



INTER-AGENCY Q&A ON HUMANITARIAN ASSISTANCE AND SERVICES IN LEBANON (INQAL)

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- The INQAL is to be utilized mainly as a mass information guide to address questions from persons of concern to humanitarian agencies in Lebanon
- The INQAL is to be used by all humanitarian workers in Lebanon
- The INQAL is also to be used for all available humanitarian hotlines in Lebanon
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- The INQAL should not be handed out to refugees
- If you and your organisation wish to publish the INQAL in any website, please notify the UNHCR Information Management and Mass Information Units in Lebanon: ghosn@unhcr.org and seregini@unhcr.org

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INTER-AGENCY Q&A ON HUMANITARIAN ASSISTANCE AND SERVICES IN LEBANON (INQAL)

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EDUCATION

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Q1: Why is education important for my children?

Education is a basic right for all children. Education can help your children to get a job and support themselves and their future family.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q2: How do I enrol my child in a public school? When does school start in Lebanon?

When does it end?

In Lebanon, school starts end of September and ends in June.

The Ministry of Education of Lebanon will first complete the registration of Lebanese children and then will gradually open registration to non-Lebanese, including Syrian children.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
			✓	✓

Q3: How do I cover the school fees?

Education in Lebanon is compulsory. Parent's association fees should be paid, if you cannot afford the cost of stationary and Parent Committee fee, you should ask a partner organisation(see Annex A) to cover these expenses for you. If you decide to enrol your children in private schools, you will have to cover all expenses.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q4: My child is 3-18 years old and is not in school. What are the available options for education in Lebanon?

Both the Lebanese Government and various organisations are providing education options for refugees in Lebanon. Based on their eligibility, children between 6 and 14 years old can enrol in public schools.

For students who have already passed grade 6 they can also resume their academic education or enrol in secondary or technical schools.

Other options include Community Based Education, Accelerated Learning Programmes and catch up programmes. Please contact local education organisations for more information.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q5: What will be required to register my children in a public school?

Please bring the following documents to the school when enrolling:

- Previous grades transcript for the past two years in the formal public education system
- Valid ID document
- Valid UNHCR registration certificate
- 2 passport size photos

If you don't have all of the documents, you can still enrol your children and the school administration will advise on options.

Some schools may need additional papers (residency paper, vaccination, family booklet, etc.).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q6: What documents do I need to give to an education organisation for assistance in enrolling my child in education programmes outside school?

Please provide the following documents to the partner organisation:

- A valid UNHCR registration certificate (when available)
- Previous year grades
- School certificate (include students' grade, address, director's name)
- Updated vaccination booklet

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q7: I just came from Syria and I need to get information on schools around my house to register my children, where should I go?

You should go to the nearest Social Development Centre (SDC) or regional directorate of the Ministry of Education in the area where you are living, and they will give you the contacts of the nearest school to your house.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q8: I arrived after the enrolment period for public school. Is it too late to enrol my children in school?

You can enrol your children in school even if the school year has already started, until the end of December. If you arrived in Lebanon after December, please contact the nearest partner organisation, for options of possible enrolment of your child in non-formal education programmes.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q9: When and where will the registration for 2014-2015 school year start?

Registration of refugee children in public schools has not yet started, as the Ministry of Education is first conducting the registration of Lebanese students. UNHCR will inform you when and where to enrol your children.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q10: My children were in public school last year. Will they be enroled this year?

If your child is between 6 and 14 years old and has been enroled for the past two years in a public school in Lebanon, you have to wait for the Ministry of Education to open the registration dates for refugee students.

If your child is between 6 and 14 years old and previously only attended 1 year in formal public school morning, second shift or non-formal education programmes, you will be informed by UNHCR through SMS phone message on when, where and how to approach the Ministry of Education and list him/her on the second shift waiting lists.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q11: My children are currently in 2nd shift, will they have a place in the 1st shift with the Lebanese students next year?

No, once your child is registered in the 2nd shift, he/she cannot register in the 1st shift because the first shift is already full.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q12: Do you think next year there will be more places in school for our children?

Hopefully, but nothing is guaranteed. The Ministry of Education and Higher Education will give answer to that.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q13: Will our children automatically have a place in public school after completion of accelerated learning programmes?

No, it depends on his level and the space available in public schools. You must always be in contact with the humanitarian organisation where you used to get assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q14: Will our children be prepared to attend formal education next year after completion of an accelerated learning programme?

Yes, depending on their level, because a child cannot register in a class if his level is lower than 2 grades according to the class in question.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q15: Is there any programme for our children aged 3 to 5, because they can't enrol in 2nd shift school?

There is a programme named early childhood education for the children of 3-5 years old. Please contact an education organisation near you for more information and for a possible enrolment of your child in such a programme if available.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q16: My children passed the entrance test, but the director did not enrol my child in the school. What should I do? Whom shall I talk with?

You should first check with the director why your child is not enrolled in the school. If you do not agree, then you can contact an education organisation near you or UNHCR. They will take all the information that you can provide so they can call Ministry of Education and Higher Education to discuss your situation with them.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q17: When is the entrance test done for the new scholastic year?

On the first day of the school year after the summer vacation, usually the school puts a notification on the doors with the dates of the tests to be done. If you arrive after this date, contact the school or education organisation near you to help arrange an alternative option.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q18: Do you support children who are currently participating with other humanitarian organisations?

There are a variety of educational programmes available to children. Your child may complete one programme and then enrol in another programme, possibly with a different organisation. We recommend that you talk to the organisation running the programme for further guidance in order to provide education services to as many children as possible.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q19: Do you provide financial aid for families for education programmes?

Education programmes are offered free of charge for children 3-18, within available financial resources. Additional financial packages are not offered, however, if you are interested in a possible scholarship for higher education (college, university) please contact a local education organisation for guidance (See annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q20: Will transport be provided for education services?

Parents are responsible to ensure access of their children to the education programmes. However, in very exceptional situations, transportation arrangements might be partially covered.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q21: Do schools or other education programmes teach the Syrian curriculum?

The education programmes in Lebanon are mandated to be strongly linked to the Lebanese curriculum.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q22: Are schools taught in foreign language?

Classes are taught in different languages. Most education programmes are taught in Arabic, with opportunities to learn French and English according to the Lebanese curriculum.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q23: Are Lebanese schools different from schools in Syria?

Schools in Lebanon and Syria follow different curriculums. Lebanese schools are taught in Arabic with some subjects taught in French and English. However, in 2nd shift, all classes are taught in Arabic with lessons to introduce French and English. In some areas, support classes are offered to help your child adapt to the Lebanese classes.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q24: My child has been out of school for more than one year. Can he/she go back to school?

There are a variety of education programmes available to you child depending on their needs (learning level, past learning experience, age, and time out of school). Please contact the nearest education organisation for more information about existing programmes. Many of these programmes are called non-formal with the goal of helping your child prepare to enrol in public schools with skills to succeed.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q25: My child is working to help support the family. Can he/she go back to school? Or can they attend part time, so they can also continue to work?

Your child has several options, including pursuing formal education or accelerated vocational education with flexible schooling hours. Contact your nearest education organisation for advice about possible options for your child based on their individual needs and situation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q26: I know of a child that is not going to school and I want to help. How can I do that?

Please inform any of the education organisations if you know about any child in your community who is not in school, has dropped out of school or is at risk of dropping out. There are a variety of educational programmes that are available that can help these children go back to school.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q27: What kind of support and services are there for children with special education needs (physically or intellectually disabled)?

Under Lebanese law, children with special education needs can be enrolled in some public schools, unless they have a severe mental disability which needs specific support. For more information, please contact your nearest education organisation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q28: My child was enrolled in school and after some months, he/she dropped out (or the school no longer let them attend), what shall I do?

Parents are responsible to ensure education continuation of their children. In either case, contact the nearest education organisation, particularly the one working in that school. They should be able to assist your child with possible options. If needed, they will raise the case with UN organisations and the Ministry of Education and Higher Education.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q29: My child faces problems at school. Whom can I talk to?

As in Syria, parents should closely follow up on their child's progress and integration in school. There are different people you can talk to in order to get help: school director, health educator or Parent's Committee. If you are concerned about violence, abuse or discrimination, you should inform your nearest education organisation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q30: My child is struggling to keep up with the learning levels in formal school. How can I help him/her?

Children can face challenges in school and parents are encouraged to talk regularly with their children for support and guidance. In addition, education organisations are providing remedial and catch up programmes for refugee children for learning support and to assist them in getting up to grade level for formal schooling. Please see your local education organisation for more details and assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q31: Can you offer help to illiterate parents?

There may be adult literacy courses or materials available in your area. Contact your nearest education organisation for more details and assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q32: Do you provide children with food during education programmes?

Public schools do not provide free food for children. However, in very few education programmes, small snacks are provided by the organisation facilitating the programme, when it demands long hours outside home. Parents should ensure substantial snacks and fresh water on daily basis for children going to schools.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q33: What will my children do once they complete their (non-formal) education programme?

After completion of your child's non-formal education programme, there may be options for them to either enrol in another programme or enrol in school if they pass the test in the school. Continue to work with your children at home in between programmes to continue their learning. Please visit your nearest education organisation for guidance about further steps.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q34: Are you going to cover my children tuition fees as well next year?

Depending on the funds and projects available for next year, organisations are working to ensure that the most in need continue to have access to education. Parents are also encouraged to mobilize their resources to safeguard their children's access to rights.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q35: Will our children get a formal/recognized diploma from accelerated learning programmes?

Accelerated learning programmes don't have a recognized diploma by the Ministry of Education and Higher Education for the moment. But it doesn't prevent the child to register in formal education next year. Accelerated learning programmes help the child to get in the formal education system.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q36: Will children in 2nd shift get an official/recognized diploma from the Ministry of Education in Lebanon (MEHE) at the end of the year, like other students in the 1st shift?

Yes, if he/she succeed in the current year. It is the same system as in the 1st shift.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q37: I/my child passed the brevet exams. What do I/my child do now?

You can now go to secondary school (Grades 10, 11, 12) or you can take formal vocational training. Vocational training provides you with a large set of skills and certification that can lead to job opportunities. For more information, please contact the nearest education organisation who can refer you to career centres to help you decide what to do.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q38: Will our children be provided with certificates after they complete a non-formal education programme (Not public school)?

Currently non-formal education programmes in Lebanon are not certified by the Lebanese government. Children enrolled in non-formal education programme will receive documentation of their participation and learning achievements to help transition to formal schools where certification is provided.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q39: If my child passed the official exams, when and from where can he/she get the official certificate?

Once the official certificates are ready to be distributed by the regional Ministry of Education and Higher Education office, parents can go with the registration card of the official exam to pick up the certificate.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q40: Why in some cases are children not receiving the official certificates?

Certificates cannot be delivered unless your child has all the official papers, including documents from previous schooling in Syria.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q41: My child is enrolled in a Syrian School in Lebanon. Can they get a valid certificate?

The government of Lebanon will ONLY recognize or certify education programmes from schools that teach the Lebanese curriculum.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q42: Where and what do I need to submit to get my child's previous schooling officially recognized in Lebanon?

You need to submit a certificate of secondary education issued by any Arab or foreign government to the Secretariat of the Equivalence Committee of the Lebanese Ministry of Education and Higher Education. You can then get the equivalence before applying to universities and other institutions of higher learning. All required documents, frequently asked questions and procedures are well explained in three languages on the following website: mehe.gov.lb/equiv

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q43: If I leave Lebanon, how can I prove my child's level of education in my next home/place of residency?

School reports, education certificates and diplomas certify the level of education of your child. Ask the school for your child's records before you leave Lebanon.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q44: Can I/my child go to university?

Yes, after getting your Grade 12 Diploma. To enrol in university in Lebanon, you should approach the Ministry of Education and Higher Education's Equivalence Unit (see related question). Several scholarships are available that may help you access universities. You can contact nearby education organisations, the refugees outreach volunteers for more information.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q45: I am a Syrian teacher. Where can I find a job? Am I allowed to teach in Lebanon?

The Lebanon government does not allow Syrians to teach in Lebanon public schools. We encourage you to support educational programmes or opportunities in your community. Please contact nearby education organisations for more information.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q46: Do you pay parents or participants that volunteer in education programmes?

No. We do not pay volunteers or participants. We invite you to be involved in helping the children when possible.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q47: Do public schools provide insurance for my child?

According to Lebanon national policies, all children enrolled in public schools in Lebanon are insured.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Q48: Do public schools vaccinate my child?

According to Lebanon national policies, all children enrolled in public schools in Lebanon should be vaccinated. Vaccinations do not take place in schools. Please contact the nearest social development centre or primary health care centre to update your child vaccination booklet.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q49: My child has problems speaking and he needs speech therapy to improve. Can you help me?

Assistance can be pursued through community centres to refer you to the adequate identification mechanism. We know it will not be easy but you should keep looking for organisations existing in the country that are willing to help you.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q50: My child has behavioral problems. He is very hyper and I can't control him so I have to hit him often, what should I do?

You can visit an education organisation for guidance. They may be able to refer you to a place where you can get proper evaluation and assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓



Annex A – List of education partners, community centres, Ministry of Education and Higher Education and relevant offices

Organisation	Location	Address/Contact Info
ACTED	Beirut	Address Ein El Mreisseh, Hassan Idriss Str., La Perla Bldg 181, 1st Floor Telephone 01-360846 Fax 01-360846 E-Mail beirut@acted.org Website www.acted.org
Amel Association	Beirut	Address: Abou Chakra St, Beirut Phone:01-317293
	West and North Bekaa	08-240413
	Marjaayoun	07-840052
AVSI Foundation	Beirut	Address P.O.Box 17-5722 Post St Michel, Beirut Riad El-Solh, Banks St., Estephan Bldg, Beirut Telephone 01-985279/80 Fax 01-985279/80 E-Mail avsilib@dm.net.lb www.avsi.org
British Council	Beirut	8th Floor, Berytech Technology and Health Bldg, Mathaf / Sodeco Street, Damascus Road, Beirut 2064 1509 Lebanon, Beirut 01-428900
Caritas Lebanon Migrant Centre (CLMC)	Beirut	Address Sin El-Fil/Kalaa, Dr. Youssef Hajjar Street P.O.Box 16-5274 Beirut-Lebanon Telephone 01-499767/8/9 Fax 01-494713 E-Mail executive@caritas.org.lb Website www.caritas.org.lb
	Bent Jbeil	03-559107



Concern	Akkar	Office location: Jarjoura Building, Halba Main Road Area: Halba (Tripoli side) City: Halba Additional directions: Opposite Afandim Restaurant Tel: 70-096318 Email: concern.recruitment@yahoo.com Website: http://www.concern.net
Hilfswer Austria International (HWA)	Metn	Office address: Jal Dib, Matar Abou Jaoude St, 2020 Blg, 6th floor Tel: 04-718621 Website: www.hilfswerk-austria.at Contact Person: Pascale Daou Email: pascale.daou@hwa.or.at
Iqra' Association	Beirut	01-365149 – 01-365159 Blue Building, 5th floor #512 Abdel Aziz Street Beirut, Lebanon
Jusoor	Bekaa	info@jusoor-sy.org Tel.: 70-015620
Ministry of Education and Higher Education	Beirut	Habib Abi-chahla Square – Beside UNESCO Palace Beirut - Lebanon Tel: 01-789611 Fax: 01-789606
Norwegian Refugee Council (NRC)	Beirut	Address Ain El Mreisseh, George Post Str., Seaside Bldg. Ain El Mreisseh 2030 1402 Beirut Lebanon Lebanon Telephone 01-363200 Fax 01-363222 E-Mail admin@lebanon.nrc.no Website www.nrc.no Beirut (Gaza) 01-837676
	Tripoli	03-009236
	Tyre	03-002278
Refugee Education Trust	Beirut	Address: Dora Highway - United Assurance Bldg - 5th Floor



Rescue Me	Beirut	Address : Korneesh el mazeraa- Hassan Centre., Tel.: 70-863423 – 70-845243, E-Mail: rqme@outlook.com
Right To Play	Beirut	Contact Person: Jihad Haidar Telephone: 05-952943/4 Address: Farhat Bldg., 7th floor, Str. #64, Area #5; Chiyah, Mt. Lebanon Lebanon Email: jhaidar@righttoplay.com Website: www.righttoplay.com
Save The Children	Beirut	Address: Beirut, Bliss Street, Farra Building, 1st floor Telephone Number: 01- 370183/4/5/6/7 Fax Number: 01-370154
	Qobayat	Address: Qobayat, Andket Road, Charbel Dib bldg, Block B, 1st floor
	Bekaa	Address: Zahle Houch El Omara Stargate Street C.E.T. building, 3rd floor Telephone Number: 70-936186
United Nations High Commissioner for Refugees (UNHCR)	Beirut	Khater Building, Dr. Philippe Hitti Street, Ramlet El Baida, (Behind Spinneys Supermarket - Jnah)
United Nations Children's Fund (UNICEF)	Beirut	UNICEF House Maamari Street, Gefinor Centre, Block E, 5th Floor, Beirut, Lebanon Telephone: 01-756101 Facsimile: 756109 beirut@unicef.org
	Tripoli	Address: Btouratij Area: Koura Around 50 m before Fransabank there is a small exit on the left side 3rd building , Talih Hassan bldg 1st Floor Telephone Number: 76-068527



Terre des Hommes (TdH)	Beirut	Address Behind Najem Hospital, Sabraoui building, Hope 2, Hosh, Tyre Telephone 70-180979 E-Mail: tdh.lebanon@gmail.com Website www.tdh.ch
United Nations Educational, Scientific and Cultural Organisation (UNESCO)	Beirut	Regional Bureau for Education in the Arab States and Cluster Office to Lebanon, Syria, Jordan, Iraq and the Autonomous Palestine Territories. P.O. Box 11-5244 Beirut Lebanon Mail: beirut@unesco.org Tel: 01-850013 Fax: 01-824854
United Nations Relief Work Agency (UNRWA)	Beirut	Bir Hassan, Ghobeiri, Beirut (opposite City Sportive) Beirut 1107 2060 Lebanon Telephone: 01-840490 Fax: 01-840466
War Child Holland	Beirut	Info.lebanon@warchild.nl Phone: 01-801725 Fax: 01-791270 War Child Holland Lebanon Mother & Child Welfare Bldg. Hussein Oueini Street 3rd Floor 14-5693 Beirut, Lebanon



FOOD

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Humanitarian Assistance Card (also called UN Electronic Card or Blue Card)



Q1: Who is the World Food Programme (WFP)?

World Food Programme (WFP) is an organisation of the United Nations specialized in fighting hunger all over the world and it is the largest humanitarian relief organisation. In 2012, WFP launched its response in Lebanon to support displaced people from Syria with the aim of improving the food security of the most affected families by this crisis. WFP will continue to provide food assistance through a system of the “UN Electronic Card”. It is a card dedicated to offer humanitarian assistance to the people displaced from Syria who meet the standards set by the United Nations organisations and registered on the list of people who are benefiting. This method will give the people who are benefiting the freedom to choose the food items which meets their daily expectations and in times that suits them.

Q2: What is the objective of UN Electronic Card?

Currently, the UN Electronic Card helps to support the Syrian families most in need living in Lebanon to be able to afford basic food items which meet their basic necessities. This card contributes to improve the nutritional status of these families. In the future we might be able to use the same card to cover their other needs.

The Electronic Card is an effective modality in terms of cost and efficiency in delivering the assistance as well as supporting the local economy. Above all, this card will allow families to buy and cook food by themselves based on their food preferences and according to their desires.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q3: What is the value of the assistance provided through this card?

Currently, each individual will be provided on monthly basis an amount of 30 USD for the purchase of food items. Each family will be getting 1 card which will be loaded 30USD for every family member. This amount will suffice to support simple and balanced nutrition needs.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q4: When will the card be loaded?**

At the first day of each month, cards will be automatically loaded (cardholder will not be involved in the process).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q5: Is it mandatory to use the full amount at once?

Upon the people who are benefiting needs, the amount can be spent at once or at different transactions, noting that cardholders must exchange the full amount of any full card balance before the end of each month. At the end of each month, any leftover amount will be cancelled.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q6: Can I carry forward the remaining balance to the next month?

No. It is not possible to carry-over a leftover amount or to receive a refund in cash. It is forbidden to sell, buy or waive the card.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				



Q7: Can I use the electronic card in any store or mall?

No. This card can only be used in shops contracted with the World Food Programme.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q8: Where can I use the card?

The UN electronic card is not accepted in all shops. You can only use the card in shops contracted with WFP. You can contact WFP staff or its partners for the list of the nearby shops.

Those shops were selected by WFP because it covers the minimum requirements, such as the quantity, availability and prices of food commodities. This programme will allow us to monitor the shops and to make sure that they are abiding the rules.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q9: What are the required documents to bring when you use the card?

The cardholder has to show his UN electronic card along with the UNHCR certificate that belongs to him and his family. The UNHCR case number printed on the card should be matching with UNHCR certificate. After using the card a receipt will be printed stating the value of your purchases and the person who is benefiting has to sign the merchant copy receipt.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				



Q10: Can anyone in the family use the card?

Yes. In case if the name of the head of family is registered on the certificate, any family member who is at least 18 years old and registered on the UNHCR certificate can go to the shop and use the card. They should show the original certificate to match its case number with the number on the UN electronic card. The person who is benefiting will not be able to use the card without showing the original certificate.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q11: What are the commodities that you are allowed to buy using the UN Electronic card?

The loaded balance on the card is restricted for the purchase of food commodities. You can use card balance to buy any food item. Noting that for the time being you are not allowed to use this card to buy non-food items such as cleaning supplies, kitchen tools or plastic stuff. It is totally forbidden to use the card for buying alcohol and cigarettes.

On regular basis we will be monitoring shops, purchases and families in order to keep certain standards.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

	Recommended commodities
1	Cereals, pasta and bread
2	Pulses, beans and legumes
3	Oils and fats
4	Fresh fruits and vegetables
5	Dried fruits and nuts
6	Milk, cheese and eggs
7	Meat, chicken and fish
8	Food infants 6 months - 2 years
9	Coffee \ tea
10	Spices and condiments
11	Iodized salt
12	Sugar, honey and sweets
	Prohibited Commodities
1	Cigarettes
2	Alcohol
3	Household Items



Q12: What if the UN electronic card is lost?

It is the cardholder's responsibility after receiving the card to keep it in a safe place in order to avoid losing it and to protect it from theft. In case the card is lost or stolen, you should contact the bank in order to stop the card immediately as it is your responsibility to report it in order to avoid losing the remaining balance. In similar cases, the card will be stopped and replaced with a new number and it will be delivered to you as soon as it is possible.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q13: If I have a complaint or objection, whom should I raise it to?

In the case of any type of complaint, objection or any disrespectful act from the shop owner, or in the case that commodities are not available in the shop, you are kindly asked to contact the humanitarian organisation which you got its number from the distribution site and inform them about your complaint.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Warning

- It is the benefiting person's responsibility to check and confirm the expiry date of any food item and to make sure that it is in a good condition.
- In case the value of the purchases is greater than the available balance on the card, you can add some money from your pocket but you are not allowed to cash out the card in case your purchases had a value less than the card balance.
- Pay attention to your card expiry date and to the magnetic strip to avoid any damages.
- Do not forget to bring your card and UNHCR certificate whenever you go to the shop.
- At any given time you can approach any selected retailer by WFP to make a balance inquiry free of charge.

During the implementation of the project, WFP staff and its partners will be available at the shops to assist you. They will also be doing house visits of people who are benefiting to ensure the efficiency of the electronic card's use and its impact on the nutritional status of families and to monitor and evaluate the number of people who are benefiting from this assistance. Please deal with them politely and answer their questions honestly and transparently so that we can continue to serve you in the best way.



Safety Net Assistance

Q14: Why is only my wife and/or children, father, mother, etc. included and not the whole family?

Some individuals are considered more nutritionally in need than others and humanitarian actors such as WFP & its partners aim to ensure that these individuals have sufficient access to food.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q15: Who is eligible for individual food assistance in my family?

People over 60 years, pregnant or nursing women, children under 2, and people who are not able to undertake daily tasks (e.g. going to the toilet) by themselves are eligible.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q16: What assistance do I or people in my family that fit the condition get in this case?

The individual who fits the condition gets 30\$ per month through the electronic card as long as they fit the condition.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				



Q17: My family has put in an appeal to be re-included – what happens if they are successful?

If a given family appeals and is re-included in distributions, then the individual safety net ration will cease and be replaced by the re-inclusion of the full family ration entitlement under the Humanitarian Assistance Card (Electronic or blue card) programme. There is currently no system in place for you to appeal, as there is an internal referral of those found to be most in need. However, UNHCR and WFP are working on a “request for review” system that will give you access to request the review of your case.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q18: I have members in my family that fit these conditions, what should I do?

You have to call the WFP partner hotline in your area to request inclusion of individuals in your family that fit the condition for this assistance. For those over 60, and children under 2: bring your UNHCR registration certificate to confirm. For pregnant and lactating women you should have a doctor certificate (plus a copy) to confirm the pregnancy. The certificate should mention the name, date of the visit, expected date of delivery, months of pregnancy, date of birth and the doctor’s stamp and signature. An Echo photo, a prescription letter, and laboratory test with no pregnancy certificate will not be accepted.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Also any request for pregnant women, who have not been pregnant for at least 3 months, is ignored.

For non-autonomous people you have to provide the details and our staff will come and visit you at your accommodation. You will need a medical certificate that states that the person who is benefiting is permanently non-autonomous (who needs assistance with basic needs). If the individual is temporarily non-autonomous, a date of the end of the disability should be stated on the medical certificate.



Q19: If I get these documents, when will the person that fits the condition be included?

Once you have the status confirmed, the individual will be included in the next electronic card distribution cycle.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q20: What if the pregnant woman carries twins?

She (you if the woman is asking) will get 30\$ per month on the electronic card as long as she/you is/are pregnant and when she/you deliver(s), the babies will get each 30\$ per month on the electronic card as long as they are registered with UNHCR, until they reach 2 years of age.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q21: What if the woman gets pregnant again within two years?

The woman must bring a medical certificate from the doctor with the expected date of delivery of the new pregnancy and she/you will continue to be included for an individual ration (30\$ on electronic card). The request will be valid if the pregnancy is at least three months old (see question above on documents needed).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				



Q22: What if the woman is pregnant and lactating? Would she/I receive twice the ration?

No. However, you will receive the assistance for the longest case of vulnerability. Under no circumstance can a person receive more than one individual assistance value. A pregnant woman would receive assistance until one month after the delivery date; a lactating woman receives assistance until her child is 2 years old; in case the two vulnerabilities are combined, the pregnant and lactating woman will receive whichever of these two types of assistance lasts the longest.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q23: My father/mother (or another member of the family) will turn 60 next year, can she/he be included?

Once a person reaches 60 years of age she/he can be included by bringing the UNHCR registration certificate to confirm her/his age and date of birth. She/he will then get an individual monthly food assistance ration (30\$ on electronic card per month).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q24: My child turns 2 in 6 months, what will happen then?

You are eligible for support for your child until their second birthday. Once they turn 2 years old the assistance will stop.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				



Q25: A woman is getting assistance because she is pregnant, will she automatically get assistance for the baby upon delivery and registration?

