

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

2014 Edition

Section 3: Referral Pathways

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Section 3: Referral Pathways

Annex XVIII: GBV Referral Pathways

GBV REFERRAL PATHWAY – Amman

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point":	Survivor self-reports to a medical/health or case manager/psychosocial "entry point"	
IMMEDIATE RESPONSE		
• Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist him/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care		
Medical/Health Care: JHAS <i>Saturday - Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr.Hanan Jarrar Mobile: 079 558 9419 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org NHF / IFH <i>Sunday – Thursday 08:00 – 15 :30</i> Tel: Sweileh center: 06 534 4193/ 2 Hashmi Center: 06 490 8310 <u>Focal Point:</u> <i>Sweileh Provide CMR services</i> Dr. Nesreen Barakat - Mobile: 079 731 9450 Email: dr.nesreen@ifh-jo.org <i>Hashmi - Provide CMR services</i> Dr. Hiba Al Mallah Mobile: 06 490 8310 Email: m.badawi@ifh-jo.org Dr. Hiba Al Fayoumi Tel: 06 490 8310 MoH Al Bashir Hospital <i>Open 24 hour</i> Tel: 06 474 4430 <u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i> Dr. Bilal Talal Ibrahim Mobile: 078 506 3855	Case Manager (including immediate psychosocial support): Adults (over 18) JWU <i>Saturday – Thursday 08:30 – 16:30</i> <u>Focal Point:</u> Najiyyeh Zoabi Kefah Al Jabir Tel: 06 567 5729 Mobile: 079 820 2353 Email: najiaha.zo3by@yahoo.com NHF / IFH <i>Sunday – Thursday 08:00 – 15 :30</i> <u>Focal Point:</u> <i>Hashmi Center</i> Shaden Abu Hamour Mobile: 06490 8310 Email: s.nizar@ifh-jo.org <i>Sweileh Center</i> Haya Al-Badri Mobile: 079 652 6167 Email: c.lab@ifh-jo.org JRF <i>Sunday- Thursday 08:00-16:00</i> <u>Focal Point:</u> Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo Samia Bishara Tel: 06 5933211 Email: s.bishara@jrf.org.jo UNHCR Field Office Amman: <i>Sunday- Thursday 08:00-16:00</i> <u>Focal Point:</u> <i>Diana Suleiman</i> <i>Mobile/dutyphone: 079 7151469</i> <i>Email: suleiman@unhcr.org</i> <i>Back Up :</i> <i>May Hafidh</i> <i>Mobile/dutyphone: 0797145307</i> <i>Email: hafidh@unhcr.org</i> <i>After working hours and weekends</i> <i>UNHCR Duty Phone for partners: 079 710 9194</i>	Case Manager (including immediate psychosocial support): Children (under 18) IMC <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Maram Shahin Mobile: 079 897 6461 Email: mshahin@internationalmedicalcorps.org JRF <i>Sunday- Thursday 08:00-16:00</i> <u>Focal Point:</u> Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo Samia Bishara Tel: 06 5933211 Email: s.bishara@jrf.org.jo UNHCR Field Office Amman: <i>Sunday- Thursday 08:00-16:00</i> <u>Focal Point:</u> <i>Diana Suleiman</i> <i>Mobile/dutyphone: 079 7151469</i> <i>Email: suleiman@unhcr.org</i> <i>Back Up :</i> <i>May Hafidh</i> <i>Mobile/dutyphone: 0797145307</i> <i>Email: hafidh@unhcr.org</i> <i>After working hours and weekends</i> <i>UNHCR Duty Phone for partners: 079 710 9194</i>

	Back Up : May Hafidh Mobile/dutyphone: 0797145307 Email: hafith@unhcr.org <i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194 UNRWA <u>Focal Point:</u> <i>North Amman Office: Wafa Nuwwara</i> <i>Mobile/hotline:079 710 0496</i> <i>Email: w.nuwwara@unrwa.org</i> <i>South Amman Offic: : Haifa Wheidi</i> <i>Mobile/hotline: 079 899 8890</i> <i>Email: h.wheidi@unrwa.org</i>	UNRWA <u>Focal Point:</u> <i>North Amman Office: Wafa Nuwwara</i> <i>Mobile/hotline:079 710 0496</i> <i>Email: w.nuwwara@unrwa.org</i> <i>South Amman Offic: : Haifa Wheidi</i> <i>Mobile/hotline: 0798998890</i> <i>Email: h.wheidi@unrwa.org</i>
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM		
Protection, Security, Police: UNHCR– Protection (including cases of risk of arrest, detention or refoulement) <i>Sunday – Thursday 08:00 – 15:30</i> <u>Focal Point:</u> <i>Diana Suleiman</i> <i>Mobile/dutyphone: 079 7151469</i> <i>Email: suleiman@unhcr.org</i> Back Up : <i>May Hafidh</i> <i>Mobile/dutyphone: 0797145307</i> <i>Email: hafith@unhcr.org</i> <i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194 FPD – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– see contacts above) <i>Open 24 hours</i> <u>Focal Point:</u> <i>Sadiq Al- Omari</i> <i>Tel: 06 490 2144</i> Hotline: 911. Email: familypd@accessme.com.jo Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org	Legal Assistance Counsellors: UNHCR- <i>Sunday – Thursday 08:00 – 15:30</i> <u>Focal Point:</u> <i>Diana Suleiman</i> <i>Mobile/dutyphone: 079 7151469</i> <i>Email: suleiman@unhcr.org</i> Back Up : <i>May Hafidh</i> <i>Mobile/dutyphone: 0797145307</i> <i>Email: hafith@unhcr.org</i> <i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194 ARDD-Legal Aid <u>Focal Point:</u> <i>Souzan Mohareb</i> <i>Tel: 06 461 7277</i> <i>Mobile: 077 577 7077</i> <i>Email: somohareb@ardd-legalaid.org</i> Emergency line: 077 738 7221 JWU <i>Saturday – Thursday 08:30 – 16:30</i> <u>Focal Point:</u> <i>Intesar Al-Amer</i> <i>Ilham Al-Shawwa</i> <i>Tel: 06 567 5729</i> <i>Mobile: 079 820 2353</i> <i>Email: intesara.majeed@yahoo.com</i>	

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

Reproductive Health Services: MoH Al Bashir Hospital Open 24 hour Tel: 06 474 4430 JHAS <i>Saturday - Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr.Hanan Jarrar Mobile: 079 558 9419 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org IFH/UNFPA <i>Sunday – Thursday 08:00 – 15 :30</i> <u>Focal Point:</u> Haya Al-Badri Mobile: 079 652 6167 Email: c.lab@ifh-jo.org <i>Sweileh Center</i> Dr. Hiba Al Mallah <i>Tel: 06 490 8310</i> Email: m.badawi@ifh-jo.org <i>Hashmi Center</i> <i>East Amman Clinic</i> Dr. Areen Khreisat Bilal Zawateen Mobile: 079 6525866 Aman Society Tel: 06 582 1578 Tel: 06 402 5275 Tel: 06 505 5466 UNRWA – Reproductive health care <i>Sunday – Thursday 07:30 – 13:45</i> <i>North Amman Office:</i> Wafa Nuwwara Mobile:079 710 0496 Email: w.nuwwara@unrwa.org <i>South Amman Offic:</i> Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org	PSS Services for Children: JRF <i>Sunday- Thursday 08:00-16:00</i> Tel: 06-4925096 <i>Sunday-Thursday 09:00-19:00</i> Help line: 110 <u>Focal Point:</u> Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo Samia Bishara Tel: 06 5933211 Email: s.bishara@jrf.org.jo Child Friendly Spaces: JRF <i>Sunday- Thursday 08:00-16:00</i> Tel: 06-4925096 <i>Sunday-Thursday 09:00-19:00</i> Help line: 110 <u>Focal Point:</u> Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo Samia Bishara Tel: 06 491 4999 Email: s.bishara@jrf.org.jo SCI Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i> <u>Focal Point:</u> Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org INTERSOS/JOHUD <i>Saturday – Thursday 8:30-4:30</i> Queen Zein Al Sharaf Institute for Development <u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org	<u>Focal Point:</u> Alia Hijjawi Najiyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729	Informal education services SCI Child and Family Centres, <i>Sunday-Thursday 9:00-15:00</i> <u>Focal Point:</u> Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org
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Mental Health Services: IMC <i>Sunday – Thursday 09:00 – 17:00</i> <u>Focal Point:</u> Ahmad Bawaneh Mobile: 079 851 6131 Email: abawaneh@InternationalMedicalCorps.org Duty phone: 079 578 5095 The Center for Victims of Torture (CVT) - Mental health and physiotherapy rehabilitative services; Social services referrals/Case management for war trauma and torture survivors. Amman Center <i>Sunday – Thursday 09:00 - 17:00</i> <u>Focal Point:</u> Moath Asfoor Tel (public): 06 505 9455 Email: info@cvt.org Email: masfoor@cvt.org			
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GBV REFERRAL PATHWAY – Azraq

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point":		Survivor self-reports to a medical/health or case manager/psychosocial "entry point"
IMMEDIATE RESPONSE • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care		
Medical/health care: IMC Primary Health / Reproductive Health care (Village 6 clinic) <i>24 hours / 7 days a week</i> <u>Focal point:</u> Lina Hamidi Mobile 1 : 079 024 8397 Mobile 2 : 079 756 6310 Email: lhamidi@internationalmedicalcorps.org	Case Management (including immediate psychosocial support): Adults (over 18) IMC <i>24 hours/ 7 days a week</i> <u>Duty phone:</u> 079 8470 926 <u>Focal Point (s)</u> Samar Abed Mobile: 079 022 1959 Email:sabed@InternationalMedicalCorps.org Reine Musharbash Mobile: 079 022 4010 rmusharbash@InternationalMedicalCorps.org UNHCR Focal Point Shurouq Irani Mobile: 0797158523 Email: irani@unhcr.org Focal Point: Ramzi - Alazab Email: alazabr@unhcr.org Mobile: 0797158361	Case Management(including immediate psychosocial support): Children (under 18) IMC <i>24 hours/ 7 days a week</i> <u>Duty phone:</u> 079 8470 926 Focal Point(s): Samar Abed Mobile: 079 022 1959 Email:sabed@InternationalMedicalCorps.org UNHCR Focal Point: Ramzi - Alazab Email: alazabr@unhcr.org Mobile: 0797158361 Focal Point Shurouq Irani Mobile: 0797158523 Email: irani@unhcr.org
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM.		
Protection, Security, Police: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) <u>Focal Points</u> Mounir Maalouli Mobile: 079592 2836 Email: maalouli@unhcr.org Hafez Najjar Mobile: 079 549 32 27 Email:NAJAR@unhcr.org	Legal Assistance Counsellors: UNHCR – Legal services <u>Focal Point</u> Mounir Maalouli Mobile: 079592 2836 Email: maalouli@unhcr.org Hafez Najjar Mobile: 079 549 32 27 Email:NAJAR@unhcr.org ARDD-Legal Aid – Legal services (referral through UNHCR)	

FPD - Police (survivors can go directly to FPD, while service providers should refer only through UNHCR) <u>Focal Point</u> Ahmad Al-Wazani Mobile: 0790119156 Email: alwazani@unhcr.org Shurouq Irani Mobile: 0797158523 Email: irani@unhcr.org UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible <i>Sunday – Thursday 08:00 – 15:30</i> <u>Duty phone:</u> 079 021 4149 <u>Email:</u> jochildprotect@unicef.org Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors			
AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES Over time and based on survivor's choices can include any of the following:			
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary health care: Mental Health Care: IMC <i>Sunday- Thursday 9:00-16:00</i> <u>Focal Point:</u> Loay Al Husieni Mobile: 079 022 1961 ihusieni@InternationalMedicalCorps.org Primary health & Reproductive Health care: IMC /UNHCR/UNFPA <i>Village 6 clinic: Open 24 hours / 7 days a week</i> <i>Village 3 clinic: Sunday to Thursday 9:00 – 16:00</i>	Women's Centers: IMC/UNFPA <i>Sunday-Thursday 09:00 to 16:00</i> <u>Duty phone:</u> 079 8470 926 <u>Focal Point:</u> Reine Musharbash Mobile: 079 022 4010 rmusharbash@InternationalMedicalCorps.org Child Friendly Spaces: Mercy Corps <i>Saturday- Thursday 09:00 - 15:00</i> <u>Focal point:</u> Abdelrazaq Banihani Mobile: 077 606 0041 <u>Email:</u> abanihani@jo.mercycorps.org	Protection/Registration: UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> <u>Focal points:</u> Hanane Fellahi <u>Email:</u> FELLAHIH@UNHCR.ORG <u>Mobile:</u> 079 716 04 28 Shelter/Safe house: FPD through UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Ahmad Al-Wazani Mobile: 0790119156 <u>Email:</u> alwazani@unhcr.org Shurouq Irani Mobile: 0797158523 <u>Email:</u> irani@unhcr.org	UNHCR – Food, NFI, Cash for Work, Shelter, Ration cards for GBV related cases <u>Focal point:</u> Ahmad Al-Wazani Mobile: 0790119156 <u>Email:</u> alwazani@unhcr.org Shurouq Irani Mobile: 0797158523 <u>Email:</u> irani@unhcr.org <u>Hezaker Goze Ozdemir</u> <u>Email:</u> OZDEMIRH@unhcr.org <u>Mobile:</u> 079 -715 24 03 Food: <u>Focal point:</u> Ryan Beech Mobile: 079 993 6879 <u>E-mail:</u> ryan.beech@wfp.org

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

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point":	Survivor self-reports to a medical/health or case manager/psychosocial "entry point"	
IMMEDIATE RESPONSE • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care		
Medical/health care: JHAS Saturday – Thursday 09:00-16:00 <u>Focal Point:</u> Fatheya Ayaad Mobile: 078 855 0625 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org	Case Manager (including immediate psychosocial support): Adults (Over 18) UNHCR Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org IFH/UNFPA Saturday - Thursday 08:00 – 16:00 <u>Focal Point:</u> Hassan Al Shurman Mobile: 079 0211691 Bilal Zawateen Mobile: 079 652 5866 Email: b.zawateen@ifh-jo.org Ahlam Mahamdeh Mobile: 078 667 3655	Case Manager (including immediate psychosocial support): Children (Under 18) UNHCR Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org IRC Sunday – Thursday 08:30 – 17:00 <u>Focal Point:</u> Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org SitNour Ali Mobile: 077 666 2200 Email: SitNour.Ali@rescue.org
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS , refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM		
Protection, Security, Police: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) <u>Focal Point:</u> Sunday-Thursday 08:00 to 15:30 Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org FPD – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR) Hotline: 911. Email: familypd@accessme.com.jo Tel: 02 623 5511 Ramtha branch UNRWA - Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)	Legal Assistance Counsellors: UNHCR Sunday-Thursday08:00 to 15:30 Duty Phone: 079 554 6383 ARDD-Legal Aid <u>Focal Point:</u> Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221	

