*Mafraq*<br>Tel: 077 546 4973 | **IRC**<br>*Sunday – Thursday*<br>*08:30 – 17:00*<br><br>Focal Point:<br><br>Lubna Jarrar<br>Mobile:<br>077 507 7793<br>Email:<br>Lubna.Jarrar@rescue.org<br><br>SitNour Ali<br>Mobile: 077 666 2200<br>Email:<br>SitNour.Ali@rescue.org | **UNHCR**<br>*Sunday-Thursday*<br>*8:00 to 15:30*<br><br>Focal Point:<br><br>Abd Al Nour Jaradat<br>Mobile:<br>079 895 7318<br>Email;<br>jaradata@unhcr.org<br><br>Protection Duty<br>Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline:<br>079 710 9194<br><br>**For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit**<br><br>24 hours (afterhours answering machine)<br>Hotline<br>Toll Free No: 0800 22208<br>Email:<br>hotline@mol.gov.jo | **Refer first to: UNHCR**<br>*Sunday-Thursday*<br>*8:00 - 15:30*<br><br>Focal Point:<br><br>Abd Al Nour Jaradat<br>Mobile:<br>079 895 7318<br>Email;<br>jaradata@unhcr.org<br><br>Protection Duty<br>Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline:<br>079 710 9194<br><br>**IRC Unaccompanied children**<br>Focal Point:<br><br>Lubna Jarrar<br>Mobile:<br>077 507 7793<br>Email:<br>Lubna.Jarrar@rescue.org<br><br>SitNour Ali<br>Mobile:<br>077 666 2200<br>Email:SitNour.Ali@rescue.org | **Handicap International**<br>Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.<br><br>*Sunday - Thursday*<br>*9:00 – 17:00*<br>Mobile :<br>07 87 27 53 99<br>Email :<br>dvfp.intake.irbid@gmail.com<br><br>**UNHCR**<br>*Two days per week*<br>*8:00 - 15:30*<br>Isra'a Mas'ad<br>Mobile:<br>079 720 7389Email:masad@unhcr.org<br><br>UNHCR Help Desk:<br>06 550 2141 | **UNHCR**<br><br>*Sunday-Thursday*<br>*8:00 to 15:30*<br><br>Focal Point:<br><br>Abd Al Nour Jaradat<br>Mobile:<br>079 895 7318<br>Email;<br>jaradata@unhcr.org<br><br>Detention emergency line: 079 674 2200<br><br>*After working hours and weekends*<br>Protection Hotline:<br>079 710 9194<br><br>*UNHCR will arrange legal representation by Jordanian Bar Association when needed*<br><br>**UNRWA**<br>*Open 24 hours*<br><br>Focal Point:<br>Riyad Mansi<br><br>Mobile: +962 5408680<br>Email: s.al-r.mansi@unrwa.org |

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| | | IMC<br>Focal Point:<br>Zeina Abu Jbara<br>Mobile<br>0790224030<br><br>Mustafa Abu Serdaneh<br>Mobile<br>0790221956<br><br>Duty Phone: 079 554 6383 | **NHF/ IFH – Separated children**<br>Focal Point:<br>Shourouq Hazaymeh<br><br>Mobile: 077 216 2711<br><br>IMC<br>Focal Point:<br>Zeina Abu Jbara<br>Mobile<br>0790224030<br><br>Mustafa Abu Serdaneh<br>Mobile<br>0790221956<br><br>Duty Phone: 079 554 6383 | | |

**Refer to service below if:**
**Case managers refer to services below if:**

**a.** Child/caregiver wants to receive protection, legal or police services;
**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);
**c.** There are immediate safety and security risks to others; or
**d.** It is in the best interest of the child because of:
- Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this could have to minimize risks and ensure best interest of the child.**

**UNHCR**– Protection

Focal Point:
*Sunday-Thursday 8:00 to 15:30*

Abd Al Nour Jaradat: Mobile: 079 895 7318, Email; jaradata@unhcr.org

Protection Duty Phone: 079 554 6383

*After working hours and weekends*
Protection Hotline: 079 710 9194

**UNRWA**– Protection
Amani Zaqout: a.zaqout@unrwa.org

**FPD** – Cases of sexual violence, family violence and neglect child/caregiver or community members can go directly to FPD service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above)

*Open 24 hours, 7 days a week*
Hotline: 911. Tel: 06 581 5738
Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo

**UNICEF**: Case managers refer cases of grave violations[1] (MRM) to UNICEF when refugee child/caregiver consents

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

[1] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

**STEP 3: Referral to other services**

| Health Care | CP Psychosocial Services / Case Management | Protection, Security, and Justice | Other Basic Services | Education[2] |
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| **JHAS**<br>*Saturday – Thursday 09:00-16:00*<br><br>Focal Point:<br><br>FatheyaAyaad<br>Mobile: 0788550625<br><br>Dr. Ola Al Tebawi<br>Mobile: 077 500 6027<br>Email: pc@jordanhealthaid.org<br>**MoH mobile team/UNICEF –-** Vaccinations<br><br>Focal point:<br><br>Mohammed Amiri<br>Mobile:<br>079 949 3683<br><br>Buthayna Al-Khatib<br>Mobile:<br>079 906 0498<br><br>**Handicap International –** Rehabilitation services for persons with disability and persons with injury , children and adults & provision of prosthesis, orthotics & mobility aids<br><br>Cell: 078 727 5399<br>Email: dvfp.intake.irbid@gmail.com<br><br>**Mental Health/ IMC**<br>Focal Point:<br>Manar Awwad<br>0799861491<br>Duty Phone<br>079 5785095 | **SCI** –<br>Child and Family Centres,<br><br>Community based Child Protection Committees<br><br>Saturday – Thursday<br>09 :00 – 15:00<br><br>Focal point:<br><br>Alaa Al-Faidi<br>Mobile :<br>0775475969<br>Email:alaa.faidi@savethechildren.org<br><br>**IFH –**CFSs,YFSs<br>*Sunday – Thursday 09:00 – 15:00*<br><br>Focal Point:<br><br>BilalMobile;<br>078 889 8778<br><br>**Handicap International-** PSS groups for children with disability/injury and their family<br><br>Focal point:<br>Cell: 078 727 5399<br>Email:<br>dvfp.intake.irbid@gmail.com | **UNHCR** –<br>Protection, Registration andlegal services for refugees<br><br>*Sunday-Thursday 8:00 to 15:30*<br><br>Focal point:<br><br>Faris Al Talib<br>Mobile:<br><br>079 603 1297<br><br>Email:<br>altalib@unhcr.org<br><br>Protection Duty<br>Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline:<br>079 710 9194<br><br>**UNRWA**<br>*Open 24 hours*<br><br>Focal Point:<br><br>Riyad Mansi<br>Mobile:<br>079 540 8680<br>Email:<br>r.mansi@unrwa.org<br><br>**ARDD-Legal Aid**<br>*Sunday-Thursday 9:00-18:00* | **UNHCR** –<br>Registration, support to vulnerable children & families through NFI/cash assistance<br><br>*Sunday - Wednesday 08.30 – 15.30*<br><br>Focal Point:<br><br>Hussam Mayas<br>Mobile:<br>079 033 7163<br>Email:<br>mayas@unhcr.org<br><br>UNHCR<br>Infoline:<br>06 550 2141<br><br>*After working hours and weekends*<br>Protection Duty phone: 079 554 6383<br><br>Focal Point:<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm<br>Hotline<br>mobile:<br>079 777 8841<br><br>079 777 8851 | **Save the Children Jordan-**<br><br>**SC Jordan** (formal education)– hotline for children not in schools, information about education and protection services in schools<br><br>*Saturday – Thursday 08:30-15:30*<br><br>Focal point:<br><br>Taghreed Freij<br>Mobile:077 546 4973<br>Email:<br>tfraij@savethechildren.org.jo<br><br>Hotline :<br>077 670 2426<br>0800 22 766<br>0800 00111<br><br>*Mafraq*<br>Tel: 077 546 4973<br><br>SCI –<br><br>Informal education service<br>Saturday – Thursday<br>09 :00 – 15:00<br><br>transportation of school age children to public school<br><br>Focal point :<br><br>Alaa Al-Fidi<br>Mobile :<br>0775475969<br>Email:alaa.faidi@savethechildren.org |

[2]**Definitions:**

**Formal education:** Certified education services provided by the Ministry of Educations public schools (grade 1-12).
**Informal education:** Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.
**Non-formal education:** Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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| Dr. Ola Al Tebawi<br>Mobile: 077 500 6027<br>Email:<br>pc@jordanhealthaid.org | | Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7277<br>Mobile: 077 577 7077<br>Email:<br>somohareb@ardd-legalaid.org<br><br>Emergency line:<br>077 738 7221 | | |

## Child Protection Referral Pathway – EJC

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| **STEP 1: Identification of child protection cases** | |
|---|---|
| **General service providers, UNHCR registration services or community members identify child protection case. Immediate response includes:**<br>▪ Provide a safe, caring response<br>▪ Respect the confidentiality and wishes of the child/caregiver<br>▪ Provide information about available case management services<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents<br>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care<br>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest | Child or caregiver goes directly to case manager |

**STEP 2: Case management services**

| Violence against children in schools | GBV against children including sexual violence and early marriage | All other CP cases including violence against children in the home & community and child labour | Unaccompanied & separated children | Children with disabilities | Children in conflict with the law |
|---|---|---|---|---|---|
| **Save the Children Jordan**<br>Focal point<br><br>Rasha Alzein<br>Kareem Makkawi<br>Mobile:077 574 4015<br><br>**Tdh-Lausanne**<br>(for children not enrolled in school)<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal Point:<br><br>Mohanad Al-Akash<br>Mobile:<br>079 842 6245<br><br>Alternate:<br>Ali Ababneh<br>Mobile: 079 684 0903<br>Email:<br>Ali.ababneh@tdh.ch<br><br>**UNHCR**<br><br>Focal Point:<br><br>Patric Mansour<br>Mobile: 079 983 6321<br>Email:Mansour@unhcr.org | **UNHCR**<br><br>Focal Point:<br>Manal Hashem (hashem@unhcr.org) 07 9873 8160<br>*Sunday-Thursday 8:00 to 15:30*<br>Duty Phone:<br>0795564383<br><br>*After working hours and weekends*<br>UNHCR Hotline:<br>0797109194 | **Tdh-Lausanne**<br><br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal Point:<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Mohanad Al-Akash<br>Mobile:<br>079 842 6245 and Lujain Ajluni 0798063223<br><br>Alternate:<br>Ali Ababneh<br>Mobile: 079 684 0903<br>Email:<br>Ali.ababneh@tdh.ch<br><br>**UNHCR**<br><br>Focal point:<br><br>Manal Hashem<br>Mobile: 079 554 6383<br>Email:<br>hashem@unhcr.org | **UNHCR**[1]<br><br>*Sunday-Thursday 8:00 to 15:30*<br>Focal Point:<br><br>Manal Hashem<br>Mobile: 079 554 6383<br>Email:<br>hashem@unhcr.org<br><br>Duty Phone: 079 556 4383<br><br>*After working hours and weekends*<br>UNHCR Hotline:<br>079 710 9194 | **Refer to:**<br>**Tdh-Lausanne**<br><br>*Sunday-Thursday 09:00 – 17:00*<br><br>Focal Point:<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Mohanad Al-Akash<br>Mobile:<br>079 84 26245<br><br>Alternate:<br><br>Ali Ababneh<br>Mobile: 079 684 0903<br>Email:<br>Ali.ababneh@tdh.ch<br><br>**Emergency (UAE RC)**<br><br>*Sunday – Thursday 10:00 – 16:00*<br><br>Focal Point:<br>Abdallah, Abou Hamad<br>Mobile:<br>079 6 859 861 | **Refer to:**<br>**UNHCR**<br><br>Focal point:<br><br>Manal Hashem<br>Mobile: 079 554 6383<br>Email:<br>hashem@unhcr.org<br><br>24/7 UNHCR Detention emergency line:<br>079 674 2200<br><br>*UNHCR will arrange legal representation by Jordanian Bar Association when needed*<br><br>*Inform **UNICEF** for advocacy purposes*<br><br>Focal point:<br><br>Dana Dodeen<br>Mobile:<br>079 893 7190<br>Email:<br>ddodeen@unicef.org |

[1] UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.