Pregnant women need to present a different request once the child is born and registered in order to benefit from the assistance as lactating women, and for the child to be assisted until the second birthday.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				



Annex A – List of Hotlines Associated with WFP Food Assistance

Partner	Hotline number
North Lebanon	
Save the Children (Akkar)	01-370189
Danish Refugee Council (DRC) (Tripoli)	76-183299
Bekaa	
Mercy Corps (Britel, Baalbeck, Ain, Fakeha and Laboue) operating starting August 2014	76-126437
	76-723716
Action Contre La Faim (ACF) (Aarsal, Hermel and Qaa) operating starting August 2014	71-553131
INTERSOS (West Bekaa - Rashaya)	78-975251
World Vision (Central Bekaa)	70-156482
	76-892282
	71-515112
South/Beirut/Mount Lebanon	
PU-AMI (Beirut, Mount Lebanon)	70-215900 03-105294
Action Contre La Faim (ACF) (Saida + Jezzine)	76-363431
	78-885162
Action Contre La Faim (ACF) (South excluding Saida)	76-147916
	78-889085



Annex B – WFP Contracted Food Shops in Lebanon

#	Shop Name	IP	Governorate	Kazaa	Location
1	Al Safa Supermarket	PU	Beirut	Beirut	Tarik Al Jdideh, Hamad Street, facing Bank Audi
2	Alban w Ajban Al Cheikh	PU	Beirut	Beirut	Al Nweyri Exit, Abdel Ghani Al Oreysi Street
3	AM-PM	PU	Beirut	Beirut	Hamra, Lyon Street
4	Fakahani Supermarket	PU	Beirut	Beirut	Mar Elias, Bashir Junblat Street, facing Thakanat Al Helou
5	Sabra Popular Shopping Centre	PU	Beirut	Beirut	Sabra Square, Grocery Market
6	Sabra Popular Shopping Centre	PU	Beirut	Beirut	Sabra Square, Grocery Market
7	Shoppers Itani - Internationals	PU	Beirut	Beirut	Tarik Al Jdideh, behind Al Makassed Hospital
8	Shoppers Itani - Internationals	PU	Beirut	Beirut	Tarik Al Jdideh, behind Al Makassed Hospital
9	Syoufi Supermarket	PU	Beirut	Beirut	Ashrafiyeh, Syoufi, Athena Street, near Jbara Pharmacy
10	Abdel Raheem Establiment	WVL	Bekaa	Zahle	Bar Elias Main Road, beginning of Deir Zanoun
11	al-Amany Market	WVL	Bekaa	Zahle	Bar Elias, Main Road
12	al-Baraka Mini Market	WVL	Bekaa	Zahle	Bar Elias, adjacent to Naser Centre
13	al-Basheer	WVL	Bekaa	Zahle	Majdal Anjar, al-Akrameyyeh, entrance of Majdal Anjar



14	al-Ta'awouneyya al-Ahliyya	DRC	Bekaa	Baalbeck	Baalback, Hayy al-Sheikh Habib
15	Bedros Makholian Market	WVL	Bekaa	Zahle	Anjar, al-Nada'a Street
16	Jaber Brothers	DRC	Bekaa	Baalbeck	Baalback, Sheikh Habib Street
17	Mahames F. M.	WVL	Bekaa	Zahle	Anjar, Main Road
18	Makhazen al-Ea'atemad al-Koubra	WVL	Bekaa	Zahle	el-Marj, near al-Marj High School
19	Markaz al-Mais al-Tejary	WVL	Bekaa	Zahle	Deir Zanoun Turn, Rayyak Road
20	Mini Market A'aesam Moustafa	INTERSOS	Bekaa	West Beqaa	Sawiri, Mid-Village, near the mosque
21	Mini Market Abdul Salam Rheemy	WVL	Bekaa	Zahle	Saadnayel, al-Sahl Area, near a car repairs shop
22	Mini Market al-Sa'adeh	WVI	Bekaa	Zahle	Mekseh village centre, 100 meters west of the Mekseh roundabout
23	Mini Market al-Safa'	WVI	Bekaa	Zahle	Mekseh Main Road, facing al-Barq Station
24	Mini Market Bassam Saleh	INTERSOS	Bekaa	West Beqaa	Sawiri, Main Road Sawiri-Rashay'ya
25	Mini Market Elie Khoury	WVL	Bekaa	Zahle	Zahlah, Sehet Ma'alaqa
26	Mini Market Hasan Krinbi	DRC	Bekaa	Baalbeck	A'arsal, Hayy al-Janouby, Tareq al Rouaayan, near Ziad al-Rifae Fuel Station
27	Mini Market Imad Issa	WVI	Bekaa	Zahle	Qabb Elias, Behind the Municipality
28	Mini Market Jeber	WVL	Bekaa	Zahle	Bar Elias, al-Nahreyye neighborhood

29	Mini Market Mahmoud Bahlaq	DRC	Bekaa	Baalbeck	A'arsal, Hayy Al Bahlaq
30	Mini Market Osta	WVL	Bekaa	Zahle	Zahlah, Haoush Al Omara, Hrawi Street
31	Mini Market Yousef Hjezy	INTERSOS	Bekaa	West Beqaa	Sawiri, Main Road, before the road leading to the village
32	Mini-Market A'ammam	WVL	Bekaa	Zahle	al-Marj Main Road, near Ghoutmy Pharmacy
33	Supermarket Abou Nassif	WVI	Bekaa	Zahle	Qabb Elias, Near the new community Palace
34	Supermarket al Saleh	DRC	Bekaa	Baalbeck	Baalback, Ras el-Ain Street
35	Supermarket Hamze	WVL	Bekaa	Zahle	Majdal Anjar, centre of the town
36	Supermarket Meral	WVL	Bekaa	Zahle	Bar Elias, adjacent to Bar Elias High School
37	Taawneyet Al-Mahata	DRC	Bekaa	Baalbeck	A'arsal, Tabak Al-Ward
38	Abo Fadi Shop	WVL	Central Bekaa	Zahle	Saadnayel
39	Al Salam Shop	WVL	Central Bekaa	Zahle	Qab Elias, Hay Al bayader main road
40	Al Takamol Al khayri Association	WVI	Central Bekaa	Zahle	taalabeya, next to Tuesday market
41	Ali al-Sahili Shop	WVI	Central Bekaa	Zahle	Dalhameyye/Faour Road, near LAF check-point
42	Bilal Shimali Shop	WVL	Central Bekaa	Zahle	Saadnayel, Al Sahl Hay Al Safsafi
43	Hyper Market	WVL	Central Bekaa	Zahle	Riyak, Hawch Hala
44	Michel Bou Zeidan Shop	WVI	Central Bekaa	Zahle	Ablah, main road

45	Michel Obeid Francis Shop	WVL	Central Bekaa	Zahle	Madina Sina'ayat
46	Mini market Al Zomar	WVL	Central Bekaa	Zahle	Taalbeya, Al Sahl next to Sindibad CS
47	Mini market Almadina	WVL	Central Bekaa	Zahle	Madina Sina'ayat, main road
48	Mini market Borji	WVL	Central Bekaa	Zahle	Riyak, New Riyak Street
49	Mini market Choukr	WVL	Central Bekaa	Zahle	Kfarzabad
50	Minimarket Husien Rhimi	WVI	Central Bekaa	Zahle	Saadnayel, next to the secondary school
51	Mouassasset Fady Mourada al-Tejareyya	WVI	Central Bekaa	Zahle	Karak Nouh
52	Msaed Market	WVI	Central Bekaa	Zahle	Fourzoul Main Road, facing al-Zammar Bakery
53	Saloum Shop	WVL	Central Bekaa	Zahle	Taanayel main Street Fain Rafik Hariri Medical Centre
54	Save More	WVI	Central Bekaa	Zahle	Karak Nouh, near Salhab Station, al-Rihab Road
55	Supermarket Al Hayek	WVL	Central Bekaa	Zahle	Qab Elias, main Road Al bayade
56	Supermarket Al Tarek	WVL	Central Bekaa	Zahle	Faour, main road
57	Supermarket Khaled Ahmad	WVL	Central Bekaa	West Beqaa	Hawech Harimi
58	Supermarket Omar Shokr	WVI	Central Bekaa	Zahle	Qabb Elias, Main Road
59	Supermarket Shokr	WVI	Central Bekaa	Zahle	Qabb Elias, Main Road
60	Bilal El-Hindi	WVI	Central Bekaa	Zahle	Saadnayel, Saadnay el-Mafra2 El Mata7en El Kubra
61	Brahim Market	WVI	Central Bekaa	Zahle	Madina Sinaaiyya



62	Bravo Market	WVI	Central Bekaa	Zahle	Rayak,Autaustad Baalbeck
63	Daaybes shop	WVI	Central Bekaa	Zahle	Taalabaya,Taalabay a-In front of Sabra Station
64	Janoum for Food items	WVI	Central Bekaa	Zahle	Bar Elias Main Road, facing credit bank
65	Mahalat Abbas Al Tijariyyi	WVI	Central Bekaa	Zahle	Qabb Elias,Qabb Elias main road
66	Mahamis El-Shark	WVI	Central Bekaa	Zahle	Majdel Anjar,Majdal Anjar-Masnaa Road
67	Mini market Abou Khalil	WVI	Central Bekaa	Zahle	Mekseh Main Road
68	Mini market Al Hashem	WVI	Central Bekaa	Zahle	Jdita,Jdita- main road
69	Mini market Bar Elias	WVI	Central Bekaa	Zahle	Bar Elias,Bar-Elias-Behind Bank Al e3timad
70	Mini market Bourjes	WVI	Central Bekaa	Zahle	Qabb Elias,Qabb Elias main road
71	Mini market Georges Obeidy	WVI	Central Bekaa	Zahle	Ain Kfar Zabad,Ain Kfar Zabad- Main road
72	Mini market Hamze	WVI	Central Bekaa	Zahle	Karak Nouh,Karak-Near AUST
73	Mini market Hattoum	WVI	Central Bekaa	Zahle	Qabb Elias,in front of the municipality
74	Mini market Hmeimes	WVI	Central Bekaa	Zahle	Terbol,Terbol-Near official school
75	Mini market Issa Al Sheikh	WVI	Central Bekaa	Zahle	Al Faour,flower road
76	Mini market Mohammad Malek Darwich	WVI	Central Bekaa	Zahle	El Marj,El Marj-Main Street
77	Mini market Naseeb Zaarour	WVI	Central Bekaa	Zahle	El Marj,El Marj-in the town

78	Mini market Saghbini	WVI	Central Bekaa	Zahle	Terbol, near civil defense
79	Mini market Wissam Sabri	WVI	Central Bekaa	Zahle	Majdel Anjar, Majdal Anjar- in the centre of the town
80	Mini market Yassine	WVI	Central Bekaa	Zahle	Majdel Anjar, near bilal bin rabah mosque
81	Minimarket Hammoud	WVI	Central Bekaa	Zahle	Majdel Anjar, near rashaya crossing
82	Minimarket Lalo	WVI	Central Bekaa	Zahle	Zahle, Zahle near Maalaka public school
83	Minimarket Rehim	WVI	Central Bekaa	Zahle	Saadnayel, Saadnay el-El Saha
84	Moassasset Youssef Tannoury	WVI	Central Bekaa	Zahle	Chtaura Main Road
85	Mohammad al-Asa'ad Shop	WVI	Central Bekaa	Zahle	Omarey'ye Main Road
86	Mohammad al-Hsheimy	WVI	Central Bekaa	Zahle	Bar Elias, Nahreyye area, near Abou Nabeel Restaurant
87	Msaaed Market	WVI	Central Bekaa	Zahle	Terbol, main road
88	Nassar Market	WVI	Central Bekaa	Zahle	Terbol, main road
89	Nmeir Market	WVI	Central Bekaa	Zahle	Zahle, Zahle-Hosh El Omara-Near Turquoise
90	Supermarket Al Radwan	WVI	Central Bekaa	Zahle	Saadnayel, Saadnay el -inetrnal road behind the secondary public school
91	Supermarket Al Radwan	WVI	Central Bekaa	Zahle	Saadnayel, Saadnay el -inetrnal road behind the secondary public school



92	Supermarket Al Radwan	WVI	Central Bekaa	Zahle	Saadnayel, Saadnay el - internal road behind the secondary public school
93	Supermarket Hashem	WVI	Central Bekaa	Zahle	Jdita, Jdita- internal road
94	9 to 9	PU	Mount Lebanon	Aley	Dawhet aramoun
95	Abou Charif COOP	PU	Mount Lebanon	Aley	Hay El Seloum, Al Huseiniyyah street
96	Abou Hasan Al Sbaai	PU	Mount Lebanon	Baabda	Burj Al Barajneh, Zarif Street, near the municipality
97	Abou Rami Supermarket (SPGC)	PU	Mount Lebanon	Baabda	Sainte Thérèse Street. Near Sainte Thérèse Hospital - Hadath
98	Al Malak Market	PU	Mount Lebanon	Chouf	Ketermaya, main road
99	Al Sayed Supermarket	PU	Mount Lebanon	Chouf	Barja, Al Taamir Neighborhood, Al Ayn Street, Al Sayed Station's Building
100	Al Shark Supermarket	PU	Mount Lebanon	Baabda	Ouzaii, Mdawara, next to Salim Station
101	Antoun Market	PU	Mount Lebanon	Kesrouan	Bwar, Sain Therese Street
102	Aoun Cooperation	PU	Mount Lebanon	Baabda	Bourj Al Barajne, Hussein Ali Naser Street, Behind Husseiniyet Al Raml
103	Awad Market	PU	Mount Lebanon	El Metn	Sin El Fil, Al Ghazal Street
104	Azra Market	PU	Mount Lebanon	Kesrouan	Azra, Centre Azurama
105	Baydoun market	PU	Mount Lebanon	Aley	Bchamoun, Kreideh



					street, jazira centre
106	Bloom Mart	PU	Mount Lebanon	Aley	Khalde, Dawhet Al hoss Exit, After the Army checkpoint go right 100 meters on the left
107	Broumana Market	PU	Mount Lebanon	El Metn	Broumana, facing Bank Audi next to the gas station Wardieh
108	Broumana Market	PU-AMI	Mount Lebanon	El Metn	Broumana, facing Bank Audi next to the gas station Wardieh
109	Cash Less	PU	Mount Lebanon	Jbeil	Aamshit, main road
110	Claude Market	PU	Mount Lebanon	El Metn	New Rawda, Mobilitop Street
111	Coin Market	PU	Mount Lebanon	El Metn	Al Bouchriyeh, Maguy El Hajj Street
112	Coop notre Dame	PU	Mount Lebanon	Baabda	Hadath, facing notre dame church
113	Dawoud market	PU	Mount Lebanon	El Metn	Naccache, Red zone, Lion Hotel street
114	Estehlakiet Maamoura	PU	Mount Lebanon	Baabda	Maamoura, main road
115	Food Good Trading SARL	PU	Mount Lebanon	El Metn	Dbayé, Zou2 el Khrab, tiro street, before Medifar (medicine company) by 50 Meters
116	Fran City	PU	Mount Lebanon	Kesrouan	Kartaba, Roundabout
117	Fresh Harvest Market	PU	Mount Lebanon	Beirut	Saa'yet al Janzir, Riyadh Street, Itani building

118	Gaby's Dekkene	PU	Mount Lebanon	El Metn	Sad el bawshriye, Mar Takla Ettihad Street, centre Abdul masih facing Pharmacie mar takla
119	Gilbert market	PU	Mount Lebanon	El Metn	Bikfayya, main road facing bank Audi
120	Happy Market	PU	Mount Lebanon	Kesrouan	Zouk Mosbeh, Adonis, tal3it la morena, near george youssef (khardawat), after the Total station first road on the left
121	Harb Market	PU	Mount Lebanon	Jbeil	Jéj bridge, Edde
122	Harbig Junior	PU	Mount Lebanon	El Metn	Burj Hammoud, facing Armenian Red Cross
123	Hbayter Market	PU	Mount Lebanon	Jbeil	Byblos, next to Freres Marist School
124	Hbayter Market	PU	Mount Lebanon	Jbeil	Byblos, next to Freres Marist School
125	Home's Market	PU	Mount Lebanon	chouf	Chwayfat, after Naim food mart facing Fransabank
126	Jadra COOP	PU	Mount Lebanon	Chouf	Jadra, main road, facing Georges Hawi Palace
127	JVS	PU	Mount Lebanon	Kesrouan	Harisa, Saydit Lebneen road
128	Kaddoura Supermarket	PU	Mount Lebanon	Chouf	Wadi El Zeyni, Seblin Street, Behing Al Yamani Restaurant, Majd Building 2
129	Kahoul	PU	Mount Lebanon	Chouf	Barja, Near makhfar

130	Kebbe Market	PU	Mount Lebanon	Aley	Bchamoun, Madares Street, Near BIS school (Beirut international school)
131	Kevork Kazanjian Mini Market	PU	Mount Lebanon	El Metn	Burj Hammoud, Trad Street, Police Station Road, Next to Paloma Perfumes
132	La Market	PU	Mount Lebanon	El Metn	Zalka, Facing Saydet Al najat Church
133	Mata7en Al makawi	PU	Mount Lebanon	Chouf	Damour, Baa'warta
134	Mini market Nehme	PU	Mount Lebanon	Jbeil	gherfine main road
135	Moins Prix	PU	Mount Lebanon	Kesrouan	Adonis, Main road
136	Mouhammad Balhas	PU	Mount Lebanon	Baabda	Nazlit Rasoul A3zam, behind Wala2 bakery, next to the Bourj camp
137	Naim Food Mart	PU	Mount Lebanon	Aley	Choueifat, main road
138	Naim Food Mart	PU	Mount Lebanon	Aley	Choueifat, main road
139	Obeid Supermarket	PU	Mount Lebanon	Aley	Bshara El Khoury Street
140	Obeid Supermarket	PU	Mount Lebanon	Aley	Bshara El Khoury Street
141	Saad Market	PU	Mount Lebanon	Chouf	Eklm al kharoub moukabel nasb al shouhada2 (moughayriye)
142	Saint Simon Supermarket	PU	Mount Lebanon	Kesrouan	Zouk Mikael, Sannine Street
143	Sayegh Centre	PU	Mount Lebanon	Chouf	Bikaata, main road, Ain W Zein turn
144	Square Mart	PU	Mount Lebanon	Kesrouan	Faraya, Main Road, round about

145	Supermarket al Arz	PU	Mount Lebanon	Aley	Azoumiyeh, main road
146	Supermarket Kentar	PU	Mount Lebanon	Aley	Bhamdoun
147	Supermarket Rammal 1	PU	Mount Lebanon	Baabda	Burj al Barajneh, Hussein Ali Nasser Street, Next to Mansour Centre
148	Tarhini Supermarket	PU	Mount Lebanon	Baabda	Burj Al Barajneh, Abdel Nasser Street, Khreis Building, near bus station
149	Titi Market	PU	Mount Lebanon	Kesrouan	Zouk, Hay el Makaber, near presidency
150	Trad pour la commerce	ACF	Mount Lebanon	Baabda	Aramoun, near ghana water company
151	Wajdi Kabboul Lil Tijara	PU	Mount Lebanon	Chouf	Ain Zhalta, Main road, before the restaurants by 500 meters
152	Yehya Market	PU	Mount Lebanon	Aley	Bhmoun - Al Beniye Street
153	Z-Mart	PU	Mount Lebanon	Chouf	Saadiyet, main road on the right
154	24	ACF	Nabatiyeh	Marjayoun	Markaba, near the lake
155	Atweh Supermarket	ACF	Nabatiyeh	Hasbaya	Chebaa, main road
156	Coop	ACF	Nabatiyeh	Nabatiyeh	Deir Alzahrane , main road
157	Estehlakeiet Zad Lel Tamween	ACF	Nabatiyeh	Bint Jbeil	Bint Jbeil, Borj Alaway , main road
158	Estehlakiet Al Shams	ACF	Nabatiyeh	Nabatiyeh	El Nabatieh, Bir Al Kandeel
159	Estehlakiet Al Shams	ACF	Nabatiyeh	Nabatiyeh	El Nabatieh, Bir Al Kandeel

160	Maher Adel Diab	ACF	Nabatiyeh	Hasbaya	Hasbaya, Zaghla, Facing the hospital
161	Makhazen Aljanoub	ACF	Nabatiyeh	Bint Jbeil	Bint Jbeil, main road , Ainata Street
162	Max Mart	ACF	Nabatiyeh	Nabatiyeh	Kfar Roummane
163	Max Mart	ACF	Nabatiyeh	Nabatiyeh	Kfar Roummane
164	Mini Mall	ACF	Nabatiyeh	Nabatiyeh	Zebdine, main road
165	Mini Mall	ACF	Nabatiyeh	Nabatiyeh	Zebdine, main road
166	Mini Market Abou Sherif Tarhini	ACF	Nabatiyeh	Nabatiyeh	Aabba, main road
167	Royal Supermarket	ACF	Nabatiyeh	Marjayoun	Qlaiaa, main road
168	Souk Marjaayoun El Markazi	ACF	Nabatiyeh	Marjayoun	Marjaayoun, main road, facing Antonine School
169	Supermarket Al Saiid	ACF	Nabatiyeh	Nabatiyeh	Kfar Remman, main road
170	Supermarket Bilal Akel	ACF	Nabatiyeh	Hasbaya	Alhebareye , main road
171	Supermarket Kamil Nammour	ACF	Nabatiyeh	Hasbaya	Hasbaya , centre Abou Ghaida
172	Supermarket Mohamad Nabaa	ACF	Nabatiyeh	Hasbaya	Chebaa, main road, next to Red Cross
173	Supermarket Mroueh	ACF	Nabatiyeh	Bint Jbeil	Bint Jbeil, main road
174	Supermarket Oleik	ACF	Nabatiyeh	Nabatiyeh	Kfar Tebnit, main road
175	Abou Fady Mini-Market	DRC	North Bekaa	Baalbeck	Majdaloun village, at the Baalbeck Main Road/Majdaloun intersection
176	Al Mokhtar Abo Ali	DRC	North Bekaa	Baalbeck	Arsal, Main Road
177	Al Zaaem Shop	DRC	North Bekaa	Baalbeck	Arsal, Main Road
178	Al-Fakesh	DRC	North Bekaa	Baalbeck	Arsal, Municipality



179	Al-Furat Market	DRC	North Bekaa	Baalbeck	Ras Baalback ,Ras Baalbak Main Road
180	Ali Tfaili Shop	Mercy Corps	North Bekaa	Baalbeck	Chmistar, Hay Al Hamar
181	Al-Labweh Supermarket	DRC	North Bekaa	Baalbeck	Labweh,Labwe main road fronting franca bank
182	Al-Samra	DRC	North Bekaa	Baalbeck	Arsal,Beside Josour Alnour
183	Al-Shami	DRC	North Bekaa	Baalbeck	Arsal,Main Road
184	Al-Shami	DRC	North Bekaa	Baalbeck	Arsal,Main Road
185	Awad Al Atrash	DRC	North Bekaa	Baalbeck	Arsal,Alshafak
186	Fadi Wakeem	DRC	North Bekaa	Baalbeck	Ras Baalback ,Ras Baalbak Arena
187	Hussein Sit Al-kell	DRC	North Bekaa	Baalbeck	Arsal,Babin
188	Kamal Solh shop	DRC	North Bekaa	Baalbeck	Baalbeck,nahle street
189	Khedr Houjairie	DRC	North Bekaa	Baalbeck	Arsal,wady Ataa
190	Marwa Supermarket	DRC	North Bekaa	Baalbeck	Talia, Zahle-Baalbeck Main Road, near the "4th point" LAF intersection
191	Michel Nasrallah Market	DRC	North Bekaa	Hermel	Qaa Baalbeck,Qaa
192	Mini Market Al Walaa	DRC	North Bekaa	Baalbeck	El Ain, Naby Osman Borderline
193	Mini market Al Yahfofi	Mercy Corps	North Bekaa	Baalbeck	Baalbeck, Hya Al Lakkis
194	Minimarket Aoun	DRC	North Bekaa	Baalbeck	Fakiha,Al Jadieda main road
195	Minimarket Mahfouz	DRC	North Bekaa	Hermel	Hermel ,Sabri Hamada
196	Minimarket Mansour Sukareye	DRC	North Bekaa	Baalbeck	Fakiha,Al Fakiha main Road

197	Nabil Khazaal shop	DRC	North Bekaa	Baalbeck	Baalbeck,nahle street
198	Naji Jamil Solh shop	DRC	North Bekaa	Baalbeck	Baalbeck,nahle street
199	Red City market	DRC	North Bekaa	Baalbeck	Deir Al-Ahmar,Deir El Ahmar main Road
200	Shop Abou Abdo Al Sayyed	DRC	North Bekaa	Baalbeck	Arsal,hay al shafak
201	Shop Bilal Salhab	DRC	North Bekaa	Hermel	Hermel ,Old Shop
202	Shop Haroun Al- Fleiti	DRC	North Bekaa	Baalbeck	Arsal,Juban Road
203	Shop Hussein El-Dine	DRC	North Bekaa	Hermel	Hermel ,Mafrak Al tall
204	Shop Saker	DRC	North Bekaa	Hermel	Hermel ,Hay Al Marah
205	Supermarket Abou Anwar	DRC	North Bekaa	Baalbeck	Brital,britel main road
206	Supermarket Al Dayaa	DRC	North Bekaa	Baalbeck	Brital,hay al masnaa
207	Supermarket Al Jadeed	DRC	North Bekaa	Baalbeck	Nabi Chit,Nabi sheet
208	Supermarket Al Kanaa	DRC	North Bekaa	Baalbeck	Douris,Douris Main road
209	Supermarket Al Madina	DRC	North Bekaa	Baalbeck	Baalbeck,laat main road
210	Supermarket Al Madina	DRC	North Bekaa	Baalbeck	Baalbeck,laat main road
211	Supermarket Al Nour	DRC	North Bekaa	Baalbeck	Baalbeck,Douris main road
212	Supermarket Al Nour	DRC	North Bekaa	Baalbeck	Baalbeck,Douris main road
213	Supermarket Al Qaa	DRC	North Bekaa	Hermel	Qaa Baalbeck,Qaa
214	Supermarket Al Shaalan	DRC	North Bekaa	Baalbeck	El Ain,Ain main road
215	Supermarket Al Shaalan	DRC	North Bekaa	Baalbeck	El Ain,Ain main

					road
216	Supermarket Al Wady	DRC	North Bekaa	Baalbeck	Brital,hay Al wadi
217	Supermarket Ali Ziedan	Mercy Corps	North Bekaa	Baalbeck	Al Ain, Al Saha
218	Supermarket Bednayel Leltawfir	DRC	North Bekaa	Baalbeck	Bednayel,Bednayel main road
219	Supermarket Farhat	DRC	North Bekaa	Baalbeck	Beit Shema-Shmoustar Main Road, after Housh el-Refaa intersection
220	Supermarket Francis	DRC	North Bekaa	Baalbeck	Ras Baalback ,Ras Baalbak
221	Supermarket George Makhlouf	DRC	North Bekaa	Hermel	Qaa Baalbeck,Qaa
222	Supermarket Kassem Al-Zoaaby	DRC	North Bekaa	Baalbeck	Aadous,Aadous
223	Supermarket Nadour Nadour	DRC	North Bekaa	Hermel	Qaa Baalbeck,Qaa
224	Taawneyet Al Noor	DRC	North Bekaa	Hermel	Hermel ,Al Mansora
225	Taawneyet Al-Balad	DRC	North Bekaa	Hermel	Hermel ,Al Dawra
226	Tawfik Haj Moussa Shop	Mercy Corps	North Bekaa	Baalbeck	Chmistar, Al Saha Al Tahta Next to Haj Hassan Pharmacy
227	Zaarour organisation	DRC	North Bekaa	Baalbeck	Arsal,Behind head of saraj
228	Abou El Nemer Shop	SCI	North Lebanon	Akkar	khirbet Daoud
229	Market Al Maamoun	SCI	North Lebanon	Akkar	Bire
230	Supermarket Ahmad Al Sayyah	DRC	North Lebanon	Minieh-Dannieh	Bqaa Safrin
231	Supermarket Al Malek	DRC	North Lebanon	Tripoli	Mina
232	Supermarket Al Sahal	SCI	North Lebanon	Akkar	Halba
233	Supermarket Saad	DRC	North Lebanon	Batroun	Kfar Helda
234	Supermarket Sammy Assaad	DRC	North Lebanon	Batroun	Mrah Shdeid
235	Supermarket Akkar	SCI	North Lebanon	Akkar	Halba