<u>Focal Point: Hotline (24 - 7):</u> Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org	JWU <i>Sunday-Thursday 08:30-16:30</i> Tel: 03 230 0800 Mobile: 079 883 6352		
AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES Over time and based on survivor's choices can include any of the following:			
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary Health: JHAS <i>Saturday – Thursday 09:00-16:00</i> Reproductive Health: JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Fatheyaa Ayaad Mobile: 078 855 0625	PSS Services for Adults: IFH/UNFPA <i>Saturday - Thursday 08:00 – 16:00</i> <u>Focal Point:</u> Hassan Al Shurman Mobile: 079 0211691 Bilal Zawateen Mobile: 079 652 5866 Email: b.zawateen@ifh-jo.org Ahlam Mahamdeh Mobile: 078 667 3655 PSS Services for Children: IRC <i>Sunday – Thursday 09:00 – 17:00</i> <u>Focal Point:</u> Sara Al- Khatib Mobile: 079 582 4390 Child Friendly Spaces: Child and Family Centres, Community based Child Protection Committees <i>Saturday – Thursday 09 :00 – 15:00</i>	Protection/Registration: UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> <u>Focal point:</u> Osama Al Omari Mobile: 079 914 43 42 Email: alomari@unhcr.org <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383 UNWRA - Registration & Protection (including cases of risk of arrest, detention or refoulement) <u>Focal Point:</u> Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org Shelter/Safe house: FPD through UNHCR Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org	UNHCR <i>Sunday - Wednesday 08.30 – 15.30</i> <u>Focal Point:</u> Hussam Mayas Mobile: 079 033 7163 Email: mayas@unhcr.org UNHCR Infoline: 06 550 2141 UNRWA - Material assistance for Palestinian refugees <u>Focal Point:</u> Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org Food Assistance: WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> Hotline mobile: 079 777 8841 079 777 8851

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

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point":		Survivor self-reports to a medical/health or case manager/psychosocial "entry point"
IMMEDIATE RESPONSE • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care		
Medical/health care: UNHCR <i>Saturday – Wednesday 09:00 – 17:00</i> <u>Focal Point:</u> Manal Hashem Mobile: 079 554 6383 <u>Email:</u> hashem@unhcr.org <i>Sunday-Thursday 8:00 to 15:30</i> <u>Duty Phone:</u> 079 556 4383 <i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194 Clinical Management of Rape Services: IFH/UNFPA <i>Sunday – Thursday 9:00 – 16:00</i> <u>Focal Point:</u> <u>Ibrahim Khawaldeh</u> <u>Mobile:</u> 079 0211695 Dr. Wafa Sawalmeh Mobile: 079 0211695	Case Manager (including immediate psychosocial support): Adults (Over 18) IFH/UNFPA <i>Sunday – Thursday 9:00 – 16:00</i> <u>Focal Point:</u> <u>Ibrahim Khawaldeh</u> <u>Mobile:</u> 079 0211695 Bahaa Moheidat Mobile: 079 6525937 UNHCR <i>Saturday – Wednesday 09:00 – 17:00</i> <u>Focal Point:</u> Manal Hashem Mobile: 079 554 6383 <u>Email:</u> hashem@unhcr.org <i>Sunday-Thursday 8:00 to 15:30</i> <u>Duty Phone:</u> 079 556 4383 <i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194	Case Manager (including immediate psychosocial support): Children (Under 18) IFH <i>Sunday – Thursday 9:00 – 16:00</i> <u>Focal Point:</u> <u>Ibrahim Khawaldeh</u> <u>Mobile:</u> 079 0211695 Bahaa Moheidat Mobile: 079 6525937 UNHCR <i>Saturday – Wednesday 09:00 – 17:00</i> <u>Focal Point:</u> Manal Hashem Mobile: 079 554 6383 <u>Email:</u> hashem@unhcr.org <i>Sunday-Thursday 8:00 to 15:30</i> <u>Duty Phone:</u> 079 556 4383 <i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM.		
Protection, Security, Police: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) <u>Focal Point:</u> Mounir Maalouli; maalouli@unhcr.org; 079 592 2836 Manal Hashem; hashem@unhcr.org; 079 873 8160 FPD – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR) Hotline: 911 Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors	Legal Assistance Counsellors: UNHCR <i>Sunday-Thursday 08:00 to 15:30</i> <u>Duty Phone:</u> 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 ARDD-Legal Aid	

UNICEF: Case managers can refer cases of grave violations ¹ (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org		Focal Point: Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221	
AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES Over time and based on survivor's choices can include any of the following:			
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary Health: UAE RC - Emergency <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal point:</u> Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274 UAE RC - Primary Health Care <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal point:</u> Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274 Mental Health- MH Duty Phone: 0790218774 <i>Monday- Wednesday- Thursday 09:00-15:00</i> Focal Point Duha Alassaf Mobile: 0790218774 dalassaf@internationalmediccorp.org Reproductive Health UAE RC - Reproductive Health <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal point:</u> Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274	PSS Services for Adults: Adults (Over 18) IFH/UNFPA <i>Sunday – Thursday 9:00 – 16:00</i> <u>Focal Point:</u> Ibrahim Khawaldeh <u>Mobile:</u> 079 0211695 Bahaa Moheidat Mobile: 079 6525937 PSS Services for Children: THD <i>Sunday .- Thursday 09:00 - 17:00</i> <u>Focal point:</u> Ali Ababneh <u>Mobile:</u> 079 684 0903 Child Friendly Spaces: THD <i>Sunday .- Thursday 09:00 - 17:00</i> <u>Focal point:</u> Sundus Derbi <u>Mobile:</u> 0798809846 Women's Centers: Adults (Over 18) IFH/UNFPA <i>Sunday – Thursday 9:00 – 16:00</i> <u>Focal Point:</u> Ibrahim Khawaldeh Mobile: 079 0211695	Protection/Registration: UNHCR <u>Focal Point:</u> Manal Hashem (hashem@unhcr.org) 07 9873 8160 Shelter/Safe house: FPD through UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194	UAE RC - Food, NFI, Shelter, Cash for work <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal point:</u> Abdallah, Abou Hamad Mobile: 0796859861 Education NRC Informal education for children/NRC <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal point:</u> Reem Shamout <u>Mobile:</u> 0796487663 Informal Education for Youth programs/NRC: <u>Focal point :</u> Dina Ala'Eddin Ruba Abu Namous Mobile : 079 826 1225 (Dina) Email : dina.ala.ddin@nrc.no <u>Mobile:</u> 0790223740 (Ruba) <u>Email:</u> rua.namous@nrc.no Save the Children Jordan Formal education and children out of school <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal Point</u> Rasha Alzein Kareem Makkawi Email: Kmakkawi@savethechildren.org.jo Mobile: 0775744015

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

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

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial “entry point”:	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”	
IMMEDIATE RESPONSE • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care		
Medical/Health Care: JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr.HananJarrar Mobile: 079 558 9419 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org MoH Princess Rahma/Badia Hospital <i>Open 24 hour</i> Tel: 02 710 1978 <u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i> Dr. Abed Kareem Dalalah Mobile: 078 598 8249 MoH Princess Basma Hospital <i>Open 24 hour</i> Tel: 02 727 1747 <u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i> Dr. Mohammed Ababneh Mobile: 079 501 0502	Case Manager (including immediate psychosocial support): Adults (over 18) UNHCR <i>Sunday – Thursday 08:30 – 16:00</i> Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Nawal Mohammad (Irbid) Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org Rana Al Mutairi (Ramtha) Mobile: 079 889 8332 Email: Rana.AIMutairi@rescue.org Farah Qadura Mobile: 077 607 0609 Email: Farah.qadura@rescue.org NHF/IFH <i>Saturday –Thursday 08:00 – 16:00</i> Focal Point Hanan Megdadi 079 573 8150 JWU <i>Saturday - Thursday 08:30 – 16:30</i> <u>Focal Point:</u> <i>Irbid</i> Rasha Khazaleh Muntaha Tayyem Tel: 02 724 1342 Mobile: 079 820 2344 Email: rasha_mk@yahoo.com Email: montaha.tayyem@gmail.com	Case Manager (including immediate psychosocial support): Children (under 18) UNHCR <i>Sunday – Thursday 08:30 – 16:00</i> Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org IMC <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalmedicalcorps.org IRC <i>Sunday - Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Nawal Mohammad (Irbid) Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org Rana Al Mutairi (Ramtha) Mobile: 079 889 8332 Email: Rana.AIMutairi@rescue.org Farah Qadura Mobile: 077 607 0609 Email: farah.qadura@rescue.org

		Ramtha Firyal Al-Zoubi Taghreed al Ghazaleh Mobile: 079 820 2354 Email: muna.khaled606@yahoo.com	
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM			
Protection, Security, Police: UNHCR– Protection (including cases of risk of arrest, detention or refoulement) Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 Sunday – Thursday 08:00 – 15:30 Focal point: Serin Bitar Mobile: +962 79 500 4947 Email: bitar@unhcr.org FPD – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– see contacts above) Open 24 hours Focal Point: Major Ra'ed Al Hamaida Tel: 02 702 2348 Hotline: 911. Email: familypd@accessme.com.jo Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors. UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible Sunday – Thursday 08:00 – 15:30 Duty phone: 079 021 4149 Email: jochildprotect@unicef.org		Legal Assistance Counsellors: UNHCR- Legal Services Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 710 9194 ARDD-Legal Aid – Legal assistance Focal Point: Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221 JWU Saturday - Thursday 08:30 – 16:30 Focal Point: Irbid Jamal Jeat Tel: 02 724 1342 Mobile: 079 820 2344 Email: jet-jamal@hotmail.com Ramtha Firyal Al-Zoubi Mobile: 079 820 2354 Email: jwu.ramtha@yahoo.com	
AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES Over time and based on survivor's choices can include any of the following:			
Health Care Primary Health Care: MoH Princess Rahma/Badia Hospital Open 24 hour Tel: 02 710 1978	Psychosocial Services PSS Services for Adults: JWU Saturday - Thursday 08:30 – 16:30	Protection, Security, and Justice Protection/Registration: UNHCR Sunday-Thursday 8:00 to 15:30 Duty Phone: 0795546383 Helpdesk in Ramtha at JHAS clinic clinic Tel: 02 725 8510 Tuesday 09.00 – 14.00	Basic Needs (Cash, NFI, etc) Cash/NFIs: UNHCR Infoline Sunday - Wednesday 08.30 – 15.30 Tel: 06 550 2141

MoH Princess Basma Hospital <i>Open 24 hour</i> Tel: 02 727 1747 JWU (Irbid) <i>Saturday - Thursday 08:30 - 16:30</i> <u>Focal Point:</u> May Al Shyab Tel: 02 724 1342 Mobile: 079 820 2344 MOH Princess Rahma/Badiaa Hospital- Irbid Tel: 02 710 1978 UNRWA – Primary and reproductive health care and referral to secondary services for Palestinian refugees <i>Sunday-Thursday 07:45 - 14:00</i> <u>Focal Point:</u> Irbid Office: Arwa Qasem Mobile: 079 085 5131 Email: a.qasem@unrwa.org Reproductive Health: MoH Princess Rahma/Badiaa Hospital <i>Open 24 hour</i> Tel: 02 710 1978 MoH Princess Basma Hospital <i>Open 24 hour</i> Tel: 02 727 1747 JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr.Hanan Jarrar Mobile: 079 558 9419 NHF/IFH <i>Saturday – Thursday 08:00 – 16:00</i> <u>Focal Point</u> Dr Heba Jbara Mobile +962 79 573 8150	<u>Focal Point:</u> Irbid Rasha Khazaleh Muntaha Tayyem Tel: 02 724 1342 Mobile: 079 820 2344 Email: rasha_mk@yahoo.com Email: muntaha.tayyem@gmail.com Ramtha Taghreed al Ghazaleh Mobile: 079 820 2354 Email: jwu.ramtha@yahoo.com IRC <i>Sunday - Thursday 08:30 - 17:00</i> Nawal Mohammad (Irbid) Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org Rana Al Mutairi (Ramtha) Mobile: 079 889 8332 Email: Rana.AIMutairi@rescue.org INTERSOS <i>Sunday – Thursday 8:30-5:30</i> Dogara, Boshra/Hiwara, Sal, Kharja, Jdetta, Kfour Awan, Bayt Ras, Al Moghyier and Al Al/Hakama <u>Focal Point:</u> Tharwa Asa'd Mobile: 079 5230879 E-mail: irbid.jordan@intersos.org PSS Services for Children: TdH <i>Sunday – Thursday 08.30-17.30</i> <u>Focal Point:</u> Heba Abdo Mobile: 079 828 7896 IMC <i>Sunday – Thursday 09:00 – 17:00</i> <u>Focal Point:</u> Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalmedicalcorps.org	Helpdesk in Jerash at Princess Basma Center <i>Wednesday 09.00 – 14.00</i> Helpdesk in Ajloun at Qima Palace for events <i>Wednesday 09.00 – 14.00</i> UNRWA - Registration & Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <u>Focal Point:</u> Irbid Office: Arwa Qasem Mobile: 079 085 5131 Email: a.qasem@unrwa.org Shelter/Safe house: FPD through UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Serin Bitar Mobile: +962 79 500 4947 Email: bitar@unhcr.org JWU- Amman <i>Saturday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Alia Hijawi Najjyyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729	UNRWA - Material Assistance for Palestinian refugees <u>Focal Point:</u> Irbid Office: Arwa Qasem Mobile: 079 085 5131 Email: a.qasem@unrwa.org IRC <i>Sunday - Thursday 08:30 - 17:00</i> Lisa DiPangrazio Mobile: 077 840 5352 Email: lisa.dipangrazio@rescue.org TdH <i>Sunday – Thursday 08.30-17.30</i> <u>Focal Point - Irbid:</u> Banan Al Jarah Mobile: 079 965 4277 <u>Focal Point - Al RamthaShajara:</u> Baidaa Al-Shyoukh Mobile: 079 886 9853 Mobile: 079 766 6934 Food Assistance: WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> Hotline mobile: 079 777 8841 079 777 8851 Education: Save the Children Jordan Formal education and children out of school <i>Sunday .- Thursday 09:00 - 16:00</i> <u>Focal Point</u> Noor Elkhairy nelkhairy@savethechildren.org.jo Mobile: 0775464978 Informal education SCI – <u>Child and Family Centres,</u> <i>Sunday – Thursday 09:00 - 15:00</i>
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UNRWA – – Primary and reproductive health care and referral to secondary services for Palestinian refugees <i>Sunday-Thursday 07:45 - 14:00</i> <u>Focal Point:</u> Irbid Office: Arwa Qasem Mobile: 079 085 5131 Email: a.qasem@unrwa.org Mental Health Services: IMC <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Ahmad Bawaneh Mobile: 079 851 6131 Email: abawaneh@internationalmedicalcorps.org Duty phone: 079 578 5095	Women’s Centers: JWU <i>Saturday - Thursday 08:30 – 16:30</i> <u>Focal Point:</u> <i>Irbid</i> Rasha Khazaleh Muntaha Tayyem Tel: 02 724 1342 Mobile: 079 820 2344 Email: rasha_mk@yahoo.com Email: montaha.tayyem@gmail.com <i>Ramtha</i> Taghreed al Ghazaleh Mobile: 079 820 2354 Email: jwu.ramtha@yahoo.com Child Friendly Spaces: SCI – Child and Family Centres, Community based Child Protection Committees <i>Sunday – Thursday 09:00 - 15:00</i> <u>Focal Point:</u> Rami Enkhili Mobile: 0776702418 Email: rami.inkheili@savethechildren.org TdH <i>Sunday – Thursday 08.30- 17.30</i> <u>Focal Point:</u> Heba Abdo Mobile: 079 828 7896 INTERSOS/JOHUD <i>Saturday – Thursday 8:30- 4:30</i> Sheikh Hussein Centre for Human Development Mansoura Centre for Human Development Aydoun Center for Human Development <u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org		<u>Focal Point:</u> <u>Rami Enkhili</u> <u>Mobile: 0776702418</u> <u>Email:</u> <u>rami.inkheili@savethechildren.org</u>
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GBV REFERRAL PATHWAY – King Abdallah Park (KAP)