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| Manal Hashem<br>Mobile: 079 554 6383<br>Email: hashem@unhcr.org | | | | | |

**Case managers refer to services below if:**

**a.** Child/caregiver wants to receive protection, legal or police services;
**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);
**c.** There are immediate safety and security risks to others; or
**d.** It is assessed to be in the best interest of the child because of:
- Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this could have to minimize risks and ensure the best interest of the child.**

**UNHCR**– Protection
*Saturday – Wednesday 09:00 – 17:00*
Focal Point: Manal Hashem;hashem@unhcr.org; 079 873 8160

Mounir Maalouli; maalouli@unhcr.org; 079 592 2836

*Sunday-Thursday 8:00 to 15:30*
Duty Phone: 079 556 4383

*After working hours and weekends*
UNHCR Hotline: 079 710 9194

**FPD** – Cases of sexual violence, family violence and neglect service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – Zeina Jadaan: jadaan@unhcr.org)
*Open 24 hours*
Hotline: 911

**UNICEF**: Case managers can refer cases of grave violations[2] (MRM) to UNICEF when refugee child/caregiver consents
*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

**STEP 3: Referral to other services**

| Health Care | CP Psychosocial Services / Case Management | Protection, Security, and Justice | Other Basic Services | Education[3] |
|---|---|---|---|---|
| **UAE RC -** Emergency<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br>Focal point:<br><br>Dr. Saif / Dr. Hamad<br>Mobile:<br>Dr. Hamad 079 076 9242<br>Mobile:<br>Dr. Saif 079 864 6274 | **Tdh-Lausanne**<br><br>PSS services for children, Child Friendly Spaces, CPC and awareness raising on CP<br><br>*Sunday .- Thursday 09:00 - 17:00* | **UNHCR -** Registration, protection and legal services<br><br>Liaison done by UNHCR protection Manal Hashem<br>Mobile: 079 554 6383<br>Email:<br>hashem@unhcr.org | **UAE RC -** Food, NFI, Shelter, Cash for work<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br><br>Focal point:<br>Abdallah, Abou Hamad<br><br>Mobile: 079 685 9861 | **NRC**<br><br>**Informal education for children/NRC**<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br><br>Focal point:<br>Reem Shamout<br>Mobile: 0796487663 |

[2] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

[3] Definitions:
**Formal education:** Certified education services provided by the Ministry of Educations public schools (grade 1-12).
**Informal education**: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.
**Non-formal education:** Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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|---|---|---|---|---|
| **UAE RC -** Primary Health Care<br>*Saturday.- Thursday 09:00 - 17:00*<br><br>Focal point:<br><br>Dr. Saif / Dr. Hamad<br>Mobile:<br>Dr. Safe 079 076 9242<br>Dr. Hamad 079 864 6274<br><br>**UAE RC Mafraq Hospital -** Secondary care or tertiary<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br>Focal point:<br><br>Dr. Saif / Dr. Hamad<br>Mobile:<br>Dr. Safe 079 076 9242<br>Dr. Hamad 079 864 6274<br><br>**Mental Health- MH**<br><br>Duty Phone:<br>079 021 8774<br><br>*Monday- Wednesday- Thursday 09:00-15:00*<br><br>Focal Point<br>Duha Alassaf<br><br>Mobile: 079 021 8774<br><br>dalassaf@international medicalcorp.org<br><br>**UAE RC -** Reproductive Health<br>*Saturday.- Thursday 09:00 - 17:00*<br>Focal point:<br><br>Dr. Saif / Dr. Hamad<br>Mobile:<br>Dr. Safe 079 076 9242<br>Dr. Hamad 079 864 6274 | Mohanad Al-Akash<br>Mobile:<br>079 842 6245<br><br>Alternate:<br>Ali Ababneh<br>Mobile: 079 684 0903<br>Email:<br>Ali.ababneh@tdh.ch | *Sunday-Thursday 8:00 to 15:30* Duty Phone:<br>079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>**PSD -** Camp Security<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br><br>Focal point:<br><br>Lt. Col : Abdullah Amoush PSD<br>Mobile: 079 019 2777 | | **Informal Education for Youth programs/NRC:**<br><br>Focal point :<br>Dina Ala'Eddin<br>Ruba Abu Namous<br>Mobile : 079 826 1225 (Dina)<br>Email :<br>dina.ala.ddin@nrc.no<br><br>Mobile: 0790223740<br><br>(Ruba)<br>Email:<br>ruba.namous@nrc.no<br>**Save the Children Jordan**<br><br>Formal education and children out of school<br>*Saturday.- Thursday 09:00 - 17:00 TBC*<br>Focal Point<br><br>Rasha Alzein<br>Kareem Makkawi<br>Mobile:<br>077 574 4015<br><br>**UNICEF**<br><br>Focal point:<br>Ruba Mukbel<br>Mobile: 0799501306<br>Email:<br>rmukbel@unicef.org |

## Child Protection Referral Pathway – Irbid

Referral Pathways reflect information as of beginning December 2014 and may have changed – Kindly seek out information regularly on potential changes

| **STEP 1: Identification of child protection cases** | |
|---|---|
| **General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:**<br>▪ Provide a safe, caring response<br>▪ Respect the confidentiality and wishes of the child/caregiver<br>▪ Provide information about available case management services<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents<br>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care<br>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest | Child or caregiver goes directly to case manager |

**STEP 2: Case management services**

| Violence against children in schools | GBV against children including sexual violence and early marriage (see GBV referral pathway) | All other CP cases including violence against children in the home & community; child labour. | Unaccompanied & separated children | Children with disabilities | Children in conflict with the law |
|---|---|---|---|---|---|
| **Save the Children Jordan** - Outreach & support to register children in schools<br>*Sunday – Thursday 08:30 – 15:30*<br><br>Focal point:<br><br>Samah Al Bdour<br>Mobile 077 546 4972<br>Email: sbdour@savethechildren.org.jo<br><br>Alaa' Alquraan<br>Mobile: 077 575 4077<br>Email: aquran@savethechildren.org.jo<br><br>Hotline:<br>077 670 2426<br>080 022 766<br>080 000 111<br><br>Tel: 077 546 4972<br>077 575 4077<br><br>**UNRWA**<br>Focal Point:<br><br>Arwa Qasem<br>Mobile: 079 085 5131<br>a.qasem@unrwa.org | **IMC -** specialized in child protection, and mental health<br>*Sunday – Thursday 09:00 – 17:00*<br><br>*24 hours*<br>Duty phone: 079 578 5095<br><br>Focal Point:<br><br>Mustafa Abu Serdaneh<br>maseradneh@InternationalMedicalCorps.org<br><br>**IRC[1] -** Specialized in GBV<br>*Sunday - Thursday 08:30 – 17:00*<br><br>Focal Point:<br><br>Dina Khaza'leh<br>Mobile: 077 503 9578<br>Email: dina.dinaalkhazali@rescue.org<br><br>Nawal Mohammad<br>Mobile: 079 678 5864<br>Email: nawal.mohammad@rescue.org | **IMC**<br>*Sunday – Thursday 09:00 – 17:00*<br><br>*24 hours*<br>Duty phone: 079 578 5095<br><br>Focal Point:<br><br>Mustafa Abu Serdaneh<br>Email: maseradneh@InternationalMedicalCorps.org<br><br>**For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit**<br><br>24 hours (afterhours answering machine)<br>Hotline<br>Toll Free No: 0800 22208<br>Email: hotline@mol.gov.jo<br><br>Focal point:<br><br>Shereen Al-Taeib<br>079 758 7583<br>Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com | **Refer first to: UNHCR**<br>*Sunday-Thursday 8:00 to 15:30*<br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>**UNHCR**<br>*Sunday – Thursday 08:00 – 15:30*<br><br>Focal point:<br><br>Serin Bitar Mobile +962 79 500 4947<br>Email: bitar@unhcr.org<br><br>**IMC**<br>*Sunday – Thursday 09:00 – 17:00*<br><br>*24 hours*<br>Duty phone: 079 578 5095<br><br>Focal Point:<br><br>Mustafa Abu Serdaneh<br>Email: maseradneh@InternationalMedicalCorps.org | **Handicap International**<br>Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.<br><br>*Sunday -Thursday 9:00 – 17:00*<br>Mobile :<br>07 87 27 53 99<br>Email :<br>dvfp.intake.irbid@gmail.com | **UNHCR**<br>*Sunday-Thursday 8:00 to 15:30*<br><br>Detention emergency line: 079 674 2200<br><br>*After working hours and weekends*<br>Protection Hotline: 079 710 9194<br><br>*UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers*<br><br>**UNHCR**<br>*Sunday – Thursday 08:00 – 15:30*<br><br>Focal point:<br><br>Serin Bitar Mobile +962 79 500 4947<br>Email: bitar@unhcr.org<br><br>**UNRWA**<br>Focal Point:<br><br>Arwa Qasem<br>Mobile: 079 085 5131<br>a.qasem@unrwa.org |

[1] If case also involves parent/caregiver being subject to GBV, refer parent and child to IRC

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| | Farah Qadura<br>Mobile: 077 607 0609<br>Farah.qadura@rescue.org<br><br>**UNRWA**<br>Focal Point:<br><br>Arwa Qasem<br>Mobile: 079 085 5131<br>a.qasem@unrwa.org | **UNRWA**<br>Focal Point:<br><br>Arwa Qasem<br>Mobile: 079 085 5131<br>a.qasem@unrwa.org | **UNRWA**<br>Focal Point:<br><br>Arwa Qasem<br>Mobile: 079 085 5131<br>a.qasem@unrwa.org | | |

**Case managers refer to services below if:**

**a.** Child/caregiver wants to receive protection, legal or police services;

**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);

**c.** There are immediate safety and security risks to others; or

- It is in the best interest of the child because ofImmediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this could have to minimize risks and ensure the best interest of the child.**

**UNHCR**– Protection
*Sunday – Thursday, 08.00 – 15.30*
Duty phone: 079 554 6383

*After hours and weekends (24 hours)*
Protection Hotline:079 710 9194

UNRWA- Protection
Amani Zaqout: a.zaqout@unrwa.org

**FPD** – Cases of sexual violence, family violence and neglect child/caregiver or community members can go directly to FPD service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above)

*Open 24 hours, 7 days a week*
Hotline: 911. Tel: 06 581 5738
Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo

**UNICEF**: Case managers refer cases of grave violations[2] (MRM) to UNICEF when refugee child/caregiver consents

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

[2] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

**STEP 3: Referral to other services**

| Health Care | CP Psychosocial Services / Case Management | Protection, Security, and Justice | Other Basic Services | Education[3] |
|---|---|---|---|---|
| **IMC – Mental health services & case management**<br>***Sunday – Thursday 09:00 – 17:00***<br><br>*24 hours*<br>Duty phone: 079 578 5095<br><br>Focal Point:<br><br>Mustafa Abu Serdaneh<br>Email: maseradneh@InternationalMedicalCorps.org<br><br>**MOH**<br>**Princess Rahma/Badia Hospital**<br>*Open 24 hour*<br><br>Tel: 02 710 1978<br><br>Focal Point:<br>*Sunday – Thursday 08:00 – 16:00*<br><br>Dr. Abed Kareem Dalalah<br>Mobile: 078 598 8249<br><br>**MoH –** Secondary health care<br><br>**Princess Basma Hospital**<br>*Open 24 hour*<br><br>Tel: 02 727 1747<br><br>Focal Point:<br>*Sunday – Thursday 08:00 – 16:00*<br><br>Dr. Mohammed Ababneh<br>Mobile: 079 501 0502<br><br>Mental health services<br>Sunday-Thursday<br>*08:00 - 14:00*<br><br>Mobile: 077 674 0517 | **IMC** – PSS case management, PFA, training community-based protection committees<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal Point:<br><br>Mustafa Abu Serdaneh<br>Email: maseradneh@InternationalMedicalCorps.org<br><br>**TdH** – PSS & CFSs<br>*Sunday – Thursday 08:30 – 17:00*<br><br>Focal Point:<br><br>Banan Hussain AlJarrah<br>Mobile: 079 965 4277<br><br>**SCI** –<br><br>Child and Family Centres,<br><br>Community based Child Protection Committees<br><br>*Sunday – Thursday 09:00 - 15:00*<br><br>Focal Point:<br>Rami Enkhili<br>Mobile: 0776702418<br>Email:rami.inkheili@savethechildren.org<br><br>Wael Saliba<br>Mobile: 0775724545<br>Email:wael.saliba@savethechildren.org<br><br>Saturday-Thursday<br>*08:30 - 16:30*<br><br>Irbid<br>Tel: 02 724 1342<br>079 820 2344<br>Ramtha<br>Tel: 079 820 2354 | **UNHCR** – Registration, legal services and protection for refugees<br><br>*Sunday-Thursday 8:00 - 15:30*<br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>Helpdesk in Ramtha at JHAS clinic<br>*Monday 09.00 – 15.00 phone number*<br>Tel: 02 725 8510<br><br>**UNRWA** – Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)<br>*Sunday-Thursday 07:00-:1500 24 hours*<br><br>Focal Point:<br>Arwa Qasem<br>Mobile: 079 085 5131<br>a.qasem@unrwa.org | **UNHCR** – Registration, support to vulnerable children & families through NFI/cash assistance<br><br>Infoline<br>*Sunday - Wednesday 08.30 – 15.30*<br>Tel: 06 400 8000<br><br>*After working hours and weekends*<br>Protection Duty phone: 079 554 6383<br><br>**UNRWA** – Basic assistance and registration services for Palestinian refugees<br>*Sunday-Thursday 07:30 - 15:00*<br><br>Focal Point:<br><br>Arwa Qasem<br>Mobile: 079 085 5131<br>a.qasem@unrwa.org<br><br>**Tdh** – NFI provision<br>*Sunday – Thursday 8.30 - 5.00*<br>Focal Point Irbid:<br><br>Banan Hussain AlJarrah<br>Mobile: 079 965 4277<br><br>Focal Point Al-Ramtha Shajara:<br><br>Baidaa Al-Shyoukh<br>Mobile: 079 886 9853<br>Mobile: 079 766 6934<br><br>**SCI** – Livelihoods (cash assistance)<br><br>*Sunday – Thursday 09:00 - 15:00*<br><br>Focal point:<br>Tahani Jaghoub<br>Mobile:0776702451<br>Email:Tahani.jaghoub@savethechildren.org | **SC Jordan** (formal education)– hotline for children not in schools, information about education and protection services in schools<br><br>Focal Point:<br><br>Samah Al Bdour<br>077 546 4972<br>Email: sbdour@savethechildren.org.jo<br><br>Alaa' Alquraan<br>077 575 4077<br><br>Email: aquran@savethechildren.org.jo<br><br>**Questscope** – Non-formal education and Informal education<br>*Sunday-Thursday 9:00 - 17:00*<br><br>Focal Point:<br><br>*Rasha Abu Zeinah, Mobile: 079 853 6893*<br><br>**Al Farouk Charitable Society** – Educational programmes for children who have dropped out<br>*Sunday-Thursday 08:00-16:00*<br><br>Focal Point:<br><br>Maysoon Al Araj<br>Mobile: 078 574 1261<br><br>**Family & Childhood Protection** – Non-formal education<br>*Sunday – Thursday 09:00 – 18:00*<br><br>Tel: 02 725 0481 |