236	Supermarket aljinan	SCI	North Lebanon	Akkar	alkaws
237	Supermarket Al Abras	DRC	North Lebanon	Zgharta	Rachiin
238	Supermarket Altakwa	DRC	North Lebanon	Minieh-Dannieh	MINYEH
239	Adel Dayoob Neman	SCI	North Lebanon	Akkar	Kfartoon
240	Ahmad al asaad market	SCI	North Lebanon	Akkar	Jandoule
241	Supermarket Al Abyad	DRC	North Lebanon	Tripoli	Moharram Street
242	Supermarket Bakkour	DRC	North Lebanon	Minieh-Dannieh	Sir Denniye
243	Market Jamal Khodor	SCI	North Lebanon	Akkar	Machha
244	Supermarket Al Amanah	SCI	North Lebanon	Akkar	Arkaa, near Boj Al Arab, heading towards Halba
245	Supermarket Al Kweshra	SCI	North Lebanon	Akkar	Kweshra
246	Ahmad Dandal	SCI	North Lebanon	Akkar	Machta Hammoud
247	Supermarket Stop & Shop	SCI	North Lebanon	Akkar	Tikrit
248	Top dan	SCI	North Lebanon	Akkar	Bire
249	Ahmad Yagi Shop	SCI	North Lebanon	Akkar	Kousha
250	Top line group supermarket	SCI	North Lebanon	Akkar	Halba
251	Al Aela Supermarket	DRC	North Lebanon	Batroun	Batroun
252	Al bourak	SCI	North Lebanon	Akkar	Majdal
253	Al cheikh market	SCI	North Lebanon	Akkar	Rama
254	Al khamis Market	SCI	North Lebanon	Akkar	Al Fared
255	Market Moussa	SCI	North Lebanon	Akkar	Chadra
256	Supermarket Food Land	SCI	North Lebanon	Akkar	Halba
257	Market Nabil El Masri	DRC	North Lebanon	Tripoli	Bab El Ramel, Moharram street
258	Supermarket Ma'arad Khayrat Lobnan	DRC	North Lebanon	Tripoli	Qoubbe
259	Supermarket Mohamad al Ghourani	DRC	North Lebanon	Zgharta	Meryata

260	mini market abou ragheb	SCI	North Lebanon	Akkar	machha
261	Al Malaki shop	DRC	North Lebanon	Tripoli	Beddawi (highway near al ridani bakery)
262	Al moetaz shop	SCI	North Lebanon	Akkar	Knaysseh
263	Mini market Al Amoudi	DRC	North Lebanon	Tripoli	Zahriye - Tripoli
264	Al Qoubetri supermarket	DRC	North Lebanon	Tripoli	Beddawi (al ayrouniyi street near al qoubetri station)
265	Mini Market Al Houdoum	SCI	North Lebanon	Akkar	Berquael, Al Houdoum
266	Supermarket Naher Al Estwan	SCI	North Lebanon	Akkar	Kosha
267	Mini market Al Mir	DRC	North Lebanon	Tripoli	Al Tall
268	Mini market al Rif	DRC	North Lebanon	Minieh-Dannieh	Assoun
269	Mini market saab	SCI	North Lebanon	Akkar	tleil
270	Minimarket Al Nada	DRC	North Lebanon	Tripoli	Abu Samra
271	Misak market	DRC	North Lebanon	Tripoli	Bab El Tebbane, Souk El Kameh
272	Mkahal shop	SCI	North Lebanon	Akkar	Rojm Khallaf
273	Muslimani Supermarket	SCI	North Lebanon	Akkar	Halba
274	Naji Mhammad Ramadan	SCI	North Lebanon	Akkar	Machta Hammoud
275	Nakhle Supermarket	DRC	North Lebanon	Tripoli	Shok-Abo Samra
276	Nayef Market	DRC	North Lebanon	Minieh-Dannieh	Seer Danniyeh
277	Nour Al Batoul coop	SCI	North Lebanon	Akkar	Bire
278	Hoz supermarket	DRC	North Lebanon	Tripoli	Abu Samra
279	Hoz supermarket	DRC	North Lebanon	Tripoli	Abu Samra
280	Kadisha coop - Kobe Branch	DRC	North Lebanon	Tripoli	Kobe
281	Kadisha Coop - Bahsas Branch	DRC	North Lebanon	Tripoli	Bahsas

282	Kadisha Coop - Bahsas Branch	DRC	North Lebanon	Tripoli	Bahsas
283	Ladkani Market	DRC	North Lebanon	Tripoli	Mina
284	Market Nabil El Masri	DRC	North Lebanon	Tripoli	Bab El Ramel, Moharram street
285	Riva coop supermarket	DRC	North Lebanon	Tripoli	Kobe
286	Supermarket Al Malek	DRC	North Lebanon	Tripoli	Mina
287	Al Qoubettri supermarket	DRC	North Lebanon	Tripoli	Beddawi (al ayrouniyi street near al qoubettri station)
288	Top line group supermarket	SCI	North Lebanon	Akkar	Halba
289	Walid Zahraman	SCI	North Lebanon	Akkar	Berqayel
290	Deir Amar coop	DRC	North Lebanon	Minieh- Dannieh	Deir Amar
291	Deir Amar coop	DRC	North Lebanon	Minieh- Dannieh	Deir Amar
292	Aamer Ali Mhammad	SCI	North Lebanon	Akkar	Aawada
293	Abdel malek shop	SCI	North Lebanon	Akkar	Wadi Khalid
294	Al Rakwe market	SCI	North Lebanon	Akkar	Aandaket, near the petrol station
295	Al Waha market	SCI	North Lebanon	Akkar	Halba
296	Amir Market	SCI	North Lebanon	Akkar	Rajm Hussein
297	Asaad hammad	SCI	North Lebanon	Akkar	Hishe
298	Auxilia Coop	SCI	North Lebanon	Akkar	Halba
299	Bassam Mohammad El-Sawan	SCI	North Lebanon	Akkar	Bani Sakhr
300	Beauty Life Supermarket	DRC	North Lebanon	Akkar	Halba
301	Berri Faysal Al Jassem	SCI	North Lebanon	Akkar	Boqayaa
302	Best Choice Market	DRC	North Lebanon	Tripoli	Mina
303	Bilal Aldhaybi shop	DRC	North Lebanon	Tripoli	Tebeneh
304	Cheikh Tawfic Abdo Shop	DRC	North Lebanon	Akkar	Qobayat
305	Chekka Market	DRC	North Lebanon	Batroun	Chekka

306	City Market	DRC	North Lebanon	Tripoli	Meeten Street - Mina
307	daher market	SCI	North Lebanon	Akkar	borj el arabe
308	Darazi Market	DRC	North Lebanon	Koura	Amyoun-Koura
309	Deir Amar coop	DRC	North Lebanon	Minieh-Dannieh	Deir Amar
310	dream shop	SCI	North Lebanon	Akkar	bebnine
311	El Sheikh Market	DRC	North Lebanon	Minieh-Dannieh	Minyeh
312	El-Chaar	SCI	North Lebanon	Akkar	Akkar Atika
313	ETS Tabara for Trading	DRC	North Lebanon	Tripoli	Kalamoun
314	Fatfat shop	SCI	North Lebanon	Akkar	Abde
315	Fnaydik Coop	SCI	North Lebanon	Akkar	Fnaydik
316	fresh food	SCI	North Lebanon	Akkar	kwechra
317	hasan awad	SCI	North Lebanon	Akkar	talmeeyan
318	Hassan Abo Kassem	SCI	North Lebanon	Akkar	Akroum, Al Shaqueik, near Ahmad Khalid restaurant.
319	Hazem Ali Saiid Shop	SCI	North Lebanon	Akkar	Bergayel, main road towards Bzel road
320	Hishi shop	SCI	North Lebanon	Akkar	Hishe
321	Hoz - Koura Branch	DRC	North Lebanon	Koura	Koura
322	Hoz supermarket	DRC	North Lebanon	Tripoli	Abu Samra
323	Jana supermarket	DRC	North Lebanon	Tripoli	Bab El Ramel - Tripoli
324	Jean Youness shops	DRC	North Lebanon	Koura	Kousba
325	Jebril Supermarket	SCI	North Lebanon	Akkar	Rajm Issa
326	Kadisha coop - Kobe Branch	DRC	North Lebanon	Tripoli	Kobe
327	Kadisha Coop - Bahsas Branch	DRC	North Lebanon	Tripoli	Bahsas
328	khaled abdulhamid	SCI	North Lebanon	Akkar	3mar albaykat

329	La princesse	DRC	North Lebanon	Zgharta	Zgharta
330	Ladkani Market	DRC	North Lebanon	Tripoli	Mina
331	Market Adib Salloum	SCI	North Lebanon	Akkar	Qobayat
332	Market Ahmad Merhi	SCI	North Lebanon	Akkar	Sindianet
333	Moudy market	DRC	North Lebanon	Tripoli	Abu Samra
334	Obeid Market	SCI	North Lebanon	Akkar	Aamayer
335	Riva coop supermarket	DRC	North Lebanon	Tripoli	Kobe
336	ROC Market	DRC	North Lebanon	Bechare	Bechare
337	Samad Group	DRC	North Lebanon	Tripoli	Al Tall
338	Smart Shop	SCI	North Lebanon	Akkar	Daouse
339	Supermarket Afif Al Ghoul	DRC	North Lebanon	Minieh-Dannieh	Bakhoun
340	Walid Zahraman	SCI	North Lebanon	Akkar	Berqayel
341	Wissam Shop	DRC	North Lebanon	Batroun	Chekka
342	Zaher Khodor shop	SCI	North Lebanon	Akkar	Bire
343	Ahmad Al Kawwam Shop	ACF	South Lebanon	Saida	Kayyaa, Hlaliyeh, near Al Hariri Compound
344	Al Awfar	ACF	South Lebanon	Saida	Hilaliyeh main road
345	Al Bekai Market - Taamir El Hara	ACF	South Lebanon	Saida	Taamir El Hara, facing Hussein library
346	Al habib market	ACF	South Lebanon	Nabatiyeh	Nabatiye, Sir al gharbiyeh, near the football court
347	Al Hanan Super Market	ACF	South Lebanon	Sour	Entrance of Abbasiyeh, main road
348	Al Wassim	ACF	South Lebanon	Saida	American roundabout
349	Bakri supermaket	ACF	South Lebanon	Sour	Sadikine main road, near mostawsif imam sader.

350	Baltaji Supermarket	ACF	South Lebanon	Saida	Saida, Ghassan Hammoud Street
351	Baltaji Supermarket	ACF	South Lebanon	Saida	Saida, Ghassan Hammoud Street
352	Beit Setti	ACF	South Lebanon	Sour	Deir Qanan, main road
353	Estehlakiet Jaafar Lel Tamween	ACF	South Lebanon	Sour	Sour, Maaraka Street, Al Bus
354	Estehlakiet Jaafar Lel Tamween	ACF	South Lebanon	Sour	Sour, Maaraka Street, Al Bus
355	Estehlakiyat Farah	ACF	South Lebanon	Sour	Sour, Al Bass, Main Road, Next to Wajih Saad import and export company
356	Estehlakiyat Farah	ACF	South Lebanon	Sour	Sour, Al Bass, Main Road, Next to Wajih Saad import and export company
357	Habli lil Tamween	ACF	South Lebanon	Saida	Near Hammoud Hospital
358	Habli Market	ACF	South Lebanon	Saida	Abra
359	Mini market Abdallah	ACF	South Lebanon	Saida	Saida, Share3 njasa
360	Mini Market Ain Al Kantara	ACF	South Lebanon	Saida	Sarafand, main road, next to Kawsar Station
361	Mini Market Al Malek	ACF	South Lebanon	Sour	Sour, Al Bus, next to Al Athar Pharmacy
362	Mini market Zayat	ACF	South Lebanon	Sour	Tayr Debba, next to Football Stadium
363	Prima Pri Market	ACF	South Lebanon	Jezzine	Jezzine, main road, Patriarch Maouchi Building
364	Rammal	ACF	South Lebanon	Marjayoun	Adayse
365	Rosa Riviera	ACF	South Lebanon	Nabatiyeh	Habboush old road, Tapline



					Roundabout
366	Shamseddine COOP	ACF	South Lebanon	Saida	Ghazieh, Al Reejieh, Al Saaha, besides Al Ghadir Pharmacy
367	Shamseddine COOP	ACF	South Lebanon	Saida	Ghazieh, Al Reejieh, Al Saaha, besides Al Ghadir Pharmacy
368	Star Mall	ACF	South Lebanon	Sour	Abbasiyyeh, crossroad Deir Anoun Al Nahr
369	Supermarket Abou Youssef	ACF	South Lebanon	Saida	Sarafand, main street, near Alaa Eddine Hospital
370	Supermarket Al Mahatta	ACF	South Lebanon	Sour	Bazouriyeh, main road
371	Supermarket Al Moukhtar	ACF	South Lebanon	Sour	Jouayya, main road, near Fuel Station
372	Supermarket Ezzedine	ACF	South Lebanon	Sour	Sour, Behind the Roman stadium
373	Taawouniyat Al Eklim	ACF	South Lebanon	Nabatiyeh	jbaa, hounin al fawqa
374	Taawouniyat al Majed	ACF	South Lebanon	Saida	Ankoun, main road, 100 meters before the municipality
375	Taawouniyat Al rida	ACF	South Lebanon	Saida	Ansariye, Near Salloub Football court
376	Tamwin al A2ili	ACF	South Lebanon	Bint Jbeil	Tebnine, haret al faw2a, ner tebnine hospital
377	Zeydan Super Market	ACF	South Lebanon	Sour	Sour, Al Qods Street
378	Coop Abou Foud	ACF	South Lebanon	Nabatiyeh	Habboush main road, facing the european expo
379	Al-Halabi Establishment	Intersos	West Bekaa	Rashaya	Dahr Al-Ahmar, Dahr El-



					Ahmar main road
380	Afif Market	Intersos	West Bekaa	West Beqaa	Marj, Near Gaz Najjar
381	Ahmad Ali Abou Taha Shop	Intersos	West Bekaa	West Beqaa	Ham'mara village northern entrance, right before the "Ateb'a Hospital"
382	Al Hoda Association	Intersos	West Bekaa	West Beqaa	Joub Janine, Main road
383	al-Adawy	Intersos	West Bekaa	West Beqaa	Hawsh el-Hareemy Main Road, al-Adawy Fuel Station
384	Al-Faysal Establishment	Intersos	West Bekaa	Rashaya	Aaqaba-Rashay'ya Main Road, Jeb farah / Hasbaya main road
385	Al-Ray'yan Market	Intersos	West Bekaa	West Beqaa	Ghazze-Loussi Intersection, by Merai Hendi Shop
386	Bassam Abdul-Razzaq	Intersos	West Bekaa	West Beqaa	Sawiri, Main Road
387	Centre Swayed	Intersos	West Bekaa	West Beqaa	Ghazze, main road
388	Kassis Shopping Centre	Intersos	West Bekaa	West Beqaa	Kherbet Qanafar, main road by the German Shneler school
389	Khaled Abbas Shop	Intersos	West Bekaa	West Beqaa	Marj, Jirahiyyi Neighborhood
390	Maemoun Mart	Intersos	West Bekaa	West Beqaa	Ghazze, Al Saha
391	Magi Market	Intersos	West Bekaa	West Beqaa	Kamed el-Lawz Main Road, near Ali al-Malt Shop
392	Market al-Saha	Intersos	West Bekaa	West Beqaa	Qaraoun, adjacent to the new mosque - Joub Janine
393	Mini market Al- Majzoub	Intersos	West Bekaa	West Beqaa	Ghazze,near the municipality

394	Mini market Abou Salim	Intersos	West Bekaa	West Beqaa	Joub Jannie,Joubjanine-Main Street
395	Mini market Ahmad Ajram	Intersos	West Bekaa	West Beqaa	Joub Jannie,Main Road
396	Mini Market Al Malak	Intersos	West Bekaa	West Beqaa	Souhmor village centre, on the road leding to the village hospital
397	Mini market Ayman Bouraot	Intersos	West Bekaa	Rashaya	Mdoukha,Mdoukha -Al Saha-Near the municipality
398	Mini market Issa	Intersos	West Bekaa	West Beqaa	Ba'aloul Main Road
399	Mini market Merhe Al Hindi	Intersos	West Bekaa	West Beqaa	Ghazzeh,main road Loussi crossing
400	Mini market Mohammad Hajar	Intersos	West Bekaa	Rashaya	Kherbet Rouha,Kherbet Rouha -Main road
401	Mini market Saad Jabbour	Intersos	West Bekaa	West Beqaa	Mansoura,near church
402	Minimarket Abou Omar	Intersos	West Bekaa	Rashaya	Kherbet Rouha,Kherbet Rouha main road
403	Minimarket Al Doha	Intersos	West Bekaa	West Beqaa	Kamed el Lawz,Kamed El-Lawz main road
404	Supermarket Al Masry	Intersos	West Bekaa	West Beqaa	Kefrayya Main Road before LAF check point
405	Supermarket al Nada	Intersos	West Bekaa	West Beqaa	Qaraoun, Central Square, near the clock
406	Supermarket Aladin	Intersos	West Bekaa	West Beqaa	Ghazzeh, main road
407	Supermarket Bassam Hamze	Intersos	West Bekaa	Rashaya	Rafid,Al Rafid- Main Street
408	Supermarket K.N.	Intersos	West Bekaa	West Beqaa	Joub Jannine, Al Nahr road



409	Supermarket Naser	Intersos	West Bekaa	West Beqaa	Joub Jannine, al-Boustan Street, by the clock
410	Supermarket Rabih Al Halabi	Intersos	West Bekaa	Rashaya	Rashay'ya main road



Annex C - How to use food vouchers in order to ensure a balanced diet and good health

Ensuring a balanced and nutritious diet can be done through:

- Consuming bread or starches such as rice, pasta, potatoes or burgul on for each meal
- Eating fruits and vegetables on an average of 5 servings a day
- Eating meat, fish, eggs or beans (chickpeas, lentils, broadbeans, kidney beans ...) once or twice a day
- Eating milk and dairy products such as yogurt, labneh, and cheese twice or three times per day
- Avoiding large amounts of sugar, salt, fats and oil.

Smart Shopping:

- Think about the out of stock food items that you want to prepare, and make a list of the food items you will need before going to the shop.
- Use food vouchers for items you need, and avoid food spoilage in case of lack of storage materials.
- Avoid buying large quantities of one food type, be sure to purchase a variety of foods for a balanced diet.
- Buy foods that you can use and at a low price.
- Compare the types of food and the names/brands and buy the cheaper ones in order to have the possibility of buying other products.
- Plan before you shop in order to save money and time.
- Do not shop food listed under "prohibited": Alcohol, tobacco, and non-food articles.

Hygiene for food safety:

- Wash fruits and vegetables with safe water before eating
- Store milk products, meat and fish in the fridge and in case of non-availability of a fridge buy a small amount of food only
- Do not put cooked food on the table for more than two hours
- Store leftovers in covered containers and put them in the fridge if available

The good practice of food safety is very important to avoid diseases caused by spoiled food!



FOOD AND ELIGIBILITY

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Q1: Why am I not receiving the food electronic card?

WFP and UNHCR decided, based on a combination of factors including age, family composition and other circumstances impacting your ability to support yourself and your family, to determine who should receive food and essential hygiene and baby items. I have not made this decision. I do not know anything about your particular case.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q2: I heard that Syrian families received assistance until November 2013, what changed?

WFP and UNHCR will give food assistance only to those registered Syrian refugees who are found to be most in need and not to all registered refugees as before.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q3: Why will the assistance be given to some and not to all as before?

Using the limited financial resources in a cost-effective manner is an obligation for all humanitarian organisations. WFP and UNHCR are giving priority to ensure the limited resources available reach those who need support. Assistance should reach those who cannot manage their own needs and will be given temporarily, until they can sustain themselves.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓



Q4: What is the point of registration now?

It is important that you register with UNHCR and that you renew your registration certificate before it expires, so you can have access to other services that UNHCR and partner organisations offer inside Lebanon.

Depending on the availability and the services available in each location and region, registered refugees will continue to receive health care at reduced costs, free vaccinations for your children, free legal counseling, free psycho-social activities and free access to community development centres activities

(computer, language and other courses) in addition to information on education opportunities. Clean water supplies, sanitation and shelter support (material and rehabilitation works) are also provided for some families based on needs and on available financial resources.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q5: Is the UNHCR registration certificate a valid document?

Although it is not a legal document and cannot be used as an ID, the registration certificate that UNHCR will provide you with when you register will enable you to access assistance and support.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q6: Who is receiving assistance and who is not?

Only registered refugees who are found to be most in need are receiving temporary assistance depending on financial resources availability. UNHCR, WFP and partner organisations have carried out a careful review of vulnerabilities and special needs among refugees in order to determine who will and who will not continue benefiting from the same levels of assistance. WFP and UNHCR have decided, based on a combination of factors including age, family composition and other circumstances impacting your ability to support yourself and your family, to determine who should receive food.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

**Q7: I have heard that if I am pregnant I will still get food vouchers, is that true?**

Yes. Even if your family no longer receives assistance, you can still request individual assistance for children under two, pregnant and breast-feeding women, people over 60 years of age and people who need physical assistance or support with daily basic activities, such as access to sanitation and hygiene assistance. Call the hotlines mentioned in Annex 1 in order to apply (look for organisations supporting 'safety net').

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q8: If you don't have enough resources, why don't you just assist everyone with at least a minimum?

Not all refugee families have equal capacities and equal resources; some families are able to meet their basic survival needs, and some are not. To assist everyone equally would do harm to families that have no way to meet their own needs, while families who have the capacity to meet their needs would receive assistance that they can do without.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q9: If I pay someone money, will this help me get included?

No. Do not believe anyone who tells you they can help you get included if you pay. Money will not speed up your appeal process and it will not guarantee that you will receive assistance. UNHCR and WFP services are always free of charge.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓



Q10: How can I find out if I will receive a foodelectronic card?

UNHCR and WFP have launched an SMS system where every refugee family will be able to know if they will receive food.

All families found to be eligible have been informed by SMS. If you have not received an SMS, please ensure that your number is updated with UNHCR. See Annex B for details on how to do this.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q11: How is the food being provided?

Food assistance is provided by WFP through electronic food cards (also called Humanitarian Assistance Cards or Blue Cards) that some registered refugees can use in specific markets stores and shops in order to buy food. WFP will maintain the current level of \$30 per person per month as long as resources are available. You can buy any kind of food with the exception of alcohol and cigarettes. Please do not put pressure on the shop staff to provide you with these items or to give you cash in return as this is an illegal operation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q12: I was informed that I am not included and my family cannot support itself. I would like my situation to be reviewed?

WFP and UNHCR are working to ensure that refugees who may have urgent needs and who are currently not eligible to receive food (through the Blue Card) can be visited at their homes to verify their situation. WFP and UNHCR or their partners will contact you directly if this happens.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

**Q13: When and how will I find out if my case has been included after my family has been visited? When will I receive my next distribution if I am included?**

There are two methods:

1. Use the automatic SMS system (See Annex B for details on how to do this).
2. Wait to receive a clarification SMS from UNHCR or other partner organizations.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q14: What will happen to newly arrived refugees? Are they also selected in the same way?

All newly registered refugees will also be subject to the same conditions to determine whether they will receive food.

Any assistance should reach those who cannot manage their own basic survival needs and it will be given temporarily, pending financial resources availability.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q15: Is there any other form of assistance ending as well?

Your registration with UNHCR is not "cancelled", "closed" or "stopped". You are still registered with UNHCR and will continue to receive health care at reduced costs, free vaccinations for your children, free legal counseling, free psycho-social activities and free access to community development centres activities (computer, language and other courses) in addition to information on education opportunities. Clean water supplies, sanitation and shelter support (material and rehabilitation works) are also provided for some families based on needs and on available financial resources.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓



Q16: I changed phone and address, I am afraid that you were not able to contact me, what can I do?

Please use the new SMS system.

Send one SMS to 70-262656 with your file number + your secure paper serial number + your new phone number (See Annex B for details on how to do this).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q17: Is deactivation of the registration linked to the selection process?

If you are not found to be eligible for food assistance this does not mean that your registration with UNHCR will be "cancelled" (ملغى) "closed" (تسكّر) or "stopped" (توقف). Your registration is not affected by the type of assistance you receive. On the other hand, if your file was deactivated for any reason, you will no longer receive food assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q18: When will the hygiene and baby supplies distribution end?

The last distribution was in June 2014.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓



Q19: Are there exceptions?

No. Hygiene and Baby supplies distribution was for all refugees but ended in June 2014.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q20: Does this also apply to cash for hygiene and baby supplies through the White Card?

You should keep the White Card (and the PIN Code or secret number) in case it is used in the future for other assistance. Cards have no monetary value and are personal; they should not be sold or given to others.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q21: Why is this assistance stopping?

Financial resources are not increasing in proportion to the increasing number of Syrian refugees currently in Lebanon; assistance must be prioritized to cover other essential needs like for example health, shelter, water and sanitation.

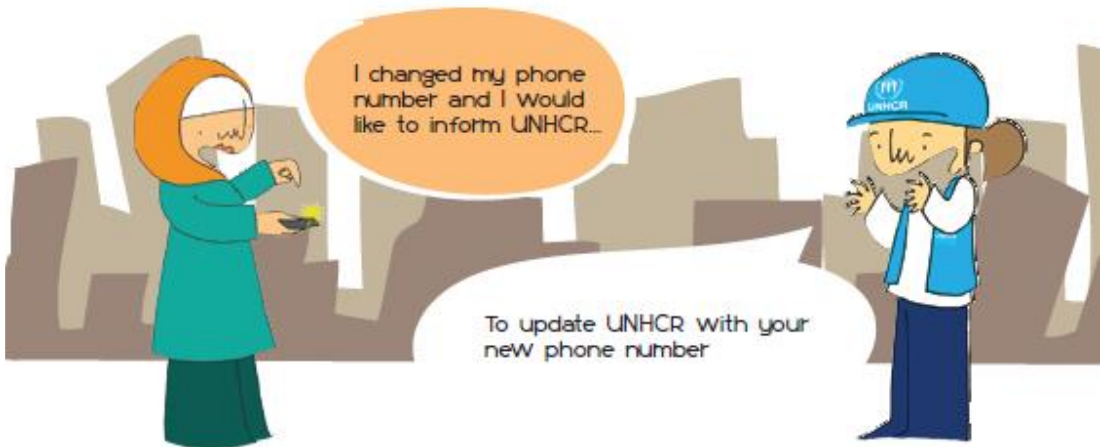
Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

**Annex A – Food and eligibility organisations**

NAME	LOCATION	ADDRESS	COMMENTS
Action Contre la Faim (ACF)	Saida, Jezzine	76-363431	Safety Net assistance and Verification requests
		78-885162	Humanitarian Assistance Card and distributions
	South (exluding Saida)	76-147916	Safety Net assistance and Verification requests
		78-889085	Humanitarian Assistance Card and distributions
Danish Refugee Council (DRC)	Qobayat	76-129720	Safety Net assistance requests
	Tripoli	76-129720	Safety Net assistance requests
	Bekaa	North Bekaa 76-951288	General Information on Humanitarian Assistance Card
		North Bekaa 76-723716	Distributions and complaints about shops
		North Bekaa 76-126437	Safety Net assistance requests
		North Bekaa 76-183291	National Response mechanism hotline
INTERSOS	West Bekaa - Rashaya	78-975251	Humanitarian Assistance Card and distributions
Première Urgence - Aide Médicale Internationale(PU-AMI)	Beirut, Mount Lebanon	70-215900	General
Save the Children	Akkar	01-370189	General, Humanitarian Assistance Card and shop complaints
World Vision	Central Bekaa	70-156482	General Information Helpline, Humanitarian Assistance Card, distributions and complaints
		71-515112	Safety Net assistance requests
		70-156482	Distributions and complaints about shops
		76-892282	General Information Helpline, Humanitarian Assistance Card, distributions and complaints



Annex B – SMS System to change phone number



Send **ONE** SMS to **70 26 26 56** with your file number + your secure paper serial number + your new phone number as shown in the drawing:

Secure Paper Serial No: AD 123456

Your secure paper serial number is the number you find on the back side of your UNHCR Registration Certificate (UN Paper) -at the very bottom- and looks like 123456 (this number is only an example!)