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial “entry point”:	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”	
IMMEDIATE RESPONSE • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care		
Medical/health care: MOH JHAS <i>Once a week</i> <u>Focal Point:</u> Fatheya Ayaad Mobile: 078 855 0625 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org	Case Manager (including immediate psychosocial support): Adults (over 18) UNHCR Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org IFH/UNFPA <i>Sunday – Thursday 09:00 – 16:00</i> <u>Focal Point:</u> Bilal Zawateen Mobile: 079 652 5866 Email: b.zawateen@ifh-jo.org Taqwa Tahtamouni Mobile: 079 555 1232	Case Manager (including immediate psychosocial support): Children (under 18) UNHCR Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org SitNour Ali Mobile: 077 666 2200 Email: SitNour.Ali@rescue.org
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM		
Protection, Security, Police: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) <i>Sunday-Thursday 8:00 - 15:30</i> <u>Focal Point:</u> Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org <i>Sunday-Thursday 08:00 to 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 FPD – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR) Hotline: 911. Email: familypd@accessme.com.jo Tel: 02 623 5511 Ramtha branch	Legal Assistance Counsellors: Legal Assistance Counsellors UNHCR <i>Sunday-Thursday 08:00 to 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 ARDD-Legal Aid <u>Focal Point:</u> Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221	

Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors			
UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible			
Sunday – Thursday 08:00 – 15:30 Duty phone: 079 021 4149 Email: jochildprotect@unicef.org			
AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES Over time and based on survivor's choices can include any of the following:			
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary Health: MOH JHAS Once per week Reproductive Health: MOH JHAS Once per week <u>Focal Point:</u> Fatheya Ayaad Mobile: 078 855 0625 Mental Health: IMC <u>Focal Point:</u> Manar Awad Mobile: 079 686 1491	PSS Services for Adults: IFH/UNFPA Sunday – Thursday 09:00 – 16:00 <u>Focal Point:</u> Taqwa Tahtamouni Mobile: 079 555 1232 PSS Services for Children: IRC Sunday – Thursday 09:00 – 17:00 <u>Focal Point:</u> Sara Al- Khatib Mobile: 079 582 4390 SCI – Child and Family Centres, Community based Child Protection Committees Saturday – Thursday 09 :00 – 15:00 <u>Focal point:</u> Alaa Al-Faidi Mobile : 0775475969 Email:alaa.faidi@savethechild ren.org Women's Centers: IFH/UNFPA Sunday – Thursday 09:00 – 16:00 <u>Focal Point:</u> Lubna Khaza'leh Mobile: 079 0211 692 Taqwa Tahtamouni Mobile: 079 555 1232	Protection/Registration: UNHCR Sunday-Thursday 8:00 - 15:30 <u>Focal Point:</u> Osama Al Omari Mobile: 079 914 43 42 Email: alomari@unhcr.org Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 710 9194 Shelter/Safe house: FPD through UNHCR Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 710 9194	UNHCR Sunday - Wednesday 8.30 – 15.30 <u>Focal Point:</u> Hussam Mayas Mobile: 079 033 7163 Email: mayas@unhcr.org Infoline: 06 550 2141 After working hours and weekends Protection Duty phone: 079 554 6383 Food Assistance: WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm Hotline mobile: 079 777 8841 079 777 8851 Education: Save the Children Jordan Formal education and children out of school Sunday .- Thursday 09:00 - 16:00 <u>Focal Point</u> Noor Elkhairy nelkhairy@savethechildren.org.jo Mobile: 0775464978

			Informal education services SCI – Child and Family Centres, Saturday – Thursday 09 :00 – 15:00 <u>Focal point:</u> Alaa Al-Faidi Mobile : 0775475969 Email: alaa.faidi@savethechildren.org
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GBV REFERRAL PATHWAY – Mafraq

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point":	Survivor self-reports to a medical/health or case manager/psychosocial "entry point"	
IMMEDIATE RESPONSE		
• Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care		
Medical/Health Care: JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr. Rema Diab Mobile: 077 219 2294 Balqees Bani Hani Mobile: 077 500 6017 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Moath Badi Mobile: 077 510 0092 Email: Moath.badi@rescue.org MoH Al Mafraq Health Direcorate <i>Open 24 hour</i> Tel: 02 623 1087 <u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i> Dr Amal Abdalkareem Mabruk Mobile: 079 553 1052 UNHCR <u>Focal point:</u> Doua Rafe Mobile: 0797170406 Email: Rafe@unhcr.org	Case Manager (including immediate psychosocial support): Adults (over 18) UNHCR <i>Sunday – Thursday 08:30 – 16:00</i> <u>Focal point:</u> Mays Zatari Mobile: 079 874 0342 Email: zatari@unhcr.org Back up: Ramzi Suliman Mobile: 79 714 3988 Email: sulimanr@unhcr.org Hotline phone(24 hours): <i>0791420249</i> IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Sawsan Hishaq Mobile: 079 027 4674 Email: sawsan.lshaq@rescue.org Farah Qadura Mobile: 077 607 0609 Farah.qadura@rescue.org JWU (Khaldiyya) <i>Saturday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Safa Abu Kaff Mobile: 079 820 2349 Tel: 06 490 8310 Email: etehadalkhadeya@yahoo.com	Case Manager (including immediate psychosocial support): Children (under 18) UNHCR <i>Sunday – Thursday 08:30 – 16:00</i> <u>Focal point:</u> Mays Zatari Mobile: 079 874 0342 Email: zatari@unhcr.org Back up: Ramzi Suliman Mobile: 79 714 3988 Email: sulimanr@unhcr.org Hotline phone(24 hours): <i>0791420249</i> IMC <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> RowidaAssaf Mobile: 079 69 0290 Email: rassaf@internationalmedicalcorps.org IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Sawsan Hishaq Mobile: 079 027 4674 Email: sawsan.lshaq@rescue.org Farah Qadura Mobile: 077 607 0609 Farah.qadura@rescue.org

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

Protection, Security, Police:

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

Sunday-Thursday 8:30 to 16:00

Reception at Mafrag office every Sunday and Wednesday

Focal point:

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

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

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

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

Focal Point:

Major Jom'a Al Haisah
Tel: 02 623 5511

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

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

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

Legal Assistance Counsellors:

UNHCR

Sunday-Thursday 8:30 to 16:00

Reception at Mafrag office every Sunday and Wednesday

Focal point:

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

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

ARDD-Legal Aid – Legal assistance

Focal Point:

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

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

Focal Point:

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

AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES

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

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

UNRWA –Primary health care and referral to secondary services for Palestinian refugees <u>Focal Point:</u> Irbid Office: Arwa Qasem Mobile: 0798638331 Email: a.qasem@unrwa.org Zarqa Office: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org Reproductive Health: MoH Al Mafrq Health Direcorate <i>Open 24 hour</i> Tel: 02 6231087 JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr. Rema Diab Mobile: 077 219 2294 Balqees Bani Hani Mobile: 077 500 6017 IRC <i>Sunday-Saturday :8.30 am–5.30 pm</i> <u>Focal Point:</u> Moath Badi Mobile: 077 510 0092 Email: Moath.badi@rescue.org UNRWA Irbid Office: Arwa Qasem Mobile: 0798638331 Email: a.qasem@unrwa.org Zarqa Office: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org Mental Health Services: IMC <i>Sunday – Thursday 09:00 – 17:00</i> Duty line: 079 578 5095 <u>Focal Point:</u> Ahmad Bawaneh Mobile: 079 851 6131 Email: abawaneh@International MedicalCorps.org	JWU - Khaldiyya Saturday – Thursday 08:30 – 17:00 <u>Focal Point:</u> Safa Abu Kaff Mobile: 0798202349 Tel: 06 490 8310 AWO <i>Sunday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dana Abu Sham Mobile: 079 584 4804 Doaa Darwesh Mobile: 077 204 5338 Psychological Services for Children: TdH Sunday – Thursday 08:00 – 17:00 Heba Abdo Cell: 0798287896 Women’s Centers: JWU- Khaldiyya Saturday – Thursday 08:30 – 17:00 <u>Focal Point:</u> Safa Abu Kaff Mobile: 079 820 2349 Tel: 06 490 8310 ICMC <u>Focal Point:</u> Nasser Obeidat Cell: 079 640 4380 Tel: 02 623 2355 Child Friendly Spaces: SCI Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i> <u>Focal Point:</u> Natalie Habaq Mobile: 077 5724446 Email: Natalie.habaq@savet hechildren.org	<i>After working hours and weekends</i> Duty phone (24 hours): 0791420249 UNRWA - Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <u>Focal Point:</u> Irbid Office: Arwa Qasem Mobile: 0798638331 Email: a.qasem@unrwa.org Zarqa Office: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org Shelter/Safe house: FPD through UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 0795546383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 JWU- Amman Saturday – Thursday 08:30 – 17:00 <u>Focal Point:</u> Alia Hijawi Hotline: 079 820 2353 Tel: 06 567 5729	<u>Focal Point:</u> Irbid Office: Arwa Qasem Mobile: 0798638331 Email: a.qasem@unrwa.org Zarqa Office: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org Cash Assistance: IRC <u>Focal Point:</u> Lisa DiPangrazio Mobile: 077 840 5352 Email: Lisa.dipangrazio@rescue.org House Renovations/NFIs: Christian & Missionary Alliance Church / Mercy Corps <u>Focal Point:</u> Rev. Nour Sahawneh Tel: 02 6233716 Cell: 0795126236 ICMC <u>Focal Point:</u> Nasser Obeidat Cell: 079 640 4380 Tel: 02 623 2355 NFIs : Jesuit Refuge Services (JRS) <u>Focal Point:</u> Yahya Cell: 079 575 5316 TdH – <i>Sunday – Thursday 08:30-17:00</i> <u>Focal Point:</u> Heba Zreiqat Cell: 079 620 1408
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	INTERSOS/JOHUD <i>Saturday – Thursday 8:30-4:30</i> Khalidiyah Center for Human Development The Albaj Center for Human Development Rehab Center for Human Development Za'atari Centre for Human Development Focal Point: George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org		Food Assistance: WFP Food – Voucher assistance <i>Sunday – Thursday</i> 8:00 am – 5:00 pm Hotline mobile: 079 777 8841 079 777 8851 Education: Save the Children Jordan Formal education and children out of school <i>Sunday .- Thursday 09:00 - 16:00</i> Focal Point Noor Elkhairy nelkhairy@savethechildren.org.jo Mobile: 0775464978 Informal Education services SCI Child and Family Centres, <i>Sunday-Thursday</i> 9:00-15:00 <u>Focal Point:</u> Natalie Habaq Mobile: 077 5724446 Email: Natalie.habaq@savethechildren.org
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GBV REFERRAL PATHWAY – South

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point":	Survivor self-reports to a medical/health or case manager/psychosocial "entry point"	
IMMEDIATE RESPONSE • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • <u>If agreed and requested by survivor</u>, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care		
Medical/Health Care: JHAS – Mobile Unit <u>Focal Point:</u> Dr. Zainab Basil Mobile: 079 929 2413 Dr. Ola Al Tebawi Mobile: 077 500 6027	Case Manager (including immediate psychosocial support): Adults (over 18) JWU/Al-Anwar Charity Association - Maan <i>Sunday – Thursday 08:00 – 14:30</i> <u>Focal Points:</u> Nuha Hamaden Lubna Jbarat Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com UNHCR Field Office Amman: <i>Sunday- Thursday 08:00-15:30</i> <u>Focal Point:</u> <i>Diana Suleiman</i> <i>Mobile/dutyphone: 079 7151469</i> <i>Email: suleiman@unhcr.org</i> <i>Back Up :</i> <i>Yasmeen Al-Rashdan</i> <i>Mobile/dutyphone: 0797159208</i> <i>Email: alrashdy@unhcr.org</i> <i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194 UNRWA <u>Focal Point:</u> South Amman Office: Haifa Wheidi Mobile/hotline: 079 899 8890 Email: h.wheidi@unrwa.org	Case Manager (including immediate psychosocial support): Children (under 18) IMC <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Ahmad Bawaneh Mobile: 079 851 6131 Email: abawaneh@InternationalMedicalCorps.org UNRWA <u>Focal Point:</u> South Amman Office: Haifa Wheidi Mobile/hotline: 079 899 8890 Email: h.wheidi@unrwa.org UNHCR Field Office Amman: <i>Sunday- Thursday 08:00-15:30</i> <u>Focal Point:</u> <i>Diana Suleiman</i> <i>Mobile/dutyphone: 079 7151469</i> <i>Email: suleiman@unhcr.org</i> <i>Back Up :</i> <i>Yasmeen Al-Rashdan</i> <i>Mobile/dutyphone: 0797159208</i> <i>Email: alrashdy@unhcr.org</i> <i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS , refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM		

Protection, Security, Police: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) UNHCR Field Office Amman: Sunday- Thursday 08:00-15:30 <u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org <u>Back Up :</u> Yasmeen Al-Rashdan Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org <u>After working hours and weekends</u> UNHCR Duty Phone for partners: 079 710 9194 FPD – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– see contacts above) <u>Focal Point:</u> Karak and Tafileh Major Qeis Al Gharaibeh Tel: 03 2387069. Email: familypd@accessme.com.jo <u>Focal Points:</u> Aqaba and Maan Major Mohammad Al Btoosh Tel: 03 205 0317 <u>Open 24 hours</u> Hotline: 911 Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible <u>Sunday – Thursday 08:00 – 15:30</u> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org	Legal Assistance Counsellors: UNHCR UNHCR Field Office Amman: Sunday- Thursday 08:00-15:30 <u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org <u>Back Up :</u> Yasmeen Al-Rashdan Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org <u>After working hours and weekends</u> UNHCR Duty Phone for partners: 079 710 9194 ARDD-Legal Aid <u>Focal Point:</u> Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221 JWU/AI-Anwar Charity Association - Maan <u>Sunday – Thursday 08:00 – 14:30</u> <u>Focal Points:</u> Nuha Hamaden Lubna Jbarat Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maana@yahoo.com		
AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES Over time and based on survivor's choices can include any of the following:			
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary Health Care: MOH – <u>Focal Point:</u> Tel: 03 238 6190 JWU/AI-Anwar Charity Association - Maan <u>Sunday – Thursday 08:00 – 14:30</u>	PSS Services: JWU/AI-Anwar Charity Association - Maan <u>Sunday – Thursday 08:00 – 14:30</u>	Protection/Registration: UNHCR UNHCR Helpdesks (protection counseling, cash assistance counsel	UNHCR — Helpdesks Aqaba, Maan, Tafileh, Madaba, Salt, Karak <u>Sunday-Thursday 08:30-15:30</u> <u>Focal Point:</u> Huda Al-Shabsough 0798207041Alshabso@unhcr.org

