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

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2014 Edition

**Section 3: Referral Pathways** 

## Annexes **Annex XVIII:**

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**GBV Referral Pathways** 

#### **GBV REFERRAL PATHWAY – Amman**

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	ELLING SOMEONE AND SEEKI		
Survivor tells family, friend, community n service provider or at refugee registration se accompanies survivor to the healt	ervices; that person	Survivor self-reports to a medical/health or case manager//psychosocial "entry point":	
<ul> <li>Provide reliable and compreher</li> <li>If agreed and requested by surv</li> </ul>	sive information on the a ivor, obtain informed con decision on behalf of the dult should be selected b st him/her in accessing s	:hild, ensure the best interest of the child is given p / the child ervices	priority.
Medical/Health Care:	Case Manager (incl		
	immediate psychos	ocial immediate psychosocial	
I <b>HAS</b> Saturday - Thursday 09:00-16:00	support):	support):	
ocal Point:	Adults (over 18)	Children (under 18) IMC	
	JMU		
Dr.Hanan Jarrar Mobile: 079 558 9419	Saturday – Thursday	08:30 – 16:30 24 hours Duty phone: 079 578 5095	
	Focal Point:		
Dr. Ola Al Tebawi Mobile: 077 500 6027	Najiyyeh Zoabi	Focal Point: Sunday – Thursday 09:00 – 17:00	
Email: pc@jordanhealthaid.org	Kefah Al Jabir		
NHF / IFH	Tel: 06 567 5729 Mobile: 079 820 2353		
Cundou Thursday 00:00 45:00	Email: najiaha.zo3by		
S <i>unday – Thursday 08:00 – 15 :30</i> Sweileh center: 06 534 4193/ 2	NHF / IFH	hkhair@InternationalMedicalCorps Mobile: 079 022 4029	<u>5.org</u>
lashmi Center: 06 490 8310	Sunday – Thursday ( 15 :30		
Focal Point:	Focal Point:	JRF	
Sweileh Provide CMR services Dr. Nesreen Barakat -	Hashmi Center	Sunday- Thursday 08:00-16:00	
Nobile: 079 731 9450 Email: <u>dr.nesreen@ifh-jo.org</u>	Shaden Abu Hamour 06490 8310	Focal Point:	
Hashmi - Provide CMR services	Email: <u>s.nizar@ifh-jo</u>	Muntaha Al Harasis	
Dr. Hiba Al Mallah	Sweileh Center	Tel: 06 491 4999	
Mobile: 06 490 8310 Email: m.badawi@ifh-jo.org	Haya Al-Badri Mobile: 079 652 616	Email: <u>m.alharasis@jrf.org.jo</u>	
_mail. <u>m.badawi@im-jo.org</u>	Email: <u>c.lab@ifh-jo.o</u>		
Dr. Hiba Al Fayoumi		Tel: 06 5933211	
<sup>r</sup> el: 06 490 8310	JRF Sunday- Thursday 0	Email: <u>s.bishara@jrf.org.jo</u>	
	Focal Point:	UNICK Fleid Office Amman.	
	Muntaha Al Harasis Tel: 06 491 4999	Sunday- Thursday 08:00-16:00	
	Email: <u>m.alharasis@</u>	rf.org.jo	
		Diana Suleiman	
	Samia Bishara Tel: 06 5933211 Email: s bishara@irf	Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org	
	Email: s.bishara@jrf.	Back Un :	
	UNHCR Field Office Sunday- Thursday 0	Amman:	
		May Hafidh Mobile/dutyphone: 0797145307	
	Focal Point:	Email: <i>hafith@unhcr.org</i>	
	Diana Suleiman Mobile/dutyphone: 0 Email: <u>suleiman@un</u>	9 7151469 After working hours and weekends	5

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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 May Hafidh Mobile/duty phone: 0797145307 Email: hafith@unhcr.org After working hours and weekends UNHCR Duty Phone for partners: 079 710 9194 UNRWA Focal Point: North Amman Office: Wafa Nuwwara Mobile/hotline:079 710 0496 Email: w.nuwwara@unrwa.org South Amman Office: Haifa Wheidi Mobile/hotline: 079 899 8890 Email: h.wheidi@unrwa.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:** Legal Assistance Counsellors: UNHCR- Protection (including cases of risk of arrest, UNHCRdetention or refoulement) Sunday - Thursday 08:00 - 15:30 Sunday - Thursday 08:00 - 15:30 Focal Point: Focal Point: Diana Suleiman Mobile/dutyphone: 079 7151469 Diana Suleiman Email: suleiman@unhcr.org Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org Back Up : Back Up : May Hafidh Mobile/dutyphone: 0797145307 May Hafidh Email: hafith@unhcr.org Mobile/dutyphone: 0797145307 Email: hafith@unhcr.org After working hours and weekends UNHCR Duty Phone for partners: 079 710 9194 After working hours and weekends UNHCR Duty Phone for partners: **ARDD-Legal Aid** 079 710 9194 Sunday-Thursday (9:00-5:00) FPD - Police (survivors can go directly to FPD; service providers, when the survivor consents and when Focal Point: Sunday-Thursday (9:00-5:00) possible, refer through/inform UNHCR- see contacts above Focal Point: Open 24 hours Souzan Mohareb Tel: 06-4617477 Focal Point: Mobile: 0775777077 Email: consult.amman@ardd-legalaid.org Sadiq Al- Omari Emergency Line (24/7): 0777387221 Tel: 06 490 2144 Hotline: 911. Email: familypd@accessme.com.jo JWU Security: Always assess the consequences this decision Saturday - Thursday 08:30 - 16:30 could have and make sure that there are no risks for survivors Focal Point: UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee Intesar Al-Amer Ilham Al-Shawwa child/caregiver consents and when possible Tel: 06 567 5729 Mobile: 079 820 2353 Email: intesara.majeed@yahoo.com Sunday - Thursday 08:00 - 15:30 Duty phone: 079 021 4149

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Annexes \_\_\_\_\_ Email: jochildprotect@unicef.org

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	ND SECURITY RISKS TO OTHERS, refer and when possible accompany sers for information and assistance with referral to police If child/caregiver refer to MRM
Protection, Security, Police:	Legal Assistance Counsellors:
<b>UNHCR</b> – Protection (including cases of risk of arrest, detention or refoulement)	UNHCR-
Sunday – Thursday 08:00 – 15:30	Sunday – Thursday 08:00 – 15:30
<u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <u>suleiman@unhcr.org</u>	<u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <u>suleiman@unhcr.org</u>
Back Up : May Hafidh Mobile/dutyphone: 0797145307 Email: <u>hafith@unhcr.org</u>	Back Up : May Hafidh Mobile/dutyphone: 0797145307 Email: <u>hafith@unhcr.org</u>
<i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194	After working hours and weekends UNHCR Duty Phone for partners: 079 710 9194 ARDD-Legal Aid
	Sunday-Thursday (9:00-5:00)
<b>FPD</b> – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer	Focal Point:
through/inform UNHCR- see contacts above	Souzan Mohareb Tel: 06-4617477 Mobile: 0775777077
Open 24 hours	Email: consult.amman@ardd-legalaid.org
Focal Point:	Emergency Line (24/7): 0777387221
Sadiq Al- Omari Tel: 06 490 2144	<b>JWU</b> Saturday – Thursday 08:30 – 16:30
Hotline: 911. Email: familypd@accessme.com.jo	Focal Point:
Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors	Intesar Al-Amer Ilham Al-Shawwa Tel: 6 567 5729 Mobile: 079 820 2353 Email: intesara.majeed@yahoo.com
<b>UNICEF:</b> 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	

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		OLLOW-UP AND OTHER SERVICES oices can include any of the following:	
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary Health Care:	PSS Services for Adults:	Protection/Registration:	UNHCR –
loH I Bashir Hospital Open 24 our	<b>JWU</b> Saturday – Thursday 08:30 – 16:30	UNHCR Sunday-Thursday 8:00 to 15:30 Focal Point:	Helpline: <b>064008000.</b> <i>Sunday</i> - <i>Wednesday</i> <i>08.00 – 17.00</i>
el: 06 474 4430	Focal Point:	Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <u>suleiman @unhcr.org</u>	Tel: 06 550 2141
<b>HAS</b> Saturday - Thursday 09:00- 6:00 Tel: 06 523 6674	Alia Hijjawi Najiyyeh Zoabi Kefah Al Jabir Tel: 06 567 5729 Mobile: 079 820 2353 Email:	Back Up : May Hafidh Mobile/dutyphone: 0797145307 Email: <u>hafith@unhcr.org</u>	<b>UNRWA -</b> Material assistance for Palestinian refugees
I <b>HF/IFH</b> Sunday – Thursday 08:00 – 15 :30	najiaha.zo3by@yahoo.com NHF / IFH Sunday – Thursday 08:00 – 15 :30	<i>After working hours and weekends</i> UNHCR Duty Phone for partners:	Sunday – Thursday 07:30 – 15:00
Tocal Point: fashmi Center	Focal Point:	: 079 710 9194	North Amman: Tel: 06 565 1132
or. Hiba Al Mallah Iobile: 06 490 8310 Email: m.badawi@ifh-jo.org	Hashmi Center Shaden Abu HamourTel: Tel: 06 490 8310	<b>UNRWA -</b> Registration & Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <i>Sunday – Thursday 07:30 – 15:00</i>	South Amman: Tel: 06 478 3791
weileh Center aya Al-Badri lobile: 079 652 6167 maile a lab @ith is and	Email: s.nizar@ifh-jo.org	Focal Point:	Cash/NFIs:
Email: c.lab@ifh-jo.org Eas <i>t Amman Clinic</i> Dr. Areen Khreisat	Haya Al-Badri Mobile: 079 652 6167 Email: c.lab@ifh-jo.org	North Amman Office: Wafa Nuwwara Mobile:079 710 0496 Email: <u>w.nuwwara @unrwa.org</u>	<b>CARE International</b> Sunday- Thursday 8:00 - 16:00
lial Zawateen Iobile: 079 6525866	<i>East Amman Clinic</i> Dr. Areen Khreisat Bilal Zawateen Mobile: 079 6525866	<i>South Amman Offic:</i> Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org	Tel: 06-5651488
Saturday- Thursday 09:00- 17:00	Jordan Red Crescent		Food Assistance:
ocal Point:	Tel: 06 490 8588 Cell: 079	Shelters/Safe houses:	
Pr. Aws Shaker lobile: 079 612 5506 el: 06 567 4285	959 2092 079 703 0495 079 938 8312 JRF Sunday- Thursday 08:0016:00	FPD through UNHCR Sunday-Thursday 8:00 to 15:30 <u>Focal Point</u> : Diana Suleiman Mobile/dutyphone: 079 7151469	WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm Focal Point:
INRWA – Primary health care nd referral to secondary services or lalestinian refugees	Tel: 06-4925096	Email: <u>suleiman@unhcr.org</u> Back Up :	Ammar AlTaee: 079 9937686 Email: ammar.altaee@wfp.org
lorth Amman Office: Wafa	<i>Sunday-Thursday 09:0019:00</i> Help line: 110	Yasmeen Al-Rashdan Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org	Hotline number: 079 7778851 079 7778841
luwwara Mobile:079 710 0496 mail: .nuwwara @unrwa.org	Focal Point:	After working hours and	Education:
outh Amman Offic: Haifa /heidi	Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo	weekends UNHCR Duty Phone for partners: 079 710 9194	Save the Children Jordan
lobile: 079 899 8890 mail: <u>h.wheidi@unrwa.org</u>	Samia Bishara Tel: 06 5933211 Email: s.bishara@jrf.org.jo	<b>JWU-</b> Amman Saturday – Thursday 08:30 – 17:00	Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy <u>nelkhairy@savethechildren.o</u> rg.io
			Mobile: 0775464978