[3] **Definitions:**
**Formal education:** Certified education services provided by the Ministry of Educations public schools (grade 1-12).
**Informal education**: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.
**Non-formal education:** Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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| **JHAS** – Secondary health care through a mobile clinic & mental health services<br>*Saturday – Thursday 09:00 - 16:00*<br><br>Focal Point:<br>Mobile: 077 500 6017<br>Tel: 02 725 8510<br><br>**Al Farouk Charitable Society**– Medical centre & pharmacy / Medical services for women and children & referral to RH services<br>*24 hours*<br><br>Focal Point:<br>Maysoon Mrouj<br>Mobile: 078 574 1261<br><br>**Islamic Centre Charitable Society** – Primary health care<br>*Saturday-Thursday 07:30-15:30*<br><br>Focal Point:<br>Abdel Kader Al Malkawi<br>Mobile: 078 878 7869<br>Tel:<br><br>**Kitab Sunna** – Primary health care<br>Sunday-Thursday<br>*08:00 - 16:00*<br><br>Focal point:<br><br>Ahmad Saggar<br>Mobile: 078 801 5165<br>Email:<br>saggggar@yahoo.com<br><br>**HI** – Rehabilitation services for persons with disabilities & persons with injuries (children & adults) & provision of prosthesis & mobility aids<br>*Sunday – Thursday 08:30 – 17:00*<br><br>Mobile: 078 727 5399<br>Email: Outreach.jd@hi-emergency.org<br><br>**UNRWA –** Basic health services for Palestinian refugees<br>*Sunday-Thursday 07:45 - 14:00*<br><br>Focal Point:<br><br>Arwa Qasem<br>Mobile: 079 085 5131<br>a.qasem@unrwa.org<br><br>**JWU**<br>*Saturday-Thursday 8.30 - 16.30*<br><br>May Al-Shyab<br>Mobile: 079 820 2344<br>Tel: 02 724 1342 | **IRC** – Community based protection committees<br>Sunday-Thursday<br>*08:30 - 17:00*<br><br>**Princess Basma Hospital – MOH** – PSS services<br><br>Cell: 077 674 0517<br><br>**NHF / IFH** – PSS and community services<br>Focal Point:<br>Rawan Dababneh<br>Tel: 06 534 4193<br>Email: r.dababneh@ifh-jo.org<br><br>**Family & Childhood Protection Society** – Referrals to mental health services & provision of PSS services for survivors of domestic violence<br><br>Focal Point:<br><br>Kathim Kfeiri<br>Tel: 02 725 0481<br><br>**HI** – PSS services<br>*Sunday – Thursday 08:30 – 17:00*<br><br>Mobile: 078 727 5399<br>Email: Outreach.jd@hi-emergency.org<br><br>**NTERSOS/JOHUD** – CFPs and PSS services for children, adolescents and their families<br><br>*Saturday – Thursday 8:30-4:30*<br><br>Sheikh Hussein Centre for Human Development<br>Mansoura Centre for Human Development<br>Aydoun Center for Human Development<br><br>Focal Point:<br>George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org<br><br>**WVI** - CFSs for children, AFSs for Adolescents, and PSS services<br><br>Strengthening Community based protection committees<br><br>*Saturday – Thursday 09:00 - 15:00*<br><br>Focal Point:<br>Abed Rabbo<br>Mobile: 0777 148540<br><br>Wala'a Ali Ababneh<br>Mobile: 077 8440736 | **FPD -** Protection Hotline: 911<br>Tel: 02 702 2347<br><br>**ARDD-Legal Aid** – Legal assistance<br><br>Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7477<br>Mobile: 077 577 7077<br>Email: somohareb@ardd-legalaid.org<br><br>Emergency line:<br>*(open 24/7)*<br>077 738 7221<br><br>**JWU**– Legal counseling<br>*Saturday - Thursday 08:30 - 16:30*<br><br>Focal Point:<br><br>Irbid:<br>Muntaha Tayyem<br>Rasha Khazaleh<br>Jamal Jeet<br>Tel: 02 724 1342<br>079 820 2344<br><br>Ramtha:<br>Muna Gharaibeh<br>Taghreed Al Ghazaleh<br>079 820 2354 | **Islamic Charitable Centre Society** – NFI (food & shelter)<br>Saturday-Thursday<br>*07:30 - 15:30*<br><br>Focal Point:<br>Abd Al Qader Malkawi<br>Mobile: 078 878 7869<br>Tel: 02 727 9589<br><br>**HI** – Rehabilitation for disabled persons & provision of aids, equipment & prostheses<br>*Sunday – Thursday 08:30 – 17:30*<br><br>Mobile: 078 727 5399<br>Email: Outreach.jd@hi-emergency.org<br><br>**Al Sanabel** – Food<br><br>**Kitab Sunna** – NFI<br>Sunday-Thursday<br>*08:00-16:00*<br><br>Focal point:<br><br>Ahmad Saggar<br><br>Mobile: 078 801 5165<br>Email:<br>saggggar@yahoo.com<br><br>**IRC** – Cash assistance<br>*Sunday – Thursday 08:30 - 17:00*<br><br>Focal point:<br><br>Farah Qadoura<br>Mobile: 077 607 0609<br>Email:farah.qadura@rescue.org<br><br>**ICMC** – NFI, cash assistance<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm<br>Hotline mobile:<br>079 777 8841<br><br>079 777 8851 **INTERSOS/JOHUD** – CFPs and PSS services for children, adolescents and their families<br>*Saturday – Thursday 8:30-4:30*<br>Sheikh Hussein Centre for Human Development<br>Mansoura Centre for Human Development<br>Aydoun Center for Human Development<br>Focal Point: George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org | ***SCI-*** *Informal education Services:*<br><br>*Sunday – Thursday 09:00 - 15:00*<br><br>Focal Point:<br>Rami Enkhili<br>Mobile: 0776702418<br>Email:rami.inkheili@savethechildren.org<br><br>Wael Saliba<br>Mobile:<br>0775724545<br>Email:wael.saliba@savethechildren.org<br><br>**WVI** (formal education)– Remedial Education, CtC Activities in Schools,<br><br>Focal Point:<br><br>Lna Sawalha<br>0779 178 618<br>Email:<br>Lna_Sawalha@wvi.org<br><br>Mayadah Qashou<br>077 8440710<br><br>Email:<br>mayadah_qashou@wvi.org |

## Child Protection Referral Pathway – King Abdullah Park (KAP)

Referral Pathways reflect information as of beginning December 2014 and may have changed – Kindly seek out information regularly on potential changes

| **STEP 1: Identification of child protection cases** | |
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| **General service providers, UNHCR registration services or community members identify child protection case. Immediate response includes:**<br>▪ Provide a safe, caring response<br>▪ Respect the confidentiality and wishes of the child/caregiver<br>▪ Provide information about available case management services<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents<br>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care<br>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest | Child or caregiver goes directly to case manager |

**STEP 2: Case management services**

| Violence against children in schools | GBV against children including sexual violence and early marriage | All other CP cases including violence against children in the home & community; child labour | Unaccompanied & separated children | Children with disabilities | Children in conflict with the law |
|---|---|---|---|---|---|
| **Save the Children Jordan**<br>- Outreach & support to register children in schools<br>*Saturday – Thursday*<br>*8:30- 15:30*<br><br>Focal point:<br><br>Taghreed Freij<br>Mobile:<br>077 546 4973<br>Email:<br>tfraij@savethechildren.org.jo<br><br>Hotline :<br>077 670 2426<br>0800 22 766<br>0800 00111 | **NHF / IFH** | **UNHCR(violence in the home)**<br>*Sunday-Thursday*<br>*8:00 - 15:30*<br><br>Focal Point:<br><br>Abd Al Nour Jaradat<br>Mobile:<br>079 895 7318<br>Email;<br>jaradata@unhcr.org<br><br>Protection Duty<br>Phone: 079 554 6383<br><br>*After working hours and weekends*<br>Protection Hotline<br>079 710 9194<br><br>**For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit**<br><br>24 hours (afterhours answering machine)<br>Hotline<br>Toll Free No: 0800 22208<br>Email:<br>hotline@mol.gov.jo | **Refer first to UNHCR**<br>*Sunday-Thursday*<br>*8:00 to 15:30*<br><br>Focal Point:<br><br>Abd Al Nour Jaradat<br>Mobile:<br>079 895 7318<br>Email;<br>jaradata@unhcr.org<br>Protection Duty<br>Phone: 079 554 6383<br><br>*After working hours and weekends*<br>Protection Hotline:<br>079 710 9194<br><br>**IRC Unaccompanied children**<br>*Sunday – Thursday*<br>*08:30 – 17:00*<br><br>Focal Points:<br><br>Lubna Jarrar<br>Mobile:<br>077 507 7793<br>Email:<br>Lubna.Jarrar@rescue.org | **Handicap International**<br>Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.<br><br>*Sunday - Thursday*<br>*9:00 – 17:00*<br>Mobile :<br>07 87 27 53 99<br>Email :<br>dvfp.intake.irbid@gmail.com<br><br>**UNHCR**<br>*Sunday-Thursday*<br>*8:00 to 15:30*<br><br>Focal point:<br>Isra'a Mas'ad<br>Mobile:<br>079 720 7389<br>Email:masad@unhcr.org<br><br>UNHCR Help Desk; 06 550 2141 | **UNHCR**<br>*Sunday-Thursday*<br>*8:00 to 15:30*<br><br>Focal point:<br><br>Abd Al Nour Jaradat<br>Mobile:<br>079 895 7318<br>Email;<br>jaradata@unhcr.org<br><br>Detention emergency line:<br>079 674 2200<br><br>*After working hours and weekends*<br>Protection Hotline:<br>079 710 9194<br><br>*UNHCR will arrange legal representation by Jordanian Bar Association when needed* |

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| | | Focal point:<br><br>Shereen Al-Taeib<br>079 758 7583<br>Email:altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com | **NHF / IFH**<br>**Separated children**<br><br>Focal Point:<br><br>Duaa Al Omari<br>079 549 5774 | | |

**Case managers refer to services below if:**

**a.** Child/caregiver wants to receive protection, legal or police services;

**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);

**c.** There are immediate safety and security risks to others; or

**d.** It is in the best interest of the child because of:

- Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this could have to minimize risks and ensure the best interest of the child.**

