

Service Guide for Refugees

This Guide is valid as of September 2015

UNHCR



UNHCR
The UN Refugee Agency

Refugee Agency

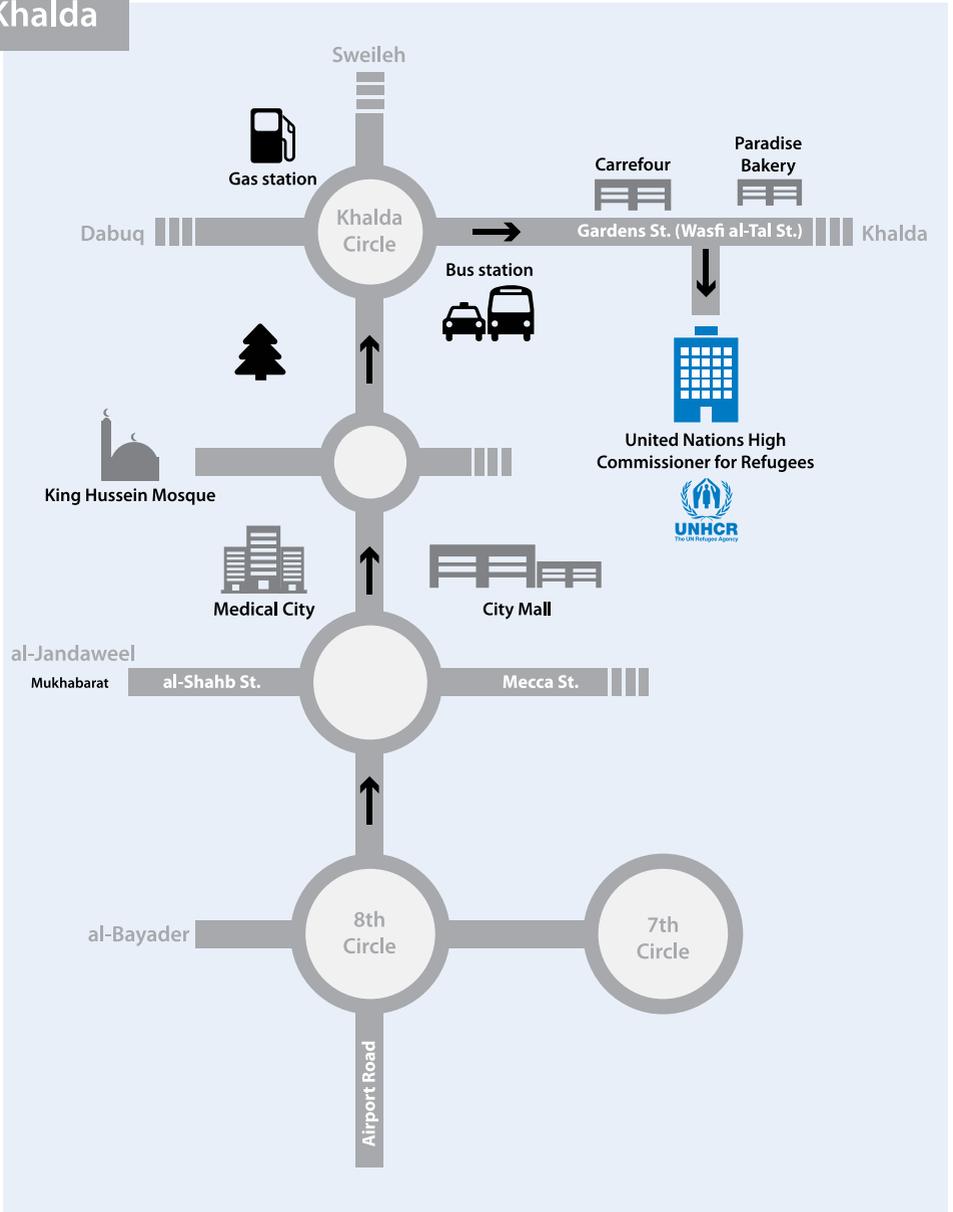


UNHCR
The UN Refugee Agency

Address in Amman: 319-Wasfi Al-Tal St. Musa George Fram
Corner (opposite to Paradise Bakery)