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Annexes \_\_\_\_\_\_
Reproductive Health Services:

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MoH Al Bashir Hospital

*Open 24 hour* Tel: 06 474 4430

JHAS Saturday - Thursday 09:00- 16:00

Focal Point:

Dr.Hanan Jarrar Mobile: 079 558 9419 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: <u>pc@jordanhealthaid.org</u>

#### IFH/UNFPA

Sunday – Thursday 08:00 – 15 :30

Focal Point:

Haya Al-Badri Mobile: 079 652 6167 Email: <u>c.lab@ifh-jo.org</u>

Sweileh Center Dr. Hiba Al Mallah Tel: 06 490 8310 Email: <u>m.badawi@ifh-jo.org</u>

Hashmi Center East Amman Clinic

Dr. Areen Khreisat Bilal Zawateen Mobile: 079 6525866

#### Aman Society

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Tel: 06 582 1578 Tel: 06 402 5275 Tel: 06 505 5466

**UNRWA** – Reproductive health care

Sunday – Thursday 07:30 – 13:45

North Amman Office:

Wafa Nuwwara Mobile:079 710 0496 Email: <u>w.nuwwara@unrwa.org</u>

South Amman Offic: Haifa Wheidi Mobile: 079 899 8890 Email: <u>h.wheidi@unrwa.org</u>

F	SS Services for Children:
J	RF
ג ד ז	Sunday- Thursday 8:00- 16:00 Fel: 06-4925096 Sunday hursday 09:00- 19:00 Ielp line: 110
E	ocal Point:
T	/luntaha Al Harasis el: 06 491 4999 mail: <u>m.alharasis@jrf.org.jo</u>
Г	Samia Bishara Fel: 06 5933211 Email: <u>s.bishara@jrf.org.jo</u>
C	Child Friendly Spaces:
J	RF
4	Sunday- Thursday 08:00- 16:00 Tel: 06- 925096 Sunday-Thursday 09:00- 19:00 Help ne: 110
E	ocal Point:
Г	Muntaha Al Harasis el: 06 491 4999 :mail: m.alharasis@jrf.org.jo
Г	Samia Bishara <sup>-</sup> el: 06 491 4999 Email: <u>s.bishara@jrf.org.jo</u>
s	CI
	Child and Family Centres, Community based Child Protection Committees Sunday-Thursday 9:00-15:00
F	Focal Point:
N E	Iohammad Al-Saeed Iobile:0777384077 Email:mohammad.alsaeed@s vethechildren.org
z	<b>NTERSOS/JOHUD</b> Saturday – Thursday 8:30- 4:30 Queen Zein Al Sharaf Institute for Development
E	ocal Point:
	George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org
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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		
Mental Health Services:		
IMC Sunday – Thursday 09:00 – 17:00		
Focal Point:		
Tawfiq Al Khouli, tkhouli@InternationalMedicalCorp.org Mobile: 079 021 8843 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		
Sunday – Thursday 09:00 - 17:00		
<u>Focal Point</u> : Moath Asfoor Tel ( <b>public</b> ): 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 S	OMEONE AND SI	EEKING HELP (DIS	CLOSING)		
Survivor tells family, friend, community r service provider or at refugee registratic person accompanies survivor to the h manager/psychosocial "entry	on services; that health or case		ports to a medical/health or case /psychosocial "entry point"		
MMEDIATE RESPONSE <ul> <li>Provide a safe, caring environn</li> <li>Provide reliable and comprehe</li> <li>If agreed and requested by sur</li> </ul>	nent and respect the on nsive information on t <u>vivor</u> , obtain informed decision on behalf of panying adult should ist his/her in accessi	the available services a I consent and make ref the child, ensure the b be selected by the chil ng services	nd support to survivors of GBV errals est interest of the child is given d		
Medical/health care:	Case Managemer	nt (including	Case Management(including		
MC	immediate psychoso	ocial support):	immediate psychosocial support):		
Primary Health / Reproductive Health care (Village 6 clinic)	Adults (over 18)		Children (under 18)		
24 hours / 7 days a week	IMC 24 hours/ 7 days a we	eek	IMC 24 hours/ 7 days a week		
F <u>ocal point</u> : .ina Hamidi Mobile 1 : 079 024 8397	<u>Duty phone:</u> 079 8470 926		Duty phone: 079 8470 926 Case management		
Mobile 2 : 079 756 6310 Email:	Case Management		Focal Point:		
hamidi@internationalmedicalcorps.org	Focal Points:		Samar Abed		
/illage 6 Clinic: 7 days per week 9:00-16:00	Samar Abed sabed@Internationalr Mobile: 079 022 1959		sabed@Internationalmedicalcorps.org Mobile: 079 022 1959 Duty Phone: 079 847 0926		
/illage 3 Clinic; Sunday/Thurs 9:00-16:00	Reine Musharbash <u>rmusharbash@internationalmedicalcorps.org</u> Mobile: 079 022 4010 Duty Phone: 079 847 0926 <b>PSS for adolescents and adults</b> <u>Focal Point:</u> Reine Musharbash <u>rmusharbash@internationalmedicalcorps.org</u> Mobile: 079 022 4010		PSS for children		
Mental health			Focal Point:		
Focal Point:			Mohammad Abulawi mabulawi@internationalmedicalcorps.org		
_oay Al Husieni husieni@internationalmedicalcorps.org Mobile :079 022 1961			Duty Phone: 079 847 0926		
Nohammad Abulawi nabulawi@internationalmedicalcorps.org			<b>UNHCR</b> Focal Point: Ramzi - Alazab		
Duty Phone: 079 847 0926	Duty Phone: 079 847	0926	Email: <u>alazabr@unhcr.org</u> Mobile: 0797158361		
	UNHCR Focal Point Shurouq Irani <u>Mobile</u> : 0797158523 Email: irani@unhcr.org		Focal Point Shurouq Irani <u>Mobile</u> : 0797158523 <u>Email</u> : <u>irani@unhcr.org</u>		
	Focal Point: Ramzi - Alazab Email: <u>alazabr@unhc</u> Mobile: 0797158361				
NTEREST OF THE CHILD – OR – IF TH	ERE ARE IMMEDIATE	E SAFETY AND SECUR	E/LEGAL ACTION - OR - IF IN THE BEST TTY RISKS TO OTHERS, refer and when for information and assistance with referral		
o police. If child/caregiver consents to sha Protection, Security, Police:			en, refer to MRM.		
	sk of arrest detention	UNHCR – Legal services			
<b>UNHCR</b> – Protection (including cases of risk of arrest, detention or refoulement)		Focal Point			
<u>Focal Points</u> Mounir Maalouli <u>Mobile</u> : 079592 2836 <u>Email</u> : maalouli@unhcr.org		Mounir Maalouli <u>Mobile</u> : 079592 2836 <u>Email</u> : maalouli@unhcr.org			
afez Najjar obile: 079 549 32 27 nail:NAJAR@unhcr.org		Hafez Najjar Mobile: 079 549 32 27 Email:NAJAR@unhcr.org			
			ARDD-Legal Aid – Legal services (referral through UNHCR)		

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

#### Focal Point

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Ahmad Al-Wazani <u>Mobile</u>: 0790119156 <u>Email</u>: alwazani@unhcr.org

Shurouq Irani <u>Mobile</u>: 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

Sunday – Thursday 08:00 – 15:30 <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

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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:	Women's Centers:	Protection/Registration:	<b>UNHCR</b> – Food, NFI, Cash for Work, Shelter,
Mental Health Care:	IMC/UNFPA Sunday-Thursday 09:00 to 16:00	UNHCR	Ration cards for GBV related cases
IMC	10 16.00	Sunday-Thursday 8:00 to 15:30	
Sunday- Thursday 9:0016:00	<u>Duty phone:</u> 079 8470 926	Focal points:	Focal point:
Focal Point:			· · · · · · · · · · · · · · · · · · ·
Loay Al Husieni Mobile: 079 022 1961	Focal Point: Reine Musharbash Mobile: 079 022 4010	Hanane Fellahi <u>Email:</u>	Ahmad Al-Wazani <u>Mobile</u> : 0790119156 <u>Email</u> :
ihusieni@Internationa IMedicalCorps.org	rmusharbash@InternationalMedic alCorps.org	FELLAHIH@UNHCR.ORG Mobile: 079 716 04 28	alwazani@unhcr.org Shurouq Irani Mobile:
Primary health & Reproductive Health care:	Child Friendly Spaces:		0797158523 Email: irani@unhcr.org
	<b>Mercy Corps</b> Saturday- Thursday 09:00 - 15:00	Shelter/Safe house:	Hezaker Goze Ozdemir
IMC /UNHCR/UNFPA	Focal point:	FPD through UNHCR	
Village 6 clinic: Open 24 hours / 7 days a week	Abdelrazaq Banihani Mobile: 077 606 0041 Email:	Sunday-Thursday 8:00 to 15:30	Email: <u>OZDEMIRH@unhcr.org</u> Mobile: 079 -715 24 03
Village 3 clinic: Sunday to Thursday 9:00 – 16:00	abanihani@jo.mercycorps.org	Ahmad Al-Wazani Mobile: 0790119156	Food:
Focal point: Lina Hamidi Mobile1 : 0790248397 Mobile 2 : 0797566310		Email: alwazani@unhcr.org	Focal point: Ammar AlTaee: 079 9937686
Email: Ihamidi@internationalme dicalcorps.org		Shurouq Irani <u>Mobile</u> : 0797158523	Email: ammar.altaee@wfp.org