This is how your SMS should look like but with **YOUR** numbers!!
Please ensure that you send the correct numbers!

The HYPHEN and the CAPITAL LETTER are also important! There are exactly 5 digits after the capital letter!

THIS IS JUST AN EXAMPLE!
DON'T SEND THESE NUMBERS!!





HOUSEHOLD ITEMS

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Q1: I just arrived in Lebanon. What assistance will I be able to receive and how?

Newly arrived refugees can receive assistance from humanitarian organisations (mainly blankets, mattresses, a kitchen set and hygiene items) as a one-off assistance before they register. In order to receive this assistance, you need to contact the humanitarian organisation operating in your area of residence (See Annex A).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q2: Do I have to be registered with UNHCR in order to receive any household items?

A one-off assistance is provided by humanitarian organisations to assist newcomers regardless of whether they are registered or not.

However, if you are registered with UNHCR you may become eligible for other types of assistance depending on the need and the available financial resources.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			✓

Q3: What do I need to do to receive these items?

Go to the humanitarian organisation providing assistance in the area where you are staying. The municipality will give you their contact details and the humanitarian organisation will then come and assess your needs. If they believe that you are found to be in need, they should try to assist you appropriately. All assistance is provided free of charge. You may also want to ask your neighbours in your community.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

**Q4: Can I receive clothes?**

Humanitarian organisations providing assistance to newcomers will provide you with basic household items like blankets, mattresses and a kitchen set for your family. Only few humanitarian organisations provide actual clothing or vouchers to purchase clothes if they consider you to be in need. All assistance is provided free of charge.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q5: What are the items included in the hygiene supplies kit?

The hygiene kit should contain toilet paper, toothbrushes, toothpaste, soap, detergent, sanitary napkins, combs, shampoo, 2 towels, 2 buckets with lids, a laundry line and garbage bags. This is the standard package provided only for newly arrived refugees and returnees entering Lebanon, also called “newcomers”.

There are also humanitarian organisations who may be distributing vouchers or cash for household items instead.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q6: What are the items included in the baby supplies kit?

Baby supplies consist of consumables for babies: 1 pack of 90 diapers or 6 reusable/washable diapers (of the right size), 1 bar of hypo-allergic soap, a 500ml bottle of disinfectant fluid.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓



Q7: Does every baby get baby supplies? Only once or more often?

Baby supplies (diapers and detergent) are distributed to each child under the age of two. Newcomer families receive this assistance as one-off before they register with UNHCR. Once they register, some (NOT ALL) families with children under the age of two may receive baby supplies on a monthly basis. Modality of assistance may vary as well (cash or vouchers).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q8: How will I know the time and location of distribution?

Distributions for newcomer supplies happen at the times and places set by the different available humanitarian organisations providing them in each area.

You can get the contacts of the humanitarian organisation covering your area from your local municipality. You may also want to ask your neighbours in your community.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q9: Can I send someone else to receive the assistance on my behalf? How?

No. There can be, however, few exceptions depending on the reasons you might have. The humanitarian organisation will then decide and let you know if possible.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓



Q10: My family did not get any assistance (household items or food) when we arrived, and we have been in Lebanon formore than a month. Can we get this assistance now?

Newcomer assistance (basic household items like, blankets, mattresses and a kitchen set) is meant to be distributed during the first month of arrival only.

In case you have been in Lebanon for more than 30 days, humanitarian organisations will only assist you if they find that you are still in need after they have visited your home.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q11: Is there any other assistance we could receive at any time?

If you are found to be most in need and living in difficult shelter conditions, you could be identified to receive additional ad-hoc assistance after an assessment based on your needs is conducted by humanitarian organizations.

However, please be aware that most of this additional assistance is for refugees or asylum seekers registered with UNHCR.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Annex A – Humanitarian organisations**

NAME	LOCATION	ADDRESS or How to contact them	COMMENTS
Caritas Lebanon Migrant Centre (CLMC)	Tripoli, Minieh-Donieh, Zgharta, Batroun and Koura	Approach the centre in Dam Wa Farez.	<ul style="list-style-type: none"> • Only those found to be most in need • Not only unregistered • General household or food assistance
Caritas Lebanon Migrant Centre (CLMC)	Sin El Fil Dekweneh Mreijeh Bourj Hammoud Dbayeh Kesserwan Ballouneh Rmeileh	03 310471 70 168203 70 157789 76 412088 70 191182	
Caritas Lebanon Migrant Centre (CLMC)	North Bekaa: Baalbeck, Douris, Taibet Baalbeck, Nahle, Qaa Baalbeck, Qaa Ouadi El-Khanzir, Qaa Baayoun, Maarboun, Ham. * West Bekaa: Tall el Akhdar, Kafraiya BG, Aana, Deir Tahnich, Aammiq BG, Chebrqiyet Aammiq, Khiara El Aatiqa, Jazira BG, Ouaqf BG. * Central Bekaa: Hazerta, Qaa Er-Rim, Ouadi EL-Aaraych, Mrayjat Zahle, Bouarej, Ouadi Ed-Delm, Tcheflik Qiqano, Tell El-Akhdar, Anjar including (Houch Moussa), Nasriyet Zahle. * Rachiaya: Rachaiya.	79 306150	Newcomers and those found to be most in need
Comitato Internazionale Per Lo Sviluppo Dei Popoli (CISP)	South Lebanon: Tyre, Marjaayoun, Hasbaya, nabatiye	76683387	Assists Registered refugees with NFIs & winterization
Danish Refugee Council (DRC)	Akkar District	70 363 687	

Danish Refugee Council (DRC)	Tripoli + Minyeh city	76 458578 Approach distribution site	Newcomers and regular WFP and UNHCR distributions
Danish Refugee Council (DRC)	West Bekaa: Ghazzé, Manara BG, Haouch El-Harime, Souairi, Harime es Soughra, Marj BG, Raouda (Istabel). * Central Bekaa: Barr Elias, Majdel Aanjar. * Rachaiya: Rachaiya, Aaqabet Rachaya, Aayha, Bakkifac Rachaya, Dahr El-Ahmar, Beit Lahia, Tannoura, Kfar Qouq, Kfar Denis, Mhaiydsé Rachaiya, Kaoukaba Bou Arab, Aain Rouha, Khirbet Rouha, Kfar Lichki, Rafid Rachaiya, Haouch El Qinnabé Rachaiya, Biret Rachaiya, Aain Aarab Rachaiya, Aain Aata, Majdel Balhis, Bakka, Mdoukha, Yanta, Deir El-Aachayer, Selsata (Mazraat Deir El-Aachayer), Aayta El-Foukhar, Helouet Rachaiya, Nabi Safa.	76 437251	New comers Families to be found most in need
Danish Refugee Council (DRC)	South Lebanon	78 882301	Newcomers assistance
Handicap International	* Central Bekaa: Zahle El-Midane, Zahle Haouch Ez-Zaraane, Zahle Mar Gerges, Zahle Er-Rassiye, Zahle El-Berbara, Zahle El-Maallaqa, Zahle Haouch El- Oumara Aradi, Zahle Haouch El- Oumara, Zahle Aradi, Zahle Mar Elias, Touaite Zahle, Ksara, Taalabaya, Taanayel, Saadnayel, Qoussaya, Terbol Zahle, Aain Kfar Zabad, Kfar zabad.	79 101563	
Medair	* West Bekaa: Khirbet Qanafar, Mansoura BG, Joubb Jannine, Lala, Kamed El-Laouz, Tall Znoub, Baaloul, Khiara, Qaraaoun, Dakoué. * Central Bekaa: Zahle Maallaqa Aradi, Hoshmosh, Terbol Zahle, Dalhamiyet Zahle,		Newcomers
Norwegian Refugee Council (NRC)	Minyeh	78 848483	Newcomers
Save the Children	North Bekaa: Laat, Aadous, Haouch Tall Safiye, Majdaloun, Haouche Barada, Maqne, Haouch El-Dehab, Saaidé, Jebaa, Kfar Dane, Hadath Baalbeck, Moqraq, Harata, Nabha Ed-Damdoum, Qarha, Chaat, Ram, Youmine, Deir El-Ahmar, Kneisset Baalbeck, Bechouat, Riha, Dar El-Ouassaa, Btedaai, Ainata, Yammouné,	01 370189	Newcomers



	Bednaye! Baalbak, Qsarnaba, Temnine El-Faouqa, Beit Chama, Haouch Er-Rafqa, Mousrayé, Temnine Et-Tahta, Kfar Dabach, Chmistar, Haouch En Nabi, Haouch Snaid, Taraiya, Serraaïne Et-Tahta, Talia, Hizzine, Khodr Baalbeck, Nabi Chit, Bouday, Chlifa. * Central Bekaa: Fourzol, Nabi Ayla, Ablah, Niha Zahle, Chtaura, Zebdoul, Makse, Jdita, Qabb Elias, Haouch Mandara, Chebrqiyet Tabet, Haouch Es-Siyade, Haouch Qayssar, Mzaraat Zahle, Tcheflik Edde Haouch, Riyaq, Haouch Hala, Aali En-Nahri, Haouch El-Ghanam, Haouch EL-Aamara, Deir El-Ghazal, Nasriyet Rizk, Raait, Massa.		
Save the Children	Akkar District	01 370189	
SHEILD	South Lebanon: Tyre, Nabatiye, Marjaayoun, Hasbaya, Bent Jbeil	76 841231	Assists Registered refugees with Household items& winterization
Scours Islamique France (SIF)	Aley		
Solidar Suisse	Districts: Saida, Nabatieh, Jezzine	70 349991 feedback@solidarsuisse-lb.com	Families found to be most in need
Solidarites International	Minyeh Daniyeh Zgharta	70 066589	Minyeh only in Informal Settlements
Terre des Hommes	Barouk Baysour	71 579696 71 577386	



PROTECTION

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Registration

Q1: Why is it important to register if I do not get assistance afterwards?

Even if you are not receiving food and other assistance (e.g. hygiene, shelter items) UNHCR registration certificate allows you to access services including health care at reduced costs, free vaccinations for your children, free legal counseling, free psycho-social activities and free access to community development centres activities (computer, language and other courses) in addition to information on education opportunities. Clean water supplies, sanitation and shelter support (material and rehabilitation works) are also provided for some families based on needs and on available financial resources.

It will also allow UNHCR and partners to know you and your family and be able to reach you and send you information.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

Q2: What is the purpose of the UNHCR registration document?

The UNHCR Registration Certificate ("UN Paper") includes your family members' pictures, dates /places of birth and a file number.

- It is not a replacement for the residency permit issued by the Lebanese authorities/General Security Office(GSO)
- It is not a formal identification document
- It is valid for two years and should be renewed at the UNHCR registration centre in the area where you live (See question 7).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q3: Do I have to pay to be registered with UNHCR?

No, this service is for free and UNHCR does not charge any money for registration or renewal. All services by UNHCR and partners are free of charge. If anyone asks you for money, please contact immediately UNHCR at the registration centres.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q4: What are the services provided by UNRWA to Palestine refugees from Syria?**

Palestine refugees from Syria in Lebanon can benefit from several services including health, education, legal aid and cash assistance for food and shelter. Service brochures and factsheets for Palestine refugees from Syria are available in the Annexes for more details.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
		✓		

Q5: I'm a Palestine refugee. Do I need to register with UNHCR?

No, UNHCR does not record Palestine Refugees as they do not fall under their mandate. You can record your details with UNRWA once you have been in Lebanon for 14 days; however, you can access UNRWA health care centres and schools as soon as you arrive. UNHCR registers Syrian refugees, so if any members of your family are Syrian, they should approach UNHCR offices for details of registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
		✓		

Q6: Can I get registered if I entered through an unofficial border?

Yes, you can be registered whether you entered through an official border crossing point or not. This information will remain confidential and will not be shared with any authorities or any other actor.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

**Q7: Can I register if I arrived to Lebanon before 1st March 2011?**

Yes, you can apply to register if you fear for your personal or family's safety and security when returning to Syria regardless of the date of entry to Lebanon.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

Q8: Is it true that if I register with UNHCR others will have access to my personal information?

The information you provide UNHCR with, including your photos, is confidential and will not be shared without your consent. In order to allow your information to be shared with humanitarian organisations for assistance or support, you and all adult family members will be requested to authorize in advance by signing at the back of the registration application form.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q9: Why do I have to renew the registration certificate?

It is crucial to renew the registration. Only this way you will be able to receive support to access services such as health, education and other assistance offered by UN agencies and humanitarian organisation partners. More complete information on your family composition can also be included as well as changes of your address and phone number. If you do not renew the registration certificate, your registration with UNHCR will be cancelled.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q10: When do I have to renew my registration?**

If you registered before July 2013, the UNHCR Registration Certificate is valid for one year; if you registered after July 2013, it is valid for two years. The date of expiry is at the centre left and right side of your registration certificate ("UN Paper"). You should get a renewal appointment one month before the registration expires. The expiry date is written on your certificate. If your Certificate is expired, you will not be able to access services and assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q11: My registration certificate has already expired, can I renew it now?

If your registration certificate has expired, you can still approach UNHCR registration centres and take an appointment for the renewal of your certificates for you and your family. UNHCR will then conduct an interview with you and your family and will decide based on the result.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q12 a: How do I register/renew my registration?

You will need to request appointments for you and your family members. Then you will be interviewed in one of the registration centres based on where you live. All your family members will need to be present with you during the interview to be registered or for the renewal of the registration. Anyone who is not present will be inactivated.

If you live in	Registration Centre
Aley, Baabda, Beirut, Chouf, El Metn, Jbeil, Kerswane	UNHCR Beirut , Ramlet El-Baida, Dr. Philippe Hitti St. behind Spinney's Supermarket

Location				
Mount-Lebanon				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q12 b: How do I register/renew my registration?**

You will need to request appointments for you and your family members. Then you will be interviewed in one of the registration centres based on where you live. All your family members will need to be present with you during the interview to be registered or for the renewal of the registration. Anyone who is not present will be inactivated.

If you live in	Registration Centre
Baalbeck, Hermel, Rachaya, West Bekaa, Zahle	UNHCR Bekaa, Zahle , Houch el Omara, Star Gate Cinema Area facing Fayda Bridge

Location				
Bekaa				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q12 c: How do I register/renew my registration?

You will need to request appointments for you and your family members. Then you will be interviewed in one of the registration centres based on where you live. All your family members will need to be present with you during the interview to be registered or for the renewal of the registration. Anyone who is not present will be inactivated.

If you live in	Registration Centre
Akkar, Bcharre, Batroun, Koura, Minieh-Danniyeh, Tripoli, Zgharta	UNHCR North Lebanon, Tripoli , next to Rachid Karame Exhibition Centre

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
	Batroun	Koura		
	✓	✓		
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q12 d: How do I register/renew my registration?**

You will need to request appointments for you and your family members. Then you will be interviewed in one of the registration centres based on where you live. All your family members will need to be present with you during the interview to be registered or for the renewal of the registration. Anyone who is not present will be inactivated.

If you live in	Registration Centre
Bent Jbeil, Hasbaya, Jezzine, Marjaayoun, Nabatieh, Saida, Sour	UNHCR South Lebanon, Tyre, Villa Krischt, Al Hosh

Location				
South				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q13: How I do make an appointment for the registration or renewal of my certificate?

Appointments can be requested individually at a UNHCR centre the closest to where you live. Only one person from each family is required to make an appointment.

- **Mount Lebanon:** In person, at the registration centre Mon-Fri 8am - 2pm
- **Tripoli:** In person, at the registration centre, Mon-Friday 8am- 2pm
- **Tyre:** In person, at the registration centre, but also call the appointments hotline, Mon-Fri 8am- 4pm (Mon-Fri 8am- 2pm, hotline: 76500380)
- **Bekaa:** No appointments in person; Call hotline number: 08 800513, Mon-Fri 8am- 4pm
- **Akkar:** Appointments at Tripoli registration centre

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q14: Do I need any documents to register?/Can I be registered without documentation?

You need to bring all documents you have for each family member (e.g. National ID Card, Family Booklet, Passport, Birth Certificate, Marriage Certificate, School certificates/Diplomas, Military Service documents, Individual civil extracts). If your documents are damaged, it does not prevent you from registering. If you do not have any documents, you can still be registered. UNHCR staff will conduct a more detailed interview with your family and will decide based on the outcome.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

**Q15: My husband/wife and I have documents but our children lack any documentation. Is it possible to register the children?**

Yes. Separate interviews will be carried out to verify the family links.

You will need to bring the available documents for you and your husband/wife. UNHCR will then conduct a more detailed interview with you and based on the result, they will decide about the registration of your children.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q16: I am not able/my family is not able/I have a family member who is not able to go to the registration centre. What should I do?

If a family member cannot come in person due to exceptional circumstances (a serious medical condition/disability/old age/advanced pregnancy 7-9 months/other exceptional cases), close family members will need to approach UNHCR registration centres with original documents of the person that cannot come, including certified medical reports and reports on disability. UNHCR may agree to register the person in absentia.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

Q17: What should I do when I come across many unregistered individuals who are unable to access UNHCR registration centres?

On exceptional basis, UNHCR can send a mobile registration team to areas where there are many persons who have serious difficulties to reach the registration centres. Based on the information received, UNHCR/partners will assess where and when there is a need for mobile registration. You should let UNHCR staff or partners know about your situation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

**Q18 a: I am not able to reach the registration centre. Is there any transport support?**

UNHCR has in place bus transportation for

- Very poor families who cannot afford transport
- Families living far from registration centres
- Persons with medical, disability, protection/security concerns
- In Mount Lebanon Districts you can approach UNHCR partner Terre des Hommes(Italy), who may provide transport assistance to the Registration Centres.

Location				
Mount-Lebanon				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

If you live in	Call the following TDH hotlines	Approach TDH help desk in
Jbeil	71360077	Jbeil
Kesserwan	71359777	Hrajel
Mten	71579595	Mrouj
Baabda	71360096	Rowaiset el-Ballout
Aley	71577386	Baysour
Chouf	71579696	Barouk

Q18 b: I am not able to reach the registration centre. Is there any transport support?

UNHCR has in place some bus transportation for

- Very poor families who cannot afford transport
- Families living far from registration centres
- Persons with medical, disability, protection/security concerns.

In the South, UNHCR Office in Tyre is conducting a busing operation once a week or when possible from certain areas coordinated by SHEILD.

Location				
South				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

Q19: How do I add another family member to my registration file with UNHCR?

To add a family member to your case, you and your family member will have to get a registration appointment and both be present during the interview. Be sure to bring all old registration certificates to receive the new ones with the new member added.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				



Q20: Should I inform anyone about moving to another part of Lebanon?

Yes, and it is important that you communicate the change so that UNHCR and partners can continue to communicate and reach you if needed. When you move to a different place, please inform the nearest UNHCR registration centre so that you can continue receiving the assistance to your new address.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q21: My phone number has changed and I would like to update it in my registration records. How can do this?

You do not need to go to the registration centre to complete this process. You can send a SMS to UNHCR SMS Info System. Send ONE SMS to 70-262656 following the explanation on the leaflet (See Annex B).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q22: My spouse is non-Syrian, but I am a Syrian national; can I and my family be registered?

Yes, do approach UNHCR registration centres and you will be advised on the modalities and the details of this type of registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

**Q23: Can non-Palestinians record their details with UNRWA?**

In case your spouse is a Palestine refugee from Syria registered with UNRWA, the rest of the family (regardless of their nationality) can also be recorded with the Agency for emergency assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q24: I am non-Syrian, but my husband was Syrian and is now deceased; can I register our children?

Yes, do approach UNHCR Registration Centres and you will be advised on the modalities and the details of this type of registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		

Q25: I am a single male, can I be registered?

Yes, do approach UNHCR Registration Centres and you will be advised on the modalities and the details of this type of registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

Palestine Refugees from Syria

Q26: How can I record my details with UNRWA in Lebanon?

You can visit the closest UNRWA recording centre in your area. UNRWA has recording centres in its area offices throughout the country: Beirut (Kola), Tripoli (Metn), Saida (Saida Town), Tyre (Jal El Bahar) and Beqaa (Taalabaya). Brochures/Pamphlets are available in the Annexes to direct you easily where to go.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q27: What are the services provided by UNRWA to Palestine refugees from Syria?

Palestine refugees from Syria in Lebanon can benefit from several services including health, education, legal aid and cash assistance for food and shelter. Service brochures and factsheets for Palestine refugees from Syria are available in the Annexes for more details.

Lebanese Returnees Registration

Q28: I am a Lebanese returnee. Do I need to register to obtain assistance?

If you are a Lebanese citizen who has lived as a resident in Syria since 2006 or earlier and returned to Lebanon after March 2011 (as a result of the crisis), you should approach a local authority (municipality or SDC) and ask them to refer your case to the High Relief Commission (HRC), the Lebanese government body tasked with providing humanitarian assistance to Lebanese returnees. Alternatively, you may approach the HRC headquarters in Beirut directly (Address: STARCO Centre, Block C, 8th Floor, Omar Al Daouk Street, Minet El-Hosn, Beirut; Tel.: 76-042080).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				✓

Lebanese Returnees Assistance

Q29: I am a Lebanese returnee, am I eligible for assistance?

As Lebanese citizens, returnees are eligible for assistance and services provided by government entities, including the Ministry of Social Affairs' Social Development Centres (SDCs), which are located across the country. At SDCs, returnees can benefit from a range of services, including healthcare, psycho-social support, daycare facilities and elementary training. At SDCs, returnees may also apply to become people who are benefiting of the government's National Poverty Targeting Programme, which provides assistance to the poorest Lebanese citizens. Some international organisations are also providing assistance to Lebanese returnees. In order to make yourself known to these organisations, please present your situation at a local municipality and ask to be referred to the High Relief Commission, the government entity responsible for coordinating assistance to Lebanese returnees.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				✓

Detention

Q30: Whom should I address in case one of my family members has been detained?

- UNHCR has some specialised legal aid partners regularly visiting Syrian refugees in ISF detention facilities.
- AJEM phone: 01 901560/70
- AJEM mobile : 03 131570 (Mon- Fri 8am-4pm and Sat 9am-3pm)
- UNHCR Akkar, protection hotline: 76 411605 (Mon-Fri 08:30am-5pm)
- UNHCR Zahle, protection hotline: 76 611811 (Mon-Fri 8am-6pm)
- UNHCR Tyre, protection hotline: 76500370 (Mon-Fri 8am-4pm)
- For Palestine refugees from Syria cases UNRWA hotline 76 882226 (7am – 7pm)
- You can approach offices of the International Committee of the Red Cross (ICRC)
 - ICRC Delegation Beirut, Beirut Hamra, Sadat Street, Mansour Building, Tel. 01 739297/8/9; Mon – Fri 7:30am – 4:30pm
 - ICRC Tyre, behind Al Bahr bakeries, Abu Khalil building, 1st floor, Istiraha Street, Tel. 07 349711/912; Mon – Fri 8am – 4:30pm
 - ICRC Tripoli, facing Mazloum Hospital, al Wali Building, Ground Floor, Tel. 06 412407; Mon – Fri 7:30am – 4:30pm.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Family Tracing

Q31: Where do I get assistance in tracing my relatives who remained in Syria?

You can address offices of the International Committee of the Red Cross (ICRC)

- ICRC Delegation Beirut, Beirut Hamra, Sadat Street, Mansour Building
Tel. 01 739297/8/9; Mon – Fri 7:30am – 04:30pm
- ICRC Tyre, behind Al Bahr bakeries, Abu Khalil building, 1st floor, Istiraha Street.
Tel. 07 349711/912; Mon – Fri 8am – 4:30pm
- ICRC Tripoli, facing Mazloun Hospital, al Wali Building, Ground Floor
Tel. 06 412407; Mon – Fri 7:30am – 4:30pm

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Resettlement

Q32: How can I leave Lebanon for another country with the help of UNHCR?

Please do not approach UNHCR to arrange your travel abroad. UNHCR does not provide such services.

Some countries offer opportunities to a very small number of the most in need refugees registered with UNHCR to leave Lebanon through resettlement or Humanitarian Admission Programme (HAP). Although UNHCR participates in the selection process of these most in need refugees, the hosting countries take the final decision on who is accepted.

UNHCR offices do not accept applications. UNHCR will contact you if you are considered for any of these programmes.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Deportation

Q33: What should I do if I receive a deportation card or a deportation order from the General Security Office (GSO), from an administrative or judicial authority once I get released from detention?

You should contact UNHCR Offices by approaching the registration centre and asking to speak to UNHCR Staff or call the UNHCR offices through the hotline numbers provided under Q26.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Legal Stay for Syrian Refugees

Q34: I am a Syrian refugee and I have been in Lebanon for less than six months, how do I renew my residency/legal stay permit in Lebanon?

The *Bitakat Dukhul* that you got at the official border is valid for six months and can be renewed for another six months free of charge. The renewal application can be submitted to any General Security Office (GSO) office in your area of residency. It is recommended that you approach General Security Office (GSO) well before the six months elapses.

For specific advice or additional information, you should contact a legal aid partner in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q35: I am a Syrian refugee and I have been in Lebanon for almost a year, how do I renew my residency/ legal stay permit in Lebanon?**

All Syrian refugees who have been in Lebanon for almost a year and have already renewed for free their residency after the first six months have to renew their residency permit at the cost of 300,000 LBP per person above 15 years of age. The renewal application can be submitted to any General Security Office (GSO) office in the area of residency. It is recommended that you approach the General Security Office (GSO) well before the residency permit expires.

For specific advice or additional information, you should contact a legal aid partner in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q36: How often do I have to renew my residency permit?

- Before 6 months from arrival you renew it for the first time free of charge
- Before 12 months you renew it by paying the fees (Renewal 2) – See Q31
- Before 18 months you renew it again for free (Renewal 3)
- Before 24 months from you renew it by paying the fees (Renewal 4) and so on

For specific advice on your case, you should contact a legal aid partner in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q37: What documents should I bring for the renewal of my legal stay permit?

At the General Security Office (GSO) every individual needs to present:

- 3 photos
- 3 copies of each ID/ Passport
- 3 copies of the Entry Coupon received when entering Lebanon
- 3 copies of the Syria “Return Coupon” (blue form) given by Syrian authorities when leaving Syria
- A registration with local authorities (Mokhtar statement or Municipality record) may be required by the General Security Office (GSO).

For specific advice on your case, you should contact a legal aid partner in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q38: My legal residency/legal stay permit is running out and I cannot afford to pay to renew it, can you help me?**

Unfortunately, most of the protection agencies cannot assist financially with the renewal.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q39: I entered Lebanon through an unofficial border crossing and would like to regularize my stay in Lebanon, can you help me?