UNHCR
Office
Khalda

UNHCR Helpline: 06 400 8000
open from 8am-5pm





UNHCR
The UN Refugee Agency

Address in Irbid: Zebdeh Farkouh, next to King Abdullah II
School for Excellence

UNHCR
Office
Irbid

UNHCR Helpline: 06 400 8000
open from 8am-5pm



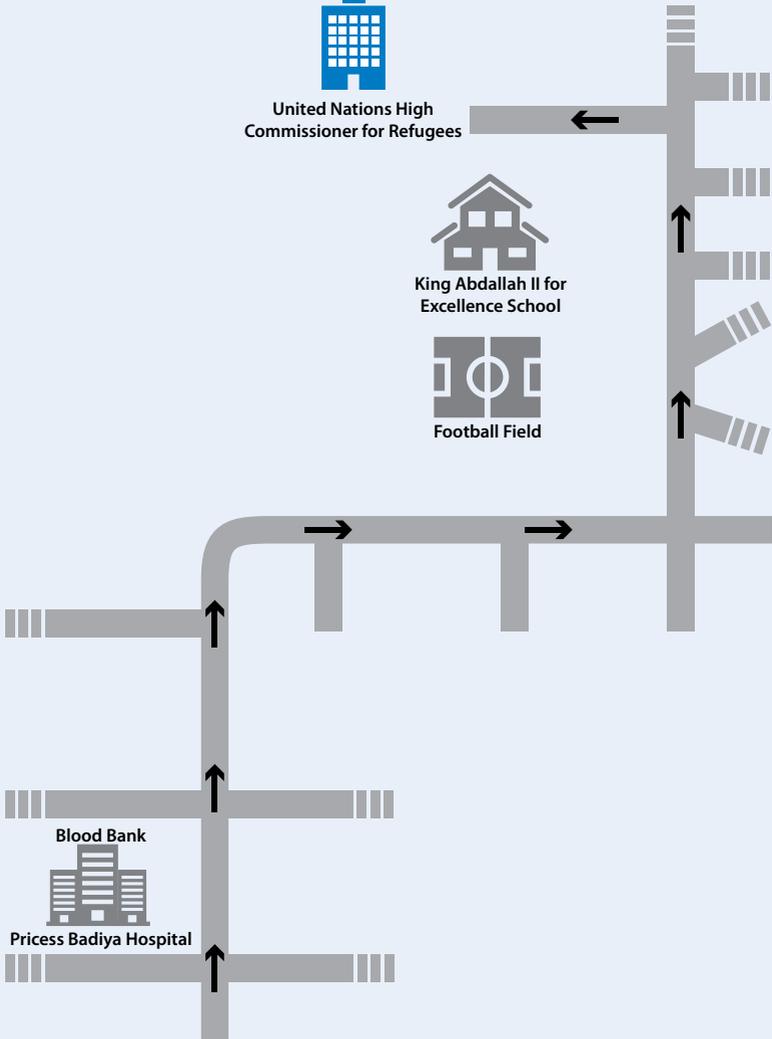
United Nations High
Commissioner for Refugees