Focal Points: Nuha Hamaden Lubna Jbarat Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com JHAS – Mobile Unit Focal Point: AnasDarweesh Mobile: 077 500 6028 UNRWA – Primary and reproductive health care and referral to secondary services for Palestinian refugees Focal Point: Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org	Focal Points: Nuha Hamaden Lubna Jbarat Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com Women's Centers: JWU/UPP (Maan) <i>Sat - Thu 08:30 - 16:30</i> JWU/Al-Anwar Charity Association - Maan <i>Sunday – Thursday 08:00 – 14:30</i> Focal Points: Nuha Hamaden Lubna Jbarat Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com SCI – Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i> Focal point: Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@avethechildren.org Child Friendly Spaces: INTERSOS/JOHUD (Karak) <i>Saturday – Thursday 8:30-4:30</i> Princess Basma Centre in Ghor Al Safi Princess Basma Centre in Karak Qatraneh Center for Human Development Focal Point: George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org INTERSOS/JOHUD (Maan) <i>Saturday – Thursday 8:30-4:30</i> Princess Basma Centre in Shobak Princess Basma Centre in Ma'an	Ma'an : helpdesk is open once a month on Monday from 8:00 to 14:00 – at the Ma'an Governor's Office compound. Karak : helpdesk is open twice a month on Monday from 9:30 to 14:00 at the Princess Basma center – Mazar. Aqaba: helpdesk is open once a month, on Monday from 8:00 to 14:00 at JRC – Old Town. Salt: helpdesk is open twice a month on Tuesdays from 9:00 to 14:00 at the Jordanian Family Development Association (Jamea Siran An-Nahud Bil-Usra Al-Urdunia). Madaba: helpdesk is open twice a month, on Tuesdays from 9:00 to 14:00 at Princess Basma Center Madaba. Tafileh : helpdesk is open once a month, on Monday from 9:30 to 14:00 at JOHUD. <i>For more information on the date/location of the UNHCR Helpdesks, please contact Huda Al Shabsogh</i> <i>Huda Al-Shabsogh</i> <i>Mobile/dutyphone: 0798207041</i> <i>Email: alshabso@unhcr.org</i> UNHCR Field Office Amman: <i>Sunday- Thursday 08:00-15:30</i> Focal Point: <i>Diana Suleiman</i> <i>Mobile/dutyphone: 079 7151469</i> <i>Email: suleiman@unhcr.org</i> Back Up : <i>Yasmeen Al-Rashdan</i> <i>Mobile/dutyphone: 0797159208</i> <i>Email: alrashdy@unhcr.org</i> <i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194 UNRWA - Registration/Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) Focal Point: South Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org Shelter/Safe house: FPD through UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194	UNHCR Helpline <i>Sunday - Wednesday 08.00 – 17.00</i> Tel: 064008000. JWU/Al-Anwar Charity Association - Maan <i>Sunday – Thursday 08:00 – 14:30</i> Focal Points: Nuha Hamaden Lubna Jbarat Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com UNRWA - Material assistance for Palestinian refugees Focal Point: South Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org Food Assistance: WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> Hotline mobile: 079 777 8841 079 777 8851 Education: Save the Children Jordan Formal education and children out of school <i>Sunday .- Thursday 09:00 - 16:00</i> Focal Point <i>Noor Elkhairy</i> nelkhairy@savethechildren.org.jo Mobile: 0775464978 Informal education services SCI – Child and Family Centres, <i>Sunday-Thursday 9:00-15:00</i>
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	<u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org	JWU- Amman <i>Saturday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> <i>Alia Hijawi</i> Najiyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729	<u>Focal point:</u> Mohammad Al-Saeed Mobile:0777384077 Email: mohammad.alsaeed@saethechildren.org
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GBV REFERRAL PATHWAY – ZAATARI

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor reports incident to family, friend, community member, general service provider or at refugee registration services and that person accompanies survivor to the health or case manager/psychosocial “entry point”	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”	
IMMEDIATE RESPONSE • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor. • Provide reliable and comprehensive information on the available services and support to survivors of GBV. • <u>If agreed and requested by survivor</u>, obtain informed consent and make referrals. • When family/guardians make a decision on behalf of a child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child. • Accompany the survivor to assist him/her in accessing services. • For survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care.		
Medical/health care <u>WOMEN AND GIRLS</u> JHAS/UNFPA <i>Open 24 hours</i> <i>Saturday – Thursday, 09:00 - 16:00</i> Focal point(s): Dr Reema Diab 077 675 5914 Dr Ola Al Tebawi 077 500 6027 <i>After working hours and weekends</i> Duty gynecologist/midwife Emergency hotline: 077 998 5085 pc@jordanhealthaid.org <u>MEN AND BOYS</u> JHAS/UNHCR <i>Open 24 hours</i> Focal point(s): Duty GP Emergency hotline: 077 998 5085	Case management (including immediate psychosocial support) <u>ADULTS (over 18)</u> IRC/UNFPA <i>Sunday – Thursday, 09:00 - 16:00</i> Focal Point(s): Waed Shraa (IRC) 079 948 9151 Farah Khazaleh (IRC) 0772499643 UNHCR <i>Sunday – Thursday, 09:00 - 15:30</i> Focal Point(s): Suna Ateiah 0798560084 Ateiah@unhcr.org Mohammed Haijji 079 683 0493 Haijji@unhcr.org <i>After working hours and weekends</i> UNHCR Emergency Protection hotline: 0791420242	Case management (including immediate psychosocial support) <u>CHILDREN (under 18)</u> IMC/UNICEF <i>Sunday – Thursday, 09:00 - 17:00</i> Duty phone (24 hours): 079 855 9517 Focal Point(s): Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230 ajaran@internationalmedicalcorps.org UNHCR <i>Sunday – Thursday, 09:00 - 15:30</i> Focal Point(s): Suna Ateiah 0798560084 Ateiah@unhcr.org Mohammed Haijji 079 683 0493 Haijji@unhcr.org <i>Sunday – Thursday, 08:00 - 15:30</i> Duty phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Emergency Protection hotline: 0791420242 Child survivors who self-disclose or express preference can access IRC case management services. IRC/UNFPA Sunday – Thursday 09:00 – 16:00 Focal point(s): Leila Al Zhgoul (IRC) 077 500 14 07 leila.alzghoul@rescue.org

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

Protection, security, police

UNHCR – Protection (including cases of risk of refoulement, denial of access and detention)

Sunday – Thursday 8.00 – 15.30

Focal point(s):

Suna Ateiah

079 856 0084

ateiah@unhcr.org

Mohammed Hajji

079 683 0493

Hajji@unhcr.org

After working hours and weekends

UNHCR Emergency Protection hotline : 0791420242

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

Focal point:

Captain Slaiman Al Omari

077 235 6956

da.dana96@yahoo.com and

familypd@accessme.com.jo

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

Sunday – Thursday 08:00 – 15:30

Duty phone: 079 021 4149

Email: jochildprotect@unicef.org

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

Legal assistance counsellors

UNHCR – Legal services

Focal point(s):

Sunday – Thursday 9.00 – 3.30pm

Suna Ateiah

079 856 0084

ateiah@unhcr.org

Mohammed Hajji

079 683 0493

Hajji@unhcr.org

After working hours and weekends

UNHCR Emergency Protection hotline: 0791420242

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

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

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

Focal Point:
Sozan Mohareb

Service Line:
077849012

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

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

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

Focal point: Dr Reema Diab Mobile: 077 675 5914 Mental Health Care: IMC <i>Sunday – Thursday, 09:00-17:00</i> Focal Point: Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230 ajaran@internationalmedicalcorps.org	Focal Point: Ghada Ali 078 517 6424 ghada.ali@unwomen.org Child Friendly Spaces: SAVE THE CHILDREN INT’L/UNICEF <i>Saturday – Thursday, 09:00 - 15:00</i> Focal Point: Sohaib Shtaiat 077 575 4944 sohaib.shtaiat@savethechildren.org MERCY CORPS/UNICEF <i>Playgrounds, adolescent-friendly spaces</i> <i>Saturday – Thursday, 09:00 - 17:00</i> Focal point: Osama Telfah 077 849 8258 otelfah@jo.mercycorps.org IMC/UNICEF <i>Youth-friendly spaces</i> <i>Sunday – Thursday, 09:00 - 17:00</i> Focal point: Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230 ajaran@internationalmedicalcorps.org Psychosocial Services for Adults: IRC/IRC <i>Sunday – Thursday, 09:00 - 16:00</i> Focal Point: Waed Shraa (IRC) 079 948 9151 Farah Khazaleh (IRC) 0772499643 Psychosocial Services for Children: IMC <i>Sunday – Thursday, 09:00 - 17:00</i> Focal Point: Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230 ajaran@internationalmedicalcorps.org	Focal Point(s): Suna Ateiah 0798560084 Ateiah@unhcr.org Mohammed Haijji 079 683 0493 Haijji@unhcr.org UNHCR Protection Hotline: 0791420242	Tambi Zokha 079 967 3580 Zokha@unhcr.org <i>Sunday – Thursday, 08:00 - 15:30</i> Duty Phone: 079 554 6383 WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> Focal Point: Rabab Musleh – 079 7300145 Hotline mobile: 079 777 8841 079 777 8851 Cash-for-work: UN WOMEN <i>Sunday – Thursday, 09:00 - 16:00</i> Focal Point: Ghada Ali 078 517 6424 ghada.ali@unwomen.org Education: SCJ/UNICEF Focal point: <i>9:00 – 4:00</i> Noor Al Zeben 077 575 3933 nzaben@savethechildren.org.jo Kareem Mkkawi 077 546 4970 kmakkawi@savethechildren.org.jo Hind Omer (UNICEF) 079 871 8315 homer@unicef.org QUESTSCOPE <i>Informal education (literacy, critical thinking) and mentoring</i> Focal point: Ashraf Abu Al Halaweh 079 572 0292 ashraf@questscope.org NRC <i>Informal education for children aged 9 -17 years old.(D10)</i> <i>Sunday – Thursday, 08:00 -4:00.</i>
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	Community Spaces: IRD/UNHCR <i>Communal spaces, community groups, recreational activities</i> Focal Point: Bersan Boulad 079 889 9493 b.boulad@ird-jo.org		Focal point: Walaa AlHusban Mobile : 0795404594 Email : walaa.alhhusban@nrc.no NRC Informal education for Youth aged 15-32 Focal Point (D10) Mai Jaradat Mobile : 0795424591 Mai.jaradat@nrc.no Focal point (D8) Raed Sawalha 0798534272 Raed.sawalha@nrc.no FINN CHURCH AID <i>Informal education, literacy, physical activities and livelihood skills</i> <i>Hours 9:00 – 5:00</i> Focal point: Mohammed Al Hadid 077 500 1161 Mohammad.al-hadid@kua.fi SAVE THE CHILDREN INT’L <i>Hour: 9:00 – 3:00</i> Focal point (<i>Early childhood development</i>): Baria Shnaneh 077 572 4977 Baria.Shnaneh@savethechildren.org Focal point (<i>Informal Education</i>) Alaa Faidi 077 547 5969 alaa.faidi@savethechildren.org Murad Sriheen 077 579 6611 murad.alsriheen@savethechildren.org RELIEF INTERNATIONAL <i>Remedial education and informal education</i> Focal point: Rawan Rabieideh 079 606 8056 rawan.rabieideh@ri.org Nicola West 079 031 4028 nicolawest@ri.org
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			RD/UNHCR <i>Educational activities</i> Focal Point: Bersan Boulad 079 889 9493 b.boulad@ird-jo.org
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GBV REFERRAL PATHWAY – Zarqa

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial “entry point”:		Survivor self-reports to a medical/health or case manager/psychosocial “entry point”
IMMEDIATE RESPONSE		
• Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care		
Medical/Health Care:	Case Manager (including immediate psychosocial support):	Case Manager (including immediate psychosocial support):
JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr.Hanan Jarrar Mobile: 079 558 9419 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org MoH Zarqa Governmental Hospital <i>Open 24 hour</i> Tel: 05 398 2604 <u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i> Dr Ashraf Mohammed Al Soub Mobile: 079 800 7171	Adults (over 18) JWU <i>Saturday – Thursday 08:30 – 15:30</i> <u>Focal Point:</u> Rana Adel Yousra Tourkmani Tel: 05 397 0886 Mobile: 079 8501198 Email: rana.saleh1@hotmail.com NHF/IFH <i>Saturday –Thursday 08:00 – 16:00</i> Focal Point Duaa Barakat: 0788558456	Children (under 18) IMC <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Randa Hussain Mobile: 079 544 7464 Tel: 05 399 4105
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM		
Protection, Security, Police:	Legal Assistance Counsellors:	
UNHCR – Protection (including cases of risk of arrest, detention or refoulement) <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 <i>Sunday – Thursday 08:00 – 15:30</i> <u>Focal point:</u> Suna Ateiah Mobile: +962 79 856 0084 Email: ateiah@unhcr.org	UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 ARDD-Legal Aid – <u>Focal Point:</u> Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221	

FPD - Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– See contacts above		JWU <i>Saturday – Thursday 08:30 – 15:30</i>	
<u>Open 24 hours</u>		<u>Focal Point:</u>	
<u>Focal Point:</u>		Ghada Hijjawi Mobile: 079 850 1198 Tel: 05 397 0886	
Major Abdullah Alawar Tel: 05 398 2952		Khawla Bint Al Azwar	
Hotline: 911. Email: familypd@accessme.com.jo		<u>Focal Point:</u>	
Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors		Aysha Khalfah Mobile: 078 642 8039 Tel: 05 393 0999	
UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible		Arab Women Organization (AWO)	
<i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org		Focal Point	
		Rusaifah Center: Rana Hasanein Mobile: 0795934755	
		Dhleil Center: Muna Hamad Mobile: 0797661310	
AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES Over time and based on survivor's choices can include any of the following:			
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary Health Care: MoH Zarqa Governmental Hospital <i>Open 24 hour</i> Tel: 05 398 2604 JHAS <u>Focal Point:</u> Jaafar Al Shayeb Mobile: 077 500 6022 JWU <i>Saturday-Thursday 10:00-17:00</i> <u>Focal Point:</u> Dr. Mahmoud Nimer Mobile:079 820 2252 Tel: 05 397 0886 UNRWA (Primary health care and referral to secondary services for Palestinian refugees <u>Focal Point:</u> Zarqa Office: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org	PSS Services for Adults: JWU <i>Saturday – Thursday 08:30 – 15:30</i> <u>Focal Point:</u> Rana Adel Yousra Tourkmani Tel: 05 397 0886 Mobile: 079 8501198 Email: rana.saleh1@hotmail.com NHF/IFH <i>Saturday –Thursday 08:00 – 16:00</i> <u>Focal Point</u> Duaa Barakat: 0788558456 Khawla Bint Al Azwar Charitable Society <u>Focal Point:</u> Ayshah Khalfah Mobile: 078 642 8039 Tel: 05 393 0999	Protection/Registration: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 Helpdesk in Zarqa at JHAS clinic <i>Thursday 9.00 – 15.00</i> Tel: 05 399 4105 UNRWA - Registration & Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <u>Focal Point:</u> Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org	UNHCR – Infoline <i>Sunday - Wednesday 08.30 – 15.30</i> Tel: 06 550 2141 UNRWA – (Material assistance for Palestinian refugees) <u>Focal Point:</u> Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org NFI: Family Awareness & Counselling Centre <u>Focal Point:</u> Inas Dirgham Tel: 05 386 5144 Mobile: 077 557 4847