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Annexes –

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	Psychosocial Services for Adolescent and Adults:	Email: irani@unhcr.org	Hotline number: 079 7778851 079 7778841
Handicap International (HI)	<b>IMC</b> Sunday – Thursday 09:00 – 16:00		Education: NRC
Rehabilitation services for persons with disability and persons with injury, children and adults &	Duty phone: 079 847 0926		Informal education for children/NRC Saturday Thursday
provision of prosthesis, orthotics & mobility aids.	<u>Email:</u>		09:00 - 17:00 TBC
<i>Sunday-Thursday: 8:00 – 16:00</i> Focal Point: TBC Email: fieldco.mafrag@hiemergency.org	rmusharbash@InternationalMedic alCorps.org		Focal point: Reem Shamout Mobile: 0796487663
neldoo.manaq@nichicigency.org	Psychosocial Services for Children:		Informal Education for Youth/NRC:
	<b>IMC</b> Sunday Thursday 09:00 - 16:00		<u>Focal point :</u> Dina Ala'Eddin Julia Al-Zoubi
	Duty phone: 079 847 0926 Email: mabulawi@InternationalMedicalC orps.org		<u>Mobile : 079 826 1225</u> ( <u>Dina)</u> Email :
	Community Spaces:		dina.ala.ddin@nrc.no
	<b>CARE International / UNHCR</b> Community-based psychosocial activities		<u>Mobile</u> : 079 896 5688 (Julia) <u>Email</u> : julia.al- zoubi@nrc.no
	Sunday- Thursday 9.00- 16.00		
	<u>Focal Points:</u> Marten Mylius		
	<u>Mobile</u> : 077 840 0424 <u>Email</u> :marten.mylius@jo.care.org		

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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

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nges TELLING S(	OMEONE AND SI	EEKING HELP (DISC		
Survivor tells family, friend, community membe provider or at refugee registration services accompanies survivor to the health manager/psychosocial "entry poi	s; that person or case		reports to a medical/health or case er/psychosocial "entry point"	
IMMEDIATE RESPONSE <ul> <li>Provide a safe, caring environment</li> <li>Provide reliable and comprehensiv</li> <li>If agreed and requested by survivo</li> <li>When family/guardians make a dec Preferably, the accompanying adul</li> <li>Accompany the survivor to assist I</li> <li>For survivors of sexual violence en</li> </ul>	e information on th <u>r</u> , obtain informed ision on behalf of f t should be selecte his/her in accessin	ne available services a consent and make refe the child, ensure the b ed by the child g services	nd support to survivors of GBV errals est interest of the child is given priority	
Medical/health care:	Case Manage	· (including	Case Manager (including	
	immediate psy	chosocial	immediate psychosocial	
IMC Mental Health	support):		support):	
Focal Point:	Adults (Over 18)		Children (Under 18)	
Manar Awwad mawwad@internationalmedicalcorps.org	UNHCR		UNHCR	
Mobile: 079 986 1491 Duty Phone: 079 578 5095	Abd Al Nour Jarad Mobile: 079 895 7318	at	Abd Al Nour Jaradat Mobile: 079 895 7318	
<b>JHAS</b> Saturday – Thursday 09:00-16:00	Email; jaradata@u	nhcr.org	Email; jaradata@unhcr.org	
Eocal Point:	IFH/UNFPA Saturday - Thursday 08:00 – 16:00		<b>IRC</b> Sunday – Thursday 08:30 – 17:00	
Fatheya Ayaad Mobile: 078 855 0625	Focal Point:		Focal Point:	
Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: <u>pc@jordanhealthaid.org</u>	Hassan Al Shurman Mobile: 079 0211691		Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org	
	Bilal Zawateen Mobile: 079 652 58 Email: b.zawateen		SitNour Ali Mobile: 077 666 2200	
	Ahlam Mahamdeh Mobile: 078 667 3655		Email: SitNour.Ali@rescue.org	
F ADULT SURVIVOR OR CHILD SURVIVOR NTEREST OF THE CHILD – OR – IF THER possible accompany survivor to police/security o police If child/caregiver consents to share inf	E ARE IMMEDIATE	E SAFETY AND SECU tance/protection officers	RITY RISKS TO OTHERS, refer and who for information and assistance with refer	
Protection, Security, Police:		Legal Assistance		
<b>JNHCR</b> – Protection (including cases of risk of pr refoulement)	arrest, detention	UNHCR		
<u>Focal Point:</u> Sunday-Thursday 08:00 to 15:30		Sunday-Thursday08:00 to 15:30 Duty Phone: 079 554 6383		
Abd Al Nour Jaradat Mobile: 079 895 7318		ARDD-Legal Aid		
Email; jaradata@unhcr.org FPD – Police (survivors can go directly to FI providers should refer only through UNHCR		Sunday-Thursday (9:0	00-5:00)	
Hotline: 911. Email: familypd@accessme.com Fel: 02 623 5511	.jo	Souzan Mohareb Tel: 06-4617477		
Ramtha branch		Mobile: 0775777077 Email: <u>consult.amman@ardd-legalaid.org</u>		

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An	nexes			
L	<b>UNRWA -</b> Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)	Emergency Line (24/7): 07773872	<u>221</u>	
		<b>JWU</b> Sunday-Thursday 08:30-16:30		
	Focal Point: Hotline (24 - 7):	Tel: 03 230 0800 Mobile: 079 883 6352		
	Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org	6352		
	Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors			
	<b>UNICEF:</b> 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			

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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:	PSS Services for Adults:	Protection/Registration:	UNHCR	
JHAS Saturday – Thursday 09:00- 16:00	<b>IFH/UNFPA</b> Saturday - Thursday 08:00 – 16:00	UNHCR Sunday-Thursday 8:00 to 15:30	Sunday - Wednesday 08.30 – 15.30 <u>Focal Point</u> :	
Reproductive Health:	<u>Focal Point</u> : Hassan Al Shurman	Focal point:	Hussam Mayas Mobile: 079 033 7163 Email: mayas@unhcr.org	
JHAS Saturday – Thursday 09:0016:00	Mobile: 079 0211691 Bilal Zawateen	Osama Al Omari Mobile: 079 914 43 42 Email: alomari@unhcr.org	UNHCR Infoline: 06 550 2141	
Focal Point:	Mobile: 079 652 5866 Email: b.zawateen@ifh-jo.org	Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383	UNRWA - Material assistance for Palestinian	
Fatheya Ayaad Mobile: 078 855 0625	Ahlam Mahamdeh Mobile: 078 667 3655		refugees	
	PSS Services for Children:	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	
	IRC Sunday – Thursday 09:00 – 17:00		Food Assistance: WFP Food – Voucher assistance Sunday – Thursday	
	<u>Focal Point</u> : Sara Al- Khatib	Focal Point:	8:00 am – 5:00 pm	
	Mobile: 079 582 4390 Child Friendly Spaces:	Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org	<u>Focal Point:</u> Rabab Mosleh 079 8674636 Email: <u>rabab.mosleh@wfp.org</u>	
	Child and Family Centres,	Shelter/Safe house:	Alt. Naser Bardaghawi: 079 9870517 Email: <u>naser.bardaghawi@wfp.org</u>	
	Community based Child Protection Committees	FPD through UNHCR	Focal Point: Anas Abdelwahid:	
	Saturday – Thursday 09 :00 – 15:00	Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org	079 8997549 Email: <u>anas.abdelwahid@wfp.org</u> Hotline number: 079 7778851 079 7778841	

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Education:
Save the Children Jordan
echild Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy nelkhairy@savethechildren.o
<u>rg.jo</u>
0 – Mobile: 0775464978
0113404910
ile: Informal education
services SCI
Child and Family Centres,
: Saturday – Thursday 09 :00 – 15:00
0 – <u>Focal point:</u>
Alaa Al-Faidi Mobile : 0775475969 Email: <u>alaa.faidi@savethechildren.o</u> rg
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Annexes

**GBV REFERRAL PATHWAY – EJC** 

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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:

Focal Point: Loay Al-Husaini

Duty Phone: 079 847 0926

ihusieni@internationalmedicalcorps.org

mabulawi@internationalmedicalcorps.org

Saturday - Wednesday 09:00 - 17:00

#### IMC **Mental Health Care**

09:00-15:00

UNHCR

Focal Point:

Manal Hashem

Mobile: 079 554 6383 Email: hashem@unhcr.org

Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 556 4383

After working hours and weekends

**Clinical Management of Rape Services:** 

UNHCR Hotline: 079 710 9194

Sunday - Thursday 9:00 - 16:00

Sunday – Thursday

Mobile: 079 022 1961

Mohammad Abulawi

#### **Case Manager (including** immediate psychosocial support):

Adults (Over 18)

**IFH/UNFPA** Sunday - Thursday 9:00 - 16:00

Focal Point: Ibrahim Khawaldeh Mobile: 079 0211695

Bahaa Moheidat Mobile: 079 6525937

#### UNHCR

Saturday - Wednesday 09:00 - 17:00 Focal Point:

Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org

Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 556 4383

After working hours and weekends UNHCR Hotline: 079 710 9194

**Case Manager (including** immediate psychosocial support):

Children (Under 18)

IFH Sunday - Thursday 9:00 - 16:00

Focal Point: Ibrahim Khawaldeh Mobile: 079 0211695

Bahaa Moheidat Mobile: 079 6525937

#### UNHCR

Saturday - Wednesday 09:00 - 17:00 Focal Point:

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Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org

Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 556 4383

After working hours and weekends UNHCR Hotline: 079 710 9194

### Ibrahim Khawaldeh Mobile: 079 0211695

**IFH/UNFPA** 

Focal Point:

#### Dr. Wafa Sawalmeh Mobile: 079 0211695

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 UNHCR or refoulement) Focal Point: Sunday-Thursday08:00 to 15:30 Mounir Maalouli; maalouli@unhcr.org; 079 592 2836 Manal

Hashem; hashem@unhcr.org; 079 873 8160 Duty Phone: 079 554 6383 FPD - Police (survivors can go directly to FPD, while service providers should refer only through UNHCR) After working hours and weekends

Hotline: 911

**ARDD-Legal Aid** Security: Always assess the consequences this decision Sunday-Thursday (9:00-5:00) could have and make sure that there are no risks for survivors

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UNHCR Hotline: 079 710 9194

Legal Assistance Counsellors:

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UNICEF: Case managers can violations <sup>1</sup> (MRM) to UNICEF w consents Sunday – Thursday 08:00 – 15 Duty phone: 079 021 4149 Email: jochildprotect@unicef.o	/hen refugee child/caregiver :30	Focal Point: Souzan Mohareb Tel: 06-4617477 Mobile: 0775777077 Email: <u>consult.amman@ardd-legalai</u> Emergency Line (24/7): 0777387221	
		FOLLOW-UP AND OTHER SERVIC choices can include any of the follow	
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary Health: UAE RC - Emergency Saturday Thursday 09:00 -	PSS Services for Adults: Adults (Over 18)	Protection/Registration:	<b>UAE RC -</b> Food, NFI, Shelter, Cash for work Saturday Thursday 09:00 - 17:00 TBC
17:00 TBC Focal point: Dr. Saif / Dr. Hamad	<b>IFH/UNFPA</b> Sunday – Thursday 9:00 – 16:00	Focal Point: Manal Hashem (hashem@unhcr.org) 07 9873 8160	<u>Focal point:</u> Abdallah, Abou Hamad Mobile: 0796859861
<u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274	<u>Focal Point:</u> Ibrahim Khawaldeh Mobile: 079 0211695	Shelter/Safe house:	Education
UAE RC - Primary Health Care Saturday Thursday 09:00 - 17:00 TBC Focal point:	Bahaa Moheidat Mobile: 079 6525937 PSS Services for Children:	FPD through UNHCR Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383	NRC Informal education for children/NRC Saturday Thursday 09:00 - 17:00 TBC
Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274	<b>THD</b> Sunday Thursday 09:00 - 17:00	After working hours and weekends UNHCR Hotline: 079 710 9194	<u>Focal point:</u> Reem Shamout <u>Mobile:</u> 0796487663
Mental Health- MH Duty Phone: 0790218774	<u>Focal point:</u> Ali Ababneh <u>Mobile</u> : 079 684 0903		Informal Education for Youth programs/NRC: <u>Focal point :</u> Dina Ala'Eddin
Monday- Wednesday- Thursday 09:00-15:00	Child Friendly Spaces: THD Sunday Thursday 09:00 -		Ruba Abu Namous <u>Mobile : 079 826 1225</u> (Dina) <u>Email : dina.ala.ddin@nrc.no</u>
Focal Point Duha Alassaf Mobile: 0790218774 dalassaf@internationalmedic alcorp.org	17:00 <u>Focal point:</u> Sundus Derbi <u>Mobile</u> : 0798809846		Mobile: 0790223740 (Ruba) Email: ruba.namous@nrc.no
Reproductive Health	Women's Centers:		Save the Children Jordan
<b>UAE RC -</b> Reproductive Health Saturday Thursday 09:00 - 17:00 TBC	Adults (Over 18) IFH/UNFPA Sunday – Thursday 9:00 –		Formal education and children out of school Saturday Thursday 09:00 - 17:00 TBC Focal Point Rasha Alzein
<u>Focal point:</u> Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274	16:00 <u>Focal Point</u> : <u>Ibrahim Khawaldeh</u> <u>Mobile</u> : 079 0211695		Kareem Makkawi Email: <u>Kmakkawi@savethechildren.</u> <u>org.jo</u> Mobile: 0775744015

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<sup>&</sup>lt;sup>1</sup> 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

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

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**GBV REFERRAL PATHWAY – Irbid** 

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t and respect the c	Survivor self-reports to a medi	cal/health or case manager/psychosocial "entry point"
e information on t		
ision on behalf of ected by the child his/her in accessin	ng services	upport to survivors of GBV terest of the child is given priority. Preferably, the
		Case Manager (including immediate psychosocial support):
Adults (over 18	3)	Children (under 18)
IMC		<b>UNHCR</b> Sunday – Thursday 08:30 – 16:00
Mobile: 079 635	2005	Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org
<b>UNHCR</b> Sunday – Thursda	ay 08:30 – 16:00	ІМС
Mobile:079 895 73	318	24 hours Duty phone: 079 578 5095
IRC	-	<u>Focal Point</u> : Sunday – Thursday 09:00 – 17:00
Mobile: 079 678 5	864	Focal Point: Alaa' Al-Masri amasri@InternationalMedicalCorps.org Mobile: 079 635 2005 Duty Phone: 079 578 5095 <b>IRC</b> Sunday - Thursday 08:30 – 17:00
Mobile: 079 889 8	332	Focal Point:
Farah Qadura Mobile: 077 607 0	609	Nawal Mohammad (Irbid) Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org
<u>NHF/IFH</u> Saturday – Thursd 08:00 – 16:00	lay	Rana Al Mutairi (Ramtha) Mobile: 079 889 8332 Email: Rana.AlMutairi@rescue.org
<mark>Focal Point</mark> Hanan Megdadi 079 573 8150		Farah Qadoura Mobile: 077 607 0609 Email: farah.qadura@rescue.org
<b>JWU</b> Saturday - Thurso	łay 08:30– 16:30	
<u>Focal Point</u> : <i>Irbid</i> Rasha Khazaleh Muntaha Tayyem Tel: 02 724 1342		
	Sision on behalf of fected by the child his/her in accessimate immediate (Normality immediate provide a straight of the str	Eision on behalf of the child, ensure the best in ected by the child his/her in accessing services isure immediate (within 72 hrs) access to med <b>Case Manager (including immediate psychosocial support):</b> Adults (over 18) IMC Focal Point: Alaa' Al-Masri amasri@InternationalMedicalCorps.org Mobile: 079 635 2005 Duty Phone: 079 578 5095 UNHCR Sunday – Thursday 08:30 – 16:00 Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org IRC Sunday – Thursday 08:30 – 17:00 Focal Point: Nawal Mohammad (Irbid) Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org Rana Al Mutairi (Ramtha) Mobile: 077 607 0609 Email: Farah.gadura@rescue.org Farah Qadura Mobile: 077 607 0609 Email: Farah.gadura@rescue.org <b>NHF/IFH</b> Saturday – Thursday 08:30 – 16:30 <b>Focal Point:</b> Invadura Mobale: 077 607 0609 Email: Farah.gadura@rescue.org Farah Qadura Mobile: 077 607 0609 Email: Farah.gadura@rescue.org Farah Qadura Mobile: 077 607 0609 Email: Farah.gadura@rescue.org <b>Saturday</b> – Thursday 08:30 – 16:30 <b>Focal Point:</b> Hanan Megdadi 079 573 8150 <b>JWU</b> Saturday - Thursday 08:30 – 16:30 Focal Point: Irbid Rasha Khazaleh Muntaha Tayyem

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nexes	Email: rasha_mk@ Email: montaha.tay <i>Ramtha</i> Firyal Al-Zoubi Tagh Ghazaleh Mobile: 079 820 235 Email: <u>muna.khaled</u>	yem@gmail.com nreed al	
<b>OR – IF THERE ARE IMMEDIATE SAFE</b>	TY AND SECURITY RISKS	TO OTHERS, refer and when possible a	PR - IF IN THE BEST INTEREST OF THE CHILD – accompany survivor to police/security - or - to legal hare information on grave violations against children,
Protection, Security, Police:		Legal Assistance Counsello	rs:
<b>UNHCR</b> – Protection (including cases of ris refoulement)	k of arrest, detention or	UNHCR- Legal Services	
<i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383		Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383	
		After working hours and weekends UNHCR Hotline: 079 710 9194	
Sunday – Thursday 08:00 – 15:30		ARDD-Legal Aid – Legal assistance	
<u>Focal point:</u> Serin Bitar		Sunday-Thursday (9:00-5:00)	
Mobile: +962 79 500 4947		Focal Point:	
Email: bitar@unhcr.org <b>FPD</b> – Police (survivors can go directly to I when the survivor consents and when poss UNHCR– see contacts above		Souzan Mohareb Tel: 06-4617477 Mobile: 0775777077 Email: <u>consult.amman@ardd-legalaid.or</u> Emergency Line (24/7): 0777387221	<u>ra</u>
Open 24 hours		Emergency line: 077 738 7221	
<u>Focal Point</u> : Major Ra'ed Al Hamaida Tel: 02 702 2348		<b>JWU</b> Saturday - Thursday 08:30 – 16:30	
	een ie	Focal Point:	۲
Hotline: 911. Email: familypd@accessme. Security: Always assess the consequer have and make sure that there are no ris	ces this decision could	<i>Irbid</i> Jamal Jeat Tel: 02 724 1342 Mobile: 079 820 2344 Email: jet-jamal@hotmail.com	
<b>UNICEF:</b> Case managers can refer cases to UNICEF when refugee child/caregiver cases	<b>o</b>	Ramtha	
<i>Sunday – Thursday 08:00 – 15:30</i> Duty ph 079 021 4149 Email: jochildprotect@unicef.org	one:	Firyal Al-Zoubi Mobile: 079 820 2354 Email: jwu.ramtha@yahoo.com	
		PONSE, FOLLOW-UP AND OTHER SER rvivor's choices can include any of the fo	
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary Health Care:	PSS Services for Adults:	Protection/Registration:	Cash/NFIs:
MoH Princess Rahma/Radia Hospital		UNHCR	UNHCR
Princess Rahma/Badia Hospital Open 24 hour Tel: 02 710 1978	<b>JWU</b> Saturday - Thursday 08:3 16:30	0 – Sunday-Thursday 8:00 to 15:30 Duty Phone: 0795546383	Infoline <i>Sunday - Wednesday</i> <i>08.30 – 15.30</i> Tel: 06 550 2141
		Helpdesk in Ramtha at JHAS clinic clinic Tel: 02 725 8510 <i>Tuesday</i> 09.00 – 14.00	