King Abdallah II for
Excellence School



Football Field



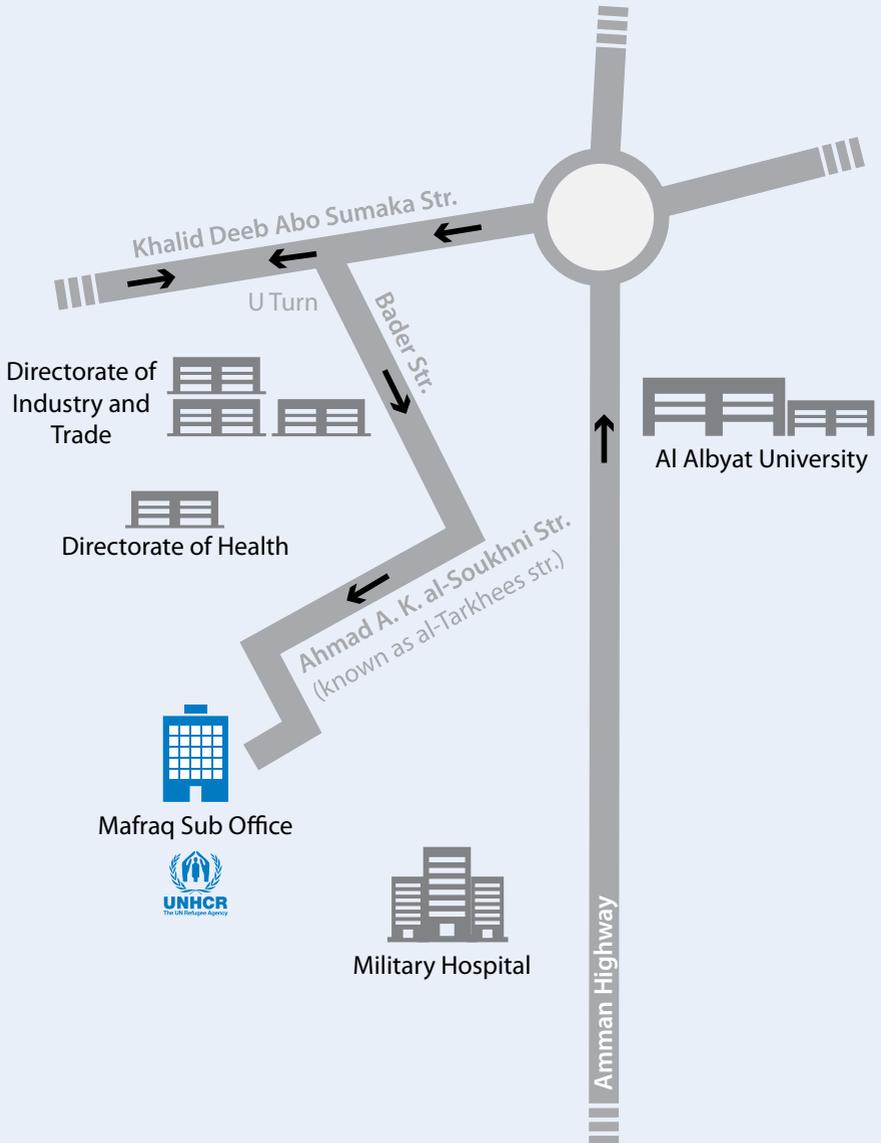


UNHCR
The UN Refugee Agency

Address in Mafraq: Housing and Urban Development, near the new military hospital, behind the Directorate of Health of Mafraq Governance

UNHCR
Sub-Office
Mafraq

UNHCR Helpline: 06 400 8000
open from 8:30am-3pm





UNHCR HELPLINE

06 400 8000

Phone line for general inquiries
8am - 5pm | Sunday - Thursday



UNHCR CHILD PROTECTION/ SEXUAL & GENDER BASED VIOLENCE DUTY PHONE

079 554 6383

Phone line for cases of violence against women
and children
8:30am - 3pm | Sunday - Thursday



UNHCR DETENTION LINE

079 674 2200

Phone line for cases of detention of refugees
9am - 3:30pm | Sunday - Thursday

HOW TO REACH UNHCR

AMMAN MoSa Center – Um Nawara (East Amman) | Sunday and Wednesdays (twice a week)

ONLY giving registration/renewal appointments and counseling services
Door cards are issued from 8am to 3pm | Sunday-Thursday
All registration, renewal and counselling services

IRBID UNHCR Office - Irbid

8am - 10:30am | Sunday-Thursday
Community services
8am - 2pm | Sunday-Thursday
All registration and renewal services

MAFRAQ UNHCR Office - Mafraq

8:30am - 3pm | Sunday & Wednesday
All registration, renewal and counselling services

ZARQA JHAS Clinic – Hai Ma'soum

9am - 2pm | Sunday-Thursday
ONLY issuance of registration / renewal appointments and counselling services

SALT Mousa Al-Saket Sociality (near civil defence office)

9am - 2pm | Tuesday (twice a month)
ONLY registration/renewal appointments and counselling services.

AJLOUN Women's Union building (2nd floor), next Municipality, Central Ajloun

9am-2pm Wednesday (twice a month)
ONLY giving registration/renewal appointments and counseling services

UNHCR Helpline: 06 400 8000

open from 8am-5pm



JERASH NRC center in Thaher Al-Sarou area Prince Hamzeh
St. near Bab Amman traffic signal (notification SMS)

9am-2pm Wednesday (twice a month)

ONLY giving registration/renewal appointments and counseling services

MADABA Princess Basma Centre

9am - 2pm | Tuesday (twice a month)

ONLY registration/renewal appointments and counselling services.

TAFILEH JOHUD Princess Basma Center

9:30am - 2pm | Monday (once a month)

ONLY registration/renewal appointments and counselling services.

KARAK Princess Basma Centre - Mazar

9:30am - 2pm | Monday (twice a month)

ONLY registration/renewal appointments and counselling services.

MA'AN Ma'an Governorate Building

8am - 2pm | Monday (once a month)

ONLY issuance of registration / renewal appointments and counselling services

AQABA JRC – old town

8am to 2pm | Monday (once a month)

ONLY registration/renewal appointments and counselling services.

RAMTHA JHAS Clinic, Near Bus Station

9am - 2pm | Tuesday (twice a month)

ONLY giving registration/renewal appointments and counseling services

Counselling services include counselling on protection issues, cash assistance and community services.