**UNHCR** – Protection
*Sunday-Thursday 8:00 to 15:30*
Abd Al Nour Jaradat: Mobile: 079 895 7318, Email; jaradata@unhcr.org

Protection Duty Phone: 079 554 6383

*After working hours and weekends*
Protection Hotline: 079 710 9194

**FPD** – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – see contact above

*Open 24 hours*
Hotline: 911. Ramtha branch Tel: 02 623 5511. Email: familypd@accessme.com.jo
**UNICEF**: Case managers refer cases of grave violations[1] (MRM) to UNICEF when refugee child/caregiver consents

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

**STEP 3: Referral to other services**

| Health Care | CP Psychosocial Services / Case Management | Protection, Security, and Justice | Other Basic Services | Education |
|---|---|---|---|---|
| **MOH –** Primary Health<br><br>**JHAS –** Primary Health<br>*Once a week*<br><br>Focal Point:<br><br>FatheyaAyaad<br>Mobile: 078 855 0625 | **IFH -** PSS<br>*Sunday – Thursday*<br>*9:00 – 15:00*<br><br>Focal Point:<br><br>Bilal Zwateen:<br>Mobile:079 738 0792 | **UNHCR** – Protection, Registration andlegal services for refugees<br><br>*Sunday-Thursday*<br>*8:00 - 15:30* | **UNHCR** – Registration, support to vulnerable children & families through NFI/cash assistance<br><br>*Sunday - Wednesday*<br>*8.30 – 15.30* | **SC Jordan** (formal education)– hotline for children not in schools, information about education and protection services in schools<br>*Saturday – Thursday*<br>*8:30- 15:30* |

[1] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

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| Dr. Ola Al Tebawi<br>Mobile: 077 500 6027<br>Email:<br>pc@jordanhealthaid.org<br><br>**IMC –** Mental Health<br>Sunday-Thursday<br>*9:00-16:00*<br><br>Focal Point:<br><br>Manar Awad Mobile:<br>079 986 1491<br>Email:<br>mawwad@InternationalMedicalCorps.org<br><br>**MoH mobile team/UNICEF –-** Vaccinations<br><br>Focal point:<br><br>Mohammed Amiri<br>Mobile:<br>079 949 3683<br><br>Buthayna Al-Khatib<br>Mobile:<br>079 906 0498<br><br>**Handicap International** – Rehabilitation services for persons with disability and persons with injury , children and adults & provision of prosthesis, orthotics & mobility aids<br><br>Mobile: 078 727 5399<br>Email:<br>dvfp.intake.irbid@gmail.com | Taqwa Tahtamouni<br>Duty Phone: 079 549 5774<br><br>**IRC -** UAM and Child GBV<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal Point:<br><br>Sara Al-Khatib<br>Mobile:079 582 4390<br><br>**SCI** –<br><br>Child and Family Centres,<br><br>Community based Child Protection Committees<br><br>Saturday – Thursday<br>09 :00 – 15:00<br><br>Focal point:<br><br>Alaa Al-Faidi<br>Mobile :<br>0775475969<br>Email:alaa.faidi@savethechildren.org<br><br>**Mercy Corps –** Playground<br><br>Focal point:<br><br>Ahlam Awamleh<br>Mobile: 077 500 2544<br>Email: a.awamleh@jo.mercycorps.org<br><br>**Finn Church Aid**<br>Psychosocial activities for adolescents<br>*Sunday-Thursday*<br>*9:00-17:00*<br><br>Focal Point:<br><br>Aiman Nazzal<br>Mobile: 077 566 6610<br>Email:<br>aiman.nazaal@kua.fi<br><br>**Handicap International:** PSS groups for children with disability/injury and their family<br><br>Mobile: 078 727 5399<br>Email:<br>dvfp.intake.irbid@gmail.com | Focal point:<br><br>Faris Al Talib<br>Mobile:<br><br>079 603 1297<br><br>Email:<br>altalib@unhcr.org<br><br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>Protection Hotline:<br>079 710 9194<br><br>**ARDD-Legal Aid**<br>*Sunday-Thursday*<br>*9:00-18:00*<br><br>Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7277<br>Mobile:<br>077 577 7077<br>Email:<br>somohareb@ardd-legalaid.org<br><br>Emergency line:<br>077 738 7221 | Focal Point:<br><br>Hussam Mayas<br>Mobile:<br>079 033 7163<br>Email:<br>mayas@unhcr.org<br><br>UNHCR Infoline: 06 550 2141<br><br>*After working hours and weekends*<br>Protection Duty phone: 079 554 6383<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm<br>Hotline mobile:<br>079 777 8841<br><br>079 777 8851 | Focal point:<br><br>Taghreed Freij<br>Mobile: 077 546 4973<br>Email :<br>tfraij@savethechildren.org.jo<br><br>Hotline :<br>077 670 2426<br>0800 22 766<br>0800 00111<br><br>SCI –<br><br>Informal education service<br>Saturday – Thursday<br>09 :00 – 15:00<br><br>Transportation of school age children to public school<br><br>Focal point :<br><br>Alaa Al-Faidi<br>Mobile :<br>0775475969<br>Email:alaa.faidi@savethechildren.org |

## Child Protection Referral Pathway – Mafraq

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| **STEP 1: Identification of child protection cases** | |
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| **General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:**<br>▪ Provide a safe, caring response<br>▪ Respect the confidentiality and wishes of the child/caregiver<br>▪ Provide information about available case management services<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents<br>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care<br>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest | Child or caregiver goes directly to case manager |

**STEP 2: Case management services**

| Violence against children in schools | GBV against children including sexual violence and early marriage (see GBV referral pathway) | All other CP cases including violence against children in the home & community and child labour | Unaccompanied & separated children | Children with disabilities | Children in conflict with the law |
|---|---|---|---|---|---|
| **Save the Children Jordan** - Outreach & support to register children in schools<br>*Saturday – Thursday*<br>*08:30- 15:30*<br><br>Focal Point:<br><br>Taghreed Freij<br>Mobile : 077 546 4973<br>Email: tfraij@savethechildren.org.jo<br><br>Hotline :<br>077 670 2426<br>0800 22 766<br>0800 00111 | **IMC -** Specialized in child protection and mental health<br><br>Focal Point:<br><br>*Sunday – Thursday*<br>*09:00 – 17:00*<br><br>Hanadi Al Qaryouti<br>Mobile: 079 965 3787 Email: halqaryouti@InternationalMedicalCorps.org<br><br>Ahmad Jaran<br>Mobile: 079 830 1230<br><br>Duty Phone:<br>079 554 6383<br><br>**IRC[1]–** Specialized in GBV<br>*Sunday – Thursday*<br>*08:30 – 17:00* | **IMC**<br>Focal Point:<br><br>*Sunday – Thursday*<br>*09:00 – 17:00*<br><br>Hanadi Al Qaryouti<br>Mobile: 079 965 3787<br>Email: halqaryouti@InternationalMedicalCorps.org<br><br>Ahmad Jaran<br>Mobile: 079 830 1230<br><br>Duty Phone:<br>079 554 6383<br><br>**For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit**<br><br>24 hours (afterhours answering machine)<br>Hotline<br>Toll Free No: 0800 222 08<br>Email: hotline@mol.gov.jo | **Refer first to:**<br>**UNHCR**<br>*Sunday-Thursday*<br>*08:00 - 15:30*<br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline:<br>079 710 9194<br><br>**UNHCR**<br>*Sunday – Thursday 08:00 – 15:30*<br><br>Focal point:<br><br>Mohammad Hajiji<br>Mobile+962 77 740 7576<br>Email: hajiji@unhcr.org<br><br>**UNRWA**<br><br>Focal Point:<br><br>ZiyadMousa<br>Mobile: 079 576 3643<br>z.mousa2@unrwa.org | **Handicap International**<br>Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.<br><br>Sunday -Thursday<br>9:00 – 17:00<br>Mobile :<br>07 87 92 52 45<br>Email :<br>dvfp.intake.mafraq@gmail.com<br><br>**UNHCR**<br>*Sunday-Thursday*<br>*8:00 - 15:30*<br><br>UNHCR Help Desk<br>06 550 2141<br><br>**UNHCR**<br>*Sunday – Thursday*<br>*08:00 – 15:30*<br><br>Focal point:<br><br>Mohammad Hajiji<br>Mobile+962 77 740 7576<br>Email: hajiji@unhcr.org | **UNHCR**<br>*Sunday-Thursday*<br>*8:00 - 15:30*<br><br>Detention emergency line:<br>079 674 2200<br><br>*After working hours and weekends*<br>Protection Hotline:<br>079 710 9194<br><br>*UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers*<br><br>**UNHCR**<br>*Sunday – Thursday*<br>*08:00 – 15:30*<br><br>Focal point:<br><br>Mohammad Hajiji<br>Mobile+962 77 740 7576<br>Email: hajiji@unhcr.org |

[1] If case also involves parent/caregiver being subject to GBV, refer parent and child to IRC

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| | Focal Point:<br><br>Sawsan Hishaq<br>Mobile: 079 027 4674<br>Email: sawsan.Ishaq@rescue.org<br><br>Farah Qadura<br>Mobile: 077 607 0609<br>Email: Farah.qadura@rescue.org<br><br>**UNRWA**<br><br>Focal Point:<br><br>ZiyadMousa<br>Mobile: 079 576 3643<br>z.mousa2@unrwa.org | Focal point:<br><br>Shereen Al-Taeib<br>079 758 7583<br>Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com<br><br>**UNHCR**<br>*Sunday – Thursday 08:00 – 15:30*<br><br>Focal point:<br><br>Mohammad Hajiji<br>Mobile+962 777407576<br>Email: hajiji@unhcr.org<br><br>**UNRWA**<br><br>Focal Point:<br><br>ZiyadMousa<br>Mobile: 079 576 3643<br>z.mousa2@unrwa.org | **IMC**<br>Focal Point:<br><br>*Sunday – Thursday 09:00 – 17:00*<br><br>Hanadi Al Qaryouti Mobile: 079 965 3787<br>Ahmad Jaran<br>Mobile: 079 830 1230<br><br>Duty Phone: 079 554 6383 | **UNRWA**<br><br>Focal Point:<br><br>ZiyadMousa<br>Mobile: 079 576 3643<br>z.mousa2@unrwa.org | **UNRWA**<br><br>Focal Point:<br><br>ZiyadMousa<br>Mobile: 079 576 3643<br>z.mousa2@unrwa.org |

**Case managers refer to services below if :**

**a.** Child/caregiver wants to receive protection, legal or police services;
**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);
**c.** There are immediate safety and security risks to others; or
**d.** It is in the best interest of the child because of:
- Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this could have to minimize risks and ensure the best interest of the child.**

**UNHCR**– Protection
*Sunday – Thursday,08.00 – 15.30*
Duty phone: 079 554 6383

*After hours and weekends (24 hours)*
Protection Hotline:079 710 9194

**UNRWA**- Protection
Amani Zaqout: a.zaqout@unrwa.org

**FPD** – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible –see above contact

*Open 24 hours, 7 days a week*
Hotline: 911. Tel: 02 623 5511
Focal Point: Major Jom'a Al Heasah, email: familypd@accessme.com.jo