Reproductive Services: MoH Zarqa Governmental Hospital <i>Open 24 hour</i> Tel: 05 398 2604 JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr.Hanan Jarrar Mobile: 079 558 9419 UNRWA (Primary health care and referral to secondary services for Palestinian refugees <u>Focal Point:</u> Zarqa Office: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org NHF/IFH <i>Saturday –Thursday 08:00 – 16:00</i> Focal Point Dr. Abeer Habarneh 0798584058 Mental Health Services: IMC <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Randa Hussain Mobile: 079 544 7464 Tel: 05 399 4105 Duty phone: 079 578 5095 The Center for Victims of Torture - Mobile Unit for Zarqa and Rusiefa <u>Focal Point:</u> Adrienne Carter Mobile: 079 680 3582 Email: Acarter@cvtjo.org	PSS Services for Children: IMC <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Randa Hussain Mobile: 079 544 7464 Tel: 05 399 4105 Duty phone: 079 578 5095 Women’s Centers: JWU <i>Saturday – Thursday 08:30 – 15:30</i> <u>Focal Point:</u> Rana Adel Yousra Tourkmani Tel: 05 397 0886 Mobile: 079 8501198 Email: rana.saleh1@hotmail.com AWO <i>Sunday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dhleil center: Amal Athamat Mobile: 079 766 1310 Rusaifah center: Wafaa Shawaqfeh Mobile: 079 5934755 Child Friendly Spaces: SCI – Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i> <u>Focal point:</u> Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org	Shelter/Safe house: FPD through UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 JWU- Amman <i>Saturday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> <i>Alia Hijjawi</i> Najiyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729	Food Assistance: WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> Hotline mobile: 079 777 8841 079 777 8851 Education: Save the Children Jordan Formal education and children out of school <i>Sunday - Thursday 09:00 - 16:00</i> <u>Focal Point</u> Noor Elkhairy nelkhairy@savethechildren.org rg.jo Mobile: 0775464978 Informal education services SCI – Child and Family Centres, <i>Sunday-Thursday 9:00-15:00</i> <u>Focal point:</u> Mohammad Al-Saeed Mobile:0777384077 Email: mohammad.alsaeed@savethechildren.org
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Annex XIX: CP Referral Pathways

Child Protection Referral Pathway – Amman

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

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

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

		Focal point: Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com	Focal Point: North Amman Office Wafa Nuwwara w.nuwwara@unrwa.org Protection Duty phone: 079 710 0496 South Amman Office Haifa Al-Wheidi h.wheidi@unrwa.org Protection Duty phone: 079 899 8890	International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury. <i>Sunday -Thursday 9:00 – 17:00</i> Mobile : 07 80 48 10 16 Email : dvfp.intake.opamm@gmail.com	UNRWA <i>Open 24 hours</i> Focal Point: North Amman, Office Wafa Nuwwara w.nuwwara@unrwa.org Protection Duty phone: 079 710 0496 South Amman Office Haifa Al-Wheidi h.wheidi@unrwa.org Protection Duty phone: 079 899 8890
Case managers refer to services below if: a. Child/caregiver wants to receive protection, legal or police services; b. Child/caregiver consents to share the information on grave violations against children (UNICEF); c. There are immediate safety and security risks to others; or d. It is in the best interest of the child because of: ▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); ▪ Risk of imminent forced/early marriage (UNHCR) ▪ Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR) ▪ Severe neglect (UNHCR/FPD) ▪ Sexual exploitation and abuse by humanitarian personnel (UNHCR) ▪ Children requiring BID (UNHCR)					
Always assess the consequences this could have to minimize risks and ensure the best interest of the child.					
UNHCR – Protection <i>Sunday – Thursday, 08.00 – 15.30</i> Duty phone: 079 554 6383 <i>After hours and weekends (24 hours)</i> Protection Hotline: 079 710 9194 <i>Sunday – Thursday 08:00 – 15:30</i> Focal point: Diana Suleiman Mobile: 077 728 1911 Email: suleiman@unhcr.org UNRWA- Protection Amani Zaqout: a.zaqout@unrwa.org					
FPD – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible see above contact <i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo					
UNICEF: Case managers refer cases of grave violations ¹ (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org					

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ¹
IMC – Mental health services <i>Sunday – Thursday</i> 09:00 – 17:00 <u>Focal Point:</u> Ahmad Bawaneh Mobile: 079 851 6131 JHAS – Primary health care and mental health services 9:00-16:00 Primary health care Tel: 06 523 6674 Mental health services City Clinic Tel: 06 465 1772 Mobile: 077 500 6025 Abu Nseir Clinic Tel: 06-523 6674 Caritas – Primary health care and referral to secondary services <i>Sunday-Thursday</i> 9:00-16:00 Al Hashmi Clinic Tel: 06 491 8601 /06 492 0951 8:00-14:00 MOH – Primary health care and mental health services Saturday-Thursday 8:00-15:00 Primary health care Al Bashir Hospital Tel: 06 474 4430 <u>Focal Point:</u> <i>Sunday – Thursday</i> 08:00 – 16:00 Dr. Bilal Talal Ibrahim Mobile: 078 506 3855 Sahab Hospital Dr. Jamil Tutanji Tel: 06 4020092 Mental health MOH Consultative Clinic Mobile: 0776740519 Al Hashmi Centre Mobile: 077 674 0518 JWU <i>Saturday- Thursday</i> 09:00-17:00	Consultative Clinic/ MOH – PSS services <i>Sunday-Thursday</i> 8:00-15:30 077 674 0519 Al Hashmi Centre / MOH – PSS services 8:00-15:30 Mobile: 077 674 0518 IFH – PSS, PFA & group support adapted to men & boys. <i>Opening hours: Sunday – Thursday 8:00-17:30</i> (Sweileh): Ayat khatatneh Tel: 06 534 4190 (Hashemi): Shaden Abu Hammour Tel:06 490 8310 JWU- PSSservices, CFSSs, recreational and life skills activities for families <i>Saturday – Thursday</i> 08:30 – 16:30 <u>Focal Point:</u> Najiyyeh Zoabi Kefah Al Jabir Tel: 06 567 5729 Mobile: 079 820 2353 Email: najiha.zo3by@yahoo.com Several locations in Amman (Jabal Hussein, Hussein Camp, Wahdat Camp) Jordan Red Crescent – PSS services <i>Saturday-Thursday</i> 9:00-16:00 Tel: 06 490 8588 Mobile: 079 959 2092 079 703 0495 079 938 8312 JRF – PSS services for women and children through the Queen Rania Family & Child Center <i>Sunday – Thursday</i> 08:00 – 16:00 Tel: 06 492 5096 orHelp Line: 110 IMC – PSS services <i>Sunday-Thursday</i> 9:00-17:00	UNHCR – Registration, legal services and protection for refugees <i>Sunday-Thursday</i> 8:00 – 15:30 Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 UNRWA – - Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <i>Open 24 hours</i> <u>Focal Point:</u> North Amman Office Wafa Nuwwara w.nuwwara@unrwa.org Protection Duty phone: 079 710 0496 South Amman Office Haifa Al-Wheidi h.wheidi@unrwa.org Protection Duty phone: 079 899 8890 Emergency: <u>Focal Point:</u> Sheerin Al-Araj Email: s.al-araj2@unrwa.org Mobile: 079 654 7220 FPD - Protection Hotline: 911 Tel: 06 581 5738 JWU- Legal services <i>Saturday – Thursday</i> 08:30 – 16.30 <u>Focal Point:</u> Najiyyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729 JRF – Shelter for child survivors (including PSS, protection, education & medical services) <i>Sunday – Thursday</i> 09:00 – 19:00 Tel: 06 523 4652 Helpline: 110 ARDD-Legal Aid –	UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance Sunday - Wednesday 08.30 – 15.30 UNHCR Infoline: 06 550 2141 After working hours and weekends Protection Duty phone: 079 554 6383 UNRWA – Basic assistance and registration services for Palestinian refugees <i>Sunday-Thursday</i> 7:30- 15:00 pm North Amman: Mobile: 079 710 0496 South Amman: Mobile: 079 899 8890 CARE International – Emergency cash assistance, cash coupons, and heaters. <i>Sunday-Thursday</i> 8:00-16:00 Tel: 06 5651488 Islamic Charitable Centre – NFI <i>Saturday-Thursday</i> 7:30-15:30 <u>Focal Point:</u> Abu Huraira Centre Khalid Abu Hamdan Mobile: 079 666 7235 Izz Al Din Al Kassam Centre Abdul Rahman Ma'adi Mobile: 079 931 7222	SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools <i>Sunday – Thursday 08:30 – 16:00</i> Hotline: 077 670 2426 <u>Focal Point:</u> Rawan Abushaikh Mobile: 077 573 6336 Email: RShaikh@SaveTheChildren.Org.Jo Questscope – Non-formal and informal education <i>Sunday-Thursday</i> 9:00-17:00 <u>Focal Point:</u> Rasha Abu Zeinah, Mobile: 079 853 6893 JRS – Informal education for youth and adults. (English, art, music, sports & life skills). Pre-primary (kindergarten) Ashrafiyeh, East Amman <u>Focal point:</u> Tamim Arif Mobile: 079 871 3981 Caritas- Informal education service, life skills, youth leadership development and training, pre-school education services Mercy Corps – Special education services for persons with disabilities UNRWA – <u>Focal Points:</u> North Amman Office Wafa Nuwwara w.nuwwara@unrwa.org Duty phone: 079 710 0496 South Amman Office Haifa Al-Wheidi h.wheidi@unrwa.org Duty phone: 079 899 8890 SCI- Informal education Services <i>Sunday-Thursday</i> 9:00-15:00

Focal Point: Dr. Aws Shaker Mobile: 079 612 5506 Tel: 06 567 4285 Islamic Charitable Centre - Primary health care <i>Saturday-Thursdays</i> 7:30-15:30 Focal Point: Khalid Hamdan Tel: 06 438 7910 Mobile: 079 692 5733 NHF/ IFH – Rehabilitation of disabled persons including physiotherapy, speech therapy, special education and medical aids <i>Sunday – Thursdays</i> 8:00am – 15 :30 Tel: 06 5344193 Focal Point: In Sweileh: Dr. Nesreen Barakat Mobile: 079 731 9450 Email: dr.nesreen@ifh-jo.org In Hashmi: Dr. Mona Badawi Tel: 06-4908310 Email: m.badawi@ifh-jo.org The Center for Victims of Torture (CVT) – Mental health and physiotherapy rehabilitative services ; Social services referrals/Case management for war trauma and torture survivors. <i>Open Sunday-Thursdays</i> 9:00-17:00 Focal point: Tel: (public): 06 505 9455 info@cvt.org or masfoor@cvt.org UNRWA – Basic health services for Palestinian refugees <i>Sunday-Thursdays</i> 07:45-14:00 Focal Point:	Focal Point: Ahmad Bawaneh Mobile: 079 851 6131 CARE International – PSS services <i>Sunday-Thursdays</i> 8:00-16:00 Tel: 06 565 1488 Islamic Charitable Centre – Safe spaces for children and youth <i>Saturday-Thursdays</i> 7:30-15:30 Focal Point: Izz Al Din Al Kassam Centre Abdul Rahman Ma'ady Mobile: 079 931 7222 Al Anwar Centre Mohammad Suleiman Mobile: 079 555 1009 INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families <i>Saturday – Thursdays</i> 8:30-4:30 Queen Zein Al Sharaf Institute for Development Focal Point: George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org SCI – Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursdays</i> 9:00-15:00 Focal Point: Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org WVI - CFSs for children, AFSSs for Adolescents, and PSS services Strengthening Community based protection committees <i>Saturday – Thursdays</i> 09:00 - 15:00	Focal Point: Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: (open 24/7) 077 738 7221	WFP Food – Voucher assistance <i>Sunday – Thursdays</i> 8:00 am – 5:00 pm Focal Point: Rabab Musleh – 079 7300145 Hotline mobile: 079 777 8841 079 777 8851 SCI- Livelihood activities(cash assistance, vocational training) Focal point: Suzan Albuheisi Mobile:077664329 Email:suzan.albuheisi@savethechildren.org INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families <i>Saturday–Thursdays</i> 8:30-4:30 Queen Zein Al Sharaf Institute for Development Focal Point: George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org	Focal Point: Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org
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North Amman Office Wafa Nuwwara Protection Duty phone: 079 710 0496 w.nuwwara@unrwa.org South Amman Office Haifa Al-Wheidi Protection Duty phone: 079 899 8890	Focal Point: Abed Rabbo Mobile: 0777 148540 Wala'a Ali Ababneh Mobile: 077 8440736			
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Child Protection Referral Pathway – AZRAQ

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

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

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

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

			Refer to UNHCR (registration and database follow up) <i>Sunday-Thursday 8:00 to 15:30</i> <u>Duty Phone:</u> 079 556 4383 <i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194 <u>Focal Point:</u> Mounir Maalouli <u>Mobile :</u> 079 592 2836 <u>Email:</u> maalouli@unhcr.org		<i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 <u>Focal Point:</u> Mounir Maalouli <u>Mobile:</u> 079 592 2836 <u>Email:</u> maalouli@unhcr.org <i>Sunday-Thursday 8:00 to 15:30</i> <i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i>
Case managers refer to services below if: - Child/caregiver wants to receive protection, legal or police services; - Child/caregiver consents to share the information on grave violations against children (UNICEF); - There are immediate safety and security risks to others; or - It is in the best interest of the child because of: - Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); - Risk of imminent forced/early marriage (UNHCR) - Risk of <i>refoulement</i> or voluntary return in cases of children associated with armed groups/forces (UNHCR) - Severe neglect (UNHCR/FPD) - Sexual exploitation and abuse by humanitarian personnel (UNHCR) - Children requiring BID (UNHCR) Always assess the consequences this could have to minimize risks and ensure the best interest of the child.					
UNHCR– Protection <u>Focal Point:</u> Mounir Maalouli; maalouli@unhcr.org; 079 592 2836 Ahmad Al-Wazani: alwazani@unhcr.org; 079 624 5880 (focal point for referral to FPD) <i>Sunday-Thursday 8:00 to 15:30</i> <u>Duty Phone:</u> 079 556 4383 <i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194 FPD – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above) <i>Open 24 hours</i> Hotline: 911. UNICEF: Case managers refer cases of grave violations² (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org					

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

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

³ Definitions:

Formal education: Certified education services provided by the Ministry of Education public schools (grade 1-12).

Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.