SERVICES FOR WOMEN AND CHILDREN

Family Protection Department

Provision of protection, mental health and legal services to victims of violence

Amman Rawnaq St., 7th Circle, behind Cozmo	06 581 5738
Zarqa near Dawa'er complex	05 398 2952
Mafraq Shwaikeh neighborhood, Mazze	02 623 5511
Irbid Aidoun, Princess Basma Community Centre, next to Mlezan hospital	02 702 2347
Ramtha after Petra traffic light, the second alley way on the right	02 702 2347
Karak Muta University Traffic Lights	03 230 0800

Jordan River Foundation

Empower children and families to promote social welfare and protect children in Jordan

Psychological and social services for women and children

Amman Marka Janoubiyah, Nadi Sibaq, Nadwa Park, Building No. 40 9am - 7pm Sunday-Friday	Free helpline: 110
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Noor Al-Hussein Foundation

Child protection services, and outreach activities on related protection issues

Amman Institute for Family Health Care (Hasheme) in addition to the field work team 8am-3:30pm Sunday-Thursday	06 490 8310
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Save the Children / Jordan

Free Help Line for education services and protection inside schools

Amman | Jabal al-Nazha, Saad al-Ali St.,
Building No.83, behind al-Istiqlal Mall | 8:30am
- 4pm | Sunday-Thursday

Help Desk:
077 670 2426
General inquiries:
08 000 0111 (Zain)
08 002 2766 (Orange)

International Rescue Committee

Services for Sexual & Gender Based Violence survivors

24-hour hotline:
077 507 7792

International Medical Corps

Child Protection Services

24-hour hotline:
079 578 5095

Ministry of Labour

Reporting/taking advice on any issues related to child labour.

08 002 2208
077 758 0666 (Orange)
078 560 2666 (Umniah)
079 658 0666 (Zain)



Legal Aid

Legal aid services and legal information

For urgent referrals | 24 hours/7 days a week

077 738 7221

Legal Aid | Amman Jabal Amman, Third Circle,
Khalil Mardam str., Building No. 8, 2nd floor | 9am - 6pm |
Sunday-Thursday
e-mail: consult.amman@ardd-legalaid.org

tel:
06 461 7477
fax:
06 461 7377

Legal Aid | Zarqa Army str., in front of The Great Arab
Revolution School and Khaled Markets | 9am - 5pm |
Sunday-Thursday
e-mail: consult.zarqa@ardd-legalaid.org

tel:
05 385 4647
fax:
05 385 4646

Legal Aid | Mafraq Dubbat District, Abd al-Hamid
al-Nahimi Circle, turn around the circle and back, take the
first street on the right, in front of Abdallah bin Rwaha
School for boys | 9am - 5pm | Sunday-Thursday
e-mail: consult.mafraq@ardd-legalaid.org

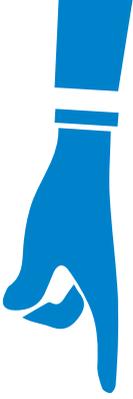
tel:
02 623 6634
fax:
02 623 6633

Legal Aid | Irbid Zebda, the street on the right from
Badiah Hospital, then take the first street on the left from
the intersection after al-Rabia Markets | 9am - 5pm |
Sunday-Thursday
e-mail: consult.irbid@ardd-legalaid.org

tel:
02 725 6634
fax:
02 725 6633

Legal Aid | Kerak Abu Hammour Area, reach the circle,
then u-turn at the first on the left, then take the street on
the right, near "Al-Hoot" for cars | 9am - 5pm | Sunday-
Thursday
e-mail: consult.mafraq@ardd-legalaid.org

tel:
03 238 6634
fax:
03 238 6633



UNHCR would like to note that any information concerning to refugees and asylum seekers is only done through its official channels, namely:

- **By SMS: tagged by UNHCR**
- **By Telephone call from : 064007000**
- **On Talking With Refugees portal: help.unhcr.jo**
- **On Facebook.com/UNHCRJo**
- **By official announcements in newspapers**
- **When you call UNHCR Helpline: 064008000**

Any information NOT coming from UNHCR and must be considered false any similar activities in giving false information to refugees will be classified as criminal act punished by the Jordanian law.

HEALTH SERVICES

• SYRIANS



**United Nation High Commissioner for Refugees
Amman – Jordan**

Health Services Guide

Primary, secondary and some tertiary health care services are available to all registered Syrians at subsidized highly subsidized prices at Public Health Centres and Governmental Hospitals (to get subsidized subsidized prices for hospital services a referral from public health centres is necessary, except for emergencies).