<b>Princess Basma Hospital</b> <i>Open 24 hour</i> Tel: 02 727 1747	Focal Point:	Helpdesk in Jerash at	UNRWA - Material
Open 24 hour		Princess	Assistance for Palestinian refugees
Tel: 02 727 1747	Inhid	Basma Center	
Tel: 02 727 1747	Irbid Rasha Khazaleh	Wednesday 09.00 – 14.00	Focal Point:
101. 02 121 1141	Muntaha Tayyem	-	Irbid Office:
	Tel: 02 724 1342	Helpdesk in Ailoun at Qima	Arwa Qasem
	Mobile: 079 820 2344	Palace for events	Mobile: 079 085 5131
	Email:	Wednesday 09.00 – 14.00	Email: a.qasem@unrwa.org
JWU (Irbid)	rasha_mk@yahoo.com		
Saturday - Thursday 08:30 -	Email:		
16:30	montaha.tayyem@gmail.co	UNRWA - Registration &	IRC
	m	Protection (including cases of	Sunday - Thursday 08:30 - 17:00
Toool Deint		risk of arrest, detention or refoulement for Palestinian	17.00
Focal Point:	Ramtha	refugees)	
	Taghreed al Ghazaleh	Telugees)	Lisa DiPangrazio Mobile: 077 840
May Al Shyab	Mobile: 079 820 2354		5352 Email:
el: 02 724 1342	Email:	Focal Point:	lisa.dipangrazio@rescue.org
Nobile: 079 820 2344	jwu.ramtha@yahoo.com		
	Jwa.ramina e yanoo.oom	Irbid Office:	TdH
ИОН		Arwa Qasem	Sunday – Thursday 08.3017.30
Princess Rahma/Badiaa		Mobile: 079 085 5131	
Hospital- Irbid	IRC	Email: a.qasem@unrwa.org	Focal Point Irbid:
	Sunday - Thursday 08:30 -		<u>Focal Point - Irbid:</u> Banan Al Jarah
Геl: 02 710 1978	17:00		Mobile: 079 965 4277
UCI. UZ / IV 19/0			
	Nawal Mohammad (Irbid)		
UNRWA – Primary and	Mobile: 079 678 5864		Focal Point - Al RamthaShajara:
eproductive health care and	Emoil		Baidaa Al-Shyoukh
eferral to secondary services for	nawal.mohammad@rescue		Mobile: 079 886 9853
Palestinian refugees Sunday-	.or g	Shelter/Safe house:	Mobile: 079 766 6934
Thursday 07:45 - 14:00	.01 g	onencer/oure nouse.	
			Food Assistance:
Focal Point:	Rana Al Mutairi	FPD through UNHCR	Tood Assistance.
	(Ramtha) Mobile: 079		
rbid Office:	889 8332 Email:	Sunday-Thursday 8:00 to	WFP Food – Voucher assistance
Arwa Qasem	Rana.AlMutairi@rescue.org	15:30	Sunday – Thursday
Mobile: 079 085 5131		Serin Bitar	8:00 am – 5:00 pm
Email: a.qasem@unrwa.org	INTERSOS	<u>Mobile:</u> +962 79 500	Focal Point:
	Sunday – Thursday 8:30-		Rabab Mosleh:
	5:30	4947	079 8674636
		Email: bitar@unhcr.org	Email: rabab.mosleh@wfp.org
Reproductive Health:	Ms. Majd Megdad		Email: Tabab.mosicn@wip.org
Reproductive freattil.	Email:irbid.jordan@intersos	JWU- Amman	Alt. Naser Bardaghawi:
	.org	Saturday – Thursday 08:30 –	0
ИоН	Mobile: +962(0)796206250	17:00	079 9870517
Princess Rahma/Badia			Email: naser.bardaghawi@wfp.org
Hospital	DCC Comissions for	Focal Point:	
Open 24 hour	PSS Services for		Focal Point: Anas Abdelwahid:
	Children:	A.I. 1.III	079 8997549
Fel: 02 710 1978		Alia Hijjawi Najirarah Zanhi	Email: anas.abdelwahid@wfp.org
	TdH	Najiyyeh Zoabi	
	Sunday – Thursday	Hotline: 079 820 2353	Hotline number:
	08.3017.30	Tel: 06 567 5729	079 7778851
МоН			079 7778841
Princess Basma Hospital			
	Focal Point:		<b>–</b> , ,
			Education:
	Heba Abdo		
Open 24 hour			
Open 24 hour Fel: 02 727 1747	Mobile: 079 828 7896		Save the Children Jordan
Open 24 hour Tel: 02 727 1747 JHAS			Save the Children Jordan
Open 24 hour Tel: 02 727 1747 JHAS	Mobile: 079 828 7896		
Ореп 24 hour Геl: 02 727 1747 <b>JHAS</b> Saturday – Thursday 09:0016:00	Mobile: 079 828 7896		Formal education and children out of
Ореп 24 hour Геl: 02 727 1747 <b>JHAS</b> Saturday – Thursday 09:0016:00	Mobile: 079 828 7896 IMC Sunday – Thursday 09:00 –		Formal education and children out of school Sunday Thursday 09:00 - 16:00
Open 24 hour Tel: 02 727 1747 <b>JHAS</b> Saturday – Thursday 09:0016:00 Focal Point:	Mobile: 079 828 7896		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy
Open 24 hour Tel: 02 727 1747 <b>JHAS</b> Saturday – Thursday 09:0016:00 Focal Point: Dr.Hanan Jarrar	Mobile: 079 828 7896 IMC Sunday – Thursday 09:00 – 17:00		Formal education and children out of school Sunday Thursday 09:00 - 16:00
Open 24 hour Fel: 02 727 1747 <b>JHAS</b> Saturday – Thursday 09:0016:00 Focal Point: Dr.Hanan Jarrar	Mobile: 079 828 7896 <b>IMC</b> <i>Sunday – Thursday 09:00 –</i> 17:00 <u>Focal Point</u> :		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy
Open 24 hour Tel: 02 727 1747 <b>JHAS</b> Saturday – Thursday 09:0016:00 Focal Point: Dr.Hanan Jarrar	Mobile: 079 828 7896 IMC Sunday – Thursday 09:00 – 17:00 <u>Focal Point:</u> Hanady Al Qaryouti		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy
Open 24 hour Tel: 02 727 1747 J <b>HAS</b> Saturday – Thursday 09:0016:00 <u>Focal Point</u> : Dr.Hanan Jarrar Mobile: 079 558 9419	Mobile: 079 828 7896 IMC Sunday – Thursday 09:00 – 17:00 Focal Point: Hanady Al Qaryouti Mobile: 079 965 3787		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy <u>nelkhairy@savethechildren.o rg.jo</u>
Open 24 hour Tel: 02 727 1747 JHAS Saturday – Thursday 09:0016:00 Focal Point: Dr.Hanan Jarrar Mobile: 079 558 9419 NHF/IFH	Mobile: 079 828 7896 <b>IMC</b> <i>Sunday – Thursday 09:00 –</i> <i>17:00</i> <u>Focal Point</u> : Hanady Al Qaryouti Mobile: 079 965 3787 Email:		Formal education and children out of school <i>Sunday Thursday</i> 09:00 - 16:00 Focal Point Noor Elkhairy <u>nelkhairy @savethechildren.o rg.jo</u> Mobile:
Open 24 hour Tel: 02 727 1747 JHAS Saturday – Thursday 09:0016:00 Focal Point: Dr.Hanan Jarrar Mobile: 079 558 9419 NHF/IFH Saturday – Thursday	Mobile: 079 828 7896 <b>IMC</b> <i>Sunday – Thursday 09:00 –</i> <i>17:00</i> <u>Focal Point:</u> Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalm		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy <u>nelkhairy @savethechildren.o rg.jo</u> Mobile: 0775464978
Open 24 hour Fel: 02 727 1747 JHAS Saturday – Thursday 09:0016:00 Focal Point: Dr.Hanan Jarrar Mobile: 079 558 9419 NHF/IFH Saturday – Thursday	Mobile: 079 828 7896 <b>IMC</b> <i>Sunday – Thursday 09:00 –</i> <i>17:00</i> <u>Focal Point</u> : Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalm ed		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy <u>nelkhairy@savethechildren.org.jo</u> Mobile: 0775464978 <u>Informal education</u>
Dpen 24 hour Fel: 02 727 1747 IHAS Saturday – Thursday 09:0016:00 Focal Point: Or.Hanan Jarrar Mobile: 079 558 9419 NHF/IFH Saturday – Thursday D8:00 – 16:00	Mobile: 079 828 7896 <b>IMC</b> <i>Sunday – Thursday 09:00 –</i> <i>17:00</i> <u>Focal Point:</u> Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalm		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy <u>nelkhairy @savethechildren.o rg.jo</u> Mobile: 0775464978
Open 24 hour Fel: 02 727 1747 JHAS Saturday – Thursday 09:0016:00 Focal Point: Or.Hanan Jarrar Mobile: 079 558 9419 NHF/IFH Saturday – Thursday 08:00 – 16:00	Mobile: 079 828 7896 <b>IMC</b> <i>Sunday – Thursday 09:00 –</i> <i>17:00</i> <u>Focal Point</u> : Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalm ed		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy nelkhairy@savethechildren.org.jo Mobile: 0775464978 Informal education SCI –
Dpen 24 hour Fel: 02 727 1747 IHAS Saturday – Thursday 09:0016:00 Focal Point: Or.Hanan Jarrar Mobile: 079 558 9419 NHF/IFH Saturday – Thursday D8:00 – 16:00	Mobile: 079 828 7896 <b>IMC</b> <i>Sunday – Thursday 09:00 –</i> <i>17:00</i> <u>Focal Point</u> : Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalm ed		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy <u>nelkhairy@savethechildren.org.jo</u> Mobile: 0775464978 <u>Informal education</u>
Copen 24 hour Open 24 hour Tel: 02 727 1747 JHAS Saturday – Thursday 09:0016:00 Focal Point: Dr.Hanan Jarrar Mobile: 079 558 9419 NHF/IFH Saturday – Thursday 08:00 – 16:00 Focal Point Dr Heba Jbara	Mobile: 079 828 7896 <b>IMC</b> <i>Sunday – Thursday 09:00 –</i> <i>17:00</i> <u>Focal Point</u> : Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalm ed		Formal education and children out of school Sunday Thursday 09:00 - 16:00 Focal Point Noor Elkhairy nelkhairy@savethechildren.org.jo Mobile: 0775464978 Informal education SCI –

Annexes -

		Focal Point:
UNRWA – – Primary and	Women's Centers:	Rami Enkhili Mobile:
reproductive health care and referral to secondary services		0770700440
for Palestinian refugees	<b>JWU</b> Saturday - Thursday 08:30 –	0776702418
Sunday-Thursday 07:45 -	16:30	Email: rami.inkheili@savethechildre n.org
14:00	Focal Point:	
Focal Point:	Irbid	
	Rasha Khazaleh	
Irbid Office: Arwa Qasem Mobile: 079 085 5131	Muntaha Tayyem Tel: 02 724 1342	
Email: a.qasem@unrwa.org	Mobile: 079 820 2344 Email:	
	rasha_mk@yahoo.com Email:	
	montaha.tayyem@gmail.com	
Mental Health	Ramtha	
Services:	Taghreed al Ghazaleh	
	Mobile: 079 820 2354 Email: jwu.ramtha@yahoo.com	
IMC	jwu.ramina@yanoo.com	
<u>Focal Point</u> : Sunday – Thursday 09:00 –	Child Friendly Spaces:	
17:00	SCI –	
Ahmad Bawaneh Mobile: 079 851 6131 Email:	Child and Family Centres,	
abawaneh@internationalmed		
icalcorps.org	Community based Child Protection Committees	
Duty phone: 079 578 5095	Sunday – Thursday 09:00 - 15:00	
	Focal Point:	
	Rami Enkhili Mobile: 0776702418	
	Email:rami.inkheili@savethec	
	hildren.org	
	Тан	
	Sunday – Thursday 08.3017.30	
	Focal Point:	
	<u>rodari om</u> .	
	Heba Abdo	
	Mobile: 079 828 7896	
	INTERSOS/JOHUD	
	Saturday – Thursday 8:304:30	
	Sheikh Hussein Centre for	
	Human Development	
	Mansoura Centre for Human	
	Development Aydoun Center for Human	
	Development	
	Focal Point:	
	Focal Point: George Theodory Mobile:	
	079 9379831 E-mail:	
	cp.jordan@intersos.org	

#### 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

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anges TELLING	SOMEONE AND SEEKING HELP (DIS	
Survivor tells family, friend, community m service provider or at refugee registratio person accompanies survivor to the h manager/psychosocial "entry p	n services; that Survivor self-r ealth or case manage	eports to a medical/health or case er/psychosocial "entry point"
<ul> <li>Provide reliable and comprehen</li> <li>If agreed and requested by surv</li> <li>When family/guardians make a compreferably, the accompanying a</li> <li>Accompany the survivor to assi</li> </ul>	ent and respect the confidentiality and wis sive information on the available services <u>ivor</u> , obtain informed consent and make re decision on behalf of the child, ensure the dult should be selected by the child st his/her in accessing services ensure immediate (within 72 hrs) access t	and support to survivors of GBV ferrals best interest of the child is given priority.
Medical/health care: IMC	Case Manager (including immediate psychosocial support):	Case Manager (including immediate psychosocial support):
<b>Mental Health</b> <u>Focal Point:</u> Manar Awwad	Adults (over 18) UNHCR	Children (under 18)
manar Awwad mawwad@internationalmedicalcorps.org Mobile: 079 986 1491 Duty Phone: 079 578 5095	Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org	UNHCR Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org
JHAS Once a week Focal Point:	<b>IFH/UNFPA</b> Sunday – Thursday 09:00 – 16:00	<b>IRC</b> Sunday – Thursday 08:30 – 17:00
Fatheya Ayaad Mobile: 078 855 0625 Dr. Ola Al Tebawi Mobile: 077 500 6027	<u>Focal Point</u> : Bilal Zawateen Mobile: 079 652 5866 Email: <u>b.zawateen@ifh-jo.org</u>	<u>Focal Point</u> : Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org
Email: <u>pc@jordanhealthaid.org</u>	Taqwa Tahtamouni Mobile: 079 555 1232	SitNour Ali Mobile: 077 666 2200 Email: <u>SitNour.Ali@rescue.org</u>