**UNICEF**: Case managers refer cases of grave violations[2] (MRM) to UNICEF when refugee child/caregiver consents

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

[2] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

| STEP 3: Referral to other services | | | | |
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| **Health Care** | **CP Psychosocial Services / Case Management** | **Protection, Security, and Justice** | **Other Basic Services** | **Education[3]** |
| **IMC** – Mental health services<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal Point:<br><br>Ammar Al Tamimi<br>Mobile 079 963 3745<br>Ahmad Jaran<br>Mobile: 079 830 1230<br><br>**MOH** - Primary & secondary health care in clinics & hospitals<br><br>*Mafraq Hospital – MOH*<br>Tel: 02 6231076<br>*Obstetrics Hospital*<br>Tel: 02 623 6204<br><br>Focal Point:<br>*Sunday – Thursday 08:00 – 16:00*<br><br>Dr Amal Abdalkareem Mabruk<br>Mobile: 079 553 102<br>Tel: 02 623 1087<br><br>**JHAS** – Secondary health care through a mobile clinic, and mental health services<br>*Saturday – Thursday 09:00-16:00* | **IMC**<br>Focal Point:<br><br>*Sunday – Thursday 09:00 – 17:00*<br><br>Ammar Al Tamimi<br>Mobile 079 963 3745<br>Ahmad Jaran<br>Mobile: 079 830 1230<br><br>Duty Phone:<br>079 554 6383<br><br>**TdH** –PSS, CFSs parents support groups<br>*Sunday – Thursday 08:00 – 17:00*<br><br>Focal Point:<br><br>Heba Abdo<br>Mobile: 079 828 7896<br><br>**SCI** –<br><br>Child and Family Centres,<br><br>Community based Child Protection Committees<br><br>*Sunday-Thursday 9:00-15:00*<br><br>Focal Point:<br><br>Natalie Habaq<br>Mobile: 077 5724446<br>Email:Natalie.habaq@savethechildren.org<br>**HI** – PSS services<br>*Sunday- Thursday 08:30-17:00*<br><br>Focal Point:<br><br>Razan Al Nabulsi<br>Mobile: 078 727 5399<br>Email:<br>Dvfp.po.irbid@gmail.com | **UNHCR** – Protection, Registration andlegal services for refugees<br>*Sunday-Thursday 8:00 - 15:30*<br><br>Duty Phone:<br>079 554 6383<br><br>*After working hours and weekends*<br>UNHCR<br>Hotline: 079 710 9194<br><br>**UNWRA-** Protection (including cases of risk or arrest, detention or refoulement for Palestinian refugees)<br>*24 hours*<br><br>Focal point:<br><br>ZiyadMousa<br>Email:<br>z.mousa2@unrwa.org<br>Mobile:<br>0795763643<br><br>RiadMansi<br><br>Mobile:<br>0795408680 | **UNHCR** – Registration, support to vulnerable children & families through NFI/cash assistance<br>*Sunday - Wednesday 8.30 – 15.30*<br><br>UNHCR Infoline: 06 550 2141<br><br>*After working hours and weekends*<br>Protection Duty phone: 079 549 0122<br><br>**SCI** – Livelihood activities (cash assistance)<br>*Sunday – Thursday 9:00 – 15:00*<br><br>Focal Point:<br><br>Tahani Jaghoub<br>Mobile: 0776702451<br>Email:Tahani.jaghoub@savethechildren.org<br><br>**UNRWA** – Basic assistance and registration services for Palestinian refugees<br>*Sunday - Thursday 7:30-15:00*<br><br>Focal Point:<br><br>ZiyadMousa<br>Mobile: 079 576 3643<br>Email: z.mousa2@unrwa.org<br><br>**Jesuit Refugee Services (JRS)** – NFI services<br>Sunday -Thursday<br>10:00-14 :00 | **SC Jordan** (formal education)– hotline for children not in schools, information about education and protection services in schools<br><br>Focal Point:<br><br>Taghreed Freij<br>Mobile: 077 767 3668<br><br>**Questscope** – Informal and non-formal education and life skills.<br><br>Focal Point:<br><br>*Rasha Abu Zeinah,*<br>*Mobile: 079 853 6893*<br><br>**Caritas** – Informal education, life skills, youth leadership training and pre-school education services.<br><br>**HI** – Special education services for PWD's<br><br>**UNHCR** Community services<br>Duty line:<br>06 550 2140<br>06 550 2141<br><br>**UNRWA**<br><br>Focal Point:<br><br>ZiyadMousa<br>Mobile: 079 576 3643<br>Email:<br>z.mousa2@unrwa.org<br><br>**SCI**- informal education services<br><br>*Sunday-Thursday 9:00-15:00* |

[3] **Definitions:**
**Formal education:** Certified education services provided by the Ministry of Educations public schools (grade 1-12).
**Informal education**: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.
**Non-formal education:** Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificatewhich equals to a public school 10th grade completion.

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| Focal Point:<br><br>Ahmad Masarweh<br>Mobile: 077 500 7012<br>Tel: 02 623 2329<br><br>**HI** – Provision of assistive tools and rehabilitative services and family counselling<br>*Sunday-Thursday 08:30-17:00*<br><br>Focal Point:<br><br>Razan Al Nabulsi<br>Mobile: 078 727 5399<br>Email: Dvfp.po.irbid@gmail.com<br><br>**UAE Red Crescent** – Primary & secondary health care<br><br>**UAE & Jordan Field Hospital**<br><br>**UNRWA** – Primary health care and referral to secondary services for Palestinian refugees when needed<br><br>Focal Point:<br><br>RiadMansi<br>Mobile: 079 540 8680 | **JWU**- (Khaldiyya) CFSs, community based child protection, recreational and life skills activities for families<br>*Sunday – Thursday 08:30 – 16:30*<br><br>Focal point:<br>Safa Abu Kaff<br>Najah Al Maghareez<br>Tel: 06 490 8310<br><br>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families<br><br>*Saturday – Thursday 8:30-4:30*<br><br>Khalidiyah Center for Human Development<br>The Albaj Center for Human Development<br>Rehab Center for Human Development<br>Za'atari Centre for Human Development<br><br>Focal Point:<br>George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org<br><br>**WVI** - CFSs for children, AFSs for Adolescents, and PSS services<br><br>Strengthening Community based protection committees<br><br>*Saturday – Thursday 09:00 - 15:00*<br><br>Focal Point:<br>Abed Rabbo<br>Mobile: 0777 148540<br><br>Wala'a Ali Ababneh<br>Mobile: 077 8440736 | Emergency:<br><br>Sheerin Al-Araj<br>Mobile: 0796547220<br><br>**FPD -** Protection including shelters<br>*Open 24 hours*<br>Hotline: 911<br>Tel: 02 623 5511<br><br>**JWU**--(Shelter Amman)<br>*Saturday-Thursday 8:30-16:30*<br><br>Focal Point:<br><br>Najiyyeh Zoabi<br>Hotline: 079 820 2353<br>Tel: 06 567 5729<br><br>**ARDD-Legal Aid**<br>*Sunday – Thursday 09:00 – 18:00*<br><br>Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7477<br>Mobile: 077 577 7077<br>Email: somohareb@ardd-legalaid.org<br>Emergency line: 077 738 7221 | Focal Point:<br><br>Yahya<br>Mobile: 079 575 5316<br><br>**Christian & Missionary Alliance Church / Mercy Corps** – Renovation of houses & NFI<br>*Monday-Wednesday-Thursday 08:00-10:00*<br><br>Focal Point:<br><br>Rev. Nour Sahawneh<br>Tel: 02 623 3716<br>Mobile: 079 512 6236<br><br>**ICMC** – Rent assistance, baby packages, winterization & house renovation<br>Focal Point:<br><br>Nasser Obeidat<br>Mobile: 079 640 4380<br>Tel: 02 623 2355<br><br>**TdH** – NFI provision<br>*Sunday – Thursday 08:30 – 17:00*<br><br>Focal Point:<br><br>Heba Zreiqat<br>Mobile: 079 620 1408<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm<br>Hotline mobile:<br>079 777 8841<br><br>079 777 8851<br><br>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families<br><br>*Saturday – Thursday 8:30-4:30*<br><br>Khalidiyah Center for Human Development<br><br>The Albaj Center for Human Development<br><br>Rehab Center for Human Development<br><br>Za'atari Centre for Human Development<br><br>Focal Point:<br>George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org | Focal Point:<br><br>Natalie Habaq<br>Mobile: 077 5724446<br>Email:Natalie.habaq@savethechildren.org<br><br>**WVI** (formal education)– Remedial Education, CtC Activities in Schools,<br><br>Focal Point:<br><br>Lna Sawalha<br>0779 178 618<br>Email: Lna_Sawalha@wvi.org<br><br>Mayadah Qashou<br>077 8440710<br><br>Email: mayadah_qashou@wvi.org |

## Child Protection Referral Pathway – South (MAAN, KARAK & AQABA)

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| **STEP 1: Identification of child protection cases** | |
|---|---|
| **General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:**<br>▪ Provide a safe, caring response<br>▪ Respect the confidentiality and wishes of the child/caregiver<br>▪ Provide information about available case management services<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents<br>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care<br>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest | Child or caregiver goes directly to case manager |

**STEP 2: Case management services**

| Violence against children in schools | GBV against children including sexual violence and early marriage (see GBV referral pathway) | All other CP cases including violence against children in the home & community and child labour | Unaccompanied & separated children | Children with disabilities | Children in conflict with the law |
|---|---|---|---|---|---|
| **Save the Children Jordan -**<br>Outreach & support to register children in schools<br>*Sunday – Thursday 08:30 – 16:00*<br><br>Focal Point:<br><br>Arouba Yassin<br>077 670 2460<br>Email : ayaseen@savethechildren.org.jo<br><br>Hotline:<br>077 670 246<br>0800 22 766<br>0800 00111 | **IMC -** Specialized in child protection & mental health<br>*Sunday – Thursday 09:00 – 17:00*<br><br>*24 hours*<br>Duty phone: 079 578 5095<br><br>Focal Point:<br>Bader Al Nammur<br>Mobile: 079 022 4024Email: bnammur@InternationalMedicalCorps.org | **IMC -** Specialized in child protection & mental health<br>*Sunday – Thursday 09:00 – 17:00*<br><br>*24 hours*<br>Duty phone: 079 578 5095<br><br>Focal Point:<br>Bader Al Nammur<br>Mobile: 079 022 4024Email: bnammur@InternationalMedicalCorps.org<br><br>**For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit**<br><br>24 hours (afterhours answering machine)<br>Hotline<br>Toll Free No: 0800 22208<br>Email: hotline@mol.gov.jo<br><br>Focal point:<br><br>Shereen Al-Taeib<br>079 758 7583<br>Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com | **UNHCR**<br>*08:00-15:30*<br><br>Focal Point:<br><br>*Sunday – Thursday 08:00 – 15:30*<br><br>Focal point:<br><br>Diana Suleiman<br>Mobile: 077 728 1911<br>Email: suleiman@unhcr.org<br><br>*After hours and weekends*<br>Protection Hotline:<br>079 710 9194 | **UNHCR**<br>*08:00-15:30*<br><br>Focal Point:<br><br>Huda Al-Shabsough<br>079 730 6108<br>Email: Alshabso@unhcr.org<br><br>**UNRWA**<br>*Open 24 hours*<br><br>Focal Point:<br><br>Haifa A-Whaidi<br>Protection hotline:<br>079 899 8890 | **UNHCR**<br>*Sunday-Thursday 8:00 - 15:30*<br><br>Detention emergency line: 079 674 2200<br><br>*After working hours and weekends*<br>Protection Hotline:<br>079 710 9194<br><br>*UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers*<br><br>**UNRWA**<br>*Open 24 hours*<br><br>Focal Point:<br><br>Haifa A-Whaidi<br>Protection hotline:<br>079 899 8890 |

**Case managers refer to services below if:**

**a.** Child/caregiver wants to receive protection, legal or police services;
**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);
**c.**
**d.** There are immediate safety and security risks to others; or
**e.** It is in the best interest of the child because of:
- Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this could have to minimize risks and ensure the best interest of the child.**

**UNHCR**– Protection
*Sunday – Thursday, 08.00 – 15.30*
Duty phone: 079 554 6383

*After hours and weekends (24 hours)*
Protection Hotline:079 710 9194

UNRWA- Protection
Amani Zaqout: a.zaqout@unrwa.org

**FPD** – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – see above contact

*Open 24 hours, 7 days a week*
Hotline: 911.
Aqaba and Ma'an: Tel: 03 205 0317. Focal Point: Major Mohammed Albtoosh, email: familypd@accessme.com.jo
Kerak and Tafileh. Tel: 03 238 7069. Focal Point Major Qeis Al-Gharaibah, email: familypd@accessme.com.jo

**UNICEF**: Case managers refer cases of grave violations[1] (MRM) to UNICEF when refugee child/caregiver consents

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149

Email: jochildprotect@unicef.org

**STEP 3: Referral to other services**

| Health Care | CP Psychosocial Services / Case Management | Protection, Security, and Justice | Other Basic Services | Education[2] |
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| **MOH** – Primary & secondary health care (Karak)<br><br>Tel: 03-2386190 | **JWU**<br>JWU/Al-Anwar Charity Association - Maan<br>*Sunday – Thursday*<br>*8:00 – 14:30* | | **UNHCR** – Support to vulnerable children & families (NFI)/Cash assistance (Maan/Aqaba/Karak) | |