Governmental health services are available through public health care centers and governmental hospitals that cover all governorates, thus; you can identify services near to your residency by asking your neighbors. There are no governmental hospitals in the governorates of Aqaba and Tafleeh, however you can access hospital services in the Royal Medical Service hospitals in these governorates (Prince Hashem Hospital in Aqaba and Prince Zeid Hospital in Tafleeh)

Patients must present a valid UNHCR registration certificate and security card in order to receive services at subsidized subsidized prices.

Note that if the UNHCR registration certificate is expired, the refugee will have to pay for the service provided at the foreigner's rate and you will not be able to get the subsidized subsidized rate.

UNHCR will be able to cover the cost of treatment for patients through JHAS clinics if:

- Patient cannot afford to pay for the treatment at PHCs and governmental hospitals (the case have been evaluated as a vulnerable case).
- Patient cannot get a subsidized price for the treatment needed at PHCs and governmental hospitals (hold invalid UNHCR certificate or invalid security card).

A. Primary Health Services

Primary health care services are available to all registered Syrians at subsidized prices at Public Health Centres and Governmental Hospitals if they present a valid UNHCR certificate and Mol card.

Primary health services are available in UNHCR supported clinics as per the conditions outlined above.

B. Pregnancy and Delivery Services

Delivery services are available at subsidized prices in all governmental hospitals for Syrians holding a valid UNHCR registration and security card.

Pregnant Syrian women whose UNHCR registration will expire before the expected delivery date are kindly requested to visit UNHCR registration center to arrange for the registration renewal. UNHCR unfortunately can no longer cover the costs of deliveries for women whose registration has expired more than one month prior to the delivery.

The coverage of the delivery services for Pregnant Syrian women eligible to be covered by UNHCR is going to be through arrangement in advance with JHAS clinics, and no longer be covered through notifying JHAS after delivery within 48 hours.

C. Emergency Health Care

Emergency services are available free of charge in all governmental hospitals for Syrians holding a valid UNHCR registration and security card.

If you have a medical emergency which necessitate urgent admission to a public hospital, and do not have a valid UNHCR registration card then you must notify the nearest JHAS clinic within 48 hours.

In Aqaba and Tafleeh only, in case of an emergency including delivery you can access RMS hospitals as they are the only available hospital services in these governorates. You must inform the JHAS MMU within 48 hours of admission by calling on 077-5006028

- **In cases requiring non-urgent hospital services, you must visit public health centers and follow normal referral procedure.**

If you have any problem with the security card, you can be assisted through Legal Aid at 06 4617474

D. Tertiary Health Care (for Registered Refugees)

Treatment for costly tertiary care requires pre-approval from UNHCR's Exceptional Care Committee (ECC), which is held on a monthly basis. You can find out if you are eligible for this service through any JHAS clinic.

E. Mental Health Services

Mental health services are provided for registered Syrians in all JHAS clinics listed below. These services are provided through the International Medical Corps (IMC).

F. Nutrition support services

Nutrition support for children suffering from malnutrition is available free of charge through all JHAS clinics listed below

Very Important note:

UNHCR strongly recommends keeping your documents (UNHCR registration and Security card) up to date in order to benefit from health services at subsidized rates provided by MOH facilities.

JHAS Clinics (Jordan Health Aid Society) :

Center Name	Available To	Address	Phone No.	Open Hours
JHAS Clinics (Jordan Health Aid Society)	Only UNHCR registered refugees	Mafrq Clinic Beginning of Baldyeh st., opposing to Hadeel Pharmacy Third floor	02-6232329	08:00 am – 04:00 pm Saturday to Thursday
		Ramtha Clinic Next to Ramtha Buses station, behind Al Fardous Taxi company	02-7380150	08:00 am – 04:00 pm Saturday to Thursday
		Irbid Clinic Hay Badeea, opposite to Princess Rahma Hospital, next to Al Hasad water shop	02- 7258510	9:00 am – 04:00 pm Saturday to Thursday
		Zarqa Clinic Ma'soum Area, Behind Zein Al Abdein Mosque	05- 3994105	9:00 am- 04:00 pm Saturday to Thursday
		One Mobile Medical Unit (MMU) covering the South governorates-	077-8414019	08:00 am – 04:00 pm Saturday to Thursday

HEALTH SERVICES

• For Iraqi and Other refugees (Non-Syrian)



A. Primary Healthcare Services

Primary healthcare services are available for all Refugees (Non-Syrian) in the clinics listed below for free. Depending on the clinic, the primary healthcare services might include: medical consultations and treatment, health education, medications for management of chronic health conditions, mental health and psychosocial support, dental health services, antenatal care, postnatal care, family planning, infant and young child feeding (IYCF) and other nutrition services.