The regularization is done at the General Security Office(GSO) through a request for a "petition of mercy" (Talab Istirham). You will be requested to pay 950,000 LBP per individual. Unfortunately, we cannot help you financially. You are strongly advised to approach UNHCR or a legal aid partner in your area for specific information on the process prior to initiate the regularization.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q40: What if I entered with my Passport where the residency is stamped and the Passport expires?

In case you have an ID card, you can approach the General Security Office (GSO) before your visa expires and submit a request to transfer the stamp to your ID. For help on how to complete this procedure, the needed documents and specific advice, it is strongly advised that you contact legal aid partners in your area (See Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Civil Documentation/ Birth

Q41 a: Why is it important to register the birth of my child?

It is very important for your children that you register their birth.

Without an official birth certificate you may not be able to prove the nationality of your child and obtain a Syrian ID. Your child may later have problems in Syria to access healthcare and education.

It is important to take immediate action. After one year birth registration is more complicated and requires a Court procedure.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q41 b: Why is it important to register the birth of my child?

It is very important for your children that you register their birth.

Without an official birth certificate your child may not be able to register as Palestine from Syria and obtain their Syrian identity document for Palestine refugees registered in Syria. Your child may later have problems in Syria to access healthcare and education.

Remember that the birth registration of your child and UNRWA registration are two different procedures and you should complete both.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
		✓		

Q42: How can I register my child born in Lebanon?

Main steps include:

1. Obtaining a birth notification from the hospital or the authorized midwife who assisted the delivery,
2. Obtaining a birth certificate from the Mukhtar closest to the place of birth. This must be done within one year from the birth.
3. Transferring the birth certificate at the Noufous in the Qada of the birth. This must be done within one year of birth.
4. Registering the birth at the Foreigners' Register at the Personal Status Department in the Mohafaza of the birth. Only parents with legal entry and valid residency visa should approach the Foreigners' Register.

For help on how to complete these procedures, the needed documents and for specific advice, please contact legal aid partners in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q43: How much does it cost to register the birth?**

The fee for registering the birth certificate varies. Some mukhtars will not charge for the birth certificate, while others may ask for 30,000 LBP or more. The Noufous and Personal Status Department should only charge for fiscal stamps and for copies of documents. The whole process may cost between 35,000 – 40,000 LBP depending on the situation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Civil Documentation/ Marriage**Q44: Why is it important that I register my marriage?**

If you got married in Lebanon, it is very important for your whole family that you officially register your marriage. Without the proof of a registered marriage, you will not be able to register the birth of any of your children. For specific advice or additional information, please contact a legal aid partner in your area (See Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q45: How do I get a marriage certificate?

Main steps include:

1. Obtain a marriage contract from the competent religious authority in Lebanon (*mutran or sheikh*).
2. Obtain a marriage certificate from the Mokhtar closest to the place of marriage.
3. Transfer the marriage certificate at the Noufous in the Qada of the marriage.
4. Register the marriage at the Foreigners' Register at the Personal Status Department in the Mohafaza of the marriage. Only couples with legal entry and valid residency visa should approach the Foreigners' Register.

For help on how to complete these procedures, the needed documents and for specific advice, you should contact legal aid partners in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q46: I got married in Syria but I did not register my marriage or I lost the marriage certificate. What should I do?**

You can still register your marriage before the religious courts/ authority in your area of residency in Lebanon.

For help on how to complete these procedures, the needed documents and specific advice, you should contact legal aid partners in your area(See Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Civil Documentation/ Death**Q47: A family member passed away in Lebanon. How can I obtain a death certificate?**

Main steps include:

1. Obtaining a death certificate from the hospital or a medical doctor, approach the Mokhtar closest to the location of the death,
2. Transferring the death certificate at the Noufous in the Qada of the death,
3. Registering the death at the Foreigners' Register at the Personal Status Department in Mohafaza of the death. Only persons with legal entry and valid residency document should approach the Foreigners' Register.

For help on how to complete this procedure, the needed documents and for specific advice, you should contact legal aid partners in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Civil Documentation**Q48: What should I do if I lose my identity documents?**

It depends on the situation, the type of document that you have lost and the documents that you still have. For specific advice or additional information on your case, please contact a legal aid partner in your area(See Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Access to justice

Q49: Can I approach the local authorities to file a complaint?

Individuals have the right to claim their rights in Lebanon through the judicial system. If you have concerns/questions on how to approach the authorities, it is recommended that you contact one of the legal aid partners in your areas(see Annex A). Legal aid partners can provide advice on your case and have lawyers that may accompany you free of charge to file a complaint and follow up on the procedures with the competent authorities.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Legal Aid and property eviction

Q50: What should I do if our landlord or the authorities ask my family to leave our home?

You should contact legal aid partners such as Norwegian Refugee Council (NRC), International Relief and Development (IRD), International Rescue Committee (IRC), Caritas Lebanon Migrants Centre (CLMC) in your area that may provide you with advice on land and property issues and on your case (See Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q51: Do I have to pay for legal assistance provided by UNHCR, UNRWA, NRC, CLMC, IRD, IRC, AJEM?

All assistance offered by legal aid partners such as UNHCR, UNRWA, NRC, CLMC, IRD, IRC, AJEM is offered **free of charge**.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Mine Action

Q52: What is the right behavior when I get across a suspicious object?

You must not approach the object, touch it, or move it, and you must inform the closest security or military office or call the Lebanese Mine Action Centre (05956143). You should not enter into areas that are marked with mine signs because they are suspected to contain landmines or Unexploded Ordnances.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q53: How can I protect my family, especially children, from accidents of mines and Unexploded Ordnances?

Many areas are contaminated by landmines or Unexploded Ordnances. You should ask locals for safe and dangerous areas and brief your family about the dangers. It is very important to ask for Risk Education from local municipalities/the Army and other organisation such as MAG or Ballamand University if present in the areas.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Community-based activities/Community Centres and SDCs

Q54: We were used to be active back home in Syria. Now we are idle and remain in our houses all the time. What can we do?

MOSA, UNHCR, UNICEF and other organisations have set up more than 28 community development centres around Lebanon. These centres provide a range of activities everyone can benefit from. There you can acquire new skills, surf the internet, meet new people and get information about existing services. Soon several Social Development Centres will also be equipped with medical staff, including for immunization and pediatric services, and in some centres safe spaces for women and friendly spaces for children will be strengthened. Everyone should feel safe and welcome at these centres: women, children, adolescents, youth and older persons. They are open to all refugees, Lebanese returnees and the local population.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q55: I heard about the community development centres but I do not know how to reach them.

Partners are trying to make sure everyone can benefit from community development centre activities. This includes, when possible, providing services such as transportation and day care. There are Refugee Outreach Volunteers and other community volunteers who can help you and your family members better reach these centres e.g. by organizing group walks, giving directions, etc. Some community development centres activities can also be brought to your village or town.

The list of community development centres in Lebanon with contacts and addresses can be found in the UNHCR Community Development Centres leaflet in all UNHCR registration centres and other locations. Please ask UNHCR staff or any humanitarian agency in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q56: The centres do not offer what I was expecting. Is there anything I can help with?

Centres are organized to meet the exigencies of the users. You can suggest to the centre administration or to the allocated social workers supported by UNHCR or UNICEF the possibility to set up activities and events which interest you or others. This can include regular information sessions on legal issues, rights and responsibilities, education, health, topics related to disability, etc. You can also set up a club or participate in a committee which can organize and set up activities.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Community-based activities/Volunteers

Q57: I have many ideas and I would like to help other refugees. What can I do?

Volunteers are always welcome! You can just contact any community centre in your area. The staff there will sit with you to understand your areas of interest and capacities. These are unpaid positions and you may just receive some support to meet transport and other expenditures.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Community-based support/Volunteers

Q58: I would like to have some support in talking about the problems I am facing in Lebanon.

The social workers at the Community centres/Social Development Centres (SDC) can provide support and guidance in many issues, including through counseling and home visits and can refer your case to the appropriate service providers if you wish so. They are bound by confidentiality and respect of your intentions. You can also contact UNHCR Community Services staff, UNHCR Protection hotlines (see Q 26) or the Refugee Outreach Volunteers in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q59: How do I know where to access information on available services or upcoming activities where I live?

Apart from the community centres, there are representatives from humanitarian organisations undertaking collective site management where you live. They are there to assist you with information. They work closely with UNHCR and the Shawis in your area.

Lebanese Government decision allowing Syrians to exit Lebanon through an official border and regularize their status in Lebanon

Q60: What does the Government of Lebanon's decision of 21 August mean for me?

On 21 August 2014, the GOL announced that Syrians without legal residence in Lebanon, and in particular those willing to return to Syria, can regularize their situation without paying the residence fees.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q61: I have heard different announcements about this throughout September. What is the latest update?**

The GOL's decision has been implemented part by part through various announcements. The information reported in this Q&A reflects the latest decision of the Government of Lebanon. We will try to keep you updated each time new information is available.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q62: I entered Lebanon through an official border¹ but I was not able to renew my residence on time, how does the GOL decision apply to me?

Currently, you have two choices: a) Exit Lebanon through an official border without paying the fines for overstaying your residence; or b) go to the GSO near your residence to regularize your status without paying the fines for overstaying your residence.

If you exit Lebanon through an official border:

You should not pay the fines usually requested from Syrians who did not renew the residence on time (200USD per year of overstay per person above 15 years of age).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

① The GOL may issue you a re-entry ban of usually 6 months. According to information received, not everybody receives a re-entry ban and bans can be shorter or longer than 6 months.

If you go to the GSO near your residence:

You should not pay the fines usually requested from Syrians who did not renew the residence on time (200USD per year of overstay per person above 15 years of age).

Your residency should be "reset" to as if you entered for the first time. This means you should receive a temporary stay of 6 months. After the 6 months period, you should be able to renew for another 6 months free of charge.

① Please be aware that the exemption from the fines is applicable only to those whose residence expired before 21 August and were not able to renew it.

¹ All official borders in Masna'a, Areeeda, Aboudiye, Bekayaa, Ports of Saida, Tripoli, Sour, Beirut, Al Jiyeh, Jounieh

**Q63: I entered Lebanon through an unofficial crossing point but I was not able to regularize my stay, how does the decision of the GOL apply to me?**

You have two choices: a) Exit Lebanon through an official border without paying the fines for illegal entry; or b) go to the GSO near your residence to regularize your status without paying the fines for illegal entry.

If you exit Lebanon through an official border:

You should not have to pay the fines usually requested from Syrians who were not able to regularize their stay in Lebanon (650USD per person above 15 years of age).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

①The GOL may give you a re-entry ban of usually 6 months. According to information received, not everybody receives a re-entry ban and bans can be shorter or longer than 6 months.

If you go to the GSO near your residence:

You should not pay the fines usually requested from Syrians who were not able to regularize their stay in Lebanon (650USD per person above 15 years of age).

You should receive a temporary residence permit of 6 months only. This will not be renewable.

You need to have a valid identity document or a passport or a civil extract.

Q64: How long can I benefit from these fees exemptions?

You can benefit from these fees exemptions until 31 December 2014.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q65: If I exit Lebanon, will I be allowed to enter Syria?**

Yes. Syrian authorities may take measures against certain groups of persons upon entry.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q66: If I exit Lebanon, will I be allowed to re-enter?

If you decide to exit Lebanon you may not be allowed to re-enter Lebanon if GSO issues you a re-entry ban. The bans given are usually of 6 months. Even if you are not issued a re-entry ban, GSO may also deny your entry on the basis of their decisions.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q67: If I go to Syria alone and my family remains in Lebanon, will I be able to re-join them?

Exiting Lebanon may lead to separation from your family members who remain in Lebanon if GSO issues you a re-entry ban. Re-entry bans are usually for 6 months but may be of a shorter or longer duration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q68: My husband/spouse is a Palestinian refugee from Syria can he/she benefit from the free regularization?**

Yes. Please be aware that Palestinian Refugees from Syria who want to regularize their stay in Lebanon will be issued a temporary residence of 3 months, renewable once. For more information concerning Palestinian Refugees from Syrian please contact the office of UNRWA.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q69: I currently have a valid residence in Lebanon, does this decision apply to me?

No. The decision does not apply if you have a valid legal residence in the country, like an annual or permanent residency as well as a courtesy permit. The exemption from fines is applicable only to those whose residence expired before 21 August and were not able to renew it and for those who entered through an unofficial crossing point and are in possession of valid documents.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			



Q70: I was requested by GSO to present a work permit in order to renew my residency. Considering this decision, can I renew my residence without presenting the work permit?

No. The decision of the GOL does not apply to Syrians who received a deadline to obtain a work permit.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q71: How long does the process take to regularize my stay?

After you approach the GSO office in your area of residence, you will be given a “green card” (receipt) and an appointment. Your documents will be kept at the GSO to be processed. According to reports, you may need to wait 15-30 days to collect the residence and your documents. If GSO offices become very busy, it may take longer.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q72: Will my registration with UNHCR be affected if I go back to Syria?

If you return to Syria and want to re-enter Lebanon, UNHCR may need to contact you for an interview to know more about your situation and why you returned to Syria. This interview will establish if you still will be registered with UNHCR.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q73: What is UNHCR's position in relation to return to Syria?**

UNHCR believes that the situation in Syria is not conducive to a safe return.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Annex A – List of Legal Partners

NAME	LOCATION	ADDRESS	COMMENTS
Association Justice et Miséricorde (AJEM)	Beirut	Antélias, Centre Aramta 5th Floor Tel.:01-901560/70 AJEM Reception Centre Facing the central prison, Roumieh Tel. : 01-901570	Detention visits, Operates in all ISF prisons in Lebanon
Caritas Lebanon Migrants Centre (CLMC)	Beirut – Mount Lebanon:	Sin El Fil (legal counseling) Charles Helou Blvd - Takla Centre - P.O. Box 40061 Tel. 01-502550/551 Hotline: 03-310471 Leilaki St. facing the Lebanese University- Al Rawda Nursery- 1 st floor Tel. 01-466470 Hotline: 70-157789 Bourj Hammoud Community Centre Tel. 01-254103 Dekwaneh Next to Charcutier Aoun Tel. 01-681942 Rmeileh Community Centre Tel. 70-251290 / 01-990496	Information, counselling and legal assistance
	South:	Ghazieh, Saida facing Hassanein Company Tel.: 07-739607	Information, counselling and legal assistance
	North:	Koura Community Centre Tel. 06-415086	Information, counselling and legal assistance
	Bekaa:	Baalbeck Rue principale Hotline: 70-828849 Taalabeya Rue Al bayader Hotline: 03-537371 Fekha Hotline: 79-115334 Zahleh (Legal counseling) Zahleh square, next to General Security	Information, counselling and legal assistance



		Office Tel. 08-805123	
	North:	Tripoli (Legal counseling) Azmi Street, above top café Tel. 06-437357 Tel. 71-656794	Information, counselling and legal assistance
International Committee of the Red Cross (ICRC)	Beirut	ICRC Delegation Beirut Beirut Hamra, Sadat Street Mansour Building Tel. 01-739297/8/9; Mon – Fri 7:30 – 16:30	Detention, Family tracing and reunification
	South/ Tyre	ICRC Tyre Khawaja Residence, 1st Floor facing Tyre ruins& Jaafarih school, Tel. 07-349711/912; Mon – Fri 7:30 – 16:30	Detention, Family tracing and reunification
	Tripoli	ICRC Tripoli facing Mazloun Hospital al Wali Building, 1 st Floor Tel. 06-412407; Mon – Fri 7:30 – 16:30	Detention, Family tracing and reunification
International Rescue Committee (IRC)	Beirut, Mt Lebanon	Beirut Azouri Centre, 8th Floor, Naccache St. Achrafieh IRC Information Officer, Rita Saad rita.saade@rescue.org Tel. 76-020061 IRC team leader, Nayla Geagea nayla.geagea@rescue.org	Phone number for use during business hours
International Relief & Development (IRD)	Tripoli	Bou-Khalil centre, 2 nd floor, Bahsas Tel. 06-411300/304/305 Ext:131	Information, counselling and legal assistance; Covers Tripoli, Minieh-Donieh, Zgharta, Batroun and Koura
	Halba	Fakhoury building 1 st floor, main road Tel. 76-591029	Information, counselling and legal assistance; Covers Akkar

Norwegian Refugee Council (NRC)	Beirut and Mount Lebanon	<p>Legal information and counselling Tel. 76-666950</p> <p>Information and counselling on access to services: Tel. 76-777236</p>	Information, counselling and legal assistance
	Northern Bekaa	<p>Aarsal Tel. 76-171402</p> <p>Baalbeck Near hotel “La Memoire”, Baalbeck Tel. 76-897789 North Bekaa Tel. 76-000613</p>	Information, counselling and legal assistance
	Central Bekaa	<p>Saadnayel The old municipality building, Saadnayel Tel. 78-801201 Central Bekaa: 76-000614</p>	Information, counselling and legal assistance
	West Bekaa	<p>West Bekaa Tel. 76-898121</p>	Information, counselling and legal assistance
	North	<p>Wadi Khaled (Akkar) House of Fayek Chehade, the old centre of Al Tafawwok wal Saada, Awwada village Tel. 78-801313</p> <p>El Minieh Bhannin road, the old medical centre of Bhannin, El Minieh Tel. 76-700525</p>	Information, counselling and legal assistance
	South	<p>Tyre Al Zaazii Street, Al Bazouriyeh village, Tyre Tel. 70-951978</p> <p>Nabatieh Tel.70-888265</p> <p>Bent Jbeil Tel. 78-885883</p>	Information, counselling and legal assistance
Social Humanitarian Economical Intervention for Local Development (SHEILD)	South Lebanon	<p>Tyre Tyre City, parallel to Abo Dib street Salim Diab bldg. 1st floor Tel. 07-350924</p> <p>Tebnin, Bint Jbeil,</p>	Transport to Registration centres



		Jammal Trust Bank street. Tel. 07-325537	
Terre des Hommes Italy (TdH)	Mt Lebanon	Jbeil, Jbeil Tel. 71-360077 Kesserwan, Hrajel Tel. 71-359777 Mten, Mrouj Tel.71-579595 Baabda, Rowaiset el-Ballout Tel.71-360096 Aley, Baysour Tel. 71-577386 Chouf, Barouk Tel. 71-579696	Transport to Registration centres
UNHCR	Beirut and Mt Lebanon	UNHCR Beirut Ramlet El-Baida, Dr. Philippe Hitti St. behind Spinney's Supermarket	For refugees in: Aley, Baabda, Beirut, Chouf, El Meten, Jbeil, Kerswane
	Bekaa, Zahle	UNHCR Bekaa, Zahle Zahle, Rihab Highway, facing Aysar Ata ice cream Tel. 08-800513 Monday to Friday 8am to 4pm **Phone Appointments only UNHCR Zahle Protection hotline Tel. 76-611811 (Mon-Fri 8:00-18:00)	For refugees in: Balbeek, Hermel, Rachaya, West Bekaa, Zahle
	North Lebanon/ Akkar, Tripoli, Menieh-Denieh, Zgharta, Batroun and Koura	UNHCR Tripoli next to Rachid Karame Exhibition Centre UNHCR Akkar Protection Hotline Tel. 76-411605 (Mon-Fri 08:30-17:00)	For refugees in: Akkar, Bcharre, Batroun, Koura, Minieh-Danniyeh, Tripoli, Zgharta
	South Lebanon	UNHCR South Lebanon Tyre, Villa Krischt, Al Hosh	For refugees in: Bent Jbeil, Hasbaya, Jezzine, Marjaayoun, Nabatieh, Saida, Sour
UNRWA	Countrywide	UNRWA Lebanon Field Office Beirut Bir Hassan Tel. 01-840490 Hotline number: 76-882226 Carole Mansour (legal aid coordinator) Tel. 76-683646 Tel.76-882226 Hiba Al Ghoul (legal focal point in South Lebanon) Tel. 70-962221 Miri Nasser (legal focal point in North Lebanon) Tel. 71-245551	For Palestine refugees from Syria in all Lebanon

**Annex B – Community Development Centres**

NAME	LOCATION	ADDRESS	COMMENTS
<u>Community centres (Akkar)</u>			
Al Hadatha community development centre	Akkar (Wadi Al Jamous)	Wadi Jamous – Main Road Cell phone: 03-138867	Funded by UNHCR and implemented by DRC through Al Hadatha centre in Wadi Al Jamous
MOSA SDC Amayer	Amayer (Wadi Khaled)	Amayer Landline: 06-870180	Funded by UNHCR and implemented by DRC through the Social Development Centre in Amayer
Women's League community development centre	Halba (Akkar)	Halba - next to Hallab sweets Landline: 06-691268	Funded by UNHCR and implemented by DRC through the Women's League in Halba
<u>Community centres (Tripoli)</u>			
Caritas community development centre	El Koura	El Koura-Dahr El Ein High way (Main Road) Landline: 06-415086	Funded by UNHCR and implemented by Caritas
SDC El Mina	Tripoli – El Mina	Sehit Nejme-Pharmacy Al Fayhaa Landline: 06-435020	Funded by UNHCR and implemented by DRC through the Social Development Centre in El Mina
Forum Of Handicapped-El Mina	Tripoli (El Mina)	El Mina Landline: 06-610195	Funded by UNHCR and implemented by DRC through the Forum Of Handicapped in El Mina
SDC Sehit El Nejme	Tripoli – Sehit El Nejme	Sehit El Nejme Cell phone: 03-049900	Funded by UNHCR and implemented by DRC through the Social Development Centre in Sehit El Nejme
<u>Community centres (Beirut)</u>			
AMEL community development centre	Ain El Remmaneh	Ain El Remmaneh next to Saint-Therese church Landline: 01-383214	Funded by UNHCR and implemented by AMEL in Ain El Remmaneh
AMEL community development centre	Haret Hreik	Haret Hreik facing old cremino Landline: 01-278675	Funded by UNHCR and implemented by AMEL in Haret Hreik

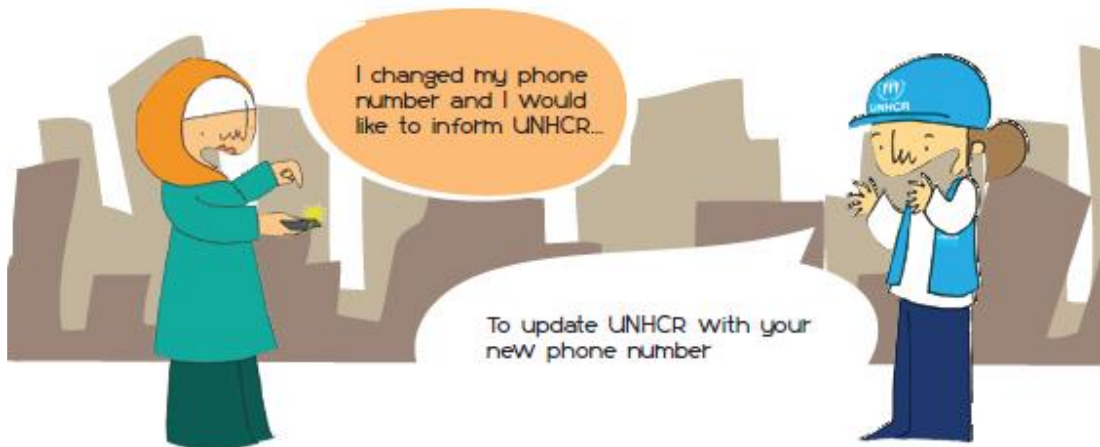
<u>Community centres (Mount Lebanon)</u> Caritas community development centre	Dekwaneh	Dekwaneh Landline: 01-681942	Funded by UNHCR and implemented by Caritas
Caritas community development centre	Rmeileh	Rmeileh – Near a gaz station. Landline: 07-990496	Funded by UNHCR and implemented by Caritas
Caritas community development centre	Borj Hammoud	Borj Hammoud 76-412088	The community centre is funded by UNHCR and implemented by Caritas
<u>Community centres (Bekaa)</u> DRC community development centre	Jib Jannine	Jib Jannine Cell phone: 79-100361	Funded by UNHCR and implemented by DRC
Intersos community development centre	Qab Elias	In Al Nahda club Cell phone: 76-725371	Funded by UNHCR and implemented by Intersos through Al Nahda club
Intersos community development centre	Majdal Anjar	Next to Majdal Anjar public school Cell phone: 76-923500	Funded by UNHCR and implemented by Intersos
Intersos community development centre	Ghazze	Municipal garden of Ghazze Cell phone: 78-996100	Funded by UNHCR and implemented by Intersos
Intersos community development centre	Taalabaya		Funded by UNHCR and implemented by Intersos
Intersos community development centre	Rachaya	Rachaya- Dahr El Ahmar Cell phone: 76-084054	Funded by UNHCR and implemented by Intersos
Marj SDC	Marj	Marj next to the souk Landline: 76-798540	Funded by UNHCR and implemented by Intersos through the SDC of Marj
<u>Community centres (South)</u> Caritas community development centre	Saida	Sehit El Nejmeh Cell Phone: 03-559107	Funded by UNHCR and implemented by Caritas



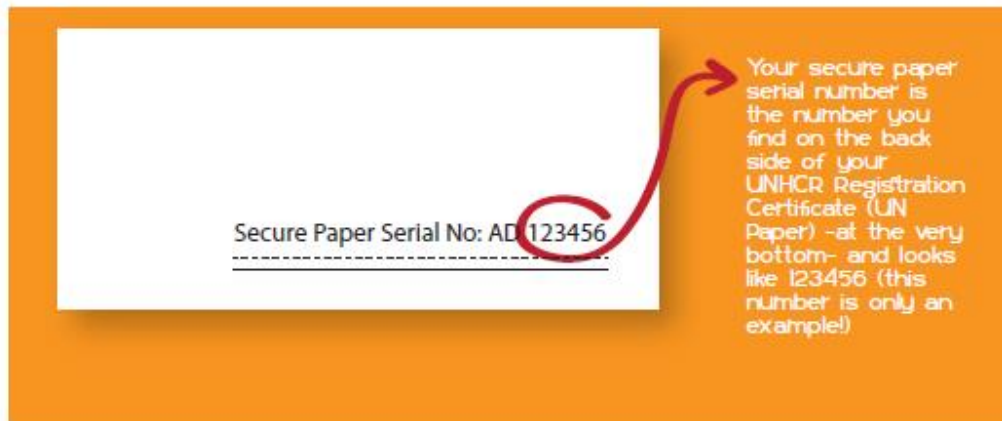
NRC community development centre	Borj El Chemaly	Borj El Chemaly Cell phone: 03-009611	Funded by UNHCR and implemented by NRC
SDC Tyre	SDC Tyre	Tyre Landline: 07-345281	Funded by UNHCR and implemented by Shield through the Social Development Centre in Tyre
SDC Nabatiyyeh	SDC Nabatiyyeh	Nabatiyyeh Landline: 07-761997	Funded by UNHCR and implemented by Shield through the Social Development Centre in Nabatiyyeh
SDC Khiam	SDC Khiam	Khiam Landline: 07-840808	Funded by UNHCR and implemented by Shield through the Social Development Centre in Khiam
SDC Chebaa	SDC Chebaa	Chebaa Landline: 07-565100	Funded by UNHCR and implemented by Shield through AHDA centre
SDC Bint Jbeil	Bint Jbeil SDC	Bint Jbeil Landline: 07-450371	Funded by UNHCR and implemented by Shield through the Social Development Centre in Bint Jbeil



Annex C – SMS system to change phone number



Send **ONE** SMS to **70 26 26 56** with your file number + your secure paper serial number + your new phone number as shown in the drawing:



This is how your SMS should look like but with **YOUR** numbers!!
Please ensure that you send the correct numbers!