[1] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

[2] **Definitions:**
**Formal education:** Certified education services provided by the Ministry of Educations public schools (grade 1-12).
**Informal education**: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.
**Non-formal education:** Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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| **JHAS** – Primary health care (Karak)<br>*Available once a week*<br><br>Focal Point:<br><br>Anas Darweesh<br>Mobile: 077 500 6028<br><br>**For Mental health (Karak, Tafilah)**<br>**IMC**<br>*24 hours*<br>Duty phone: 079 578 5095<br><br>Focal Point:<br><br>Bader Al Nammur<br>Mobile: 079 022 4024<br>Email: bnammur@InternationalMedicalCorps.org<br><br>**UNRWA**<br><br>Focal Point:<br>Haifa A-Whaidi<br>079 899 8890<br><br>Aqaba Clinic:<br>*Open 7:30 - 1:45*<br>Tel: 03 206 3535<br><br>**JWU/Al-Anwar Charity Association** - Maan<br>*Sunday – Thursday 08:00 – 14:30*<br><br>Focal Points:<br><br>Nuha Hamaden<br>Lubna Jbarat<br><br>Mobile: 077 222 0523 - 077 753 3950<br>Email: alanwar.maan@yahoo.com | Focal Point:<br><br>Nuha Hamaden<br>Lubna Jbarat<br>077 222 0523<br>077 753 3950<br>alanwar.maan@yahoo.com<br><br>Karak CFSs & community-based protection committees (*operational from August/September 2013)*<br>*Sunday-Thursday*<br>*8:30-16:30*<br><br>Tel.03 230 0800<br>Mobile 079 883 6952<br><br>**SCI** –<br><br>Child and Family Centres,<br><br>Community based Child Protection Committees<br>*Sunday-Thursday*<br>*9:00-15:00*<br><br>Focal point:<br><br>Mohammad Al-Saeed<br>Mobile:0777384077<br>Email:mohammad.alsaeed@savethechildren.org<br><br>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families<br><br>*Saturday – Thursday*<br>*8:30-4:30*<br>Princess Basma Centre in Shobak<br>Princess Basma Centre in Ma'an<br>Princess Basma Centre in Ghor Al Safi<br>Princess Basma Centre in Karak<br>Qatraneh Center for Human Development<br><br>Focal Point:<br>George Theodory<br>Mobile: 079 9379831<br>E-mail:<br>cp.jordan@intersos.org | **UNHCR** – Protection, registration and legal services for refugees<br>*Sunday-Thursday*<br>*8:00 - 15:30*<br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>Helpdesk in Ma'an at Jordan Youth Commission<br>*Ist Monday every month*<br>*9.00 – 15.00*<br>03 213 4817<br><br>**UNRWA** – Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees<br><br>Focal point:<br><br>Haifa A-Whaidi<br>Protection hotline:<br>079 899 8890<br><br>araj2@unrwa.org<br><br>**FPD -** Protection<br>*Open 24 hours*<br><br>Hotline: 911<br>Aqaba and Ma'an:<br>Tel: 03 205 0317.<br><br>Focal Point:<br><br>Major Mohammed Albtoosh,<br>Email:<br>familypd@accessme.com.jo | *Sunday-Thursday*<br>*8:00 to 15:30*<br><br>Focal Point:<br><br>Huda Al-Shabsough<br>079 730 6108<br>Alshabso@unhcr.org<br><br>Infoline<br>*Sunday - Wednesday*<br>*08.30 – 15.30*<br>Tel: 06 550 2141<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>**UNRWA** – Basic assistance and services for Palestinian refugees<br><br>Focal Point:<br>Haifa A-Whaidi<br>0798998890<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm<br>Hotline mobile:<br>079 777 8841<br><br>079 777 8851<br><br>**SCI-** Livelihood activities(cash assistance, vocational training)<br><br>*Sunday-Thursday*<br>*9:00-15:00*<br><br>Focal point:<br><br>Suzan Albuheisi<br><br>Mobile:077664329<br><br>Email:suzan.albuhaisi@savethechildren.org<br><br>INTERSOS/JOHUD –<br><br>CFPs and PSS services<br><br>for children, adolescents<br><br>and their families<br><br>Saturday – Thursday<br><br>*8:30-4:30*<br><br>Princess Basma Centre in Shobak<br><br>Princess Basma Centre | **SC Jordan** (formal education)– hotline for children not in schools, information about education and protection services in schools<br>(Karak)<br>*24 hours*<br><br>Hotline: 0800 22766<br><br>**Questscope**– Non-formal & informal education (Karak,Ma'an, Aqaba)<br>*Sunday-Thursday*<br>*9:00 - 17:00*<br><br>Focal Point:<br><br>*Rasha Abu Zeinah,*<br>*Mobile: 079 853 6893*<br><br>**JWU**/Al-Anwar Charity Association - Informal education (functional literacy and computer courses) Maan<br>*Sunday – Thursday*<br>*8:00 – 14:30*<br><br>Focal Point:<br>Nuha Hamaden<br>Lubna Jbarat<br><br>Mobile: 077 222 0523<br>077 753 3950<br>Email: alanwar.maan@yahoo.com<br><br>**SCI-** Informal education services<br>*Sunday-Thursday*<br>*9:00-15:00*<br><br>Focal point:<br><br>Mohammad Al-Saeed<br>Mobile:0777384077<br>Email:mohammad.alsaeed@savethechildren.org |

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| | | Kerak and Tafileh.<br>Tel: 03 238 7069.<br><br>Focal Point<br><br>Major Qeis Al-Gharaibah,<br>Email: familypd@accessme.com.jo<br><br>**ARDD-Legal Aid**<br>*Sunday-Thursday*<br>*09:00-18:00*<br><br>Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7477<br>Mobile: 0775777077<br>Email: somohareb@ardd-legalaid.org<br><br>Emergency line:<br>*24 hours*<br>077 738 7221<br><br>**JRF** – Shelter for child survivors (including PSS, protection, education & medical services)<br>Tel: 06 523 4652 | in Ma'an<br><br>Princess Basma Centre in Ghor Al Safi<br><br>Princess Basma Centre in Karak<br><br>Qatraneh Center for Human Development<br><br>Focal Point:<br><br>George Theodory<br><br>Mobile: 079 9379831<br><br>E-mail:<br>cp.jordan@intersos.org | |

# Child Protection Referral Pathway – Zaatari

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

| **STEP 1: Identification of child protection cases** | |
|---|---|
| **General service providers, UNHCR registration services or community members identify child protection cases. Immediate response includes:**<br>▪ Provide a safe, caring response.<br>▪ Respect the confidentiality and wishes of the child/caregiver.<br>▪ Provide information about available case management services.<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents.<br>▪ For child survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care.<br>▪ In case of immediate safety or security risks to the child, consult child protection case manager to determine child's best interests. | **Child or caregiver goes directly to case manager** |

**STEP 2: Case management services**

| Violence against children in schools and children not enrolled in school | GBV against children including sexual violence and early marriage (see GBV referral pathway) | All other CP cases including violence against children in the home & community | Child Labour | Unaccompanied & separated children | Children with disabilities | Children in conflict with the law |
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| **SAVE THE CHILDREN**<br>*Outreach & support to register children in schools; violence in schools*<br>*Sunday – Thursday, 09:00 - 16:00*<br>**Focal Point(s):**<br>**Kareem Makkawi**<br>077 546 4970<br>KMakkawi@Savethechildren.org.jo<br>**Noor Zaben**<br>077 575 3933<br>NZaben@savethechildren.org.jo<br>*Zain Network* **Hotline**: 0800 00 22 | **IMC**<br>*Specialized in child protection and mental health*<br>*Sunday – Thursday, 09:00 - 17:00*<br>***24-hour duty phone***: 079 855 9517<br>**Focal point:**<br>**Ahmad Jaran**<br>Mobile: 079 830 1230<br>ajaran@internationalmedicalcorps.org<br>**IRC/UNFPA**<br>**Child survivors who self-disclose or express preference can access IRC case management services.**<br>*Sunday – Thursday, 09:00 - 16:00* | **IMC**<br>*All child protection cases above*<br>*Sunday – Thursday, 09:00 - 17:00*<br>***24-hour duty phone***:<br>079 855 9517<br>**Focal point**:<br>**Ahmad Jaran**<br>Mobile: 079 830 1230<br>ajaran@internationalmedicalcorps.org | **Save the Children International**<br>*Initial screening for child labour cases and drop-in center*<br>*Saturday – Thursday, 09:00 - 15:00*<br>**Focal point(s)**:<br>**Mahmoud Alazzeh**<br>077 991 9117<br>Mahmoud.Alazzeh@savethechildren.org<br>**IMC**<br>*Case management for child labour cases*<br>*Sunday – Thursday, 09:00 - 17:00*<br>***24-hour duty phone***:<br>079 855 9517 | **UNHCR**[2]<br>*Saturday – Wednesday, 09:00 - 17:00*<br>**Focal Point(s):**<br>**Mohammed Haijji**<br>079 683 0493<br>Hajiji@unhcr.org<br>*Sunday – Thursday, 08:00 - 15:30*<br>**Duty phone**:<br>079 554 6383<br>*After working hours and weekends*<br>**UNHCR hotline**:<br>079 710 9194<br>**IRC**<br>***24-hour duty phone***: 077 507 7792<br>**Focal Point:**<br>**Adel Aldahein**<br>077 500 9593<br>adel.aldehein@rescue.org | **Handicap International**<br>Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.<br>*Sunday - Thursday*<br>*9:00 – 17:00*<br>Mobile :<br>07 87 92 52 45<br>Email :<br>dvfp.intake.mafraq@gmail.com<br>**UNHCR**<br>*Sunday – Thursday, 08:00 - 15:30*<br>**Focal Point:**<br>**Tambi Zokha**<br>079 967 3580<br>zokha@unhcr.org | **JUVENILE POLICE DEPARTMENT**<br>*Saturday – Thursday, 07:30 - 15:00*<br>**Focal Point(s):**<br>**Captain Bilal Bani Issa /0772571771**<br>*JPD will inform UNICEF for advocacy purposes.*<br>**UNICEF**<br>*24h/ 7 days*<br>**Focal Point(s):**<br>**Dana Dodeen**<br>0798937190<br>ddodeen@unicef.org<br>**Maha Homsi**<br>079 682 7772<br>mhomsi@unicef.org |

[2] UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.

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| | **Focal Point(s):**<br><br>**Leila Al Zhgoul** 077 500 1407<br>Leila.alzghoul@rescue.org<br><br>**UNHCR**[1]<br>*Saturday – Wednesday, 09:00 - 17:00*<br>**Focal Point(s):**<br><br>**Suna Ateiah**<br>0798560084<br>Ateiah@unhcr.org<br><br>**Mohammed Haijji**<br>079 683 0493<br>Hajiji@unhcr.org<br>*Sunday – Thursday, 08:00 - 15:30*<br><br>**Duty phone**:<br>079 554 6383<br><br>*After working hours and weekends*<br>**UNHCR hotline**:<br>079 710 9194 | | **Focal point**:<br><br>**Ahmad Jaran**<br>Mobile: 079 830 1230<br>ajaran@internationalmedicalcorps.org | | | **Also refer to UNHCR**<br>*Sunday – Thursday, 08:00 - 15:30*<br>**Focal Point(s):**<br><br>**Mohammed Hajiji**<br>079 683 0493Hajiji@unhcr.org<br><br>***Detention emergency line:***<br>079 674 2200<br><br>*After working hours and weekends*<br>***Protection Hotline:***<br>079 710 9194<br><br>*UNHCR will arrange legal representation by Jordanian Bar Association when needed* |

**Case managers refer to services below if:**

**a.** Child/caregiver wants to receive protection, legal or police services;

**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);

**c.** There are immediate safety and security risks to others; or

**d.** It is assessed to be in the best interest of the child because of:
- Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this action could have in order to minimize risks and ensure the best interests of the child are served.**

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| **UNHCR**<br><br>**Focal Point:**<br>*Saturday – Wednesday, 09:00 - 17:00*<br>**Mohammed Hajiji (child non-GBV cases)**<br>079 683 0493Hajiji@unhcr.org<br><br>**Suna Atatieh (child GBV cases)**<br>079 856 0084<br>ateiah@unhcr.org<br><br>*Sunday – Thursday, 08:00 - 15:30*<br>**Duty phone**: 079 554 6383<br><br>*After hours and weekends (24 hours)* | **FPD** (child/caregiver or community members can go directly to FPD; whenever possible, service providers should refer refugee cases (after appropriate consent is given by the child/caregiver) through UNHCR:<br><br>**Via UNHCR focal point (see focal points to left)**<br><br>**Focal point:**<br><br>**Captain Suliman Al-Omari**<br>077 235 6956<br>da.dana96@yahoo.com or<br>familypd@accessme.com.jo<br><br>***24-hour hotline***: 911 |

[1] UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.