Centre Name	Address	Phone No.	Available Health services	Open Hours
JHAS Clinics (Jordan Health Aid Society)	JHAS Al Madina (Downtown) clinic Downtown – behind Mahata Station – near to Jordan Bank	06-4651771 06-4651772	Primary, secondary, and tertiary health care services reproductive health services	09:00 am – 04:00 pm Saturday to Thursday
	Mafrq Clinic Beginning of Baldyeh st., opposing to Hadeel Pharmacy Third floor	02-6232329		
	Ramtha Clinic Next to Ramtha Buses station, behind Al Fardous Taxi company	02-7380150		
	Irbid Clinic Hay Badeea, opposite to Princess Rahma Hospital, next to Al Hasad water shop	02- 7258510		
	Zarqa Clinic Ma'soum Area, Behind Zein Al Abdein Mosque	05- 3994105		
	One Mobile Medical Unit (MMU) covering the South governorates-	077-5006028		

NHF/IFH	Amman - Sweileh	06-4908310 06-5344190	<p>Women's Clinic Family planning services, counseling services, Reproductive Health services, antenatal and postnatal care, general gynecological care. Clinical management of Rape survivors Children's clinic: Vaccines, growth and development examinations, general treatment services. Other General Medicine clinic, Family Medicine clinic, Physical Therapy, Nutrition clinic, Dentist, Laboratory -Psychosocial, Case management and counseling services</p>	8:00am -3:30pm Sunday-Thursday
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Caritas for Iraqis only	Amman - Al Hashimi Al Shamali Area - close to Naqawa circle	06-4918601, 06-4920951, 06-4920953	Primary and Secondary healthcare services Limited tertiary healthcare services	09:00 am – 04:00 pm (Saturday, Monday – Thursday)
	Amman- Downtown- Inside the Italian Hospital	06- 4744101		09:00 am – 04:00 pm (Saturday, Monday – Thursday)
IMC	Amman - Tla'a Al Ali Clinic - Um Al Husein primary health center	0797643895 0797679841	Mental health and case management services	9 am – 4 pm Sunday - Thursday
	Al-Salt clinic - Al Baqea' comprehensive health center	0791047093		
	Al Zarqa clinic -Prince Hamzeh primary health center	0798990418		
	Al Mafrag Clinic - Al Mafrag primary health center	0790218861		
	Irbid Clinic - Al Sareh Comprehensive Health Center	0796352005		
	Ramtha Clinic - Al Ramtha Comprehensive Health Center	0796352005		
	Ajloun Clinic - Ishtafina primary health center	0799861491		
	Jerash clinic - Jerash comprehensive health center	0799861491		
	Al Karak clinic - Al Mazar Al Janobi comprehensive health center	0791535688		
	Al Tafileh clinic - Tafileh comprehensive health center	0791535688		

<p>NHF/IFH</p>	<p>Amman - Hashmi Shamali - St. Shaheed Abdullah al Azzam Building Number 6</p>	<p>06-4908310</p>	<p>Women's Clinic Family planning services, counseling services, Reproductive Health services, antenatal and postnatal care, general gynecological care, clinical management of rape survivors Children's clinic: Vaccines, growth and development examinations, general treatment services Other General Medicine clinic, Family Medicine clinic, Physical Therapy, Nutrition clinic, Dentist, Laboratory -Psychosocial, Case management and counseling services</p>	<p>8:00am -3:30pm Sunday- Thursday</p>
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NHF/IFH	East Amman (Quwaysmeh)	079-5742298	Women's Clinic Family planning services, counseling services, Reproductive Health services, antenatal and postnatal care, general gynecological care, clinical management of Rape survivors -Psychosocial, Case management and counseling services	9:00 am – 4.00 pm Sunday-Thursday
CVT	Building number (7), Talha Bin Ebid' Allah street, Abdali, Amman	06-5601443	Mental Health Counseling (group, individual, and family counseling) Physical Therapy Social Referrals of Complex Cases and Case Management -	

B. Secondary and tertiary Health Care

Iraqi and other refugees will be charged the foreigners rate to access Ministry of Health Hospital services. UNHCR will support secondary and tertiary hospital services for refugees if they are referred through JHAS and the referral meets UNHCR's referral criteria.

If you or your family member need non-urgent hospital services, please visit a JHAS clinic or Caritas clinic (for Iraqis only) where usual referral procedures apply.