The HYPHEN and the CAPITAL LETTER are also important! There are exactly 5 digits after the capital letter!





PUBLIC HEALTH

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**Q1: Why can't I benefit from the health services provided by UNHCR-sponsored PHCs?**

You need to be registered with the UNHCR for the PHC to be able to offer you the subsidized services we cover. To help you in the process of registration, you can leave your information at the PHC or give it to humanitarian organisations who will then inform UNHCR.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				✓

Q2: Why is the PHC charging me more than 3,000 Lebanese Pounds for a consultation?

There could be costs associated with diagnostic tests or specialty consultations. Patients could pay more if they are not registered or visiting a non-supported clinic.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q3: Why is the PHC holding medication or giving them to me for a price when the health brochures say that medication is for free?

The clinic receives medication if they are within the essential medicine's list of the Ministry of Public Health of Lebanon (MOPH); consult with the physician to prescribe these medications. The medications are provided for free if they are provided by MOPH or any humanitarian organization.

Only acute medications are covered. Hypertension, cardiovascular, diabetes medication, etc. are not covered. If the PHC is a partner of YMCA, then they should be able to provide you with such medication.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q4: Why did UNHCR refuse my case?**

UNHCR covers 75% of hospital costs for emergency cases needing immediate hospitalization as well as deliveries at contracted hospitals. UNHCR must be informed upon admission via its partner GlobeMed Lebanon. If you need more information on hospitalization and need to know which hospitals are contracted, call 01 518111 or refer to the UNHCR Health Brochure.

Your case might not receive UNHCR approval if it is not considered as life-threatening.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q5: Where can I get UNHCR supported medical care?

At the moment the full list of the PHC and hospitals in Lebanon where you can find supported medical care can only be found in the UNHCR Health Brochure available in all UNHCR registration centres and in other locations (humanitarian organisations, community development centres, etc).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q6: What primary health care services are provided?

- Generalist and specialties medical consultations: you pay 3,000 LBP per consultation only
- Free Vaccination
- Acute medications for free
- Chronic medications: cost 1000 LBP
- Children less or equal to 5 years of age and people over or equal to 60 years of age only pay 15% of laboratory and diagnostic tests
- Handicapped people and pregnant women: pay 15 % from the fees
- Antenatal care: pregnant women are allowed to 4 antenatal care visits (3000 LBP per visit) and 2 free obstetrical ultrasounds).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q7: Am I eligible for secondary health care assistance? And where can I be covered?**

Through its implementing partner GlobeMed Lebanon, UNHCR is assisting registered Syrians refugees with the coverage of hospitalization fees for:

- Emergency/life-saving medical and obstetrical cases
- Pregnant women for deliveries and obstetrical cases
- Neonatology care for newborns

Coverage is done **only** at one of GlobeMed's referral hospitals (See Annex B for list of contracted hospitals).

- In case of emergency you must go to the emergency department of the closest hospital to your home where you will be assessed and granted approval for admission if necessary
- You will be asked to pay 25% of the hospital fees
- Transfusion and prosthesis fees will not be covered by GlobeMed.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q8: If I cannot afford to pay the 25%, or if I was refused by UNHCR, are there other associations that can assist me?

In Saida region you may have access to additional assistance at:

- Islamic relief: may assist Lebanese returnees from Syria
- Caritas Lebanon Migrant Centre (CLMC): may assist **registered and unregistered Syrians** in covering totally or partially the 25% and the rejected cases. You should contact CLMC and visit the centre having your identification documents and medical reports. CLMC opens you a file, and reviews the case before any approval. CLMC Ghazie - Saida 07 221582 / 07 220306
Hotline: 03 559107

Location				
South				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

The same above answer applies for all regions for CLMC medical assistance – with modification of the centre name and phone numbers as below:

- Beirut and Mount Lebanon: you should go the CLMC nearest to your location of residency:
- Sin el Fil: 01 502550 Hotline: 03 310471
- Dekweneh: 01 689479 Hotline: 70 168203
- Bourj Hammoud: 01 254103 Hotline: 76 412088
- Dbayeh: 04 546270 Hotline: 70 191182
- Keserwan – Rayfoun: 09 958471
- Mreijeh: 01 466470 Hotline: 70 157789
- Rmayleh: 07 990496 Hotline: 70 251290
- Tripoli – North: 06 437357 Hotline: 71 656794
- Zahle – Bekaa: 08 805121/3 Hotline: 70 107905
- Taalabeya – Bekaa: 08 508623 Hotline: 03 537371
- Baalbeck – Bekaa: 70 828849

**Q9: Why may I not be eligible for secondary health care assistance by UNHCR?**

There are many cases that were identified as being highly expensive or not very urgent and are not covered by UNHCR:

- High cost treatments
- Final stage cancer – oncology cases in need of chemotherapy
- Work accidents where employer is liable to cover hospital expenses
- Long term treatments: chronic hemodialysis
- Thalassemia
- Organ transplants
- Plastic surgeries
- Infertility treatments

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

UNHCR emergency approval is strictly for immediate life-saving cases. All other cases are likely not eligible for coverage.

Q10: If I am not registered with UNHCR and I need health assistance, where can I go?

To be eligible for continuous medical assistance and especially in case of emergency, you are encouraged to register at the nearest UNHCR registration centre to your residency as soon as possible. But if you are unregistered and you need medical assistance:

For Primary Health care: You are eligible for assistance only once at one of the PHC supported by UNHCR partners, then for further benefits you must register.

For secondary health care: If your case is urgent, you will be covered for 48 hours by UNHCR at 75% and your registration fast tracked. Once you are registered, the same conditions will apply for you as for registered refugees.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

If you don't want to register or you were not eligible for registration at the UNHCR office, you could be assisted at some PHC centres having their own programme and fund for assistance; as for hospitalization, you may refer to the UNHCR Health Brochure and look for hospitals near your residence.

**Q11: How can hospital expenses be covered? Shall I pay the fees directly and will I be reimbursed? Or will UNHCR and or other organizations, who approved my coverage, manage directly with the hospital?**

In case you had a pre-approval on the coverage of hospital expenses, the assisting humanitarian organizations are responsible to deal directly with hospitals for payment procedure. You will be asked to cover only the remaining amount that was not covered by any of the parties.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q12: What are the primary health services supported by the International Medical Corps (IMC)?

IMC provides primary health care consultations at discounted rate of 3000 – 5000LL for all refugees and it includes General Practitioners (GP), pediatrics and OB/GYN. Some speciality consultations may also be covered depending on physician availability at each centre. Additionally, IMC provides support for diagnostic tests coverage for children under 5 years, pregnant women, elderly above 60 years old and disabled persons. Highly vulnerable cases may also be considered. All refugee patients are able to receive medication, health education and referral.

Location				
Beirut & Mount Lebanon				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	

Q13: Where are the Mobile Medical Unit's in cooperation with IMC located and whom do they provide assistant for?

The Mobile Medical Units are found in all regions in Lebanon. Please call IMC for details (See Annex A).

IMC provide assistance to:

- Areas hosting poor Lebanese displaced from the South and Bekaa,
- Hosting refugees from Iraq and Syria.

Location				
Akkar	Bekaa	Tripoli	Beirut & Mt-Lebanon	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	

**Q14: What is the role of the Community Health Volunteers in cooperation with IMC?**

They work with communities for prevention of common diseases and home management to support health care.

Special focus on pre-, in-, and post-natal counseling and care.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	

Q15: National Programme for Neonatal resuscitation Training

Objective: Prevent death and disabilities from respiratory distress

- Under the umbrella of the Ministry of Public Health and the World Health Organisation collaboration,
- Implement National Programme for Neonatal Resuscitation Training (NRT) in all hospitals and maternities including midwives working outside hospitals.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q16: If I need counseling on infant and young child feeding (IYCF, 0-2 years) what do I do?

- Under the Umbrella of the national programme (MOPH),
- There are 24 public and private hospitals (including hospitals contracted by UNHCR) that are Baby Friendly Hospital Initiative (BFHI) in collaboration with IOCC and World Vision,
- IYCF in emergency in collaboration with IOCC.

Hotline for counseling: 03824100.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q17: Why don't you cover the lab test for patients between 5 and 60 years old?**

Refugees between the ages of 5 and 60 years will have to pay 100% of diagnostic fees with specific exceptions.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q18: Are lab tests free for the rest?

UNHCR covers 85% of the value of the tests for those under 5 years, pregnant women and above 60 years.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q19: Is the medication for free?

If available, acute medication is provided free of charge at the PHC, while chronic medication is provided at a nominal fee (1,000LBP) under the YMCA programme.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q20: What are the services available for pregnant women?**

- In PU AMI - supported PHCs pregnant women pay only 3.000 LL. for consultation
- Two free U/S tests
- 85% of the tests' accepted are borne

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q21: Why do the medicines here look different from the ones back home?

They are the same medicines but packaged differently.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q22: What do we do if we cannot pay the remaining amount?

Humanitarian organisations may have exceptions for critical cases, or in case not possible, they may support indirecting you where to go for assistance, but it is not always the case.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q23: Refugees between 5 and 60 ask for more coverage of chronic medication not available in YMCA list (for Diabetes, Hypertension, Dyslipidemia), what do I do?**

Unfortunately provision of medications depends on what is available.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				











Q24: Why don't you cover cancer patients?

Lifesaving procedures are covered, but the high expenses of the treatment will limit UNHCR's ability to cover the entire treatment.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q25: What health services does Handicap International provide?

Handicap International provides physical rehabilitation sessions, donation (mobility aids and specific items), Prosthetics and Orthotics appliance and personalized social support.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
				
	Batroun	Koura	Bekaa	
				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				











**Q26: We have a person who cannot walk or who cannot move in the family, can you visit us immediately?**

According to the emergency, the team will visit and do an assessment at one of Handicap International Centres within 48 hours.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Bekaa		
✓	✓	✓		
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q27: Do we have to pay for the use of items provided by the hospitals (wheelchairs, crutches, mattresses etc.)?

No you do not have to pay for the use of items provided within the hospital.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
				
Batroun		Koura	Bekaa	
				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				

Q28: How often per month can you come to visit?

This depends on the severity of each case. We used to follow people in need of personalized social support or rehabilitation support in a regular base (average of once a week).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
Batroun	Koura	Bekaa		
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees

**Q29: How long can you help us for? Is there any limit?**

We work in emergency, so depending on the severity of the case; we can extend the follow-up for maximum 3 months. We will help people for whom we will have an effect on independency and autonomy in this period of assistance.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun		Koura	Bekaa	
✓		✓	✓	
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q30: Can we get support without revealing our personal information?

Yes, no information is required if you do not wish to share it.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun		Koura	Bekaa	
✓		✓	✓	
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q31: Does Handicap International provide hospital care?

No. If you need hospitalization please refer to the UNHCR Helath Brochure for the list of hospitals supported by UNHCR and other humanitarian organizations in Lebanon.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun		Koura	Bekaa	
✓		✓	✓	
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

**Q32: Will you share our information with governmental/humanitarian organisation?**

Only if you give us permission.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Bekaa		
✓	✓	✓		
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q33: Can you refer us to other humanitarian organisations?

Yes, every health humanitarian organization should facilitate your access to services and refer you to the available support through if possible.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Bekaa		
✓	✓	✓		
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q34: In case the medical condition didn't improve during the sessions, what will you do about it?

Handicap International will do an assessment in order to understand why no improvement is noticed. After that, we will see if we are going to continue or if we are going to refer to another actor.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Bekaa		
✓	✓	✓		
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		











**Q35: We live far away from your base, can you reach us?**

As long as it is considered in Bekaa or North Lebanon, Handicap International has mobile team who can easily reach you.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun		Koura	Bekaa	
✓		✓	✓	
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		











Q36: We don't have enough money to buy the necessary medication. How can you help us?

You can be referred to humanitarian organisations and hospitals that can help in such situations (see Annex A).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
				
Batroun		Koura	Bekaa	
				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				

Q37: Will you still support us if we moved to a different area?

As long as you stay in Bekaa or North Lebanon.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
				
Batroun		Koura	Bekaa	
				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				

**Q38: I feel sad and depressed, I cannot sleep, can you help me?**

Yes, we can ask our psycho-social team to come and visit you.

Location			
Akkar	Tripoli	Minieh-Donieh	Zgharta
✓	✓	✓	✓
Batroun	Koura	Bekaa	
✓	✓	✓	
Applies to			
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities Lebanese Returnees
✓	✓	✓	

Q39: Should we be registered with UNHCR to benefit from your services?

No. However being registered with UNHCR is recommended as you may benefit from other services and assistance.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun		Koura	Bekaa	
✓		✓	✓	
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q40: My baby is less than 5 years old and looks very thin. What should I do?

Go to one of the Primary Health Care Centres (PHC) supported by UNHCR and other humanitarian organisations.

Currently, the full list of the supported PHC in Lebanon can only be found in the UNHCR Health Brochure available in all UNHCR registration centres and in other locations (humanitarian organisations, community development centres, etc).

Go to the PHCs in the area where you live and ask to take your child's measurements to check for acute malnutrition. You can also call the PHC to ensure the centres are open and the doctors are available. If your child was found to be malnourished, he/she will be treated. (See Annex C to refer to PHC)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q41: My child is between 6 months and 5 years old and he/she is healthy. Are there any vitamins available for him/her?**

Go to the PHC in the area where you live and ask for micronutrient sprinkles for your child.

(See Annex C to refer to PHC)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q42: I am pregnant and/or breastfeeding. Are there any vitamins available for me?

Go to the PHC in the area where you live and ask for micronutrients.

(See Annex C to refer to PHC)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q43: I want to breastfeed but i can't. Can you help me?

You can call the International Orthodox Christian Charities (IOCC) at 79-189706. Lactation consultants can provide you with the support you need.

Also, all International Medical Corps (IMC) health education teams support breast feeding women and women facing problems breast feeding. You can call: Akkar 70 884463, Tripoli 03 869156, Bekaa 71 234247, South 03 093521 and Beirut/ Mount Lebanon 03 393677.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q44: I am a pregnant woman (high-risk pregnancy/never visited the gynecologist during my pregnancy). How could you help me?**

Ask for assistance in the PHC in order to be assessed by a nurse. During your pregnancy you should be monitored by a gynecologist and several services should be provided (including: consultations, echos, lab tests, micronutrients distribution, and education).

Note that several other PHCs nationwide can be approached for health care for pregnant women, often at subsidized rates.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q45: My 2-month-old baby is always crying, he is growing and my breast-milk is not enough anymore, what should I do?

A lactation consultant can visit you to assess the breastfeeding status and she will give you all the support and guidance needed.

You can call IOCC and IMC for support (see Q4 for contacts).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q46: I need formula milk for my newborn baby, and I cannot afford buying it. Can you provide us with formula milk?

Breast-milk is the optimal feeding for your newborn instead of formula milk. For this reason, we do not distribute formula milk, but we can help by referring you to a lactation specialist who can assess your breastfeeding status and help you re-lactate in order to provide the best feeding to your baby. Ask the PHC.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q47: I am now pregnant and willing to breastfeed my newborn, but I do not know how. What should I do?**

You can be referred to a lactation specialist and she will assist and guide you. In addition, you can attend the awareness sessions that humanitarian organisations organize at the community level or at the PHC level.

You can call IOCC and IMC for support (see Q4 for contacts).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q48: I stopped breastfeeding my baby when he/she was 2 weeks old. I want to breastfeeding. Is it possible?

Yes, definitely you can breastfeed your baby again. You can be referred to a lactation specialist who will visit you and help you re-lactate.

You can call IOCC and IMC for support (see Q4 for contacts).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Annex A – Humanitarian organisations**

NAME	LOCATION	ADDRESS
Amale Rahal / CLMC (Caritas Lebanon Migrant Centre)	Beirut, Mount Lebanon, South, North, Bekaa	arahal@eclmc.org
Handicap International	North	Tripoli : 76-426676 Qubayyat, Akkar
Handicap International	Bekaa	All Bekaa: 71-204820 Zahle, Jdeide
International Medical Corps (IMC)	Beirut/Mt. Lebanon, Bekaa, Tripoli, Akkar, South	Main Office:Sodeco Square Building, Block B Seventh Floor, Sodeco, Beirut Phone: 01-424931
International Orthodox Christian Charities (IOCC)	Mkalless, Lebanon	Mkalles 2001 Centre, 3rd floor, Suite 3-3 Office: 01-687354 Fax: 01-688509
Mr. Sirop Ohanian PHC Karagheusian	Beirut, Mount Lebanon	01-263030
Dr. Guitta Haidar Makhzoumi Foundation	Barbour, Zreik street/Achrafieh, Karm El-Zeitoun	g.haidar@makhzoumi.org
Sahar Masri, Health Project Manager PU-AMI	Beirut, Mount Lebanon	lib.pm-health.bei@pu-ami.org

**Annex B – List of Hospitals contracted by UNHCR and Humanitarian Organizations**

HOSPITALS		
Hospitals	Address	Phone number
BEIRUT		
Al Zahraa- Jnah	Jnah	01-851040
Rafic Hariri Governmental University	Jnah	01-830000
Sahel*	Haret Hreik	01-858333
MOUNT LEBANON		
Ain Wzein	Chouf	05-509001
Al Jabal hospital	Metn	05-360555
Al Watani- Aley	Aley	05-557880
Baabda governmental hospital	Baabda	05-920040
Baakline	Chouf	05-300822
Beit Chabab hospital	Metn	04-983393
Bouar governmental hospital	Keserwan	09-440440
Bourj	Bourj El Barajneh	01-474718
Bshamoun hospital	Bshamoun-Aley	05-270970
Dahr El Bashek Gov.	Metn	04-872138
Ikleem hospital	Chouf	07-970777
Libanon Canadien	Metn	01-510788
Medical 2000 (Kamal Joumblat)	Aley-Choueifat	05-432525
Notre Dame du Liban	Jounieh	09-644644
Orfan Hosp	Chouf	05-500877
Othman	Chouf/Aley	07-970000
BEKAA		
Al Rayan	Baalbeck	08-374182
Batoul Hosp	Hirmel	08-201310
Bekaa Hospital	Zahle	08-543150
Chtoura	Chtoura	08-544022
Dar el Amal (Cardio)	Baalbeck	08-371901
Dar el Hekmeh	Baalbeck	08-379136/7/8
Doctors Hospital	West Bekaa	08-563101
Farhat	West Bekaa	08-660101
Heraoui Gov.	Zahle	08-825600
Hermil Gov.	Hermil	08-225312
Ibin Sina	Hirmel	08-371811
Khoury Hosp (Cardio)	Zahle	08-811181 / 08-807000
Mortada	Baalbeck	08-377880
Riyack+ (Cardio)	Zahle	08-901300/5
Sohmor	West Bekaa	08-635740
Rachia El Wadi Gov.	Rachaya	08-591503/4

Taanayel	Zahle	08-545100
Tamnine General	Tamnine el Tahta	08-912444
Tatari Hosp	Baalbeck	08-370799 / 08-371903
NORTH		
Abdallah Rassi Gov.	Akkar, Halba	06-694455
Islamic Hospital	Tripoli	06-205875
Mazloun	Tripoli	06-410025
Menieh	Menieh-Donieh	06-643700
Mounla (cardio)	Tripoli	06-613810
N.D. la Paix	Akkar	06-351670
Salam	Tripoli	06-411700
Sir el Donnieh Gov	Tripoli	06-491811
Tripoli Gov.	Tripoli	06-385300
SOUTH		
Alaeddine	Sour	07-443200/1/2
Bint Jbeil Gov.	Bint Jbeil	07-452000 / 07-452007
Dalaa	Saida	07-723244 / 07-723400
Ghandour	Nabatieh	07-761590
Hammoud (Cardio)	Saida	07-721021
Hasbaya Gov	Hasbaya	07-550159
Hay'a Sohiya Islamia	Bent Jbeil	07-450100
Health Med. Centre	Saida, Maarouf Saad Highway	07-726078/9
Hiram	Sour	07-343700/10/15
Jezzine Gov.	Jezzine	07-780406 / 07-780706
Kassab Hosp	Saida	07-723700 / 07-723900
Lebanese Italian	Sour	07-344423
Marjeyoun Gov.	Marjeyoun	07-830066
Nabatieh Gov	Nabatieh	07-766888
Najda Chaabiya	Nabatieh	07-530970/1/2
Raii	Saida	07-222023/4/5
Saida Gov.	Saida	07-721606 / 07-722130
South Hospital Cheaib	Sour	07-722555 / 07-722900
Tebnine Gov hospital	Tebnine, Main Road	07-326399

Annex C – List of Public Health Care (PHC) Centres

Refer to UNHCR Health brochures of the region where you reside in Lebanon.



SEXUAL AND GENDER BASED VIOLENCE (SGBV)

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Q1: I have heard that some humanitarian organisations organize activities for women and girls. Where can I find them?

Humanitarian organizations have established centres and spaces where women and girls can gather and share experiences and stories, spend time with other women and girls and learn new things. In many areas, humanitarian organisations organize activities outside the centres (mobile). All women and girls, independently from their nationality can participate in the activities organized in these centres. To know where are the nearest activities please call the hotlines in your region (See annex A for Tripoli- B for Akkar-C for Bekaa-D for South).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q2: What services/activities can I find in these centres?

These spaces for women and girls offer a variety of services, including skills training and life skills activities, listening and counseling, group support and recreational activities. Depending on the needs expressed, personnel working in these centres can also put you in touch with other organisations providing medical and legal assistance, or other forms of more specialized assistance. All activities for women and girls are dealt with respecting the choices of each individual and with a non-discriminatory and non-judgmental attitude.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q3: If I want to participate in the activities, will there be any transport support?

Depending on the organisation, there might be transportation provided for you to access these centres and participate in the activities. If you need more precise information, refer to the organisations contact numbers in your region (See annex A for Tripoli- B for Akkar-C for Bekaa-D for South).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q4: Do I have to pay to be able to enter in a centre for women and girls space?

No, access to centres for women and girls is free of charge and you don't have to return any favour or pay anything.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q5: Can I bring my children to the centres/activities for women and girls?

Yes, you can bring your children with you as centres are equipped with child care activities. Depending on the organisation, there might be some differences in age limits for boys to be accepted in these centres. For example, in some the maximum age is 6 years old for boys, while in others it may be 12. No age limits for girls. Verify what the limits are by calling the hotlines for your region(See annex A for Tripoli- B for Akkar-C for Bekaa-D for South).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q6: We know some women and girls that are facing problems in Lebanon. Who can help them?

In spaces, mobile activities and through the hotlines established women and girls who have experienced violence will find some specialized social workers that will listen to them and will help them to find the most appropriate services depending on their needs. None of the information they will share with them will be shared with others without agreement. Choices of women and girls will be always respected.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q7: What can I do if I come across women who are survivors of violence?

The most important thing is to help survivors of violence is always to maintain confidentiality and not to share their stories with other persons – this may harm them. There are specialized organisations that can provide support to women and girls who have experienced violence. What you can do to help, is respect and not judge the person and be aware of the numbers of the specialized organisations in each area to be shared if approached by a survivor.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Annex A - Tripoli

	<p>Danish Refugee Council Tripoli and all districts Hotline: 76-458578</p>	
 <p>HEARTLAND ALLIANCE</p>	<p>The Lebanese Council to Resist Violence Against Women (LECORVAW) Heartland Alliance Tripoli, Amin Moukaddem Street, Abdel Wahab Bldg, 2nd floor Hotline: 79-133636</p>	 
<p>if you need an urgent health assistance, you can get help from the organisations mentioned above in accessing health services or you can go directly to:</p>	<p>International Medical Corps (IMC) Ministry of Social Affairs, Nejme Square, Tripoli Hotline: 71-838905 Tel.: 76-096939 Mazloun Hospital Tel.: 70-638791 Tripoli Governmental Hospital Tel.: 76-740958</p>	



You can consult a specialist that can listen to your story and helps you

Here you can meet people that are living a similar experience as yours and survived a specific violence



You can have the medical care that suits your violence situation that you have been subject to

You can request to consult a lawyer regarding your rights and learn about your options to take legal actions

Annex B - Akkar

	<p>Danish Refugee Council Wadi Khaled (Machta Hassan/Machta Hammoud), Qoubaiyat, Dreeb, Halba and surroundings Hotline: 70-213284</p>	
<p>if you need an urgent health assistance, you can get help from the organisations mentioned above in accessing health services or you can go directly to:</p>	<p>Al Salam Hospital Qoubaiyat Tel.: 06-351672 Health centre Machha Tel.: 06-690676</p>	
	<p>International Rescue Committee East of Wadi Khaled (Akroum, Kafartoun, Mounсах, Rajm Hussein, Rajm Issa, Rajm Khalf, Hnaider and Kanissa) Kaita El Tahta (Berkayel, Bebnin, Al-Abde), Rahba, Al-Hawaich. Women and Girls Centre Wadi Khaled Hotline: 70-354917 Akroum, Kafartou, Hnaider and Kanissa Hotline: 76-861761 Women and Girls Centre Berkayel Hotline: 76-784468 Al-Hawaich and Rahba Hotline: 76-862555</p>	
	<p>International Medical Corps – Psychological health division Wadi Khaled, Qoubaiyat, Halba and surroundings Hotline: 71-802598 Tel.: 71-085870 Tel.: 70-489464 International Medical Corps – Physical health division Hotline: 71-802559</p>	



You can consult a specialist that can listen to your story and helps you










Here you can meet people that are living a similar experience as yours and survived a specific violence



You can have the medical care that suits your violence situation that you have been subject to



Annex C - Bekaa

	<p>Danish Refugee Council Baalbeck (East and West Baalbeck and the city) Hermel – Al Kaa, Zahle (Zahle, Taanayel, Saad Nayel,) up to Baalbeck but excluding it, Majdel Anjar, West Bekaa including Rachaya, Jeb Jennin, Al Marej and the villages of western Bekaa(west Bekaa, Machghara, Maidoun) Tel.: 71-409378 (Distribution centres in North Bekaa) (Protection Office in registration centre in Zahle) (Community centre in Jeb Jennin)</p>	
	<p>International Rescue Committee Ersal, Al-Ain, Fekha, Labwe, Bar Elias, Majdel Anjar Hotline: 76-862444 (Fekha and Labwe) Hotline: 76-849166 (Hosh Al Harime and Qabelias)</p>	
	<p>Handicap International West Bekaa including Rachaya Jebjennine, Marj and the villages of western Bekaa (West Bekaa, Machghara, Maidoun) Tel.: 79-101563</p>	
	<p>International Medical Corps Baalbeck (Western Baalbeck and the city), Zahle (Zahle, Taanayel, Saadnayel), up to Baalbeck but excluding it and Barelias Tel.: 71-048243 Rafic Hariri charity association: 08-513321 (Centre of Bekaa) Labwe Primary health care centre (Labwe/ Aarsal)</p>	 








You can consult a specialist that can listen to your story and helps you



You can have the medical care that suits your violence situation that you have been subject to








Here you can meet people that are living a similar experience as yours and survived a specific violence case

Annex D – Mount Lebanon

	<p>Caritas Sin El Fil : 03310471 Caritas Dbayeh: 70191182 Caritas Burj Hammoud: 76412088 Caritas Dekwane: 70168203 Caritas Mreije: 70157789 Caritas Ballouneh: 76374954</p>	
	<p>INTERSOS (Baabda, Aley, Chouf) : 71172653</p>	
	<p>Beirut: 78985546</p>	
	<p>Beirut and Mount Lebanon: 71910349</p>	



Annex E - South

	<p>Danish Refugee Council Saida and surroundings, Zahrani (Sarafand, Bikbaye), Jezzine Hotline: 76-748984</p>	
	<p>InterSOS Jezzine, Sour, Hasbaya, Marjaayoun, Bent Jbeil, Nabatiyeh Hotline: 76-806952</p>	
	<p>Terre des hommes lausanne Hotline: 78-820056 (Sour) 76-969348 (Saida)</p>	
<p>if you need an urgent health assistance, you can get help from the organisations mentioned above in accessing health services or you can go directly to:</p>	<p>Saida Governmental Hospital Tel.: 07-721606 Doctors without borders Belgium Hasbaya, Marjaayoun Dr Maribelle Nammour Tel.: 70-607696</p>	



You can consult a specialist that can listen to your story and helps you

Here you can meet people that are living a similar experience as yours and survived a specific violence case



You can request to consult a lawyer regarding your rights and learn about your options to take legal actions

You can have the medical care that suits your violence situation that you have been subject to



You can take your child with you to this organisation in case he got hurt on the hand of someone or if you have doubts that he has been hurt



SHELTER

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**Q1: I just arrived from Syria and I need a place to stay, who can help me?**

Current capacity is very limited, and only few families found to be most in need will receive “a place to stay” from organisations (see Annex A for shelter organisations’ hotlines); more families will instead receive some other type of support once they have found a place to stay on their own.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q2: Will I have to pay for the shelter?