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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

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Protection, Security, Police:	Legal Assistance Counsellors:
<b>UNHCR</b> – Protection (including cases of risk of arrest, detention or refoulement)	Legal Assistance Counsellors
Sunday-Thursday 8:00 - 15:30	UNHCR
<u>Focal Point:</u> Abd Al Nour Jaradat Mobile:079 895 7318	<i>Sunday-Thursday 08:00 to 15:30</i> Duty Phone: 079 554 6383
Email: jaradata@unhcr.org Sunday-Thursday 08:00 to 15:30	<i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194
Duty Phone: 079 554 6383	ARDD-Legal Aid
After working hours and weekends UNHCR Hotline: 079 710 9194	Focal Point:
<b>FPD</b> – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR)	Souzan Mohareb Tel: 06-4617477 Mobile: 0775777077
Hotline: 911. Email: familypd@accessme.com.jo	Email: consult.amman@ardd
Tel: 02 623 5511 Ramtha branch	
-	
Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors	
<b>UNICEF:</b> 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	

Duty phone: 079 021 4149 Email: jochildprotect@unicef.org

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ΔΕΤΕ	R IMMEDIATE RESPONSE	FOLLOW-UP AND OTHER SER	VICES
		hoices can include any of the fol	
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
Primary Health:	PSS Services for Adults:	Protection/Registration:	UNHCR
МОН		UNHCR	
JHAS Once per week	<b>IFH/UNFPA</b> Sunday – Thursday 09:00 – 16:00	Sunday-Thursday 8:00 - 15:30	Sunday - Wednesday 8.30 – 15.30
,	Focal Point:	Focal Point:	Focal Point:
Reproductive Health:	Taqwa Tahtamouni Mobile: 079 555 1232	Osama Al Omari Mobile: 079 914 43 42 Email: alomari@unhcr.org	Hussam Mayas Mobile: 079 033 7163
	PSS Services for		Email: mayas@unhcr.org
JHAS Once per week	Children:	<i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383	Infoline: 06 550 2141
Focal Point:	<b>IRC</b> Sunday – Thursday 09:00 – 17:00	After working hours and weekends UNHCR Hotline: 079 710 9194	After working hours and weekends Protection Duty phone: 079
Fatheya Ayaad Mobile: 078 855 0625	<u>Focal Point</u> : Sara Al- Khatib	Shelter/Safe house:	554 6383
Mental Health:	Mobile: 079 582 4390		Food Assistance:
	SCI –	FPD through UNHCR	
IMC Focal Point:	Child and Family Centres, Community based Child Protection Committees	<i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383	<b>WFP</b> Food – Voucher assistance <i>Sunday – Thursday</i>
Manar Awad		After working hours and	8:00 am – 5:00 pm

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Mobile: 079 686 1491	Saturday – Thursday	weekends	
	09:00 – 15:00	UNHCR Hotline: 079 710 9194	
			Focal Point:
			Rabab Mosleh:
	Focal point:		079 8674636
	Alaa Al-Faidi Mobile:		Email:
	0775475969		
	Email:alaa.faidi@savethechild		rabab.mosleh@wfp.org
	ren.org		
	Women's Centers:		Alt. Naser Bardaghawi:
			079 9870517
			Email:
	IFH/UNFPA		
	Sunday – Thursday 09:00 –		naser.bardaghawi@wfp.or
	16:00		Focal Point:
			Anas Abdelwahid: 079
	Focal Point:		
	Lubna Khaza'leh Mobile:		8997549
	079 0211 692		Email:
	010 0211 002		anas.abdelwahid@wfp.org
	Taqwa Tahtamouni Mobile:		Hotline number:
	079 555 1232		
	010 000 1202		079 7778851
			079 7778841
			Education:
			Edubation
			Save the Children Jordan
			Formal education and children
			out of school Sunday
			Thursday 09:00 - 16:00
			Focal Point Noor Elkhairy
			nelkhairy@savethechildren.o
			<u>rg.jo</u>
			Mobile: 0775464978
			Informal education services
			Informal education services SCI – Child and Family Centres,
			SCI – Child and Family Centres,
			SCI – Child and Family Centres, Saturday – Thursday
			SCI – Child and Family Centres, Saturday – Thursday 09 :00 – 15:00 Focal point:
			SCI – Child and Family Centres, Saturday – Thursday 09 :00 – 15:00
			SCI – Child and Family Centres, Saturday – Thursday 09 :00 – 15:00 Focal point:
			SCI – Child and Family Centres, Saturday – Thursday 09 :00 – 15:00 <u>Focal point:</u> Alaa Al-Faidi Mobile : 0775475969 Email:
			SCI – Child and Family Centres, Saturday – Thursday 09 :00 – 15:00 <u>Focal point:</u> Alaa Al-Faidi Mobile :
			SCI – Child and Family Centres, Saturday – Thursday 09 :00 – 15:00 Focal point: Alaa Al-Faidi Mobile : 0775475969 Email: alaa.faidi@savethechildren.o
			SCI – Child and Family Centres, Saturday – Thursday 09 :00 – 15:00 <u>Focal point:</u> Alaa Al-Faidi Mobile : 0775475969 Email: <u>alaa.faidi@savethechildren.o</u>

Annexes -

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**GBV REFERRAL PATHWAY – Mafraq** Referral Path ... reflect info ntial

Survivor tells family, friend, communit	LING SOMEONE AND SE	EKING HELP (DIS		
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"		
<ul> <li>If agreed and requested by s</li> </ul>	nensive information on th <u>urvivor</u> , obtain informed a decision on behalf of t g adult should be selecte ssist his/her in accessing	he available service consent and make the child, ensure the d by the child g services	es and support to survivors of GBV referrals ne best interest of the child is given priority.	
Aedical/Health Care:	Case Manager	(including	Case Manager (including	
мс	immediate psyc		immediate psychosocial support):	
lental Health	Adults (over 18)		Children (under 18)	
<u>Focal Point:</u> Iour Said	Addits (over 10)			
nsaid@InternationalMedicalCorps.org Mobile: 079 898 7976	<b>UNHCR</b> Sunday – Thursday	08:30 – 16:00	<b>UNHCR</b> Sunday – Thursday 08:30 – 16:00	
Focal Point: Ahmad Jaran A <u>ijaran@internationalmedicalcorps.org</u> Aobile: 079 830 1230	Focal point:		Focal point:	
Duty Phone: 079 578 5095	Mays Zatari Mobile: 079 874 034 Email: zatari@unhcr		Mays Zatari Mobile: 079 874 0342 Email: zatari@unhcr.org	
Saturday – Thursday 09:00-16:00	Back up: Ramzi Suliman		Back up: Ramzi Suliman	
<u>Focal Point</u> : Dr. Rema Diab Mobile: 077 219 2294	Mobile: 79 714 3988 Email: <u>sulimanr@un</u>		Mobile: 79 714 3988 Email: <u>sulimanr@unhcr.org</u>	
Balqees Bani Hani Aobile: 077 500 6017	<b>Hotline phone</b> (24 h 0791420249	ours):	Hotline phone(24 hours): 0791420249	
Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org	IRC Sunday – Thursday	08:30 – 17:00	ІМС	
RC	Focal Point:		24 hours Duty phone: 079 578 5095	
Sunday – Thursday 08:30 – 17:00 Focal Point:	Sawsan Hishaq		<u>Focal Point</u> : Sunday – Thursday 09:00 – 17:00	
Noath Badi Mobile: 077 510 0092 Email: Moath.badi@rescue.org	Mobile: 079 027 467 Email: <u>sawsan.lshac</u> Farah Qadura		<u>Focal Point:</u> Omar Mneizel	
JNHCR	Mobile: 077 607 060 Farah.gadura@resc		omneizel@InternationalMedicalCorps.org Mobile: 079 830 1259 Duty Phone: 079 578 5095	
Focal point: Doua Rafe Mobile: 0797170406 Email: Rafe@unhcr.org	<b>JWU</b> (Khaldiyya) Saturday – Thursda	v 08·30 - 17·00	IRC Sunday – Thursday 08:30 – 17:00	
	Focal Point:	y 50.50 – 17.00	Focal Point:	
	Safa Abu Kaff Mobile: 079 820 234 Tel: 06 490 8310 Email: etehadalkhad		Sawsan Hishaq Mobile: 079 027 4674 Email: <u>sawsan.Ishaq@rescue.org</u>	
		icya≝yanou.com	Farah Qadura Mobile: 077 607 0609	

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<b>INTEREST OF THE CHILD – OF</b> possible accompany survivor to p	R – IF THERE ARE IMMEDIAT olice/security - or - to legal assis	NT TO PURSUE POLICE/LEGAL AC E SAFETY AND SECURITY RISKS stance/protection officers for informati e violations against children, refer to M	TO OTHERS, refer and when on and assistance with referral
Protection, Security, Poli		Legal Assistance Counsello	
<b>UNHCR</b> – Protection (including ca detention or refoulement)	ses of risk of arrest,	UNHCR	
Sunday-Thursday 8:30 to 16:00 Reception at Mafrag office every 5		Sunday-Thursday 8:30 to 16:00 Reception at Mafraq office every Sund	day and Wednesday
Focal point: Omar Saleh Mobile: 079 632 4697 Email: saleho@unhcr.org		<u>Focal point</u> : Omar Saleh Mobile: 079 632 4697 Email: saleho@unhcr.org	
After working hours and weekend Hotline phone (24 hours): 079142	s	After working hours and weekends Duty phone (24 hours): 0791420249	
<ul> <li>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></li> <li>Hotline: 911. Email: familypd@accessme.com.jo</li> <li>Tel: 02 702 2347</li> <li>Focal Point: Major Jom'a Al Haisah</li> <li>Tel: 02 623 5511</li> </ul>		ARDD-Legal Aid – Legal assistance <u>Focal Point</u> : ouzan Mohareb	
		Tel: 06-4617477 Mobile: 0775777077 Email: <u>consult.amman@ardd-legalaid</u>	.org
		Emergency Line (24/7): 0777387221 JWU	
Security: Always assess the co could have and make sure that	nsequences this decision	(Khaldiyya)– Legal assistance and rep Thursday 08:30 – 17:00	presentation Saturday –
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		<u>Focal Point:</u> Nahla Zreiqat Mobile: 079 820 2349	
		Tel: 06 490 8310	
		FOLLOW-UP AND OTHER SERVICE hoices can include any of the following	
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)