- If you or your family member need secondary health services (such as referral to a specialist, X-ray, laboratory tests), you will be referred from JHAS clinics or Caritas clinics (Iraqis only) to one of the affiliated hospitals.
- If you choose yourself to go to a private hospital, unfortunately UNHCR will not be able to cover the cost.
- If you or your family member need surgery, you should submit the medical reports you have received from the hospital back to JHAS clinics.
- Treatment for costly tertiary care requires pre-approval from UNHCR's Exceptional Care Committee (ECC). All applications to ECC must be done through one of the JHAS clinics. JHAS will inform you of the result once the committee has reviewed your medical records. Also, note that the approval is valid for only one month. The ECC decisions can either be approved, pending or denied. Pending means that the case needs more investigations to confirm decisions. There is no need to submit your medical reports to UNHCR. UNHCR can only receive the medical reports through JHAS.
- There are some surgeries and medications that are not covered by UNHCR such as organ transplant surgeries, advanced thalassemia management, cosmetic surgeries and very expensive operations or brand medications that have a local alternative.

C. Pregnancy, Delivery and Obstetric complications Services

UNHCR- supported services: if you or your family member need a non-emergency pregnancy related or delivery service, please arrange with JHAS beforehand and they will provide you with the appropriate advice and referral. In case of an obstetric emergency, please approach the nearest governmental hospital and inform the nearest JHAS clinic within a maximum of 48 hours of admission.

Non-UNHCR supported services: deliveries can be partially covered by Caritas for Iraqis.

D. Emergency Health Care

In case of an emergency, such as bleeding, injuries and chest pain or others, you can call 911 to ask for an ambulance from the Civil Defence. The emergency care cost will be covered by UNHCR for emergency admissions at all governmental hospitals, and Luzmilla in Amman as long as you or your family informs JHAS within 48 hours of admission.

E. Mental Health Services

Mental health services are provided through IMC clinics which are located inside JHAS clinics.

F. Vaccinations

The routine vaccination services are available free of charge at any public health centre related to the Ministry of Health. Please call UNHCR Helpline if the parents went to the public health centre and their children did not receive the relevant vaccinations.

If you need guidance regarding health services you can contact

UNHCR Helpline: 8:00 – 5:00, Sunday - Thursday

JHAS Infoline: 0775006028 - 24/7

0778414019 - 24/7

06-5851632 9:00 – 5:00 Saturday - Thursday



SOCIAL SERVICES

Noor al-Hussein Foundation (NHF) Institute of Family Health Care (IFC)

Physiotherapy, Assessment of intelligence, Speech and language assessment, Special education, Evaluation and follow-up of all cases, Follow up of the psychological condition of people with disabilities (motor, mental, sensory and dual)

Amman Sweileh, al-Hai al-Sharqi, Main Street, Alley to Rio Jordan Hotel 8am-3:30pm Sunday-Thursday	Free phone number: 06 534 4190
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Amman Hashmi Shamali, Yazeed bin Hakam St., behind Abdallah Azzam Mosque 8am-3:30pm Sunday-Thursday	Free phone number: 06 490 8310
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Handicap International

Services for persons with special needs, people who suffer from injuries and people who suffer from chronic diseases

Irbid (Irbid, Ramtha, Ajloun, Jerash) 8:30am - 5:30pm Sunday-Thursday	078 727 5399
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Al-Mafraq (Za'atari refugee camp, Zarqa'a, Mafraq) 8:30am - 5:30pm Sunday-Thursday	078 792 5245
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Amman (Aqila Hospital, Dhaleel, Dar Al-Salam, Al-Jazeera) 8:30am - 5:30pm Sunday-Thursday	078 048 1016
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Queen Zein al-Sharaf Institute for Development (ZENID)

Services for Refugees of all ages, including elderly, suffering from any disability

**Amman (Hashmi Shamali) |
Marfaq & Irbid |
Mobile clinics in all governorates |**

Free phone
number:
06 505 2431
06 505 5693



UNICEF

The Government of Jordan allows Syrian refugee children to access public schools free of charge, provided there is available space in schools. Please contact the education helpdesk at the below numbers to find out how to register your children in school. The helpdesk can also provide advice about other educational and child protection services in your community, including remedial education to help children who are not performing/underachieving.

General inquiries: 077 670 246v

Free help line for education services:

Zain lines 08 000 0111

Orange lines 08 002 2766

Opening hours: 8:30am - 4pm

Children under the age of five can obtain regular vaccines and the dietary supplement, Vitamin A, for free. Please visit the nearest maternal and child health care centre or Ministry of Health centre.