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| **Protection hotline**: 079 710 9194<br><br>**UNICEF**: Case managers can refer cases of grave violations[3] (MRM) to UNICEF when refugee child/caregiver consents<br><br>*Sunday – Thursday 08:00 – 15:30*<br>Duty phone: 079 021 4149<br>Email: jochildprotect@unicef.org | |

**STEP 3: Referral to other services**

| Health Care | CP Psychosocial Services / Case Management | Protection, Security, and Justice | Other Basic Services | Education[4] |
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| **IMC**<br>*Mental health care*<br>*Sunday – Thursday, 09:00 - 17:00*<br><br>**Focal point:**<br><br>**Ahmad Jaran**<br>**Duty phone:(24 hours)**:<br>079 855 9517<br>Mobile: 079 830 1230<br><br>**JHAS/UNHCR**<br>*Primary health care*<br>*Saturday – Thursday, 09:00 - 16:00*<br><br>**Emergency hotline**:<br>077 500 6031<br><br>**MdM**<br>*Primary health care*<br>**Focal point**:<br><br>**Dr Luis**<br>079 637 25 92<br><br>**MOROCCAN HOSPITAL**<br>*Emergency, secondary or tertiary care*<br><br>**Focal point**:<br><br>**Dr Alarbi**<br>077 603 6079 | **IMC**<br>*Psychosocial services for children; youth-friendly spaces*<br>*Sunday – Thursday, 09:00 - 17:00*<br><br>**Focal point(s):**<br><br>**Ahmad Jaran**<br>**Duty phone:(24 hours)**:<br>079 855 9517<br>Mobile: 079 830 1230<br><br>**SCI/UNICEF**<br>*Child Friendly Spaces, CPC and CP awareness-raising*<br>*Saturday – Thursday, 09:00 - 15:00*<br><br>**Focal point(s)**:<br><br>**Sohaib Shtaiat**<br>077 575 4944<br>sohaib.shtaiat@savethechildren.org<br><br>**Hadeel Qunaibi**<br>077 575 4535<br>Hadeel.Qunaibi@savethechildren.org<br><br>**IRC / UNFPA**<br>*Youth-friendly spaces, women's centres*<br>*Saturday – Thursday, 09:00 - 16:00* | **UNHCR**<br>*Registration, protection and legal services*<br>*24 hours*<br><br>**Duty phone**:<br>*Sunday – Thursday, 08:00 - 15:30*<br>079 554 6383<br><br>*After working hours and weekends*<br>**UNHCR hotline**:<br>079 710 9194<br><br>**Legal Aid**<br>*Legal services*<br>Refer through UNHCR above<br><br>**Family Protection Department**<br>*Family and sexual violence, community awareness-raising on child protection & GBV*<br>***Refer via UNHCR above:***<br><br>**Captain Suliman Al-Omari**<br>077 235 6956<br>da.dana96@yahoo.com<br>or<br>familypd@accessme.com.jo<br><br>***24-hour hotline***: 911 | **UNHCR**<br>*NFIs, shelter*<br>*Hours 8:00-15:30*<br><br>**Focal point(s):**<br><br>*Sunday-Thursday 08:00-15:30*<br><br>**Tambi Zokha**<br>079 967 3580<br>zokha@unhcr.org<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm<br><br>Focal Point:<br><br>Rabab Musleh<br>Mobile: 079 730 0145<br>Hotline mobile:<br>079 777 8841<br><br>079 777 8851<br><br>**SAVE THE CHILDREN INT'L**<br>*Food and cash-for-work*<br><br>**Focal point**:<br><br>**Ghandi Bakkar**<br>077 670 2441<br>Email:<br>Ghandi.bakkar@savethechildren.org | **SCJ/UNICEF**<br>*Education*<br><br>**Focal point(s):**<br><br>**Abeer Ziadeh** (SCJ)<br>077 575 3838<br>*08:30-16:00*<br><br>**Hind Omer** (UNICEF)<br>0798718315<br>homer@unicef.org<br><br>**RELIEF INTERNATIONAL**<br>*Remedial Education*<br>*Sunday – Thursday, 08:30 - 15:00*<br><br>*Informal Education (numeracy & literacy, English, computing)*<br>*Sunday – Thursday, 15:15 - 17:15*<br><br>**Focal point(s)**:<br><br>**Rawan Rabieideh**<br>079 606 8056<br>rawan.rabieeideh@ri.org<br><br>**Nicola West**<br>079 031 4028<br>nicolawest@ri.org<br><br>**Questscope** – Non-formal and informal education<br>*Sunday-Thursday 9:00-17:00* |

[3] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

[4] Definitions:
**Formal education:** Certified education services provided by the Ministry of Educations public schools (grade 1-12).
**Informal education**: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.
**Non-formal education:** Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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| **JHAS/UNFPA**<br>*Reproductive health*<br>*Saturday – Thursday, 09:00 - 16:00*<br><br>**Focal point**:<br><br>Dr Reema Diab<br>077 675 5914<br><br>**MoH MOBILE TEAM / UNICEF**<br>*Vaccinations*<br>**Focal point(s)**:<br><br>**Mohammed Amiri**<br>079 949 3683<br><br>**Buthayna Al-Khatib**<br>079 906 0498 | **Focal point**:<br>**Leila Al Zhgoul**<br>077 500 1407<br>leila.alzghoul@rescue.org<br><br>**UNICEF**<br>*Child protection*<br>*24h/ 7days*<br><br>**Focal point**:<br>**Ve Catling**<br>0798638359<br>scatling@unicef.org<br><br>**UN WOMEN**<br>*Youth-friendly spaces, women's centres*<br><br>**Focal point**:<br>Maha Alnimer<br>Maha.alnimer@unwomen.org<br>077 84 84 913<br><br>**MERCY CORPS**<br>*Playgrounds, CFS, adolescent-friendly space (including adolescents at risk)*<br><br>**Focal point**:<br><br>**Ahlam Awamleh**<br>**077 500 2544**<br>**aawamleh@jo.mercycorps.org**<br><br>**Maha Al- Saad**<br>**077 849 8245**<br>**malsaad@jo.mercycorps.org**<br><br>**HANDICAP INT'L**<br>*PSS groups for children with disability/injury and their family*<br><br>**Focal point:**<br><br>**Olivia Biernacki**<br>078 796 3226<br>outreach.jd@hi-emergency.org<br><br>**IRD/UNHCR**<br>*Communal spaces, community groups, and educational/recreational activities*<br><br>*Sunday –Thursday*<br>*9:00 am – 3:00 pm* | | **NRC** – *NFIs*<br>*Hours*<br>*9:00 – 15:00*<br><br>**Focal point**:<br>Ahmad salamin<br>Ahmad.al-salamin@nrc.no<br>0798533485<br><br>Fares mismark<br>Fares.mismar@nrc.no<br>0795029512<br><br>**UNICEF** – *WASH*<br><br>**Focal point**:<br><br>**Habib Ur-Rahman**<br>079 513 6126<br>hrehman@unicef.org<br><br>**OXFAM** – *WASH*<br><br>**Focal point**:<br><br>**Jeff Silverman**<br>077 673 8591<br><br>**ACTED** – *WASH*<br><br>**Focal point**:<br><br>**Suranga Mallawa**<br>079 881 2496<br>Suranga.mallawa@acted.org<br><br>**UN WOMEN**<br>*Cash for work*<br>*Hours 10:00 – 15:00*<br><br>**Focal point**:<br><br>**Ghada Ali**<br>078 517 6424<br>ghada.ali@unwomen.org<br><br>**LUTHERAN WORLD FEDERATION** – *NFIs*<br><br>**Focal point:**<br><br>**Nader**<br>079 735 1622 | Focal Point:<br><br>*Rasha Abu Zeinah, Mobile: 079 853 6893*<br><br>**NRC**<br>*Informal education for children aged 9 -17 years old.(D10)*<br><br>**Focal point**:<br>*Sunday – Thursday, 08:00 -4:00.*<br><br>**Walaa AlHusban**<br>0795404594<br>Email :<br>walaa.alhhusban@nrc.no<br><br>**NRC**<br>Informal education for Youth aged 15-32<br><br>Focal Point (D10)<br>**Mai Jaradat** 0795424591<br>Mai.jaradat@nrc.no<br><br>Focal point (D8)<br>**Raed Sawalha**<br>0798534272<br>Raed.sawalha@nrc.no<br><br>**FINN CHURCH AID**<br>*Informal education / literacy, physical activities and livelihood skills*<br><br>**Focal point**:<br><br>**Mohammed Al hadid**<br>077 500 1161<br>Email<br>Mohammad.al-hadid@kua.fi<br><br>**SAVE THE CHILDREN INT'L**<br>*Early childhood development, KGs*<br>*Hours 9:00 – 15:00*<br><br>**Focal point:**<br><br>**Sohaib Shtaiat**<br>**077 575 4944**<br>**sohaib.shtaiat@savethechildren.org** |

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| | **Focal point:**<br><br>**Bersan Boulad**<br>079 889 9493<br>b.boulad@ird-jo.org<br><br>**Questscope**<br>*Psychosocial activities and mentoring for children and youth*<br><br>*7 days/week*<br>*09:00 - 18:00*<br><br>**Focal point(s):**<br><br>*Ashraf Abu Al-Halaweh*079 572 0292<br>ashraf@questscope.org | | | **Mahmoud AL-Azzeh**<br>**0779919117**<br>**Mahmoud.alazzeh@savethechildren.org**<br><br>*Informal education (literacy/numeracy, skills-building activities, life skills-based sports and games)*<br><br>**Focal point(s):**<br><br>**Alaa Faidi**<br>077 547 5969<br>Alaa.faidi@savethechildren.org<br><br>**Murad Sriheen**<br>077 579 6611<br>Murad.Alsriheen@savethechildren.org |

## Child Protection Referral Pathway – Zarqa

Referral Pathways reflect information as of beginning December 2014 and may have changed - Kindly seek out information regularly on potential changes

**STEP 1: Identification of child protection cases**

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| **General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:**<br>▪ Provide a safe, caring response<br>▪ Respect the confidentiality and wishes of the child/caregiver<br>▪ Provide information about available case management services<br>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents<br>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care<br>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest | Child or caregiver goes directly to case manager |

**STEP 2: Case management services**

| Violence against children in schools | GBV against children including sexual violence and early marriage (see GBV referral pathway) | All other CP cases including violence against children in the home & community; child labour | Unaccompanied & separated children | Children with disabilities | Children in conflict with the law |
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| **Save the Children Jordan** - Outreach & support to register children in schools<br>*Saturday –Thursday 9:00 – 15:00*<br><br>Focal Point:<br><br>Islam Al Qudsi<br>Mobile: 077 574 4011<br>Email: iqudsi@savethechildren.org.jo<br><br>Hotline:<br>077 670 2426<br>080 022 766<br>080 000 111<br>077 574 4011 | **IMC-** Specialized in child protection & mental health<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal Point:<br><br>Tawfiq Al Khouli 790218843<br><br>**JRF**<br>*Opening hours: Sunday – Thursday 9:00 – 19:00*<br><br>Helpline: 110<br><br>Focal Point:<br><br>Samia Bishara<br>Tel: 06 4914999<br><br>**UNRWA**<br>*Open 24 hours*<br><br>Focal Point:<br><br>Ziyad Mousa<br>Mobile: 079 576 3643<br>Email: z.mousa2@unrwa.org | **IMC**<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal point:<br><br>Tawfiq Al Khouli 079 021 8843<br><br>**JRF**<br>*Opening hours: Sunday – Thursday 9:00 am-7:00 pm*<br><br>Helpline: 110<br><br>Focal point:<br><br>Samia Bishara<br>Tel: 06-4914999<br><br>**For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit**<br><br>24 hours (afterhours answering machine)<br>Hotline<br>Toll Free No: 080022208<br>Email: hotline@mol.gov.jo<br><br>Focal point:<br><br>Shereen Al-Taeib 079 758 7583<br>Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com | **Refer first to: UNHCR**<br>*Sunday-Thursday 8:00 - 15:30*<br><br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>*Sunday – Thursday 08:00 – 15:30*<br><br>Focal point:<br><br>Diana Suleiman<br>Mobile: 077 728 1911<br>Email: suleiman@unhcr.org<br><br>**IMC**<br>*Sunday – Thursday 09:00 – 17:00*<br><br>Focal point:<br><br>Tawfiq Al Khouli 079 021 8843 | **Handicap International**<br>Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.<br><br>*Sunday - Thursday 9:00 – 17:00*<br>Mobile : 07 80 48 10 16<br>Email : dvfp.intake.opamman@gmail.com | **UNHCR**<br>*Sunday - Thursday 8:00 - 15:30*<br><br>Detention emergency line: 079 674 2200<br><br>*After working hours and weekends*<br>Protection Hotline: 079 710 9194<br><br>**UNRWA**<br>*Open 24 hours*<br><br>Focal Point:<br><br>Ziyad Mousa<br>Mobile: 079 576 3643<br>Email: z.mousa2@unrwa.org<br>Emergency: |

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| | | | **UNRWA**<br>*Open 24 hours*<br><br>Focal Point:<br><br>Ziyad Mousa<br>Mobile: 079 576 3643<br>Email: z.mousa2@unrwa.org | | |