Services from major international humanitarian organisations are free of charge. You should make sure you understand the terms of any shelter you may receive, and contact the humanitarian organisation if you think there is a problem.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q3: Do I have to register with UNHCR?

Registering with UNHCR is recommended but is not compulsory. It is a choice for each person. Some humanitarian support is only available to registered people; some support is available without registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓	✓	✓

Q4: What kind of shelter support do organisations provide?

There are different kinds of support from different organisations (see Annex A for shelter organisations'hotlines). They may provide you temporary shelter or room in a building or they may relocate you to a collective shelter or assist you with different kind of shelter supplies.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q5: Will I automatically receive the assistance upon arrival?

Not necessarily, and probably not very quickly. It depends on organisations' conditions and procedures and the rapidity of response/assistance also depends on the capacity of the shelter partner. In general those found to be most in need are the most urgent to be assisted. If you have just arrived to Lebanon you should contact the nearest organisation for specific support: different organisations for registration, hygienic supplies, and shelter.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q6: Does housing assistance include meals, and furniture?

No.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

**Q7: Do I have to pay to be assessed and/or visited by humanitarian organisations?**

All humanitarian organisations provide their services free of charge. Do not give money in return of services provided by humanitarian organisations to anyone.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q8: How long can I stay at this shelter?

It depends on the project conditions. Your stay at the particular shelter depends on many different factors like shelter type, your family situation, organisation capacity and agreement with your landlord.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q9: Is anyone going to share the shelter with me?

Possibly, it depends on your family size and composition, and on the shelter available. Humanitarian organisations try to give a family a space to themselves whenever possible, taking into consideration your family privacy and safety. Most likely you will be asked to share toilets and bathrooms, and kitchens.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q10: If there is more than one family sharing living space (be it a tent, unfinished house or garage, how are the supplies distributed and shared?)**

It depends for the shelter condition; if the supplies are not enough for the shelter we can make a proper agreement with the head of the families.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q11: What are the contents of the weatherproofing supplies? And the new arrival/full shelter supplies?

Shelter supplies consist of Timber, Plywood, Tarpaulin, clear plastic sheeting and box of tools to fix the shelter/settlement. The quantity provided is enough to support existing tents.

Shelter supplies for new arrivals in Lebanon consist of exactly the same items as weather-proofing but the quantity is enough to set up temporary shelter.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q12: We have water and sanitation issues? What kind of assistance do you provide?

If you live in an 'informal settlement':

- Water trucking, water supply from boreholes and municipality connections
- Water treatment through supply of aquatabs, water filters and water testing

In sanitation we construct toilets, distribute hygiene supplies and Baby supplies, garbage bins and support municipality in garbage collection services.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

(See Annex A in WASH sector for WASH organisations' hotlines)

**Q13: There is a risk of flooding in our shelter/settlement, what kind of assistance do you provide?**

If already flooded, contact UNHCR or shelter organisation and they might be able to provide a temporary alternative shelter, pending availability, while the flooding is resolved (See Annex A in WASH sector for WASH organisations' hotlines).

Upgrading the ground level is possible, depending on the availability of financial resources.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q14: We have people with disabilities in our shelter/settlement. Do you provide any specific rehabilitation? What other humanitarian organisation can we contact?

Humanitarian organisations take disabilities into consideration. Depending on the organisations, families with cases of disabilities, if assisted, would be provided with suitable shelter conditions and specifications.

You can also contact other organisations that provide other assistance for cases of disability (See Annex A for rehabilitation services).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q15: We are renting houses and the prices are increasing. Can you help us to cover the rent?

If your family is supported with an organisation that covers part or full of your rent and signed a specific contract with your landlord you have to contact this organisation representative (see Annex A for the hotlines of the shelter organisations doing cash for rent). Please note that only families who are found to be most in need will be entitled to receive that type of support.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓		✓		✓

**Q16: How do I get “Cash for Rent” services?**

Register in municipalities and/or UNHCR so that a house visits can be conducted for a needs assessment (see Annex A for the hotlines of the shelter organisations’ that are doing cash for rent).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q17: In case of eviction, do you provide a shelter?

If your family is supported by an organisation that covers part of or the full rent and signed a specific contract with your landlord you have to contact this organisation representative (see Annex A for the hotlines of the shelter organisations). Please note that only most in need families will be entitled to receive that type of support.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q18: What is the “Cash for Rent” support? How much money can I get to be able to secure my shelter/accommodation for my family?

Every organisation provides different shelter support. Humanitarian organisations that provide “Cash for Rent” support also have limits to their capacity. You need to contact each organisation for more information.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓		✓		✓

Q19: When will I get the “Cash for Rent”? I didn’t receive it in the last month.

Refer to the humanitarian organisation that provided you this service.

Distributions are based on organisations’ selection conditions, assessments, regions of coverage, and limited financial resources. If you are receiving benefits and your assistance gets terminated, the humanitarian organisations will inform you of the discontinuity.

Sometimes rents are given in the following months; if the family didn’t get the cash for rent of February, they will get in March the payments of February and March.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓		✓	✓	✓

Q20: How can we receive labor assistance if we are not able to put up the shelter supplies ourselves?

Discuss this issue with the organisation providing the supplies.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q21: If I receive shelter supplies from one humanitarian organisation would this affect the eventual opportunity to have a rehabilitation contract with other humanitarian organisations?

Not necessarily.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓



Q22: Why do you ask us so many questions that are not related to our housing conditions? Why are humanitarian organisations coming to our settlements, taking photos, asking many questions, and not returning?

We are trying to understand your needs to be able to assist you in the best possible way and to refer your case to other sectors or humanitarian organisations in case you are in need of any other type of assistance.

In general, a limited capacity signifies that only those found to be most in need will be prioritized.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q23: I missed the distribution, how can I get my items?

Contact directly the organisation that provided the assistance/distribution.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q24: Do the supplies belong to the house owners or the family assisted?

The ownership of the supplies varies according to the organisations' procedures and rules.

Usually, the household items such as mattresses, blankets, filters will be owned by the family assisted. If the supplies are part of rehabilitation it will be granted to the owner only when it is used by the assisted family according to agreements reached.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q25: My family cannot afford to pay even the lowest rent, how can you help me?**

If you are not able to pay your rent you can apply for support to UNHCR or humanitarian organisations that provide such support. They should be able to either support your family or advise you on different availabilities to protect your family and secure shelter. To such other options would be relocations to cheaper accommodation, Collective Centres or Informal Settlement.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q26: My family has been granted assistance for Cash for Rent support but recently the organisation lowered the support. Why?

There are different reasons why the organisation has to take such difficult decision. One of them may be that there is not enough money to be able to support all families in need. To receive the most accurate answer you should contact the organisation that supports your family.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q27: My daughter (or any other relative) and her family will be coming from Syria in a month. Can we reserve assistance for them?

Unfortunately this is not possible. No assistance can be given without certifying the presence of the family, and without assessing their needs. But when she arrives she is can call the shelter hotlines.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

**Q28: In case there is infrastructure that requires maintenance where I live, whom do I report this to?**

In order to improve quality of assistance and to ensure your concerns are known and taken in to consideration, committees have been established where you live. The representatives from these committees are people who live with you in the same area. Report any cases of infrastructure maintenance to the respective committee that would liaise with the collective site management agency for necessary action.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q29: In case there is any dispute among residents, where/whom do I report this to?

If those involved in the dispute are unable to find a solution, report the case to the dispute committee. The collective site management agency together with the Shawis and the community leaders are in the process of establishing such committees.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Annex A – Shelter Organisations’ hotlines

NAME	LOCATION	ADDRESS	COMMENTS
ABBAD	Akkar	76-060602	Midway shelter
Comitato Internazionale Per Lo Sviluppo Dei Popoli (CISP)	Marjaayoun, Sour, Nabatieh, Hasbaya	76-683387	Distribution sealing off supplies, urgent shelter repair (individual shelters), rehabilitation collective shelters and small shelter units
INTERSOS	Tyre, Nabatiyeh, Bint Jbeil, Marjoyoun, Jezzine, Hasbaya	76-806952	Rehabilitation of shelter units and protecting them from weather factors
International Organisation for Migration (IOM)	Saida		Cash for rent, Weatherproofing in Zahrani only
Islamic Relief Worldwide (IRW)	Saida	07-721966	Rehabilitation Collective Shelters
Norwegian Refugee Council (NRC)	Central and North Bekaa	76-884474 76-171402	
Norwegian Refugee Council (NRC)	Sour	78-920700	Rehabilitation of small shelter units
Première Urgence - Aide Médicale Internationale (PU-AMI)	Jezzine	76-442383	Cash for rent
Première Urgence - Aide Médicale Internationale (PU-AMI)	Saida	76-442383	Rehabilitation Collective Shelters, Cash for Rent, School Rehabilitation
Save the Children	Tripoli	01-370189	
SHEILD	Bent Jbeil, Marjaayoun, Sour, Nabatieh, Hasbaya,	76-841231	Cash for rent
SOLIDAR	Jezzine; , Nabatieh, Saida	70-349991	Rehabilitation of small shelter units, cash for rent, weather proofing buildings
UN-HABITAT	Nabatieh		Rehabilitation Public Collective Shelters and Small Shelter Units



SOCIAL COHESION AND LIVELIHOOD

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**Q1: I am a Syrian refugee, and I would like to know whether I can work in Lebanon?**

Syrians are allowed to work in Lebanon if they get a work permit (see Q6) and only in the following sectors: Agriculture, Cleaning, Common Worker, Construction sector and its derivatives, Salesperson/Commercial representative, Marketing representative, Tailor, Mechanic & Maintenance, Blacksmithing and upholstery, warehouse – keeper, Guard.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q2: What types of training opportunities exist to learn new skills?

UNHCR and other humanitarian organizations have set up a network of livelihood and community development centres across Lebanon (see Annex A for livelihood centres and Annex B for community development centres under protection Sector). These centres offer a wide range of skill building activities. This includes English, computer, financial literacy, hairdressing, beadwork, block printing, sewing, first aid, etc. You can also suggest that specific training be carried out at these centres. These centres can also run information sessions on the right to work and other issues of interest to you.

Livelihood centres offer advanced activities for income-generation, while community centres are limited to basic life-skills and awareness sessions.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q3: What happens after the training?

After learning a skill, you can approach the livelihood centres further. These centres offer advanced counseling and trainings on where to find a job, how to manage your finances, market your skills or products, prepare a resume, sit for a job interview, etc. They can also do job matching and link you with other entrepreneurs. Groups of women can get together and take out a loan for personal and income-generation use.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q4: Who can benefit from such centres?**

Everyone. All activities in the centres are open for Lebanese and Syrians, as well as other community members. Women, youth and older persons are encouraged to visit them, including persons living with disabilities. On a case by case basis, transportation and day care support can be provided with special attention to certain persons.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q5: How can I find a job?

Community and Livelihoods Centres also provide job placement services. Get in touch with the Centre nearest you (see Annex A for livelihood centres and Annex B for community development centres under protection Sector). There is also short-term income generating opportunities offered through local and international organisations throughout the country. These opportunities are made public in the local community. Ask your municipality if they are aware of any such programme currently ongoing in your municipality.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q6: How can I get a work permit?

Work permits are delivered by the Ministry of Labor. There are specific procedures for Syrians to get a work permit (for the specific sectors listed above). Syrians can apply for a work permit from inside Lebanon and do not need to pay a deposit. The fees are also lower than for other foreigners. A number of documents are required: Employment contract certified form public notary; Copy of re-entry and exit permit; Certificate from the Syrian Embassy; Copy of ID or passport; Copy of ID of Company Owner; Employment registry record; National Social Security Fund (NSSF) registry record; 2 photos.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q7: We face tensions in our community. What support can we get to improve the relationships and reduce the tensions?**

Several communities offer possibilities for individuals and groups to come together and talk about matters that cause dispute and tension. Those services are offered through municipalities, community centres or schools. There is also self-standing initiatives set-up by humanitarian organisations to mediate between individuals and groups.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q8: I have a problem with a Syrian/Lebanese, what can I do?

If you feel that you cannot solve the problem peacefully with the person in question, you should refer it to the local authorities (municipality, police, or security forces) or with your local community leader and let them try to mediate the situation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q9: Why is all the assistance going to refugees?

A lot of the humanitarian assistance also benefits Lebanese and host communities. 252 Community Support Projects (CSP) have been implemented since 2011 to support host communities. Host communities also benefit from assistance rehabilitating schools, water network, or shelters. In total, it is estimated that 25% of the humanitarian assistance benefits host communities. Moreover, most in need Lebanese have access to assistance provided by the government, primarily through the National Poverty Targeting Programme.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
			✓	

**Q10: My community would like to benefit from a Community Support Project (CSP).****How can we qualify?**

It is important to get in touch with your municipality and discuss your project idea with them. Community Support Projects (CSP) aim to improve community relations among Lebanese and refugees. CSPs should be developed with all persons that are concerned by the project.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				✓

**Annex A – Livelihood centres**

NAME	LOCATION	ADDRESS	COMMENTS
<u>Livelihood centres (Countrywide)</u>			
IRC Livelihood centre	Akkar	Miniara 03-343282	
UNHCR (Al Majmoua Livelihood centre)	Mount-Lebanon	Baysour – main road facing Mrafee Malaeb gas station Cell phone: 76-888031	The livelihood centre is funded by UNHCR and implemented by Al Majmouah
UNHCR (Al Majmoua Livelihood centre)	North	Anfeh near Saint Georges church Cell phone: 71-515183	The livelihood centre is funded by UNHCR and implemented by Al Majmouah
UNHCR (Al Majmoua Livelihood centre)	Bekaa	Ferzol – after the army check point- near Mahfouz Stores Cell phone: 76-888032	The livelihood centre is funded by UNHCR and implemented by Al Majmouah



WATER, SANITATION AND HYGIENE (WASH)

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WASH

Q1: What is WASH?

Water, Sanitation and Hygiene (WASH) is the support provided to populations in distress, including water supply, sanitation facilities and hygiene promotion. WASH activities aim to reduce the spread of infectious diseases, such as diarrhea or other diseases relating to water sanitation and poor hygienic conditions or practices.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q2: What are the characteristics of the water supply?

Water supply should be:

- Available and accessible to all
- Provide an adequate amount for you and your family
- Be located in a safe place

Local conditions affect the amount of water that can be made available and WASH agencies should provide you with information about availabilities and possibilities.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q3: What else is part of WASH?

Other aspects of WASH include:

- The work of community hygiene promoters
- The safe disposal of rubbish
- The provision of drainage
- Operation and maintenance of water and sanitation infrastructure
- All aspects of WASH require involvement of the population in the planning, installation and long term operation and maintenance. Your views should be sought by the WASH agency when siting facilities.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q4: What is a WASH Service Provider or Agency?**

A WASH Service provider is the agency/NGO that is assisting the local community and/or refugees and Lebanese to:

- Have access to safe water, safe and dignified latrines, showers, laundry spaces and safe means of solid waste disposal.
- Ensure some hygiene support through training local volunteers on hygiene issues.
- Support the community for ongoing operation and maintenance of WASH infrastructure.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q5: How do I contact my WASH service provider?

The contact details for the WASH Service Provider are with your WASH committee or you can refer to Annex A.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q6: What is a WASH Committee?

A WASH committee is a representative group of community members, either elected or appointed by the community, which is responsible for supervision, operation and maintenance of the WASH facilities as well as other issues that are related to the WASH project in your community.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q7: Where can I report if the WASH committee in my area is not active or is biased in representation?**

Report this to the available community leadership structures, or to the committee/local dispute resolution mechanism in your area. In case you are not satisfied with the solution from the dispute resolution team, you can refer the case to the WASH service provider, or collective site management agency.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Sanitation**Q8: What are the characteristics of toilets?**

The toilets should be:

- Acceptable to all
- Private
- Safe to use
- Located following discussions with all users and considering physical restrictions on the land.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q9: What do I do if the family's septic tank is full?

You should contact the WASH service provider for your area that will facilitate finding a de-sludging contractor. Alternatively contact the local Municipality.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q10: Who is responsible for my solid waste/garbage collection?**

In Lebanon the local Municipality is responsible for garbage collection. If this is not happening your WASH service provider can help set up regular collections. You must ensure that your garbage is piled in a single safe location, agreed by the Municipality, for easy and quick collection.

If the Municipality is unable to help collect then your WASH service provider will be able to support your community to dispose of the solid waste safely by providing training and materials.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q11: Who should I contact if I have no toilet?

You should contact your WASH service provider in the community, a Community WASH volunteer or a WASH committee.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Hygiene**Q12: What is the role of my hygiene promotion volunteer?**

The hygiene promotion or community WASH volunteer is a focal point between your community and the WASH agency in charge, the WASH service provider. Your hygiene promotion or community WASH volunteer is responsible to report issues related to WASH in your community and to assist the WASH agency with hygiene awareness raising exercises, monitoring of activities and ensuring that the community stays environmentally safe. Your hygiene promotion or community WASH volunteer is responsible to report issues related to WASH in your community and to assist the WASH agency with hygiene awareness raising exercises, monitoring of activities and ensuring that the community stays environmentally safe.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q13: Can anyone be a hygiene promotion volunteer?**

Volunteers should:

- Live in the IS/ CS and use the WASH facilities
- Have sufficient time to spend representing and mobilizing the community
- Be trusted by community
- Not plan to move on in the next couple of months
- Be representative of different groups/ WASH facility users (including women and vulnerable groups)
- Dynamic, active, motivated and able to motivate others
- Dependable and approachable
- Communicate effectively with their community and the WASH service provider,
- Have the required technical skills for the position ie. Maintenance or HP depending on the specifications of the volunteer position
- Be willing to volunteer for a certain period
- Be a good role model

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q14: Is hygiene promotion only giving information to beneficiaries through structured sessions?

Hygiene Promotion is more than giving messages on healthy behaviours to beneficiaries:

Participatory methods that focus on interaction with the affected community are often the most successful in achieving changes in practice. However, there is a trade-off between outreach and effectiveness and the more participatory approaches are often time consuming and labour intensive whereas the dissemination of messages via the mass media will reach more people, more quickly, but may be less effective in achieving the desired outcomes.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q15: What are the Key Hygiene Promotion Messages for Acute Watery Diarrhea?

Message 1: Drink safe water: before drinking water, treat it: use chlorine, boil it.

Message 2: Clean your hands – rub off dirt from both hands before you eat or put anything into your mouth.

Message 3: Replace liquid lost in diarrhea or vomit (Oral Rehydration Salts ORS)

Message 4: Seek treatment as soon as possible in medical facilities (Up to 80% of cases can be successfully treated with ORS)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q16: How do I avoid diarrhea?**

WASH your hands with soap and water at critical times – before eating or preparing food, before feeding babies and infants, after using the toilet or contact with feces.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q17: What do I do if my child has diarrhea?

Ensure your child is getting plenty of fluids to remain hydrated. A child with diarrhea should receive oral rehydration salts (ORS). This can be made at home or bought at a local pharmacy.

Don't stop breastfeeding your baby if they have diarrhea. Breastfeeding is the best way to keep your baby hydrated. Contact your nearest available medical centre.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q18: When to Wash Hands?

Wash hands with soap and clean, running water (if available):

- Before and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q19: Behavioural change takes a long time, will hygiene promotion be effective in an emergency situation?

Contrary to popular belief, changes in practices or behaviour do not always take a long time to occur and even short-term changes can be important where the risks to public health are high. If change is enabled it can happen very quickly e.g. if hand washing facilities are provided to make it easier to wash hands. If people feel themselves to be at risk then they are also more likely to change their behaviour quickly.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q20: What is the role of a community WASH volunteer?

Role and responsibilities of Community WASH Volunteers
The community should be involved in devising and agreeing the roles and responsibilities of committee members, but recommended tasks include:

- Reporting:
 - Cases of WASH/ vector related disease including diarrhoea, lice and scabies.
 - Special needs - people with disabilities (elderly, physical disability) in need of adapted WASH facilities
- Monitoring of WASH facilities and their usage by community (cleanliness, requirement for deluding, availability of water, damage of facilities,
- Feedback to WASH service provider on hygiene practices, especially those of children (Hand-washing at key times, open defecation), need for replenishment of latrine cleaning supplies/sanitation supplies
- Conducting small repairs: minor leaks, tap repair
- Supporting health and hygiene promotion teams and Collective Site Management agencies organise and carry out awareness raising activities

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

In communities with Child Health and Hygiene Clubs, support the children to carry out their assigned tasks; monitoring community and latrine cleanliness, child to child activities.

Water

Q21: What do I do if the water supply is not working? Broken? Leaking?

You should contact your WASH committee immediately if there is a broken water point and the water is leaking. The WASH committee will ensure that the community technician repairs the leak.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q22: What is water scarcity?

Water scarcity is the fact that there is insufficient water available for the overall demand in Lebanon. The result of water scarcity is that there is water rationing affecting all people in Lebanon and the price of water and fuel may rise.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrian	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Annex A – WASH agencies

AGENCY	LOCATION	CONTACT	CORE SERVICES
Action Contre La Faim (ACF)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Saida	76975315	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
ACTED	Beirut, Baabda, Jbeil, Chouf, Kesrwane, Metn, Aley, Akkar	71912345	Access to toilets, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
American Near East Refugee Aid (ANERA)	Baalbak, Hermel, Rachaiya, West Bekaa, Zahle, Beirut, Baabda, Chouf, Aley, Koura	01382590	Hygiene promotion, hygiene items
AVSI Foundation	Marjaayoun, Hasbaiya	07830760	Hygiene promotion, access to water (family)
CARE	Chouf, Menieh-Danieh, Tripoli, Zgharta	01381775	Access to toilets, access to wastewater comm, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
CHF International	Chouf, Aley	01853780	Access to toilets, hygiene promotion, access to water (family), access to storage containers
Comitato Internazionale Per Lo Sviluppo Dei Popoli (CISP)	Hasbaiya, Batroun, El Nabatieh, Sour, Koura, Menieh-Danieh, Tripoli, Zgharta, Marjaayoun	03280792 / 70462943	Access to toilets, access to wastewater comm, hygiene promotion, hygiene items, access to water (family/communal), access to solid waste disposal (communal), access to storage containers



Caritas Lebanon Migrant Centre (CLMC)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Baabda, Tripoli, Metn	01502550	Hygiene items
Concern	Akkar	70786379	Access to toilets, access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family), access to storage containers
Gruppo di Volontariato Civile (GVC)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	03935773	Access to toilets, hygiene promotion, hygiene items, access to water (family/communal)
International Federation of Red Cross and Red Crescent Societies (IFRC)	Beirut	71802915	Coordination support and capacity building
International Orthodox Christian Charities (IOCC)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Akkar	01687354	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), Hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
International Relief and Development (IRD)	Tripoli	06411300	Access to solid waste disposal (communal), access to water (communal)
INTERSOS	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, El Nabatieh, Sour, Marjaayoun, Bent Jbeil, Hasbaiya	71106586	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
Lebanese Red Cross	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	71076450	Access to wastewater (communal), hygiene promotion, hygiene items, access to solid waste (communal), access to storage containers



Lebanese Red Cross	Baalbeck, Rachaiya, West Bekaa, Zahle	03773136	Access to toilets, access to wastewater (communal), hygiene promotion, hygiene items, access to solid waste (communal), access to storage containers
Mercy Corps	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Menieh-Danieh, El Nabatieh, Jezzine, Saida, Sour, Marjaayou, Bent Jbeil, Hasbaiya	01425466	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
Makhzoumi Foundation	Beirut	01663898	Hygiene promotion , hygiene items
MERCY-USA	Manieh-Danieh, Akkar	78956126	Access to wastewater (communal), hygiene items, access to water (family), access to solid waste (communal), access to storage containers
Norwegian Refugee Council (NRC)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, El Nabatieh, Sour, Menieh-Danieh, Akkar, Bent Jbeil, Hasbaiya	76881880	Access to toilets, access to wastewater (communal), hygiene promotion, access to water (family), access to storage containers
OXFAM	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Bsharreh, Batroun, Koura, Tripoli, Saida, Sour	76904326	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
Première Urgence - Aide Médicale Internationale (PU – AMI)	Jbeil, Metn, Beirut, Aley, Baabda, Chouf, Saida, Akkar, Jezzine	70215900 79105528	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers



Relief International	Kesrwane, Batroune, Zgharta, Metn, Koura, Beirut, Baabda, Aley, Minieh-Danieh	70014979	Hygiene promotion
Save the Children	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Koura, Tripoli, Akkar	01370189	Access to toilets, access to wastewater (communal), access to solid waste, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
Soldiarites Internationales	Zgharta, Minieh-Danniyeh, Akkar	70 066 589	Access to toilets, solid waste management, hygiene promotion, water supply, water quality, storage containers, drainage and wastewater management
Solidar Suisse	El Nabatieh, Jezzine, Saida	70349991	Hygiene items on ad-hoc basis (not systematically)
Terre des Hommes (TDH)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	07740939	Hygiene promotion
UNDP	South, Bekaa, Tripoli, Koura, Batroun, Bsharreh, Zgharta, Minieh-Danniyeh	01962493	Access to wastewater (communal), access to solid waste (family/communal), hygiene promotion, hygiene items, access to water (family/communal),
UN-HABITAT	Beirut, Mount Lebanon, South	01850013	Access to wastewater (communal), access to solid waste (family/communal), hygiene promotion, access to water (family/communal),
UNICEF	Bekaa, Qobayat, Tripoli, Koura, Batroun, Bsharreh, Zgharta, Minieh-Danniyeh, Zahle	01756101	Access to water (communal)



UNRWA	Beirut, Mount Lebanon, Bekaa, Tripoli, Koura, Batroun, Bsharreh, Zgharta, Minieh-Danniyeh, South	01840490	Access to wastewater (communal), access to solid waste (family), hygiene promotion, hygiene items, access to water (communal)
URDA	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Aley	70711316	Access to toilets , access to wastewater (communal), hygiene promotion, hygiene items, access to water (family/communal)
World Vision	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Saida, Sour, Bent Jbeil	76892282 / 70156482	Access to toilets, access to wastewater (communal), access to solid waste (family/communal), hygiene promotion hygiene items, access to water (family/communal), access to storage containers