Education Services	Description	Target Group
Formal Education	Certified education services provided by the Ministry of Education public schools (grade 1-12) in addition to schools of Private Education Sector, UNRWA and Armed Forces Culture.	6-17 years old
	Kindergarten: Second year of Kindergarten stage (KG2) for those children who were born from Jan 1st until Dec. 31st, provided that the child's age is not over 5 years	5 years old
	Lower Primary Education: This includes the first 3 grades (First, Second, and Third)	6-8 years old
	The eligibility of students for first grade includes those children who were born between Jan 1st - Dec. 31st, provided that the child's age does not exceed 10 years on 31/12 for the same year.	9-15 years old
	Higher Primary Education: This includes grades 4 to 10 Secondary Education: This includes grades 11 and 12 for all branches	16-18 years old
	Remedial education: Supplementary education classes to support children to be able to follow formal schooling through tutoring classes following the public school curriculum	6-17 years old
	Remarks: Students who have dropped-out of school can go back to formal education, provided that there is no more than 3-year- age difference between them and the other students in the grade they will be admitted in. This is to be decided based on the average date of birth of the students in that grade (from 1 Jan to 31 Dec), and based on the admission age in the first grade as a base year.	



WFP

Most Syrian refugees registered with UNHCR in communities in Jordan are eligible to receive WFP's food assistance when funding is sufficient to provide it. For more information on WFP food assistance, please call the WFP helpline at

WFP helpline at 079 777 88 41 or 079 777 88 51.

All Syrian refugees living in camps in Jordan are currently eligible to receive WFP's food assistance.

Implementing Partners

Islamic Relief (Irbid, Mafraq, Ramtha, Jerash) |

8am - 4pm | Sunday-Thursday

078 719 4131

Save the Children (Amman and Zarqa) |

8:30am - 4pm | Sunday-Thursday

Help Desk: 077 670
2426

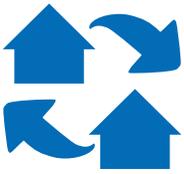
General inquiries
(Zain) 08 000 0111

(Orange) 08 002 2766

Human Relief Foundation (Ajloun, Balqa, Madaba, Karak, Tafleeh, Ma'an and Aqaba)

|
9am - 4pm | Every day

079 751 3210



RESETTLEMENT

WHO CAN GET IT?

Resettlement is not a right and the selection of refugees for resettlement is based on global criteria and only the most vulnerable refugees will be considered.

WHO DECIDES?

The decision to accept a refugee for resettlement is made by the Resettlement country and not UNHCR. If your case is rejected by one resettlement country, UNHCR will re-assess your case and decide whether to re-submit your case to another resettlement country.

- Resettlement is not based on applications but on identification carried out by UNHCR. Applications for resettlement placed in UNHCR complaint boxes will NOT be processed. Refugees identified as in need of resettlement are contacted by UNHCR and only by UNHCR.
- The resettlement process is directly handled by UNHCR and does not involve any fees or third parties involvement. **It is ALWAYS free of charge.** Anyone approaching you offering services against a fee to assist you with resettlement is breaking the law. If you are victim of such “agents”, you should contact UNHCR to report.
- If you want to get any information from embassies (immigration, family reunification, visa applications) please communicate directly with the embassies.



IMPORTANT INFORMATION



All UNHCR Services are provided **FOR FREE**

PLEASE BE AWARE OF FRAUD

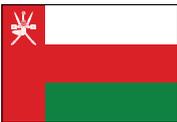
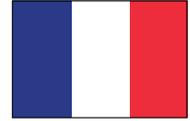
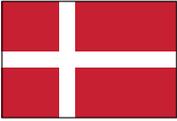
Please be reminded that all UNHCR services are free of charge, including resettlement services. If anyone (UNHCR staff or an outside party) offers UNHCR resettlement assistance of any kind in exchange for money or other benefits, this person may be breaking the law and could be charged with a crime. If you are approached by anyone seeking money in exchange for resettlement or you have been paying for resettlement assistance, please report the incident immediately, by including a complaint in the Complaints Box or by contacting the Helpline. You can also contact a Senior UNHCR Staff Member.



IF YOU CHANGE YOUR PHONE NUMBER, please inform UNHCR as soon as possible, as this is our only means to contact you.



Donor support to UNHCR Jordan



UNHCR is grateful to donors who have provided un-earmarked and broadly earmarked funds to UNHCR programmes worldwide and to the following donors for their support to UNHCR refugee response in Jordan: Australia | Bahrain | Canada | Czech Republic | Denmark | European Union | Finland | France | Germany | Ireland | Italy | Japan | Kuwait | Luxembourg | Netherlands | Norway | Oman | Qatar | Republic of Korea | Saudi Arabia | Spain | Sweden | Switzerland | United Arab Emirates | United Nations | United Kingdom | United States of America | and private donors.



Do not pay money for any service
All UNHCR services are **FREE**

