HEALTHCARE

For refugees in need of health care, please contact Qatar Red Crescent Society (QRCS) on their helplines. QRCS operates two health centres in Sana'a, and any refugee or asylum seeker is welcome to approach either one directly.

Qatar Red Crescent Society - QRCS Sana'a

(1) Al-Rahaby health centre at Al-Safia area, near Al-Haraj
(2) Al-Hafy health centre at Al-Khafjee area

hotline.qrcs@gmail.com

Emergency hotlline: 776 100 160 (24/7)
Ambulance: 776 100 170
Hotline 2: 776 100 188
Hotline 3: 771 149 233

Sunday to Wednesday
8:00 AM to 2:00 PM
Thursday
8:00 AM to 1:00 PM

Free hotline: 800 0077
Saturday to Wednesday
8:00 AM to 2:00 PM
Thursday
8:00 AM to 1:00 PM

UNHCR works together with partners and communities to protect and assist people who have been forced to flee from persecution by providing protection to particularly vulnerable refugees and asylum seekers. The primary function of UNHCR is to safeguard the rights and well-being of refugees and asylum seekers and to secure lasting solutions.

For more information, please call the UNHCR hotline below.

United Nations High Commissioner for Refugees - *UNHCR*

Hamdi Askar Street, Building No 36, Haddah. Sana'a, Yemen

yemsaprt@unhcr.org

712 225 038
Sunday to Wednesday
8:00 AM to 4:00 PM
Thursday, 8:00 AM to 2:30 PM

ALL UNHCR AND PARTNERS SERVICES ARE FREE OF CHARGE

UNHCR
The UN Refugee Agency

INFORMATION FOR REFUGEES AND ASYLUM SEEKERS

YEMEN - NORTHERN GOVERNORATES

PROTECTION FOR PERSONS WITH SPECIFIC NEEDS

For refugee adults in need of general protection services, please contact Sustainable Development Foundation (SDF)

Political Area, Abubakar Street, next to Rayman School

ethics@sdfyemen.org

739 255 512
Sunday to Thursday,
8:00 AM to 3:30 PM

CHILD PROTECTION

For refugee children in need of support, please contact Sustainable Development Foundation (SDF)

Abubakr Alsiddiq Street - Alhay Alsiyasi, next to Uranus Cafe

ethics@sdfyemen.org

739 255 512
24 hours a day,
Every day of the week

EDUCATION

All refugees and asylum-seeking children have the right to free primary and secondary education and can enrol in public schools providing they hold all the documents required for enrolment. For more information, contact Sustainable Development Foundation (SDF).
SDF contact information as above.

SAYING NO TO MISCONDUCT

REGISTRATION

The Bureau of Refugee Affairs (BRA) Registration Centre renews documents for asylum seekers and refugees registered in Sana'a on a routine basis, free of charge.

Holding a current/up-to-date asylum-seeker/refugee document is important for your protection as an asylum seeker or refugee in Yemen, and facilitates your access to services provided by UNHCR and the national authorities.

IPNA compound, Sabein district area,
. Khawlan Street, Sana'a City

LEGAL ASSISTANCE

Legal counseling and mediation are provided by UNHCR's partner Al-Dar Al-Arabiya. Legal representation is offered only in exceptional cases.

Hadda Street, in front of the Authority of General Investment

complaint@aldar.law

738 326 326
24 hours a day.
Every day of the week

UNHCR makes no difference between refugees and asylum seekers when making decisions about assistance and services.

Remember that all services provided by UNHCR and its partners are free of charge.

If you suspect that you or any other persons are mistreated by a humanitarian worker: pause, reflect, walk away, and report to: inspector@unhcr.org

SOCIO-ECONOMIC ASSESSMENTS

For refugees in need of a socio-economic assessment, which may result in financial assistance and/or individual support, please contact Safe Road for Peace and Development (SRPD):

Algiers Street, behind Nissan Garage

complaints@saferoad-ye.org

730 429 211
730 429 311
Sunday to Wednesday,
8:30 AM to 4:30 PM
Thursday 8:30 AM to 2:00 PM

Please note that the eligibility for assistance will be decided on a case-by-case basis depending on your specific situation.

LIVELIHOODS

For refugees in need of short-term vocational training, on-the-job training, and soft skills training (Arabic, English, and computer classes), please contact Nama Small & Micro-Finance Foundation:

Haddah Street behind Altawfer Hypermarket, next to Oxfam

npc@namay.net

779 997 350
738 437 676
8:00 AM to 6:00 PM,
Every day of the week