**Case managers refer to services below if:**

**a.** Child/caregiver want to receive protection, legal or police services;
**b.** Child/caregiver consents to share the information on grave violations against children (UNICEF);
**c.** There are immediate safety and security risks to others; or
**d.** It is in the best interest of the child because of:
- Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);
- Risk of imminent forced/early marriage (UNHCR)
- Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)
- Severe neglect (UNHCR/FPD)
- Sexual exploitation and abuse by humanitarian personnel (UNHCR)
- Children requiring BID (UNHCR)

**Always assess the consequences this could have to minimize risks and ensure the best interest of the child.**

**UNHCR**– Protection
*Sunday – Thursday, 08.00 – 15.30*
Duty phone: 079 554 6383

*After hours and weekends (24 hours)*
Protection Hotline:079 710 9194

UNRWA- Protection
Amani Zaqout: a.zaqout@unrwa.org

**FPD** – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – See above contact

*Open 24 hours, 7 days a week*
Hotline: 911. Tel: 05 398 2952
Focal Point: Major Abdallah Alawan, email: familypd@accessme.com.jo

*Open 24 hours, 7 days a week*

Hotline: 911. Tel: 06 581 5738

Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo

**UNICEF**: Case managers refer cases of grave violations[1] (MRM) to UNICEF when refugee child/caregiver consents

*Sunday – Thursday 08:00 – 15:30*
Duty phone: 079 021 4149

Email: jochildprotect@unicef.org

[1] Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

**STEP 3: Referral to other services**

| Health Care | CP Psychosocial Services / Case Management | Protection, Security, and Justice | Other Basic Services | Education[2] |
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| **JHAS** – Primary & secondary health care & RH services & mental health services<br>*Saturday – Thursday*<br>*09:00 – 16:00*<br><br>Focal Point:<br><br>Jaafar Al Shayeb<br>Mobile: 077 500 6022<br>Zarqa Clinic<br>Tel: 077 500 6018<br><br>Motasem Younis – Mental health services<br>Mobile: 079 544 7464<br>Tel: 05 399 4105<br><br>**MOH** – Primary & secondary health care<br><br>Al Zarqa Hospital<br>Tel: 05 398 2604<br><br>**IMC** – Mental health services<br>*Sunday – Thursday*<br>*09:00* – 17:00<br><br>Focal Point:<br><br>Tawfiq Al Khouli 079 021 8843<br><br>Duty Phone: 079 554 6383<br><br>**Islamic Charitable Centre** – primary health care and referral to hospitals<br><br>Focal point:<br><br>Majid Abu Zneid<br>Mobile: 079 569 5157<br>Tel: 05 396 5335 | **IMC –** PSS and PFA<br><br>Focal Point:<br>*Sunday – Thursday*<br>*09:00 – 17:00*<br><br>Tawfiq Al Khouli 079 021 8843<br><br>Duty Phone: 079 554 6383<br><br>**Princess Salma Centre** – PSS<br><br>**Family Guidance & Awareness Centre** – Individual & group counseling<br>*Sunday – Thursday*<br>*08:00 – 15:00*<br><br>Tel: 05 386 5144<br>Mobile: 077 727 7194<br><br>**JWU**<br>*Saturday – Thursday*<br>*08:30 – 15:30*<br><br>Focal Point:<br><br>Maysa Abu Sil Ghadeer al Tamimi<br>Mobile: 079 8501198<br>Tel: 05 397 0886<br><br>**Khawla Bint Al Azwar** – PSS services<br>*Sunday – Thursday*<br>*09:00 – 16:00*<br><br>Focal point:<br><br>Aysha Khalfah<br>Tel: 05 393 0999<br>Mobile: 078 642 8039 | **UNHCR** – Protection, registration and legal services for refugees<br>*Sunday – Thursday*<br>*8:00 - 15:30*<br><br>Duty Phone: 079 554 6383<br><br>*After working hours and weekends*<br>UNHCR Hotline: 079 710 9194<br><br>Helpdesk in Zarqa at JHAS clinic<br>*Thursday 9.00 – 15.00*<br>05 399 4105<br><br>**UNRWA -** Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)<br><br>Focal Point:<br><br>Ziyad Mousa<br>Email:<br>z.mousa2@unrwa.org<br>Mobile: 079 576 3643<br><br>**FPD -** Protection<br>*Open 24 hours*<br><br>Hotline: 911<br>Tel: 05 393 1483<br><br>**ARDD-Legal Aid** –<br><br>Focal Point:<br><br>Souzan Mohareb<br>Tel: 06 461 7477<br>Mobile: 077 577 7077<br>Email:<br>somohareb@ardd-legalaid.org<br><br>Emergency line:<br>*(open 24/7)*<br>Mobile: 077 738 7221 | **UNHCR** – Registration, support to vulnerable children & families through NFI/cash assistance<br><br>Infoline<br>*Sunday - Wednesday*<br>*08.30 – 15.30*<br>Tel: 06 550 2141<br><br>*After working hours and weekends*<br>Protection Duty phone:<br>079 554 6383<br><br>**UNRWA –** Basic assistance for Palestinian refugees<br><br>Focal Point:<br><br>Ziyad Mousa<br>Email:<br>z.mousa2@unrwa.org<br>Mobile: 079 576 3643<br><br>Riad Mansi<br>Mobile: 079 540 8680<br><br>**Islamic Charitable Centre** – NFI (food stuffs)<br><br>Focal Point:<br><br>Majid Abu Zenid<br>Mobile: 079 569 5157<br>Tel: 05 396 5335<br><br>**Family Guidance & Awareness Centre** - Case assistance and NFI to vulnerable families<br>*Sunday – Thursday*<br>*08:00 - 15:00*<br><br>Focal Point:<br><br>Inas Dirgham<br>Tel: 05 386 5144 | **SCI** – Hotline for information on educational services in schools<br><br>Hotline:<br>0800 22 766<br>0800 00 111<br><br>Focal point:<br><br>Firyal Al Shumary<br>Mobile: 079 687 2456<br><br>Islam Al Kudsi<br>Tel: 05 386 5144<br><br>**SC Jordan** (formal education)– Hotline for children not in schools (information about education and protection services in schools<br>*Sunday – Thursday*<br>*08:30 – 16:00*<br><br>Focal point:<br><br>Khawla abu Rayya<br>Mobile: 077 574 4011<br>Email:<br>KAburayya@SaveTheChildren.Org.Jo<br><br>**Questscope**– Non formal education, informal education and mentoring for children & youth<br><br>Tel: 06 461 8951<br><br>**Family Guidance & Awareness Centre** – non-formal education for children 6-12 years old<br><br>Focal point:<br><br>Inas Dirgham<br>Tel: 05 386 5144 |

[2] Definitions:
**Formal education**: Certified education services provided by the Ministry of Educations public schools (grade 1-12).
**Informal education**: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.
**Non-formal education**: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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| **NHF** / IFH – Rehabilitation of persons with disability through a mobile clinic & special education<br>*Sunday – Thursday*<br>*09:00 – 17:00*<br><br>Focal Point:<br><br>Dr. Abeer Hababneh<br>Mobile:079 8584058<br><br>Rawan Dababneh<br>Tel:06 534 4190\2\3<br>Email: r.dababneh@ifh-jo.org<br><br>**HI** – Rehabilitation services for persons with disability and persons with injury, children and adults & provision of prostheses, orthesis & mobility aids<br><br>Focal point:<br><br>Mobile: 078 727 5399<br>Email:<br>outreach.jd@hi-emergency.org<br><br>**UNRWA** – Basic health services for Palestinian refugees<br>*Sunday - Thursday*<br>*07:45 - 14:00*<br><br>Focal point:<br><br>Ziad Mousa<br>Mobile: 079 576 3643<br><br>**The Center for Victims of Torture (CVT)** – Mental health and physiotherapy rehabilitative services; Social services referrals/Case management for war trauma and torture survivors.<br><br>Zarqa Center<br>*Sunday – Thursday*<br>*9:00 - 17:00*<br><br>Focal point:<br><br>Moath Asfoor<br>Email: masfoor@cvt.org<br>Tel (**public**): 06 505 9455 | **SCI** –<br><br>Child and Family Centres,<br><br>Community based Child Protection Committees<br><br>*Sunday-Thursday*<br>*9:00-15:00*<br><br>Focal point:<br><br>Mohammad Al-Saeed<br>Mobile:0777384077<br>Email:mohammad.alsaeed@savethechildren.org<br><br>**Islamic Charitable Centre** – Safe spaces for children and youth<br><br>Focal Point:<br><br>Majid Abu Zneid<br>Tel: 05 396 5335<br>Mobile: 079 569 5157<br><br>**NHF** / IFH – PSS services<br>*Sunday – Thursday*<br>*09:00 – 16:00*<br><br>Focal Point:<br><br>Duaa Barakat<br>Duty Phone:<br>078 855 8456<br><br>Rawan Dababneh<br>Tel: 06 534 4190\2\3<br>Email: r.dababneh@ifh-jo.org<br><br>**Al Shua'a for Woman & Child Development** – PSS for host populations<br><br>Focal Point:<br><br>Ibtisam Al Majali<br>Mobile: 077 744 3630<br><br>**HI** – PSS services<br><br>Mobile: 078 727 5399<br>Email:<br>outreach.jd@hi-emergency.org<br><br>**NICCOD**<br>Counseling Service<br>*Sunday – Thursday*<br>*10:00-17:00*<br><br>Email:<br>niccod.zarqa.center@gmail.com<br>Mobile : 079 519 3231<br>Helpline: 110 | **JWU**<br>*Saturday – Thursday*<br>*08:30 – 15:30*<br><br>Focal Point:<br><br>Maysa Abu Sil<br>Ghadeer al Tamimi<br>Mobile: 079 8501198<br>Tel: 05 397 0886<br><br>**Khawla Bint Al Azwar**<br><br>Focal Point:<br><br>Aysha Khalfah<br>Mobile: 078 642 8039<br>Tel: 05 393 0999<br><br>**JRF** – Shelter for child survivors (including PSS, protection, education & medical services)<br><br>Tel: 06-523 4652 | **Questscope** – NFI (gas heaters, gas bottles, etc).<br><br>Focal Point:<br><br>*Rasha Abu Zeinah,*<br><br>*Mobile: 079 853 6893*<br><br>**WFP** Food – Voucher assistance<br>*Sunday – Thursday*<br>8:00 am – 5:00 pm<br>Hotline mobile:<br>079 777 8841<br><br>079 777 8851<br><br>**SCI-** Livelihood activities(cash assistance, vocational training)<br><br>Focal point:<br><br>Suzan Albuheisi<br><br>Mobile:077664329<br><br>Email:suzan.albuhaisi@savethechildren.org | **Khawla Bint Al Azwar** – Literacy programmes, non-formal education & referral to vocational training<br>*Sunday – Thursday*<br>*09:00 – 16:00*<br><br>Focal Point:<br><br>Aysah Khalfa<br>Mobile: 078 642 8039<br><br>**JWU**- Informal education for boys and girls (functional literacy, computer courses, food preparation courses)<br>*Saturday – Thursday*<br>*08:30 – 15:30*<br><br>Focal Point:<br><br>Maysa Abu Sil<br>Ghadeer al Tamimi<br>Mobile: 079 850 1198<br>Tel: 05 397 0886<br><br>**SCI**- Informal education Services<br><br>*Sunday-Thursday*<br>*9:00-15:00*<br><br>Focal Point:<br><br>Mohammad Al-Saeed<br>Mobile:0777384077<br>Email:mohammad.alsaeed@savethechildren.org<br><br>**WVI** (formal education)– Remedial Education, CtC Activities in Schools,<br><br>Focal Point:<br><br>Lna Sawalha<br>0779 178 618<br>Email:<br>Lna_Sawalha@wvi.org<br><br>Mayadah Qashou<br>077 8440710<br><br>Email:<br>mayadah_qashou@wvi.org |

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| **JWU**<br>*Saturday - Thursday*<br>*11:00 - 17:00*<br><br><br>Focal point:<br><br>Dr Mahmoud Nimer<br>Mobile :<br>079 820 2252<br>Tel: 05 397 0886 | **WVI** - CFSs for children, AFSs for Adolescents, and PSS services<br><br>Strengthening Community based protection committees<br><br>*Saturday – Thursday*<br>*09:00 - 15:00*<br><br>Focal Point:<br>Abed Rabbo<br>Mobile: 0777 148540<br><br>Wala'a Ali Ababneh<br>Mobile: 077 8440736 | | | |

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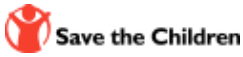
Save the Children

Child Protection
Sub-Working Group

SGBV
Sub-Working Group

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