

GBV REFERRAL PATHWAY – ZA'ATRI

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
<p>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”:</p>	<p>Survivor self-reports to a medical/health or case manager/psychosocial “entry point”</p>	
<p>IMMEDIATE RESPONSE</p> <ul style="list-style-type: none"> • 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 		
<p>Medical/health care:</p> <p>Women/Girls</p> <p>JHAS/UNFPA <i>Open 24 hours</i></p> <p><u>Focal point:</u> <i>Saturday-Thursday 09:00 to 16:00</i></p> <p>Dr ReemaDiab Mobile: 077 675 5914</p> <p>Dr. Ola Al Tebawi Mobile: 077 500 6027</p> <p><u>Focal Point:</u> <i>After working hours and weekends</i></p> <p>Gyno/Midwife on duty Emergency Hotline: 077 998 5085 Email: pc@jordanhealthaid.org</p> <p>Men/Boys</p> <p>JHAS/UNHCR <i>Open 24 hours</i></p> <p><u>Focal point:</u></p> <p>GP on duty Emergency Hotline: 077 998 5085</p>	<p>Case Manager (including immediate psychosocial support):</p> <p>Adults (over 18)</p> <p>IRC/UNFPA <i>Sunday-Thursday 09:00 to 16:00</i> <u>Focal Point:</u></p> <p>Waed Shraa Mobile: 0799489151</p> <p>Leila Al Zhgoul Mobile: 077 500 14 07</p>	<p>CaseManager (including immediate psychosocial support):</p> <p>Children (under 18)</p> <p>IMC <i>24 hours</i></p> <p>Duty phone: 0798559517</p>
<p>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.</p>		
<p>Protection, Security, Police:</p> <p>UNHCR – Protection (including cases of risk of arrest, detention or refoulement)</p> <p><u>Focal point:</u></p> <p>Serin Bitar Mobile: 079 856 0084</p> <p>Mohammed Hajiji Mobile: 079 587 7676</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 0795546383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 0797109194</p> <p>FPD - Police (survivors can go directly to FPD, while service providers should refer only through UNHCR)</p> <p><u>Focal point:</u></p> <p>Captain Slaiman Al Omari</p>	<p>Legal Assistance Counsellors:</p> <p>UNHCR – Legal services</p> <p><u>Focal point:</u></p> <p>Serin Bitar Mobile: 079 856 0084</p> <p>Mohammed Hajiji Mobile: 079 587 7676</p> <p>Duty Phone: 0795546383 (Sunday-Thursday 8:00 to 15:30)</p> <p>UNHCR Hotline: 0797109194 (After working hours and weekends)</p> <p>ARDD-Legal Aid – Legal services (referral through UNHCR)</p>	

Mobile: 0772356956
 email: da.dana96@yahoo.com and
 familypd@accessme.com.jo

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)
<p>Primary health care:</p> <p>JHAS/UNHCR Saturday-Thursday 09:00 to 16:00</p> <p>Emergency Hotline: 077 998 5085</p> <p>Reproductive Health:</p> <p>JHAS/UNFPA Saturday-Thursday 09:00 to 16:00</p> <p><u>Focal point:</u></p> <p>Dr ReemaDiab Mobile: 077 675 5914</p> <p>Mental Health Care:</p> <p>IMC Saturday.- Thursday 09:00 - 17:00</p> <p><u>Focal Point:</u></p> <p>Ahmad Jaran Email: ajaran@internationalmedicalcorps.org</p> <p>Duty phone: 0798559517</p>	<p>Women's Centers: IRC/UNFPA Saturday-Thursday 09:00 to 16:00</p> <p><u>Focal Point:</u></p> <p>Leila Al Zhgoul Mobile: 077 500 14 07</p> <p>UN Women Sunday-Thursday 09:00 to 16:00</p> <p><u>Focal Point:</u></p> <p>Ghada Ali Mobile: 078 517 6424 Email: ghada.ali@unwomen.org</p> <p>Child Friendly Spaces: SCI Saturday- Thursday 09:00 - 15:00</p> <p><u>Focal Point:</u></p> <p>Hamida Jahama Email: hamida.jahamah@savethechildren.org</p> <p>Psychosocial Services for Adults:</p> <p>IRC/IRC Sunday-Thursday 09:00 to 16:00</p> <p><u>Focal Point:</u></p> <p>Leila Al Zhgoul Mobile: 077 500 14 07 Leila.Al-Zghoul@rescue.org</p> <p>Psychosocial Services for Children:</p> <p>IMC Saturday.- Thursday 09:00 - 17:00</p> <p><u>Focal Point:</u></p> <p>Ahmad Jaran Email: ajaran@internationalmedicalcorps.org</p>	<p>Protection/Registration: UNHCR</p> <p>Sunday-Thursday 8:00 to 15:30 Duty Phone: 0795546383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 0797109194</p> <p>Shelter/Safe house: FPD through UNHCR</p> <p>Sunday-Thursday 8:00 to 15:30 Duty Phone: 0795546383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 0797109194</p>	<p>Food:</p> <p>UNHCR(Ration cards for GBV related cases)</p> <p>NFI:</p> <p>UNHCR(Ration cards for GBV related cases)</p> <p><u>Focal Point:</u></p> <p>Serin Bitar Email: bitar@unhcr.org</p> <p>Cash for Work:</p> <p>UNWomen Sunday-Thursday 09:00 to 16:00</p> <p><u>Focal Point:</u></p> <p>Ghada Ali ghada.ali@unwomen.org</p> <p>Education:</p> <p>SCJ/UNICEF-Education</p> <p><u>Focal point:</u></p> <p>Abeer Ziadeh (SCJ) Mobile: 0775753838</p> <p>Deema Jarrar (UNICEF) Mobile: 079 722 6999</p> <p>Questscope-Informal Education (literacy, critical thinking) and mentoring</p> <p><u>Focal point:</u></p> <p>Mike Niconchuk Mobile: 079 984 0288 Email: mike@questscope.org</p> <p>NRC-Formal/informal and non-formal education for children and youths</p> <p><u>Focal point:</u></p> <p>Camilla Lodi</p>

Duty phone: 0798559517

Community Spaces:

IRD/UNHCR

Focal Point:

Ikram Al-Ish
i.alish@ird-jo.org

Mobile:
079 748 4793

Finn Church Aid -Informal
education / literacy, physical
activities and livelihood skills

Focal point:

Mohammed
Mobile: 077 500 1161