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Annexes —

Primary Health Care:	Psychological	Protection/Registration:	
MoH Al Mafraq Health Direcorate Open 24 hour Tel: 02 6231087	Services for Adults: IRC Sunday-Saturday :8.30 am– 5.30 pm	UNHCR Sunday-Thursday 8:30 to 16:00 Reception at Mafraq office every Sunday and Wednesday	UNHCR Focal point: Mays Zatari Mobile: 079 874 0342 Email: zatari@unhcr.org
JHAS Saturday – Thursday 09:0016:00 Focal Point:	Focal Point: Sawsan Hishaq Mobile: 079 027 4674 Email: sawsan.lshaq@rescue.org	<u>Focal point SGBV</u> : Mays Zatari Mobile: 079 874 0342 Email: zatari@unhcr.org	Back up: Ramzi Suliman Mobile: 79 714 3988 Email: <u>sulimanr@unhcr.org</u>
Ahmad Masarweh Mobile: 077 500 7012 Tel: 02 623 2329		Focal point detention/ refoulement: Omar Saleh Mobile: 079 632 4697 Email: saleho@unhcr.org	<b>UNRWA – (</b> Material Assistance for Palestinian refugees)

UNRWA – Primary health care	JWU - Khaldiyya	After working hours and	Focal Point:
and referral to secondary services for Palestinian	Saturday – Thursday 08:30	weekends	
refugees	– 17:00	Duty phone (24 hours): 0791420249	Irbid Office: Arwa Qasem
lengees	Focal Point:	0191420249	Mobile: 0798638331
	Focal Point:	UNRWA - Protection	Email: a.qasem@unrwa.org
Focal Point:	Safa Abu Kaff	(including cases of risk of	Zarqa Office: Ziyad Mousa
	Mobile: 0798202349	arrest, detention or	Mobile: 079 576 3643
Irbid Office: Arwa Qasem	Tel: 06 490 8310	refoulement for Palestinian	Email: z.mousa2@unrwa.org
Mobile: 0798638331	AWO	refugees)	
Email: a.qasem@unrwa.org	Sunday – Thursday		
	09;0016:00	Focal Point:	Cash Assistance:
Zarqa Office: Ziyad Mousa		India Office Arms Constant	
Mobile: 079 576 3643	Focal Point:	Irbid Office: Arwa Qasem Mobile: 0798638331	IRC
Email: z.mousa2@unrwa.org	Dana Abu Sham	Email: a.qasem@unrwa.org	
	Mobile: 079 584 4804		Focal Point:
Reproductive Health:		Zarqa Office: Ziyad Mousa	
	Doaa Darwesh	Mobile: 079 576 3643	Lisa DiPangrazio Mobile:
MoH	Mobile: 077 204 5338	Email: z.mousa2@unrwa.org	077 840 5352 Email:
Al Mafraq Health Direcorate			Lisa.dipangrazio@rescue.or
Open 24 hour			g
Tel: 02 6231087	Psychological		
Tel. 02 6231087	Services for	Shelter/Safe house:	
	Children:	choncer, our e nouse.	House
JHAS Saturday – Thursday		FPD through UNHCR	Renovations/NFIs:
09:0016:00	TdH		
	Sunday – Thursday 08:00 – 17:00	Sunday-Thursday 8:00 to	Christian & Missionary
Focal Point:	17.00	15:30	Alliance Church / Mercy
Dr. Rema Diab	Heba Abdo	Duty Phone: 0795546383	Corps
Mobile: 077 219 2294	Cell: 0798287896		
Delmana Devi Linui		After working hours and	Focal Point:
Balqees Bani Hani Mobile: 077 500 6017		weekends UNHCR Hotline: 079 710 9194	
	Women's Centers:	UNHCR Hotline: 079 710 9194	Rev. Nour Sahawneh
IRC			Tel: 02 6233716
Sunday-Saturday :8.30 am–	<b>JWU</b> - Khaldiyya	JWU- Amman Saturday – Thursday 08:30 –	Cell: 0795126236
5.30 pm	Saturday – Thursday 08:30	17:00	
	- 17:00		IGMO
Focal Point:		Focal Point:	ICMC
Moath Badi	<u>Focal Point</u> : Safa Abu Kaff		Food Doint:
Mobile: 077 510 0092 Email: Moath.badi@rescue.org	Mobile: 079 820 2349	Alia Hijjawi	Focal Point: Nasser Obeidat
an moundad erosouc.org	Tel: 06 490 8310	Hotline: 079 820 2353	Cell: 079 640 4380
UNRWA		Tel: 06 567 5729	Tel: 02 623 2355
	ICMC		
Irbid Office: Arwa Qasem			NFIs :
Mobile: 0798638331	Focal Point:		
Email: a.qasem@unrwa.org	Nasser Obeidat		Jesuit Refuge Services
	Cell: 079 640 4380 Tel: 02 623 2355		(JRS)
Zarqa Office: Ziyad Mousa			
Mobile: 079 576 3643 Email: z.mousa2@unrwa.org	Child Friendly		Focal Point:
	Spaces:		Yahya Cell: 079 575 5316
Montal Haalth Samiasa	opaces:		
Mental Health Services:	SCI		TdH –
IMC	Child and Family Centres,		Sunday – Thursday
IMC Sunday – Thursday 09:00 –			08:3017:00
17:00	Community based Child		
	Protection Committees		Focal Point:
Duty line: 079 578 5095	Sunday-Thursday		Heba Zreiqat
	9:00-15:00		Cell: 079 620 1408
Focal Point:			
Ahmad Bawaneh	Focal Point:		
Mobile: 079 851 6131	Natalie Habaq		
Email:abawaneh@International MedicalCorps.org	Mobile: 077 5724446 Email:Natalie.habaq@savet		
	hechildren.org		

ACC J		
	INTERSOS/JOHUD Saturday – Thursday 8:304:30	Food Assistance:
	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	WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pmFocal Point: Rabab Mosleh 079 8674636 Email: rabab.mosleh@wfp.orgAlt. Naser Bardaghawi: 079 9870517 Email: naser.bardaghawi@wfp.org Focal Point: Anas Abdelwahid: 079 8997549 Email: anas.abdelwahid@wfp.orgHotline number: 079 7778851 079 77778841Education: Save the Children JordanFormal education and children out of school Sunday Thursday 09:00 - 16:00
		Focal Point Noor Elkhairy nelkhairy@savethechildren.o rg.jo Mobile: 0775464978
		Informal Education services SCI Child and Family Centres,
		Sunday-Thursday 9:00-15:00
		<u>Focal Point</u> : Natalie Habaq Mobile:
		077 5724446 Email: <u>Natalie.habaq@savethechild</u> ren.org

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#### **GBV REFERRAL PATHWAY – South**

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

Survivor tells family, friend, community m service provider or at refugee registratio person accompanies survivor to the h manager/psychosocial "entry p	n services; that ealth or case	Survivor self-reports to a medical/h manager/psychosocial "entry	
Provide reliable and comprehen     If agreed and requested by survi	sive information on the a ivor, obtain informed con lecision on behalf of the dult should be selected b st his/her in accessing se	hild, ensure the best interest of the c the child vices	
Medical/Health Care:	Case Manager (inc immediate psycho	ocial immediate psy	
-	support):	support):	
Mental Health Focal Point:	Adults (over 18)	Children (under	18)
Bader Al Nammur bnammur@InternationalMedicalCorps.org Mobile: 079 022 4024	<b>JWU/AI-Anwar Charity</b> Maan	IMC	
JHAS – Mobile Unit	Sunday – Thursday 08:0	24 hours Duty phone: 079 57	78 5095
Focal Point:	Focal Points:	<u>Focal Point</u> : Sunday – Thursday	/ 09:00 – 17:00
Dr. Zainab Basil Mobile: 079 929 2413	Nuha Hamaden Lubna Jbarat	Bader Al Nammur bnammur@Interna	ionalMedicalCorps.or
Dr. Ola Al Tebawi Mobile: 077 500 6027	Mobile : 077 222 0523 - 753 3950 Email: alanwar.maan@y	UNRWA	)24
	Email: <u>alanwal:maan@y</u>	Focal Point:	
	<b>UNHCR</b> Field Office Am. Sunday- Thursday 08:00	oouti Animan Onic	899 8890
	<u>Focal Point</u> : Diana Suleiman		
	Mobile/dutyphone: 079 7 Email: <u>suleiman@unhcr.</u>		
	Back Up : Yasmeen Al-Rashdan Mobile/dutyphone: 0797 Email: alrashdy@unhcr.o		
	After working hours and UNHCR Duty Phone for 710 9194		0797159208
	UNRWA	After working hours UNHCR Duty Phon	
	Focal Point:	710 9194	
	South Amman Office: Ha Mobile/hotline: 079 899 8 h.wheidi@unrwa.org		

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#### Annexes -

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**IF ADULT SURVIVOROR 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

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#### **Protection, Security, Police:** Legal Assistance Counsellors: UNHCR - Protection (including cases of risk of arrest, UNHCR detention or refoulement) UNHCR Field Office Amman: UNHCR Field Office Amman: Sunday- Thursday 08:00-15:30 Sunday- Thursday 08:00-15:30 Focal Point: Focal Point: Diana Suleiman Mobile/dutyphone: 079 7151469 Diana Suleiman Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org Email: suleiman@unhcr.org Back Up : Yasmeen Al-Rashdan Back Up : Yasmeen Al-Rashdan Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org After working hours and weekends After working hours and weekends UNHCR Duty Phone for partners: 079 710 9194 UNHCR Duty Phone for partners: 079 710 9194 **ARDD-Legal Aid** FPD - Police (survivors can go directly to FPD; service Focal Point: providers, when the survivor consents and when possible, refer through/inform UNHCR- see contacts above Souzan Mohareb Tel: 06-4617477 Focal Point: Karak and Tafileh Mobile: 0775777077 Email: consult.amman@ardd-legalaid.org Major Qeis Al Gharaibeh Emergency Line (24/7): 0777387221 Tel: 03 2387069. Email: familypd@accessme.com.jo JWU/AI-Anwar Charity Association - Maan Focal Points: Aqaba and Maan Maior Mohammad Al Btoosh Sunday - Thursday 08:00 - 14:30 Tel: 03 205 0317 Focal Points: Open 24 hours Hotline: 911 Nuha Hamaden Lubna Jbarat Security: Always assess the consequences this decision could have and make sure that there are no risks for Mobile : 077 222 0523 - 077 survivors 753 3950 Email: alanwar.maan@yahoo.com 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: Basic Needs (Cash, Protection, Security, and **Health Care Psychosocial Services** Justice NFI, etc)