ANNEX 1 – HUMANITARIAN HOTLINES IN LEBANON

AKKAR			
Name of Organisation	Services	Specific Location	Hotline Number
Cash			
Danish Refugee Council (DRC)	Humanitarian Assistance Cards and general inquiries		79-100373 76-129720
Save the Children			01-370189
Education			
Concern			70-096318
Norwegian Refugee Council (NRC)			70-907868
Save the Children			01-370189
Food			
Save the Children			01-370189
Food and Eligibility			
Danish Refugee Council (DRC)	Safety Net assistance requests		76-129720
Save the Children	General enquiries, Humanitarian Assistance Card and shop complaints		79-130293
Health			
Handicap International			76-426676
International Medical Corps (IMC)	Primary health care		71-802559
International Medical Corps (IMC)	Health Education		70-884463

International Medical Corps (IMC)	Mental health		71-802589
Legal Assistance			
International Committee of the Red Cross (ICRC)	Family Tracing, detention, monitoring, allegation of arrest in Syria and missing person in Syria		71-802335
International Relief and Development (IRD)	Legal services		76-591029
Norwegian Refugee Council (NRC)	Legal services	Wadi Khaled	03-820164 78- 801313
UNHCR	Protection Hotline: Detention, Fraud, Exploitation		76-421605
Livelihood			
IRC Livelihood Centre			76-064550 03-343282
UNHCR Al Majmoua Livelihood Centre			71-515183
Household Items			
Danish Refugee Council (DRC)			70-087678 03- 087678
Save the Children			01-370189
Protection			
Arcenciel	Child protection, rehabilitation services		06-693030/2
Caritas Lebanon Migrants Centre	Information, Counselling, and Legal Assistance		06-415086

(CLMC)			
International Relief & Development (IRD)	Information, Counselling and Legal Assistance		76-591029
Norwegian Refugee Council (NRC)	Information, Counselling, and Legal Assistance		78-801313
UNHCR			76-411605
SGBV			
ABAAD Resource Centre for Gender Equality	GBV and women at risk		76-060602
Danish Refugee Council (DRC)	GBV		70-213284
International Medical Corps (IMC)	GBV		71-802598
International Rescue Committee (IRC)	Case management and psychosocial support	Women and Girls Centre Wadi Khaled	70-354917
		Akroum, Kafartou, Hnaider and Kanissa	76- 861761
		Women and Girls Centre Berkayel	76-784468
		Al-Hawaich and Rahba	76-862555
Shelter			
ABBAD Resource Centre for Gender Equality	Midway shelter		76-060602
Norwegian Refugee Council (NRC)	Shelter		03-006634
Première Urgence – Aide Médicale	Shelter rehabilitation	Wadi Khaled, Machta Hassan, Machta	79-105528

Internationale (PU-AMI)		Hamoud, Rajem Issa	
Wash			
ACTED	Access to toilets, hygiene promotion, hygiene items, access to water HH/COMM, access to storage containers		71-912345
Concern	Access to toilets, access to solid waste disposal HH /COMM, hygiene promotion, hygiene items, access to water HH, access to storage containers		76-998781
International Christian Orthodox Charities (IOCC)	Access to toilets, access to wastewater COMM, access to solid waste disposal HH/COMM, Hygiene promotion, hygiene items, access to water HH/COMM, access to storage containers		01-687354
Save the Children			01-370189
BEKAA			
Name of Organisation	Services	Specific Location	Hotline Number
Education			
Amel Association	Primary health care, education	Arsal	08-240413
		Chmistar	08-330138
		Kamed Al Loz	08-814903
		Al Ain	08-325141
		Mashghara	08-651703

Joussour Al Nour			70-015620
Save The Children			01-370189
Terre des Hommes (TDH)			03-157642
Food			
Action Contre La Faim (ACF)	General information and complaints on distribution and shops	Arsal, Hermel, Al Qaa North/Central/ West Bekaa	08-806950 71-553131 76-975315
Caritas Lebanon Migrant Centre (CLMC)			03-537371
INTERSOS			78-975251
Joussour Al Nour			70-015620
Mercy Corps			76-126437 76-723716
World Vision			70-156482 76-892282 71-515112
Food and Eligibility			
Danish Refugee Council (DRC)	General Information on Humanitarian Assistance Card		76-951288
Danish Refugee Council (DRC)	Distributions and complaints about shops		76-723716
Danish Refugee Council (DRC)	Safety Net assistance requests		76-126437
Danish Refugee	National Response		76-183291

Council (DRC)	mechanism hotline		
INTERSOS	Humanitarian Assistance Card and distributions		78-975251
World Vision	General Information Helpline, Humanitarian Assistance Card, distributions and complaints		70-156482 76-892282
World Vision	Safety Net assistance requests		71-515112
World Vision	Distributions and complaints about shops		70-156482
World Vision	Home visits		71-515112
General			
ActionAid Denmark	Community Services		71-442641
Health			
Handicap International	People with disabilities		71-204820
International Medical Corps (IMC)	Primary health care		76-469551
International Medical Corps (IMC)	Mental health		71-910793
International Medical Corps (IMC)	Health education		71-234247
Medair			79-109 863
Médecins Sans Frontières (MSF)	Primary health care		76-138197
Legal Assistance			
Norwegian Refugee			76-884474

Council (NRC)			76-171402
Livelihood			
UNHCR Al Majmoua Livelihood Centre			76-888032
Household Items			
Caritas Lebanon Migrant Centre (CLMC)	For newcomers and vulnerable	North Bekaa, Central Bekaa, Rachiaya	79-306150
Danish Refugee Council (DRC)	For newcomers and vulnerable	West Bekaa, Central Bekaa, Rachaiya	76-437251 79-100371
Handicap International	Persons with disabilities, newcomers assistance	Central Bekaa	79-101563 71-804820
Save the Children	For newcomers	North Bekaa, Central Bekaa	01-370189
World Vision	Distribution		70-156482, 78-828179, 76-892282
Protection			
Caritas Lebanon Migrants Centre (CLMC)	Information, Counselling and Legal Assistance	Baalbeck Taalabeya Fekha Zahleh (Legal counseling)	70-828849 03-537371 79-115334 08-805123
Norwegian Refugee Council (NRC)	Information, Counselling, and Legal Assistance	Aarsal Baalbeck North Bekaa	76-171402 76-897789 76-000613
Norwegian Refugee Council (NRC)	Information, Counselling, and Legal Assistance	Saadnayel Central Bekaa	78-801201 76-000614

Norwegian Refugee Council (NRC)	Information, Counselling, and Legal Assistance	West Bekaa	76-898121
Save the Children	Child Protection		01-370189
Terre des Hommes (TDH)	Child Protection		03-157642
UNHCR	For refugees in: Balbeek, Hermel, Rachaya, West Bekaa, Zahle		76-611811
UNICEF	Child Protection		01-756101
Registration			
UNHCR	Registration		08-800513
SGBV			
ABBAD Resource Centre for Gender Equality			76-060602 76-784978
Danish Refugee Council (DRC)		North Bekaa	71-409378
Handicap International		West Bekaa	79-101563 71-804820
International Medical Corps (IMC)			71-910793
International Rescue Committee (IRC)	Case management and psychosocial support for GBV	Arsal Bar Elias	76-784978 71-491417
Shelter			
Medair			79-109683
Norwegian Refugee			76-884474

Council (NRC)			76-171402
Social Services			
Caritas Lebanon Migrant Centre (CLMC)		Zahle	70- 107905
		Taalabeya	03-537371
		Baalbeck	70-828849
Caritas Lebanon Migrant Centre (CLMC)	Household items		03-537371
Wash			
Action Contre la Faim (ACF)		Arsal, Hermel, Al Qaa	08-806950
		North/Central/West Bekaa	71-553131
			76-975315
Save the Children			01-370189
UNICEF			01-756101
BEIRUT-MOUNT LEBANON			
Name of Organisation	Services	Specific Location	Hotline Number
Education			
ACTED			01-360846
Amel Association			01-317293
AVSI Foundation			01- 985279/80
British Council			01-428900
Hilfswerk Austria International (HWA)			04-718621
Iqra' Association			01-365149

			01-365159
Ministry of Education and Higher Education of Lebanon			01-789611
Norwegian Refugee Council (NRC)			01-363200
Rescue Me			70-863423 70-845243
Right To Play			05-952943/4
Save The Children			01-370189
UNESCO			01-850013
UNICEF			01-756101
UNRWA			01-840490
War Child Holland			01-801725
Food			
Première Urgence – Aide Médicale Internationale (PU-AMI)			70-215900 03-105294
Food and Eligibility			
Première Urgence – Aide Médicale Internationale (PU-AMI)	General		70-215900
General			
Amel Association	Remedial classes, school registration		01-278675
Makhzoumi			03-243255

Foundation			
Norwegian Refugee Council (NRC)			03-002767
Relief International			78-817858
Terre des Hommes (TdH)			70-411238
War Child Holland	Remedial classes, school registration		01-801725
Health			
Al Kayan Medical Centre (supported by PU-AMI)		Mount Lebanon	01-455055
Al Maamoura Medical Centre (supported by PU-AMI)		Mount Lebanon	01-473338
Al Manasfeh	Tuberculosis treatment		01-377905
Arcenciel	Assistance for eye glasses, hearing aids and prosthetic limbs. They are not providing eye glasses. They are helping people with physical disability (e.g wheelchair)		01-564630
The Awareness and Consolation Association (supported by PU-AMI)		Mount Lebanon	07-971983
Carantina	Tuberculosis treatment		01-443550
Dar el Fatwa (supported by PU-AMI)		Beirut	01-797400
Dispansary Prince		Mount Lebanon	05-431551

Majid Arslan (supported by PU-AMI)			
Farah Social Centre (supported by PU-AMI)		Mount Lebanon	05-720561
International Medical Corps (IMC)	Mental health		71-383097
International Medical Corps (IMC)	Primary health care		70-973248
International Medical Corps (IMC)	Health education		03-393677
International Orthodox Christian Charities (IOCC)			01-687354
Jbeil Governmental Centre (supported by PU-AMI)		Kesserwan	09-540218
Karagheusian Centre for Child (supported by PU-AMI)		Mount Lebanon	01-263030
Makhzoumi Foundation	Primary health care	Mount Lebanon	01-660890
Mr. Butrus Hubaika	Assistance for eye glasses, hearing aids and prostatic limbs		03-964226
Première Urgence – Aide Médicale Internationale (PU-AMI)		Beirut	70-215900 03-105294
Primary Health Care Centre	Tuberculosis treatment		05-500048
Rafik el Hariri		Beirut	01-663409

Foundation – DHSS (supported by PU-AMI)			
Rafik el Hariri Foundation – DHSS (supported by PU-AMI)		Mount Lebanon	05-802549
Rafik el Hariri Foundation – DHSS (supported by PU-AMI)		Mount Lebanon	05-290495
Rafik el Hariri Foundation – DHSS (supported by PU-AMI)		Mount Lebanon	07-972144
Restart Centre for Rehabilitation of Victims of Torture and Violence Restart Centre	Mental health		76-708083
Voix de la Femme Libanaise (supported by PU-AMI)	Primary health care centre	Mount Lebanon	01-684362
World Health Organisation (WHO)	Abortion cases		01-612970
Legal Assistance			
Caritas Lebanon Migrant Centre (CLMC)	Information and legal counseling		70-326651
Norwegian Refugee Council (NRC)	Information and legal counseling		76-666950
Household items			

Caritas Lebanon Migrant Centre (CLMC)		Sin El Fil	03-310471
		Dekweneh	70-168203
		Mreijeh	70-157789
		Bourj Hammoud	76-412088
		Dbayeh	70-191182
		Ballouneh (Kesserwan)	76-374951
		Rmeileh	07-990496
Terre des Hommes (TdH)			71-579696 71-577386
Protection			
Association Justice et Miséricorde (AJEM)	Detention visits, operates in all ISF prisons in Lebanon	Antélias Roumieh	01-901560/70 01-901570
Caritas Lebanon Migrants Centre (CLMC)	Information, counseling and legal assistance	Sin El Fil (Legal counseling) Al Rawda Bourj Hammoud Dekwaneh Rmeileh	03-310471 70-157789 01-254103 01-681942 70-251290 01-990496
International Committee of the Red Cross (ICRC)	Detention, family tracing and reunification		01-739297/8/9
International Rescue Committee (IRC)	Child protection		76-074941 (only during business hours)

Norwegian Refugee Council (NRC)	Information, counseling and legal assistance		Legal information and counseling: 76-666950 Information and counseling on access to services: 76-777236
Terre des Hommes (TdH)	Transport to registration centres	Jbeil Kesserwan, Hrajel Mten, Mrouj Baabda, Rowaiset el-Ballout Aley, Baysour Chouf, Barouk	71-360077 71-359777 71-579595 71-360096 71-577386 71- 579696
UNHCR	SGBV, single woman without male support, child combatants, etc.	Mount Lebanon	71-910349
Social Services			
Caritas Lebanon Migrant Centre (CLMC)	Emergency health care only		70-168203 70-157789
Caritas Lebanon Migrant Centre (CLMC)		Sin el Fil	01-502550/1/2/3/4
Caritas Lebanon Migrant Centre (CLMC)		Dbayeh	70-191182
Caritas Lebanon Migrant Centre (CLMC)		Dekwene	01-681942
Caritas Lebanon Migrant Centre (CLMC)		Mreije	01-466470
Caritas Lebanon		Bourj Hammoud	01-243834

Migrant Centre (CLMC)			
Caritas Lebanon Migrant Centre (CLMC)		Sin el Fil	03-310471
		Dekweneh	70-168203
		Bourj Hammoud	76-412088
		Keserwan – Rayfoun	09-958471
		Mreijeh	70-157789
		Rmayleh	70-251290
SOUTH			
Name of Organisation	Services	Specific Location	Hotline Number
Cash			
Action Contre La Faim (ACF)	General information and complaints on distribution and shops	Tyr-Nabatieh	76-870898 76-812660
Education			
Amel Association	Educational activities, school registration		07-343108
Amel Association	Remedial classes, school registration		70-249248
INTERSOS	Recreational activities		76-806952
Norwegian Refugee Council (NRC)	Remedial classes, recreational activities		03-002278
SHEILD	English classes and recreational activities		76-841231
SHEILD	Case management, counselling		03-559107
Terre des Hommes (TDH)			70-180979

Food			
Action Contre La Faim (ACF)	Food vouchers	South (excluding Saida)	76-147916 78-889085
Action Contre La Faim (ACF)		Saida Jezzine	76-363431 78-885162
Food and Eligibility			
Action Contre La Faim (ACF)	Safety Net assistance and verification requests		76-363431 76-147916
Action Contre La Faim (ACF)	Humanitarian Assistance Card and distributions		78-885162 78-889085
General			
SHEILD			76-841231
UNHCR			76-500370
Health			
Amel Association	Primary Health Care (IMC supported)		07-840052
Amel Association	Primary Health Care Centres in Halta and Fardis		70-249248
Bent Jbeil PHC	Primary Health Care (IMC supported)		03-277167
Danish Refugee Council (DRC)	Legal assistance, legal counseling		76-748984
International Medical Corps (IMC)	Mental health care		71-373813
International Medical Corps (IMC)	Primary health care		76-172618

International Medical Corps (IMC)	Health education		03-093521
Médecins Sans Frontières (MSF) Belgium	Under-15s, chronic diseases and pregnancies		03-773516
Médecins Sans Frontières (MSF)CH	Mental health care		70-169787
Legal Assistance			
International Committee of the Red Cross (ICRC)	Tracing/family reunification services		03-416 568 07-349 711/921 70-129560
Norwegian Refugee Council (NRC)	Birth registration, documentation, housing, land property, information counselling		For persons who are benefiting use Hotline: 70-951978 For Actors use: 03-001353
Household Items			
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Mattresses, blankets, mats, kitchen set, heating stoves, fuel vouchers, jerry cans		76-683387
SHEILD	Newcomers supplies		76-841231
SOLIDAR	Weather proofing		70-349991
Protection			
Caritas Lebanon Migrants Centre (CLMC)	Information, counselling and legal assistance		07-739607
International Committee of the Red Cross (ICRC)	Detention, family tracing and reunification		07- 349711/912

Norwegian Refugee Council (NRC)	Information, counselling and legal assistance	Tyre Nabatieh Bent Jbeil	70-951978 70-888265 78-885883
Social Humanitarian Economical Intervention for Local Development (SHEILD)	Transport to registration centres	Tyr Bint Jbeil	07-350924 07-325537
UNHCR	For refugees in: Bent Jbeil, Hasbaya, Jezzine, Marjaayoun, Nabatieh, Saida, Sour		76-500370
Psycho-Social services			
INTERSOS	Psycho-social support		76-806952 70-933709
Social Humanitarian Economical Intervention for Local Development (SHEILD)	Case management, counselling		76-841231
Terre des Hommes (TDH) Lausanne	Case management		78-820056
Registration			
UNHCR	Registration and renewal		76-500380
SGBV			
Danish Refugee Council (DRC)			76-748984
INTERSOS			76-806952
Terre des Hommes (TDH) Lausanne		Sour Saida	78-820056 76-969348
Shelter			

Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Distribution sealing off supplies, urgent shelter repair (individual shelters), rehabilitation collective shelters and small shelter units		76-683387
INTERSOS	Rehabilitation of shelter units and protecting them from weather factors	Tyre; Nabatiyeh; Bint Jbeil; Marjoyoun; Jezzine; Hasbaya	76-637758
Islamic Relief Worldwide (IRW)	Rehabilitation collective shelters		07-721966
Norwegian Refugee Council (NRC)	Management, cash for rent		78-920700
Première Urgence – Aide Médicale Internationale (PU-AMI)	Cash for rent, rehabilitation collective shelters, school registration		76-442383
Social Humanitarian Economical Intervention for Local Development (SHEILD)	Cash for rent		76-841231
SOLIDAR	Weather Proofing		70-349991
Social Services			
Caritas Lebanon Migrant Centre (CLMC)	Accelerated learning programme, primary and secondary health care referral, health awareness, case management, counselling, psychological follow-up		03-559107

Caritas Lebanon Migrant Centre (CLMC)	Remedial Classes, accelerated learning programmes, school registration		03-559108
INTERSOS	Women and children social and recreational activities	Tyre, Nabatiyeh, Bint Jbeil, Marjoyoun, Jezzine, Hasbaya	76-806952
Vocational Training			
Danish Refugee Council (DRC)	Conseling for women and training		76-748984
INTERSOS	For youth		76-806952 76-073812
WASH			
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Environmental & hygiene promotion, construction sanitation facilities (ITS), upgrading/construction water system (water quality test, water filters)		07-835886
INTERSOS	Water, sanitation and hygiene projects	Tyre, Nabatiyeh, Bint Jbeil, Marjoyoun, Jezzine, Hasbaya	76-806952
Première Urgence – Aide Médicale Internationale (PU- AMI)	Upgrading sanitation facilities (individual and collective shelters); environmental sanitation, hygiene promotion		76-442383
Social Humanitarian Economical Intervention for Local Development (SHEILD)	Family hygiene and baby supplies vouchers for newcomers	Zahrani only	76-841231

Solidar Suisse			70-349 991
TRIPOLI			
Cash Assistance			
Danish Refugee Council (DRC)	Cash assistance (Humanitarian Assistance Cards)	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	76-183299 70-578125 70-577319 (Mon-Fri 8:30-16:30)
IRC	Cash distribution		70-832176
Education			
Caritas Lebanon Migrant Centre (CLMC)		Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	78-911738 (Mon-Fri 9:00-16:00)
Norwegian Refugee Council (NRC)		Minieh-Danniyeh, Tripoli	03-009236
Save the Children		Koura, Zgharta, Bcharre, Batroun	01-370189
Food			
Danish Refugee Council (DRC)	WFP - Blue Card	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	76-183299
Food and Eligibility			
Danish Refugee Council (DRC)	Safety Net assistance requests		76-129720
Health			
Handicap International	People with disabilities	Tripoli, Minieh-Donieh, Zgharta,	76-426676 (Mon-Fri 9:00-

		Batroun, Bcharre and Koura	16:30)
International Medical Corps (IMC)	Primary health care	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	71-787205
International Medical Corps (IMC)	Mental health	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	71-802598 (Reachable: 24/7)
International Medical Corps (IMC)	Health Education		03-869156
International Orthodox Christian Charities (IOCC)	Malnutrition		03-831108
The Lebanese Council To Resist Violence Against Women (LECORVAW)	Mental health		79-133636
Médecins Sans Frontières (MSF)	Primary health care	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	78-808353
Restart Centre for Rehabilitation of Victims of Torture and Violence Restart Centre	Mental health	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	76-944114, 06-411451
Save the Children		Denieh, Koura	76-718422 (Mon-Fri 8:30-14:30)
Legal Assistance			
Caritas Lebanon Migrant Centre (CLMC)	Legal counseling	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and	70-174934 (Mon-Fri 13:00-17:00)

		Koura	
Danish Refugee Council (DRC)	Case management, individual counselling, group support		76-458578
International Relief & Development (IRD)	Legal counseling, assistance		06-411300/304/305
The Lebanese Council To Resist Violence Against Women (LECORVAW)	Legal counseling		79-133636
Norwegian Refugee Council (NRC)	Legal counseling		76-700525
Household Items			
Danish Refugee Council (DRC)	Newcomers and regular WFP and UNHCR distributions		76-458578
Norwegian Refugee Council (NRC)	Newcomers		78-848483
Solidarités International	Newcomers	Minyeh only in Informal Settlements	70-066589 (Mon-Fri 9:00-16:00)
Protection			
Caritas Lebanon Migrants Centre (CLMC)	Information, counselling and legal assistance	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	06-437357 71-656794
Danish Refugee Council (DRC)	Protection	Tripoli, Minieh-Donieh, Zgharta, Batroun and Koura	76-458578
International Committee of the Red Cross (ICRC)	Detention, family tracing and reunification	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	06-412407 (Mon-Fri 9:00-16:00)

International Relief & Development (IRD)	Information, counselling and legal assistance	Tripoli, Minieh-Donieh, Zgharta, Batroun and Koura	06-411300/304/305
Norwegian Refugee Council (NRC)	Information, counselling and legal assistance		76-700525
Save the Children	Child Protection	Koura , Zgharta , Tripoli, Dennyeh, Baddawi	01-370189 (Mon-Fri 8:30-14:30)
SGBV			
Danish Refugee Council (DRC)		Tripoli and all districts	76-458578
International Medical Corps (IMC)	GBV case management	Koura, Bsharre, Zgharta, Batroun	71-802598 (Mon-Fri 9:00-16:00)
International Rescue Committee (IRC)	GBV case management, psychosocial support for GBV	Khoura, Bcharre, Zagharta	76-999058 (Mon-Fri 9:00-16:00)
The Lebanese Council To Resist Violence Against Women (LECORVAW)	GBV counselling	Tripoli	79-133636
Shelter			
Caritas Lebanon Migrant Centre (CLMC)			71-656794
Save the Children		Koura, Batroun	01-370189
Solidarités International		Minieh-Danniyeh, Zgharta	70-066589 (Mo-Friday 8:30-17:30)
Psycho-Social Services			
The Lebanese Council To Resist Violence	Individual counselling, group support, psycho social	Tripoli	79-133636

Against Women (LECORVAW)	support		
Livelihood			
The Lebanese Council To Resist Violence Against Women (LECORVAW)	Life skills and vocational training	Tripoli	79-133636
Save the Children		Baddawi Koura	01-370189
WASH			
Solidarités International		Minieh-Danniyeh, Zgharta	70-066589 (Mon-Friday 8:30-17:30)
National			
Name of Organisation	Services	Specific Location	Hotline Number
Cash			
CSC BANK	for UNHCR and other organisation cards (White Card); CASH(Humanitarian Assistance card)		01-734808
Food			
Banque Libano-Francaise	Any service concerning WFP Humanitarian Assistance cards/Electonic or Blue cards		01-242477
Health			
GlobeMed	Secondary health care/Hospitalization		01-518111
Protection			
UNRWA	For Palestinian Refugees		76-882226

	from Syria(PRS) in all Lebanon		
Wash			
ACTED	Acess to toilets, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Beirut, Baabda, Jbeil, Chouf, Kesrwane, Metn, Aley, Akkar	71-912345
American Near East Refugee Aid (ANERA)	Hygiene promotion, hygiene items	Baalbak, Hermel, Rachaiya, West Bekaa, Zahle, Beirut, Baabda, Chouf, Aley, Bent Jbeil, Hasbaiya, Saida	01-382590
AVSI Foundation	Hygiene promotion, access to water (family)	Marjaayoun, Bent Jbeil, Hasbaiya	07-830760
CARE	Access to toilets, access to wastewater comm, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Chouf, Menieh-Dannieh, Tripoli, Zgharta	01-381775
CHF International	Access to toilets, hygiene promotion, access to water (family), access to storage containers	Chouf, Aley	01-853780
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Access to toilets, access to wastewater comm, hygiene promotion, hygiene items, access to water (family/communal), access to solid waste disposal (communal), access to storage containers	Bent Jbeil, Hasbaiya, Batroun, El Nabatieh, Sour, Koura, Menieh-Danieh, Tripoli, Zgharta, Marjaayoun, Jezine	03-280792 70-462943
Caritas Lebanon Migrant Centre (CLMC)	Hygiene items	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Baabda, Tripoli,	01-502550

		Metn	
Gruppo di Volontariato Civile (GVC)	Access to toilets, hygiene promotion, hygiene items, access to water (family/communal)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	03-935773
International Christian Orthodox Charities (IOCC)	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Baalbeck , Hermel , Rachaiya, West Bekaa, Zahle, Akkar	01-687354
INTERSOS	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, El Nabatieh, Sour, Marjaayoun, Bent Jbeil, Hasbaiya	71-106586
Lebanese Red Cross (LRC)	Access to wastewater (communal), access to toilets, hygiene promotion, hygiene items, access to waste (communal), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	71-076450 03-773136
Mercy Corps	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa , Zahle, Menieh-Dannieh, El Nabatieh, Jezzine, Saida, Sour, Marjaayoun, Bent Jbeil, Hasbaiya	01-425466
MERCY-USA	Access to wastewater (communal), hygiene items, access to water (family),	Manieh-Dannieh, Akkar	78-956126

	access to solid waste (communal), access to storage containers		
Norwegian Refugee Council (NRC)	Access to toilets, access to wastewater (communal), hygiene promotion, access to water (family), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, El Nabatieh, Sour, Menieh-Dannieh, Akkar, Bent Jbeil, Hasbaiya	76-881880
OXFAM	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Bsharreh, Batroun, Koura, Tripoli, Saida, Sour	76-904326
Première Urgence – Aide Médicale Internationale (PU-AMI)	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Jbeil, Metn, Beirut, Aley, Baabda, Chouf, Saida, Akkar	70-215900 79-105528
Relief International	Hygiene promotion	Kesrwane, Batroun, Zgharta, Metn, Koura-, Beirut, Baabda, Aley, Menieh-Dannieh	70-014979
Save the Children	Access to toilets, access to wastewater (communal), access to solid waste, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Koura, Tripoli Akkar, Koura, Zagharta, Bcharre, Batroun	01-370189 76-068527
Solidarités	Access to toilets, access to waste management, hygiene	Zgharta, Minieh-	70-066589

International	promotion, water supply, water quality, storage containers, drainage and wastewater management	Danniyeh, Akkar	
Solidar Suisse	Hygiene items	El Nabatieh, Jezzine, Saida	70-349991
Terre des Hommes (TdH)	Hygiene promotion	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	07-740939
UNDP	Access to wastewater (communal), access to solid waste (family/communal), hygiene promotion, hygiene items, access to water (family/communal),	South, Bekaa, Tripoli, Koura, Batroun, Bsharreh, Zgharta, Minieh-Danniyeh	01-962493
UNHABITAT	Access to wastewater (communal), access to solid waste	Beirut, Mount Lebanon, South	01-850013