Non-formal education: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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

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

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

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

		IMC Focal Point: Zeina Abu Jbara Mobile 0790224030 Mustafa Abu Serdaneh Mobile 0790221956 Duty Phone: 079 554 6383	NHF/ IFH – Separated children Focal Point: Shourouq Hazaymeh Mobile: 077 216 2711 IMC Focal Point: Zeina Abu Jbara Mobile 0790224030 Mustafa Abu Serdaneh Mobile 0790221956 Duty Phone: 079 554 6383		
Refer to service below if: Case managers refer to services below if: a. Child/caregiver wants to receive protection, legal or police services; b. Child/caregiver consents to share the information on grave violations against children (UNICEF); c. There are immediate safety and security risks to others; or d. It is in the best interest of the child because of: ▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); ▪ Risk of imminent forced/early marriage (UNHCR) ▪ Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR) ▪ Severe neglect (UNHCR/FPD) ▪ Sexual exploitation and abuse by humanitarian personnel (UNHCR) ▪ Children requiring BID (UNHCR) Always assess the consequences this could have to minimize risks and ensure best interest of the child.					
UNHCR– Protection <u>Focal Point:</u> <i>Sunday-Thursday 8:00 to 15:30</i> Abd Al Nour Jaradat: Mobile: 079 895 7318, Email: jaradata@unhcr.org Protection Duty Phone: 079 554 6383 <i>After working hours and weekends</i> Protection Hotline: 079 710 9194 UNRWA– Protection Amani Zaqout: a.zaqout@unrwa.org FPD – Cases of sexual violence, family violence and neglect child/caregiver or community members can go directly to FPD service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above) <i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo UNICEF: Case managers refer cases of grave violations¹ (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org					

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

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ²
JHAS Saturday – Thursday 09:00-16:00 <u>Focal Point:</u> FatheyAyaad Mobile: 0788550625 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org MoH mobile team/UNICEF – Vaccinations <u>Focal point:</u> Mohammed Amiri Mobile: 079 949 3683 Buthayna Al-Khatib Mobile: 079 906 0498 Handicap International – Rehabilitation services for persons with disability and persons with injury , children and adults & provision of prosthesis, orthotics & mobility aids Cell: 078 727 5399 Email: dvfp.intake.irbid@gmail.com Mental Health/ IMC <u>Focal Point:</u> Manar Awwad 0799861491 Duty Phone 079 5785095	SCI – Child and Family Centres, Community based Child Protection Committees Saturday – Thursday 09 :00 – 15:00 <u>Focal point:</u> Alaa Al-Faidi Mobile : 0775475969 Email:alaa.faidi@savethechildren.org IFH –CFSS,YFSS Sunday – Thursday 09:00 – 15:00 <u>Focal Point:</u> BilalMobile; 078 889 8778 Handicap International- PSS groups for children with disability/injury and their family <u>Focal point:</u> Cell: 078 727 5399 Email: dvfp.intake.irbid@gmail.com	UNHCR – Protection, Registration and legal services for refugees Sunday- Thursday 8:00 to 15:30 <u>Focal point:</u> Faris Al Talib Mobile: 079 603 1297 Email: altalib@unhcr.org Protection Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 UNRWA Open 24 hours <u>Focal Point:</u> Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org ARDD-Legal Aid Sunday- Thursday 9:00-18:00	UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance Sunday - Wednesday 08.30 – 15.30 <u>Focal Point:</u> Hussam Mayas Mobile: 079 033 7163 Email: mayas@unhcr.org UNHCR Infoline: 06 550 2141 <i>After working hours and weekends</i> Protection Duty phone: 079 554 6383 <u>Focal Point:</u> WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm Hotline mobile: 079 777 8841 079 777 8851	Save the Children Jordan- SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools Saturday – Thursday 08:30-15:30 <u>Focal point:</u> Taghreed Freij Mobile:077 546 4973 Email: tfraij@savethechildren.org.jo Hotline : 077 670 2426 0800 22 766 0800 00111 Mafraq Tel: 077 546 4973 SCI – Informal education service Saturday – Thursday 09 :00 – 15:00 transportation of school age children to public school <u>Focal point :</u> Alaa Al-Fidi Mobile : 0775475969 Email:alaa.faidi@savethechildren.org

²Definitions:

Formal education: Certified education services provided by the Ministry of Education public schools (grade 1-12).

Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.

Non-formal education: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org		<u>Focal Point:</u> Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ar dd-legalaid.org Emergency line: 077 738 7221		
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Child Protection Referral Pathway – EJC

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

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

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
Save the Children Jordan <u>Focal point</u> Rasha Alzein Kareem Makkawi Mobile: 077 574 4015 Tdh-Lausanne (for children not enrolled in school) Sunday – Thursday 09:00 – 17:00 <u>Focal Point:</u> Mohanad Al-Akash Mobile: 079 842 6245 Alternate: Ali Ababneh Mobile: 079 684 0903 Email: Ali.ababneh@tdh.ch UNHCR <u>Focal Point:</u> Patric Mansour Mobile: 079 983 6321 Email: Mansour@unhcr.org	UNHCR <u>Focal Point:</u> Manal Hashem (hashem@unhcr.org) 07 9873 8160 Sunday-Thursday 8:00 to 15:30 Duty Phone: 0795564383 <i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 0797109194	Tdh-Lausanne Sunday – Thursday 09:00 – 17:00 <u>Focal Point:</u> Sunday – Thursday 09:00 – 17:00 Mohanad Al-Akash Mobile: 079 842 6245 and Lujain Ajluni 0798063223 Alternate: Ali Ababneh Mobile: 079 684 0903 Email: Ali.ababneh@tdh.ch UNHCR <u>Focal point:</u> Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org	UNHCR¹ Sunday-Thursday 8:00 to 15:30 <u>Focal Point:</u> Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org <u>Duty Phone:</u> 079 556 4383 <i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194	Refer to: Tdh-Lausanne Sunday-Thursday 09:00 – 17:00 <u>Focal Point:</u> Sunday – Thursday 09:00 – 17:00 Mohanad Al-Akash Mobile: 079 84 26245 Alternate: Ali Ababneh Mobile: 079 684 0903 Email: Ali.ababneh@tdh.ch Emergency (UAE RC) Sunday – Thursday 10:00 – 16:00 <u>Focal Point:</u> Abdallah, Abou Hamad Mobile: 079 6 859 861	Refer to: UNHCR <u>Focal point:</u> Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org 24/7 UNHCR Detention emergency line: 079 674 2200 <i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i> <i>Inform UNICEF for advocacy purposes</i> <u>Focal point:</u> Dana Dodeen Mobile: 079 893 7190 Email: ddodeen@unicef.org

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

Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org					
Case managers refer to services below if: a. Child/caregiver wants to receive protection, legal or police services; b. Child/caregiver consents to share the information on grave violations against children (UNICEF); c. There are immediate safety and security risks to others; or d. It is assessed to be in the best interest of the child because of: ▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); ▪ Risk of imminent forced/early marriage (UNHCR) ▪ Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR) ▪ Severe neglect (UNHCR/FPD) ▪ Sexual exploitation and abuse by humanitarian personnel (UNHCR) ▪ Children requiring BID (UNHCR) Always assess the consequences this could have to minimize risks and ensure the best interest of the child. UNHCR – Protection <i>Saturday – Wednesday 09:00 – 17:00</i> Focal Point: Manal Hashem; hashem@unhcr.org; 079 873 8160 Mounir Maalouli; maalouli@unhcr.org; 079 592 2836 <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 556 4383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 FPD – Cases of sexual violence, family violence and neglect service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – Zeina Jadaan: jadaan@unhcr.org) <i>Open 24 hours</i> Hotline: 911 UNICEF: Case managers can refer cases of grave violations² (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org					

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

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

³ Definitions:

Formal education: Certified education services provided by the Ministry of Education's public schools (grade 1-12).

Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.

Non-formal education: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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

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

STEP 1: Identification of child protection cases

General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:

- Provide a safe, caring response
- Respect the confidentiality and wishes of the child/caregiver
- Provide information about available case management services
- Facilitate referral to relevant case management services (see below) when child/caregiver consents
- For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care
- In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest

Child or caregiver goes directly to case manager

STEP 2: Case management services

Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community; child labour.	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
Save the Children Jordan - Outreach & support to register children in schools <i>Sunday – Thursday 08:30 – 15:30</i> <u>Focal point:</u> Samah Al Bdour Mobile: 077 546 4972 Email: sbdour@savethechildren.org.jo Alaa' Alquraan Mobile: 077 575 4077 Email: aquran@savethechildren.org.jo Hotline: 077 670 2426 080 022 766 080 000 111 Tel: 077 546 4972 077 575 4077 UNRWA <u>Focal Point:</u> Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org	IMC - specialized in child protection, and mental health <i>Sunday – Thursday 09:00 – 17:00</i> <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> Mustafa Abu Serdaneh maseradneh@InternationalMedicalCorps.org IRC¹ - Specialized in GBV <i>Sunday - Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Dina Khaza'leh Mobile: 077 503 9578 Email: dina.dinaalkhazali@rescue.org Nawal Mohammad Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org	IMC <i>Sunday – Thursday 09:00 – 17:00</i> <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> Mustafa Abu Serdaneh Email: maseradneh@InternationalMedicalCorps.org <u>Focal Point:</u> Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com hereen@yahoo.com	Refer first to: UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 UNHCR <i>Sunday – Thursday 08:00 – 15:30</i> <u>Focal point:</u> Serin Bitar <u>Mobile</u> +962 79 500 4947 Email: bitar@unhcr.org IMC <i>Sunday – Thursday 09:00 – 17:00</i> <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> Mustafa Abu Serdaneh Email: maseradneh@InternationalMedicalCorps.org	Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury. <i>Sunday -Thursday 9:00 – 17:00</i> Mobile : 07 87 27 53 99 Email : dvfp.intake.irbid@gmail.com	UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Detention emergency line: 079 674 2200 <i>After working hours and weekends</i> Protection Hotline: 079 710 9194 <i>UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers</i> UNHCR <i>Sunday – Thursday 08:00 – 15:30</i> <u>Focal point:</u> Serin Bitar <u>Mobile</u> +962 79 500 4947 Email: bitar@unhcr.org UNRWA <u>Focal Point:</u> Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org

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

	Farah Qadura Mobile: 077 607 0609 Farah.qadura@rescue.org UNRWA Focal Point: Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org	UNRWA Focal Point: Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org		
Case managers refer to services below if: - Child/caregiver wants to receive protection, legal or police services; - Child/caregiver consents to share the information on grave violations against children (UNICEF); - There are immediate safety and security risks to others; or - It is in the best interest of the child because of immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); - Risk of imminent forced/early marriage (UNHCR) - Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR) - Severe neglect (UNHCR/FPD) - Sexual exploitation and abuse by humanitarian personnel (UNHCR) - Children requiring BID (UNHCR) Always assess the consequences this could have to minimize risks and ensure the best interest of the child. UNHCR– Protection <i>Sunday – Thursday, 08.00 – 15.30</i> Duty phone: 079 554 6383 <i>After hours and weekends (24 hours)</i> Protection Hotline: 079 710 9194 UNRWA- Protection Amani Zaout: a.zaout@unrwa.org FPD – Cases of sexual violence, family violence and neglect child/caregiver or community members can go directly to FPD service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above) <i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo UNICEF: Case managers refer cases of grave violations² (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org				

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

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

³ Definitions:

Formal education: Certified education services provided by the Ministry of Educations public schools (grade 1-12).

Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.

Non-formal education: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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

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

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

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage	All other CP cases including violence against children in the home & community; child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
Save the Children Jordan - Outreach & support to register children in schools <i>Saturday – Thursday</i> 8:30- 15:30 <u>Focal point:</u> Taghreed Freij Mobile: 077 546 4973 Email: tfraij@savethechildren.org.jo Hotline : 077 670 2426 0800 22 766 0800 00111	NHF / IFH	UNHCR(violence in the home) <i>Sunday-Thursday</i> 8:00 - 15:30 <u>Focal Point:</u> Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org Protection Duty Phone: 079 554 6383 <i>After working hours and weekends</i> Protection Hotline 079 710 9194 For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit 24 hours (afterhours answering machine) Hotline Toll Free No: 0800 22208 Email: hotline@mol.gov.jo	Refer first to UNHCR <i>Sunday-Thursday</i> 8:00 to 15:30 <u>Focal Point:</u> Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org Protection Duty Phone: 079 554 6383 <i>After working hours and weekends</i> Protection Hotline: 079 710 9194 IRC Unaccompanied children <i>Sunday – Thursday</i> 08:30 – 17:00 <u>Focal Points:</u> Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org	Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury. <i>Sunday - Thursday</i> 9:00 – 17:00 Mobile : 07 87 27 53 99 Email : dvfp.intake.irbid@gmail.com UNHCR <i>Sunday-Thursday</i> 8:00 to 15:30 <u>Focal point:</u> Isra'a Mas'ad Mobile: 079 720 7389 Email:masad@unhcr.org UNHCR Help Desk; 06 550 2141	UNHCR <i>Sunday-Thursday</i> 8:00 to 15:30 <u>Focal point:</u> Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org Detention emergency line: 079 674 2200 <i>After working hours and weekends</i> Protection Hotline: 079 710 9194 <i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i>

		Focal point: Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com / aeib_shereen@yahoo.com	NHF / IFH Separated children Focal Point: Duaa Al Omari 079 549 5774		
Case managers refer to services below if: - Child/caregiver wants to receive protection, legal or police services; - Child/caregiver consents to share the information on grave violations against children (UNICEF); - There are immediate safety and security risks to others; or - It is in the best interest of the child because of: - Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); - Risk of imminent forced/early marriage (UNHCR) - Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR) - Severe neglect (UNHCR/FPD) - Sexual exploitation and abuse by humanitarian personnel (UNHCR) - Children requiring BID (UNHCR)					
Always assess the consequences this could have to minimize risks and ensure the best interest of the child.					
UNHCR – Protection <i>Sunday-Thursday 8:00 to 15:30</i> Abd Al Nour Jaradat: Mobile: 079 895 7318, Email: jaradata@unhcr.org Protection Duty Phone: 079 554 6383 <i>After working hours and weekends</i> Protection Hotline: 079 710 9194 FPD – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – see contact above) <i>Open 24 hours</i> Hotline: 911. Ramtha branch Tel: 02 623 5511. Email: familyfpd@accessme.com.jo UNICEF: Case managers refer cases of grave violations ¹ (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jchildprotect@unicef.org					

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education
MOH – Primary Health JHAS – Primary Health <i>Once a week</i> Focal Point: FatheyaAyaad Mobile: 078 855 0625	IFH - PSS <i>Sunday – Thursday 9:00 – 15:00</i> Focal Point: Bilal Zwateen: Mobile: 079 738 0792	UNHCR – Protection, Registration and legal services for refugees <i>Sunday-Thursday 8:00 - 15:30</i>	UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance <i>Sunday - Wednesday 8.30 – 15.30</i>	SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools <i>Saturday – Thursday 8:30- 15:30</i>

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

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

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

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

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
Save the Children Jordan - Outreach & support to register children in schools <i>Saturday – Thursday 08:30- 15:30</i> <u>Focal Point:</u> Taghreed Freij Mobile : 077 546 4973 Email: tfraij@savethechildren.org.jo Hotline : 077 670 2426 0800 22 766 0800 00111	IMC - Specialized in child protection and mental health <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Hanadi Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@InternationalMedicalCorps.org Ahmad Jaran Mobile: 079 830 1230 Duty Phone: 079 554 6383 IRC¹– Specialized in GBV <i>Sunday – Thursday 08:30 – 17:00</i>	IMC <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Hanadi Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@InternationalMedicalCorps.org Ahmad Jaran Mobile: 079 830 1230 Duty Phone: 079 554 6383 For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit 24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 222 08 Email: hotline@mol.gov.jo	Refer first to: UNHCR <i>Sunday-Thursday 08:00 - 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 UNHCR <i>Sunday – Thursday 08:00 – 15:30</i> <u>Focal point:</u> Mohammad Hajji Mobile+962 77 740 7576 Email: hajji@unhcr.org UNRWA <u>Focal Point:</u> ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org	Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury. <i>Sunday -Thursday 9:00 – 17:00</i> Mobile : 07 87 92 52 45 Email : dvfp.intake.mafrq@gmail.com UNHCR <i>Sunday-Thursday 8:00 - 15:30</i> UNHCR Help Desk 06 550 2141 UNHCR <i>Sunday – Thursday 08:00 – 15:30</i> <u>Focal point:</u> Mohammad Hajji Mobile+962 77 740 7576 Email: hajji@unhcr.org	UNHCR <i>Sunday-Thursday 8:00 - 15:30</i> Detention emergency line: 079 674 2200 <i>After working hours and weekends</i> Protection Hotline: 079 710 9194 <i>UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers</i> UNHCR <i>Sunday – Thursday 08:00 – 15:30</i> <u>Focal point:</u> Mohammad Hajji Mobile+962 77 740 7576 Email: hajji@unhcr.org

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

	Focal Point: Sawsan Hishaq Mobile: 079 027 4674 Email: sawsan.lshaq@rescue.org Farah Qadura Mobile: 077 607 0609 Email: Farah.qadura@rescue.org UNRWA Focal Point: ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org	Focal point: Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com hereen@yahoo.com UNHCR <i>Sunday – Thursday 08:00 – 15:30</i> Focal point: Mohammad Hajji Mobile+962 777407576 Email: hajji@unhcr.org UNRWA Focal Point: ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org	IMC Focal Point: <i>Sunday – Thursday 09:00 – 17:00</i> Hanadi Al Qaryouti Mobile: 079 965 3787 Ahmad Jaran Mobile: 079 830 1230 Duty Phone: 079 554 6383	UNRWA Focal Point: ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org	UNRWA Focal Point: ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org
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Case managers refer to services below if :

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

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

UNHCR– Protection

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

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

UNRWA- Protection

Amani Zaqout: a.zaqout@unrwa.org

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

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

UNICEF: Case managers refer cases of grave violations² (MRM) to UNICEF when refugee child/caregiver consents

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

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

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

³ Definitions:

Formal education: Certified education services provided by the Ministry of Education public schools (grade 1-12).

Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.

Non-formal education: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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

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

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

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
Save the Children Jordan - Outreach & support to register children in schools <i>Sunday – Thursday 08:30 – 16:00</i> <u>Focal Point:</u> Arouba Yassin 077 670 2460 Email : ayaseen@savethechildren.org.jo Hotline: 077 670 246 0800 22 766 0800 00111	IMC - Specialized in child protection & mental health <i>Sunday – Thursday 09:00 – 17:00</i> <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> Bader Al Nammur Mobile: 079 022 4024 Email: bnammur@InternationalMedicalCorps.org	IMC - Specialized in child protection & mental health <i>Sunday – Thursday 09:00 – 17:00</i> <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> Bader Al Nammur Mobile: 079 022 4024 Email: bnammur@InternationalMedicalCorps.org For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit <i>24 hours (afterhours answering machine)</i> Hotline Toll Free No: 0800 22208 Email: hotline@mol.gov.jo <u>Focal point:</u> Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com	UNHCR <i>08:00-15:30</i> <u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 15:30</i> <u>Focal point:</u> Diana Suleiman Mobile: 077 728 1911 Email: suleiman@unhcr.org <i>After hours and weekends</i> Protection Hotline: 079 710 9194	UNHCR <i>08:00-15:30</i> <u>Focal Point:</u> Huda Al-Shabsough 079 730 6108 Email: Alshabso@unhcr.org UNRWA <i>Open 24 hours</i> <u>Focal Point:</u> Haifa A-Whaidi Protection hotline: 079 899 8890	UNHCR <i>Sunday-Thursday 8:00 - 15:30</i> Detention emergency line: 079 674 2200 <i>After working hours and weekends</i> Protection Hotline: 079 710 9194 <i>UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers</i> UNRWA <i>Open 24 hours</i> <u>Focal Point:</u> Haifa A-Whaidi Protection hotline: 079 899 8890

Case managers refer to services below if:

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

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

UNHCR – Protection

Sunday – Thursday, 08.00 – 15.30

Duty phone: 079 554 6383

After hours and weekends (24 hours)

Protection Hotline: 079 710 9194

UNRWA- Protection

Amani Zaqout: a.zaqout@unrwa.org

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

Open 24 hours, 7 days a week

Hotline: 911.

Aqaba and Ma'an: Tel: 03 205 0317. Focal Point: Major Mohammed Albtoosh, email: familypd@accessme.com.jo

Kerak and Tafleeh. Tel: 03 238 7069. Focal Point Major Qeis Al-Gharaibah, email: familypd@accessme.com.jo

UNICEF: Case managers refer cases of grave violations¹ (MRM) to UNICEF when refugee child/caregiver consents

Sunday – Thursday 08:00 – 15:30

Duty phone: 079 021 4149

Email: jochildprotect@unicef.org

STEP 3: Referral to other services

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

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

² Definitions:

Formal education: Certified education services provided by the Ministry of Education's public schools (grade 1-12).

Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.

Non-formal education: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

JHAS – Primary health care (Karak) <i>Available once a week</i> <u>Focal Point:</u> Anas Darweesh Mobile: 077 500 6028 For Mental health (Karak, Tafilah) IMC 24 hours Duty phone: 079 578 5095 <u>Focal Point:</u> Bader Al Nammur Mobile: 079 022 4024 Email: bnammur@International MedicalCorps.org UNRWA <u>Focal Point:</u> Haifa A-Whaidi 079 899 8890 Aqaba Clinic: <i>Open 7:30 - 1:45</i> Tel: 03 206 3535 JWU/Al-Anwar Charity Association - Maan <i>Sunday – Thursday 08:00 – 14:30</i> <u>Focal Points:</u> Nuha Hamaden Lubna Jbarat Mobile: 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com	<u>Focal Point:</u> Nuha Hamaden Lubna Jbarat 077 222 0523 077 753 3950 alanwar.maan@yahoo.com Karak CFSs & community-based protection committees (<i>operational from August/September 2013</i>) <i>Sunday-Thursday 8:30-16:30</i> Tel.03 230 0800 Mobile 079 883 6952 SCI – Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i> <u>Focal point:</u> Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families <i>Saturday – Thursday 8:30-4:30</i> Princess Basma Centre in Shobak Princess Basma Centre in Ma'an Princess Basma Centre in Ghor Al Safi Princess Basma Centre in Karak Qatraneh Center for Human Development <u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org	UNHCR – Protection, registration and legal services for refugees <i>Sunday-Thursday 8:00 - 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 Helpdesk in Ma'an at Jordan Youth Commission <i>1st Monday every month 9.00 – 15.00</i> 03 213 4817 UNRWA – Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <u>Focal point:</u> Haifa A-Whaidi Protection hotline: 079 899 8890 araj2@unrwa.org FPD - Protection <i>Open 24 hours</i> Hotline: 911 Aqaba and Ma'an: Tel: 03 205 0317. <u>Focal Point:</u> Major Mohammed Albtoosh, Email: familydpd@accessme.com.jo	<i>Sunday-Thursday 8:00 to 15:30</i> <u>Focal Point:</u> Huda Al-Shabsough 079 730 6108 Alshabso@unhcr.org Infoline <i>Sunday - Wednesday 08.30 – 15.30</i> Tel: 06 550 2141 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 UNRWA – Basic assistance and services for Palestinian refugees <u>Focal Point:</u> Haifa A-Whaidi 0798998890 WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <u>Hotline</u> mobile: 079 777 8841 079 777 8851 SCI- Livelihood activities(cash assistance, vocational training) <i>Sunday-Thursday 9:00-15:00</i> <u>Focal point:</u> Suzan Albuheisi Mobile:077664329 Email:suzan.albuhaisi@savethechildren.org INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families <i>Saturday – Thursday 8:30-4:30</i> Princess Basma Centre in Shobak Princess Basma Centre	SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools (Karak) 24 hours Hotline: 0800 22766 Questscope– Non-formal & informal education (Karak, Ma'an, Aqaba) <i>Sunday-Thursday 9:00 - 17:00</i> <u>Focal Point:</u> <u>Rasha Abu Zeinah,</u> <u>Mobile: 079 853 6893</u> JWU/Al-Anwar Charity Association - Informal education (functional literacy and computer courses) Maan <i>Sunday – Thursday 8:00 – 14:30</i> <u>Focal Point:</u> Nuha Hamaden Lubna Jbarat Mobile: 077 222 0523 077 753 3950 Email: alanwar.maan@yahoo.com SCI- Informal education services <i>Sunday-Thursday 9:00-15:00</i> <u>Focal point:</u> Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org
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		Kerak and Tafilah. Tel: 03 238 7069. <u>Focal Point</u> Major Qeis Al-Gharaibah, Email: familypd@accessme.com.jo ARDD- Legal Aid <i>Sunday-Thursday</i> <i>09:00-18:00</i> <u>Focal Point:</u> Souzan Mohareb Tel: 06 461 7477 Mobile: 0775777077 Email: somohareb@ardd-legalaid.org Emergency line: <i>24 hours</i> 077 738 7221 JRF – Shelter for child survivors (including PSS, protection, education & medical services) Tel: 06 523 4652	in Ma'an Princess Basma Centre in Ghor Al Safi Princess Basma Centre in Karak Qatraneh Center for Human Development <u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org	
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Child Protection Referral Pathway – Zaatari

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

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

STEP 2: Case management services						
Violence against children in schools and children not enrolled in school	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community	Child Labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
SAVE THE CHILDREN Outreach & support to register children in schools; violence in schools Sunday – Thursday, 09:00 - 16:00 Focal Point(s): Kareem Makkawi 077 546 4970 KMakkawi@Savethechildren.org.jo Noor Zaben 077 575 3933 NZaben@savethechildren.org.jo Zain Network Hotline: 0800 00 22	IMC Specialized in child protection and mental health Sunday – Thursday, 09:00 - 17:00 24-hour duty phone: 079 855 9517 Focal point: Ahmad Jaran Mobile: 079 830 1230 ajaran@internationalmedicalcorps.org IRC/UNFPA Child survivors who self-disclose or express preference can access IRC case management services. Sunday – Thursday, 09:00 - 16:00	IMC All child protection cases above Sunday – Thursday, 09:00 - 17:00 24-hour duty phone: 079 855 9517 Focal point: Ahmad Jaran Mobile: 079 830 1230 ajaran@internationalmedicalcorps.org	Save the Children International Initial screening for child labour cases and drop-in center Saturday – Thursday, 09:00 - 15:00 Focal point(s): Mahmoud Alazzeh 077 991 9117 Mahmoud.Alazze@h.savethechildren.org IMC Case management for child labour cases Sunday – Thursday, 09:00 - 17:00 24-hour duty phone: 079 855 9517	UNHCR² Saturday – Wednesday, 09:00 - 17:00 Focal Point(s): Mohammed Haijji 079 683 0493 Haijji@unhcr.org Sunday – Thursday, 08:00 - 15:30 Duty phone: 079 554 6383 After working hours and weekends UNHCR hotline: 079 710 9194 IRC 24-hour duty phone: 077 507 7792 Focal Point: Adel Aldahein 077 500 9593 adel.aldahein@rescue.org	Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury. Sunday - Thursday 9:00 – 17:00 Mobile : 07 87 92 52 45 Email : dvfp.intake.mafr aq@gmail.com UNHCR Sunday – Thursday, 08:00 - 15:30 Focal Point: Tambi Zokha 079 967 3580 zokha@unhcr.org	JUVENILE POLICE DEPARTMENT Saturday – Thursday, 07:30 - 15:00 Focal Point(s): Captain Bilal Bani Issa /0772571771 JPD will inform UNICEF for advocacy purposes. UNICEF 24h/ 7 days Focal Point(s): Dana Dodeen 0798937190 ddodeen@unicef.org Maha Homs 079 682 7772 mhoms@unicef.org

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

	Focal Point(s): Leila Al Zhgoul 077 500 1407 Leila.alzghoul@rescue.org UNHCR¹ <i>Saturday – Wednesday, 09:00 - 17:00</i> Focal Point(s): Suna Ateiah 0798560084 Ateiah@unhcr.org Mohammed Hajji 079 683 0493 Hajji@unhcr.org <i>Sunday – Thursday, 08:00 - 15:30</i> Duty phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR hotline: 079 710 9194		Focal point: Ahmad Jaran Mobile: 079 830 1230 ajaran@internationalmedicalcorps.org			Also refer to UNHCR <i>Sunday – Thursday, 08:00 - 15:30</i> Focal Point(s): Mohammed Hajji 079 683 0493 Hajji@unhcr.org Detention emergency line: 079 674 2200 <i>After working hours and weekends</i> Protection Hotline: 079 710 9194 <i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i>
Case managers refer to services below if: - Child/caregiver wants to receive protection, legal or police services; - Child/caregiver consents to share the information on grave violations against children (UNICEF); - There are immediate safety and security risks to others; or - It is assessed to be in the best interest of the child because of: - Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); - Risk of imminent forced/early marriage (UNHCR) - Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR) - Severe neglect (UNHCR/FPD) - Sexual exploitation and abuse by humanitarian personnel (UNHCR) - Children requiring BID (UNHCR) Always assess the consequences this action could have in order to minimize risks and ensure the best interests of the child are served.						
UNHCR Focal Point: <i>Saturday – Wednesday, 09:00 - 17:00</i> Mohammed Hajji (child non-GBV cases) 079 683 0493 Hajji@unhcr.org Suna Atatieh (child GBV cases) 079 856 0084 ateiah@unhcr.org <i>Sunday – Thursday, 08:00 - 15:30</i> Duty phone: 079 554 6383 <i>After hours and weekends (24 hours)</i>		FPD (child/caregiver or community members can go directly to FPD; whenever possible, service providers should refer refugee cases (after appropriate consent is given by the child/caregiver) through UNHCR: Via UNHCR focal point (see focal points to left) Focal point: Captain Suliman Al-Omari 077 235 6956 da.dana96@yahoo.com or familypd@accessme.com.jo 24-hour hotline: 911				

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

Protection hotline: 079 710 9194 UNICEF: Case managers can refer cases of grave violations ³ (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org	
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STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ⁴
IMC <i>Mental health care</i> <i>Sunday – Thursday, 09:00 – 17:00</i> Focal point: Ahmad Jaran Duty phone:(24 hours): 079 855 9517 Mobile: 079 830 1230 JHAS/UNHCR <i>Primary health care</i> <i>Saturday – Thursday, 09:00 – 16:00</i> Emergency hotline: 077 500 6031 MdM <i>Primary health care</i> Focal point: Dr Luis 079 637 25 92 MOROCCAN HOSPITAL <i>Emergency, secondary or tertiary care</i> Focal point: Dr Alarbi 077 603 6079	IMC <i>Psychosocial services for children; youth-friendly spaces</i> <i>Sunday – Thursday, 09:00 – 17:00</i> Focal point(s): Ahmad Jaran Duty phone:(24 hours): 079 855 9517 Mobile: 079 830 1230 SCI/UNICEF <i>Child Friendly Spaces, CPC and CP awareness-raising</i> <i>Saturday – Thursday, 09:00 – 15:00</i> Focal point(s): Sohaib Shtaiat 077 575 4944 sohaib.shtaiat@savethechildren.org Hadeel Qunaibi 077 575 4535 Hadeel.Qunaibi@savethechildren.org IRC / UNFPA <i>Youth-friendly spaces, women's centres</i> <i>Saturday – Thursday, 09:00 – 16:00</i>	UNHCR <i>Registration, protection and legal services</i> 24 hours Duty phone: <i>Sunday – Thursday, 08:00 – 15:30</i> 079 554 6383 <i>After working hours and weekends</i> UNHCR hotline: 079 710 9194 Legal Aid <i>Legal services</i> Refer through UNHCR above Family Protection Department <i>Family and sexual violence, community awareness-raising on child protection & GBV</i> Refer via UNHCR above: Captain Suliman Al-Omari 077 235 6956 da.dana96@yahoo.com or familypd@accessme.com.jo 24-hour hotline: 911	UNHCR <i>NFIs, shelter</i> <i>Hours 8:00-15:30</i> Focal point(s): <i>Sunday-Thursday 08:00-15:30</i> Tambi Zokha 079 967 3580 zokha@unhcr.org WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> Focal Point: Rabab Musleh Mobile: 079 730 0145 Hotline mobile: 079 777 8841 079 777 8851 SAVE THE CHILDREN INT'L <i>Food and cash-for-work</i> Focal point: Ghandi Bakkar 077 670 2441 Email: Ghandi.bakkar@savethechildren.org	SCI/UNICEF <i>Education</i> Focal point(s): Abeer Ziadeh (SCI) 077 575 3838 08:30-16:00 Hind Omer (UNICEF) 0798718315 homer@unicef.org RELIEF INTERNATIONAL <i>Remedial Education</i> <i>Sunday – Thursday, 08:30 – 15:00</i> <i>Informal Education (numeracy & literacy, English, computing)</i> <i>Sunday – Thursday, 15:15 – 17:15</i> Focal point(s): Rawan Rabieideh 079 606 8056 rawan.rabieideh@ri.org Nicola West 079 031 4028 nicolawest@ri.org Questscope – Non-formal and informal education <i>Sunday-Thursday 9:00-17:00</i>

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

⁴ Definitions:

Formal education: Certified education services provided by the Ministry of Education public schools (grade 1-12).

Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.

Non-formal education: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

JHAS/UNFPA <i>Reproductive health</i> <i>Saturday – Thursday, 09:00 - 16:00</i> Focal point: Dr Reema Diab 077 675 5914 MoH MOBILE TEAM / UNICEF <i>Vaccinations</i> Focal point(s): Mohammed Amiri 079 949 3683 Buthayna Al-Khatib 079 906 0498	Focal point: Leila Al Zhgoul 077 500 1407 leila.alzhgoul@rescue.org UNICEF <i>Child protection</i> <i>24h/ 7days</i> Focal point: Ve Catling 0798638359 scatling@unicef.org UN WOMEN <i>Youth-friendly spaces, women's centres</i> Focal point: Maha Alnimer Maha.alnimer@unwome n.org 077 84 84 913 MERCY CORPS <i>Playgrounds, CFS, adolescent-friendly space (including adolescents at risk)</i> Focal point: Ahlam Awamleh 077 500 2544 aawamleh@jo.mercycor ps.org Maha Al- Saad 077 849 8245 malsaad@jo.mercycorps. org HANDICAP INT'L <i>PSS groups for children with disability/injury and their family</i> Focal point: Olivia Biernacki 078 796 3226 outreach.jd@hi- emergency.org IRD/UNHCR <i>Communal spaces, community groups, and educational/recreational activities</i> <i>Sunday –Thursday 9:00 am – 3:00 pm</i>		NRC – NFIs <i>Hours</i> 9:00 – 15:00 Focal point: Ahmad salamin Ahmad.al- salamin@nrc.no 0798533485 Fares mismark Fares.mismar@nrc.no 0795029512 UNICEF – WASH Focal point: Habib Ur-Rahman 079 513 6126 hrehman@unicef.org OXFAM – WASH Focal point: Jeff Silverman 077 673 8591 ACTED – WASH Focal point: Suranga Mallawa 079 881 2496 Suranga.mallawa@acted. org UN WOMEN <i>Cash for work</i> <i>Hours 10:00 – 15:00</i> Focal point: Ghada Ali 078 517 6424 ghada.ali@unwomen.org LUTHERAN WORLD FEDERATION – NFIs Focal point: Nader 079 735 1622	Focal Point: Rasha Abu Zeinah, <i>Mobile: 079 853 6893</i> NRC <i>Informal education for children aged 9 -17 years old.(D10)</i> Focal point: <i>Sunday – Thursday, 08:00 -4:00.</i> Walaa AlHusban 0795404594 Email : walaa.alhhusban@nrc .no NRC <i>Informal education for Youth aged 15-32</i> Focal Point (D10) Mai Jaradat 0795424591 Mai.jaradat@nrc.no Focal point (D8) Raed Sawalha 0798534272 Raed.sawalha@nrc.no FINN CHURCH AID <i>Informal education / literacy, physical activities and livelihood skills</i> Focal point: Mohammed Al hadid 077 500 1161 Email Mohammad.al- hadid@kua.fi SAVE THE CHILDREN INT'L <i>Early childhood development, KGs</i> <i>Hours 9:00 – 15:00</i> Focal point: Sohaib Shtaiat 077 575 4944 sohaib.shtaiat@savethec hildren.org
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	Focal point: Bersan Boulad 079 889 9493 b.boulad@ird-jo.org Questscope <i>Psychosocial activities and mentoring for children and youth</i> <i>7 days/week</i> <i>09:00 - 18:00</i> Focal point(s): <i>Ashraf Abu Al-Halaweh</i> 079 572 0292 ashraf@questscope.org			Mahmoud AL-Azzeh 0779919117 Mahmoud.alazze@save-thechildren.org <i>Informal education (literacy/numeracy, skills-building activities, life skills-based sports and games)</i> Focal point(s): Alaa Faidi 077 547 5969 Alaa.faidi@savethechildren.org Murad Sriheen 077 579 6611 Murad.Alsriheen@savethechildren.org
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Child Protection Referral Pathway – Zarqa

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

STEP 1: Identification of child protection cases

General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:

- Provide a safe, caring response
- Respect the confidentiality and wishes of the child/caregiver
- Provide information about available case management services
- Facilitate referral to relevant case management services (see below) when child/caregiver consents
- For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care
- In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest

Child or caregiver goes directly to case manager

STEP 2: Case management services

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

			UNRWA <i>Open 24 hours</i> <u>Focal Point:</u> Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org		
Case managers refer to services below if: a. Child/caregiver want to receive protection, legal or police services; b. Child/caregiver consents to share the information on grave violations against children (UNICEF); c. There are immediate safety and security risks to others; or d. It is in the best interest of the child because of: ▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); ▪ Risk of imminent forced/early marriage (UNHCR) ▪ Risk of refolement or voluntary return in cases of children associated with armed groups/forces (UNHCR) ▪ Severe neglect (UNHCR/FPD) ▪ Sexual exploitation and abuse by humanitarian personnel (UNHCR) ▪ Children requiring BID (UNHCR) Always assess the consequences this could have to minimize risks and ensure the best interest of the child.					
UNHCR– Protection <i>Sunday – Thursday, 08.00 – 15.30</i> Duty phone: 079 554 6383 <i>After hours and weekends (24 hours)</i> Protection Hotline: 079 710 9194 UNRWA- Protection Amani Zaqout: a.zaqout@unrwa.org FPD – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – See above contact <i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 05 398 2952 Focal Point: Major Abdallah Alawan, email: familypd@accessme.com.jo <i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo UNICEF: Case managers refer cases of grave violations¹ (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org					

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

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ²
JHAS – Primary & secondary health care & RH services & mental health services <i>Saturday – Thursday 09:00 – 16:00</i> <u>Focal Point:</u> Jaafar Al Shayeb Mobile: 077 500 6022 Zarqa Clinic Tel: 077 500 6018 Motasem Younis – Mental health services Mobile: 079 544 7464 Tel: 05 399 4105 MOH – Primary & secondary health care Al Zarqa Hospital Tel: 05 398 2604 IMC – Mental health services <i>Sunday – Thursday 09:00 – 17:00</i> <u>Focal Point:</u> Tawfiq Al Khoulil 079 021 8843 Duty Phone: 079 554 6383 Islamic Charitable Centre – primary health care and referral to hospitals <u>Focal point:</u> Majid Abu Zneid Mobile: 079 569 5157 Tel: 05 396 5335	IMC – PSS and PFA <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Tawfiq Al Khoulil 079 021 8843 Duty Phone: 079 554 6383 Princess Salma Centre – PSS Family Guidance & Awareness Centre – Individual & group counseling <i>Sunday – Thursday 08:00 – 15:00</i> Tel: 05 386 5144 Mobile: 077 727 7194 JWU <i>Saturday – Thursday 08:30 – 15:30</i> <u>Focal Point:</u> Maysa Abu Sil Ghadeer al Tamimi Mobile: 079 8501198 Tel: 05 397 0886 Khawla Bint Al Azwar – PSS services <i>Sunday – Thursday 09:00 – 16:00</i> <u>Focal point:</u> Aysha Khalfah Tel: 05 393 0999 Mobile: 078 642 8039	UNHCR – Protection, registration and legal services for refugees <i>Sunday – Thursday 8:00 – 15:30</i> Duty Phone: 079 554 6383 <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194 Helpdesk in Zarqa at JHAS clinic <i>Thursday 9.00 – 15.00</i> 05 399 4105 UNRWA - Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <u>Focal Point:</u> Ziyad Mousa Email: z.mousa2@unrwa.org Mobile: 079 576 3643 FPD - Protection <i>Open 24 hours</i> Hotline: 911 Tel: 05 393 1483 ARDD-Legal Aid – <u>Focal Point:</u> Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: (open 24/7) Mobile: 077 738 7221	UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance Infoline <i>Sunday - Wednesday 08.30 – 15.30</i> Tel: 06 550 2141 <i>After working hours and weekends</i> Protection Duty phone: 079 554 6383 UNRWA – Basic assistance for Palestinian refugees <u>Focal Point:</u> Ziyad Mousa Email: z.mousa2@unrwa.org Mobile: 079 576 3643 Riad Mansi Mobile: 079 540 8680 Islamic Charitable Centre – NFI (food stuffs) <u>Focal Point:</u> Majid Abu Zenid Mobile: 079 569 5157 Tel: 05 396 5335 Family Guidance & Awareness Centre – Case assistance and NFI to vulnerable families <i>Sunday – Thursday 08:00 – 15:00</i> <u>Focal Point:</u> Inas Dirgham Tel: 05 386 5144	SCI – Hotline for information on educational services in schools Hotline: 0800 22 766 0800 00 111 <u>Focal point:</u> Firyal Al Shumary Mobile: 079 687 2456 Islam Al Kudsi Tel: 05 386 5144 SC Jordan (formal education)– Hotline for children not in schools (information about education and protection services in schools <i>Sunday – Thursday 08:30 – 16:00</i> <u>Focal point:</u> Khawla abu Rayya Mobile: 077 574 4011 Email: KAburayya@SaveTheChildren.Org.Jo Questscope– Non formal education, informal education and mentoring for children & youth Tel: 06 461 8951 Family Guidance & Awareness Centre – non-formal education for children 6-12 years old <u>Focal point:</u> Inas Dirgham Tel: 05 386 5144

² Definitions:

Formal education: Certified education services provided by the Ministry of Education public schools (grade 1-12).

Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.

Non-formal education: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

NHF / IFH – Rehabilitation of persons with disability through a mobile clinic & special education <i>Sunday – Thursday 09:00 – 17:00</i> <u>Focal Point:</u> Dr. Abeer Hababneh Mobile: 079 8584058 Rawan Dababneh Tel: 06 534 4190\2\3 Email: r.dababneh@ifh-jo.org HI – Rehabilitation services for persons with disability and persons with injury, children and adults & provision of prostheses, orthosis & mobility aids <u>Focal point:</u> Mobile: 078 727 5399 Email: outreach.jd@hi-emergency.org UNRWA – Basic health services for Palestinian refugees <i>Sunday - Thursday 07:45 - 14:00</i> <u>Focal point:</u> Ziad Mousa Mobile: 079 576 3643 The Center for Victims of Torture (CVT) – Mental health and physiotherapy rehabilitative services; Social services referrals/Case management for war trauma and torture survivors. Zarqa Center <i>Sunday – Thursday 9:00 – 17:00</i> <u>Focal point:</u> Moath Asfoor Email: masfoor@cvt.org Tel (public): 06 505 9455	SCI – Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i> <u>Focal point:</u> Mohammad Al-Saeed Mobile: 0777384077 Email: mohammad.alsaeed@savethechildren.org Islamic Charitable Centre – Safe spaces for children and youth <u>Focal Point:</u> Majid Abu Zneid Tel: 05 396 5335 Mobile: 079 569 5157 NHF / IFH – PSS services <i>Sunday – Thursday 09:00 – 16:00</i> <u>Focal Point:</u> Duaa Barakat Duty Phone: 078 855 8456 Rawan Dababneh Tel: 06 534 4190\2\3 Email: r.dababneh@ifh-jo.org Al Shua'a for Woman & Child Development – PSS for host populations <u>Focal Point:</u> Ibtisam Al Majali Mobile: 077 744 3630 HI – PSS services Mobile: 078 727 5399 Email: outreach.jd@hi-emergency.org NICCOD Counseling Service <i>Sunday – Thursday 10:00-17:00</i> Email: niccod.zarqa.center@gmail.com Mobile : 079 519 3231 Helpline: 110	JWU <i>Saturday – Thursday 08:30 – 15:30</i> <u>Focal Point:</u> Maysa Abu Sil Ghadeer al Tamimi Mobile: 079 8501198 Tel: 05 397 0886 Khawla Bint Al Azwar <u>Focal Point:</u> Aysha Khalfah Mobile: 078 642 8039 Tel: 05 393 0999 JRF – Shelter for child survivors (including PSS, protection, education & medical services) Tel: 06-523 4652	Questscope – NFI (gas heaters, gas bottles, etc). <u>Focal Point:</u> Rasha Abu Zeinah, Mobile: 079 853 6893 WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <u>Hotline</u> mobile: 079 777 8841 079 777 8851 SCI- Livelihood activities(cash assistance, vocational training) <u>Focal point:</u> Suzan Albuheisi Mobile: 077664329 Email: suzan.albuhaisi@savethechildren.org	Khawla Bint Al Azwar – Literacy programmes, non-formal education & referral to vocational training <i>Sunday – Thursday 09:00 – 16:00</i> <u>Focal Point:</u> Aysah Khalfa Mobile: 078 642 8039 JWU- Informal education for boys and girls (functional literacy, computer courses, food preparation courses) <i>Saturday – Thursday 08:30 – 15:30</i> <u>Focal Point:</u> Maysa Abu Sil Ghadeer al Tamimi Mobile: 079 850 1198 Tel: 05 397 0886 SCI- Informal education Services <i>Sunday-Thursday 9:00-15:00</i> <u>Focal Point:</u> Mohammad Al-Saeed Mobile: 0777384077 Email: mohammad.alsaeed@savethechildren.org WVI (formal education)– Remedial Education, CtC Activities in Schools, <u>Focal Point:</u> Lna Sawalha 0779 178 618 Email: Lna_Sawalha@wvi.org Mayadah Qashou 077 8440710 Email: mayadah_qashou@wvi.org
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JWU <i>Saturday - Thursday</i> <i>11:00 - 17:00</i> <u>Focal point:</u> Dr Mahmoud Nimer Mobile : 079 820 2252 Tel: 05 397 0886	WVI - CFSs for children, AFSS for Adolescents, and PSS services Strengthening Community based protection committees <i>Saturday – Thursday</i> <i>09:00 - 15:00</i> <u>Focal Point:</u> Abed Rabbo Mobile: 0777 148540 Wala'a Ali Ababneh Mobile: 077 8440736			
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