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Primary Health Care:	PSS Services:	Protection/Registration:	
MOH –	JWU/AI-Anwar Charity Association - Maan	UNHCR	<b>UNHCR</b> — Helpdesks Aqaba, Maan, Tafileh, Madaba,Salt, Karak
Focal Point:	Sunday – Thursday 08:00 –	UNHCR Helpdesks (protection counseling, cash assistance	Sunday-Thursday 08:3015:30
Tel: 03 238 6190	14:30	counsel	Focal Point:
JWU/AI-Anwar Charity Association - Maan			Huda Al-Shabsough 0798207041Alshabso@unh cr.org
Sunday – Thursday 08:00 – 14:30			
Focal Points:	Focal Points:	Ma'an : helpdesk is open once a month on Monday from 8:00 to	UNHCR Helpline Sunday - Wednesday
Nuha Hamaden	Nuha Hamaden	14:00 – at the Ma'an Governor's Office compound.	08.00 – 17.00 Tel:
Lubna Jbarat	Lubna Jbarat	Karak : helpdesk is open twice a month on Monday from 9:30 to	064008000.
Mobile : 077 222 0523 -	Mobile : 077 222 0523 -	14:00 at the Princess Basma	
077 753 3950 Email: alanwar.maan@yahoo.com	077 753 3950 Email: alanwar.maan@yahoo.com	center – Mazar. Aqaba: helpdesk is open once a month, on Monday from 8:00 to	JWU/AI-Anwar Charity Association - Maan
JHAS – Mobile Unit	Women's Centers:	14:00 at JRC – Old Town. Salt: helpdesk is open twice a month on Tuesdays from 9:00 to	Sunday – Thursday 08:00 – 14:30
Focal Point:	<b>JWU/UPP (</b> Maan) Sat - Thu 08:30 - 16:30	14:00 at the Jordanian Family Development Association (Jamea Siran An-Nahud Bil-Usra Al-	Focal Points:
AnasDarweesh Mobile: 077 500 6028		Urdunia).	Nuka Uswadan
UNRWA – Primary and	JWU/AI-Anwar Charity Association - Maan	Madaba: helpdesk is open twice a month, on Tuesdays from 9:00 to 14:00 at Princess Basma Center	Nuha Hamaden Lubna Jbarat
reproductive health care and referral to secondary services for Palestinian refugees	Sunday – Thursday 08:00 – 14:30	Madaba. Tafileh : helpdesk is open once a month, on Monday from 9:30 to 14:00 at JOHUD.	Mobile : 077 222 0523 - 077 753 3950 Email: <u>alanwar.maan@yahoo.com</u>
Focal Point: Amman Office: Haifa	Focal Points:	For more information on the	<b>UNRWA -</b> Material assistance for Palestinian
Wheidi Mobile: 079 899 8890 Email: h whaidi@unnwa.org	Nuha Hamaden Lubna Jbarat	date/location of the UNHCR Helpdesks, please contact Huda	refugees
Email: h.wheidi@unrwa.org	Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com	Al Shabsogh Huda Al-Shabsogh Mobile/dutyphone: 0798207041 Email: alshabso@unhcr.org	Focal Point: South Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org
	SCI –		
	Child and Family Centres,	<b>UNHCR</b> Field Office Amman: Sunday- Thursday 08:00-15:30	Food Assistance:
	Community based Child Protection Committees Sunday-Thursday 9:00-15:00	<u>Focal Point</u> : Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <u>suleiman@unhcr.org</u>	<b>WFP</b> Food – Voucher assistance <i>Sunday – Thursday</i> 8:00 am – 5:00 pm
	Focal point:	Back Up : Yasmeen Al-Rashdan Meble/duturbana: 0707150208	Focal Point:
	Mohammad Al-Saeed Mobile:0777384077	Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org	Ammar AlTaee: 079 9937686
	Email:mohammad.alsaeed@s avethechildren.org	After working hours and weekends UNHCR Duty Phone for partners:	Email: ammar.altaee@wfp.org Hotline number:
	Child Friendly Spaces:	079 710 9194	079 7778851 079 7778841
	INTERSOS/JOHUD (Karak) Saturday – Thursday 8:304:30	UNRWA - Registration/Protection (including	Education:
	Princess Basma Centre in Ghor Al Safi Princess Basma Centre in	cases of risk of arrest, detention or refoulement for Palestinian refugees)	Save the Children Jordan

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Annexes Karak Formal education and Qatraneh Center for Human children out of school Sunday Focal Point: Development .- Thursday 09:00 - 16:00 South Amman Office: Haifa Focal Point Noor Elkhairy Wheidi nelkhairy@savethechildren. Focal Point: Mobile: 079 899 8890 <u>org.jo</u> George Theodory Mobile: Email: h.wheidi@unrwa.org 079 9379831 E-mail: cp.jordan@intersos.org Mobile: Shelter/Safe house: 0775464978 **INTERSOS/JOHUD (Maan)** FPD through UNHCR Saturday - Thursday 8:304:30 Sunday-Thursday 8:00 to 15:30 Princess Basma Centre in Informal education services Duty Phone: 079 554 6383 Shobak Princess Basma Centre in Ma'an After working hours and SCI weekends UNHCR Hotline: 079 710 9194 Child and Family Centres, Sunday-Thursday 9:00-15:00 Focal Point: JWU- Amman Focal point: Saturday - Thursday 08:30 -17:00 Mohammad Al-Saeed George Theodory Mobile: 079 9379831 E-mail: Mobile:0777384077 Email: cp.jordan@intersos.org Focal Point: mohammad.alsaeed@sa vethechildren.org *Alia Hijjawi* Najiyyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729

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#### GBV REFERRAL PATHWAY - ZAATARI

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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"					
<ul> <li>IMMEDIATE RESPONSE</li> <li>Providea safe, caring environment and respect the confidentiality and wishes of the survivor.</li> <li>Provide reliable and comprehensive information on the available services and support to survivors of GBV.</li> <li>If agreed and requested by survivor, obtain informed consent and make referrals.</li> <li>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.</li> </ul>					

• For survivors ofsexual violence, ensure immediate (within 72 hrs) access to medical care.

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Annexes -

Medical/health care IMC Mental health

<u>Focal Point:</u> Daed Mnaizel <u>dmnezil@InternationalMedicalCorps.org</u> Mobile: 079 925 6326 Duty Phone: 079 855 9517

#### WOMEN AND GIRLS

JHAS/UNFPA Open 24 hours Saturday-Thursday, 09:00- 16:00

Focal point(s):

Dr Reema Diab 077 675 5914

Dr Ola AlTebawi 0775006027

After working hoursand weekends Duty gynecologist/midwife Emergency hotline: 0779985085 pc@jordanhealthaid.org

MEN AND BOYS

JHAS/UNHCR Open 24 hours

Focal point(s):

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Duty GP Emergency hotline: 0779985085

# Case management (including immediate psychosocial support)

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ADULTS (over 18)

IRC/UNFPA Sunday-Thursday, 09:00-16:00

Focal Point(s): Waed Shraa (IRC) 0799489151

Farah Khazaleh (IRC) 0772499643

UNHCR Sunday-Thursday, 09:00-15:30

Focal Point(s): Suna Ateiah 0798560084 Ateiah@unhcr.org

Mohammed Haijji 0796830493 Hajiji@unhcr.org

After working hoursand weekends

UNHCR Emergency Protection hotline: 0791420242

# Case management(including immediate psychosocial support)

#### CHILDREN (under18)

IMC/UNICEF Sunday-Thursday, 09:00-17:00 Duty phone (24 hours): 0798559517

#### Focal Point(s):

For children

Ahmad Jaran Duty phone:0798559517 Mobile: 0798301230 ajaran@internationalmedicalcorps.org

Focal Point: Dena Arafeh <u>darafeh@InternationalMedicalCorps.org</u> Mobile: 079 628 3909

UNHCR Sunday-Thursday, 09:00-15:30

Focal Point(s): Suna Ateiah 0798560084 Ateiah@unhcr.org

Mohammed Haijji 0796830493 Hajiji@unhcr.org Sunday-Thursday,08:00-15:30 Duty phone: 0795546383

After working hours and weekends UNHCR Emergency Protection Hotline: 0791420242

Child survivors who self---disclose or express preference can access IRC case management services. ۲

IRC/UNFPA Sunday- Thursday 09:00 - 16:00

Focal point(s): Leila Al Zhgoul (IRC) 0775001407 leila.alzghoul@rescue.org

**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVERWANT 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 andwhen 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.

Protec	tion,	securit	y, pol	ice
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**UNHCR -** Protection (including cases of risk of 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 Hajiji 079 683 0493 Hajiji@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

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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 <u>Focal point(s)</u>: Sunday –Thursday 9.00 – 3.30pm

Suna Ateiah 079 856 0084 ateiah@unhcr.org

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Mohammed Hajiji 079 683 0493 Hajiji@unhcr.org

After working hours and weekends UNHCR Emergency Protection hotline: 0791420242

**ARDD---Legal Aid**-Legal services **(referralthrough UNHCR)** Survivors can benefit from the ARDD-Legal Aid services in Zaatari camp through calling for legal consultation on Service Line: 077 8489012 from Sunday to Thursday (10:00am – 2:00pm).

For individual legal counseling, survivors can approach the office in the Services Area from Sunday to Thursday (10:00am – 3:00pm).

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<u>Focal Point:</u> Sozan Mohareb Agencies should refer through the below email address: <u>consult.zaataricamp@ardd-legalaid.org</u>

#### 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:	Women's centers:	Protection/registration:	Food, NFIs:
JHAS/UNHCR Saturday – Thursday, 09:0016:00 Emergency hotline: 077 998 5668 Reproductive Health:	IRC/UNFPA Saturday – Thursday, 09:00 16:00 <u>Focal Point</u> : Waed Shraa (IRC) 079 948 9151 Farah Khazaleh (IRC) 0772499643	UNHCR After working hours and weekends UNHCR hotline: 079 710 9194 Shelter/safe house: Family Protection Department via UNHCR	UNHCR Sunday –Thursday, 08:00 15:30 Focal Point: Suna Ateiah 079 856 0084 ateiah@unhcr.org
JHAS/UNFPA Saturday -Thursday, 09:00 - 16:00	<b>UN WOMEN</b> Sunday – Thursday, 09:00 - 16:00	Saturday - Wednesday, 09:00 - 15:30	

#### Annexes –

#### Focal point:

Dr ReemaDiab Mobile: 077 675 5914

**Mental Health Care:** 

IMC Sunday – Thursday,09:00--17:00

#### Focal Point:

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Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230

ajaran@internationalmedic alcorps.org

#### Focal Point:

Ghada Ali 078 517 6424 ghada.ali@unwomen.org

**Child Friendly Spaces:** 

SAVE THE CHILDREN INT'L/UNICEF Saturday – Thursday, 09:00 - 15:00 Focal Point:

Sohaib Shtaiat 077 575 4944 sohaib.shtaiat@savethechildren.org

MERCY CORPS/UNICEF Playgrounds, adolescent-friendly spaces Saturday –Thursday, 09:00 - 17:00

Focal point: Osama Telfah 077 849 8258 otelfah@jo.mercycorps.org

IMC/UNICEF Youth-friendly spaces

Sunday – Thursday, 09:00 - 17:00 Focal point:

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Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230

#### ajaran@internationalmedicalcorps.or g

Psychosocial Services for Adults:

IRC/IRC Sunday – Thursday, 09:00 - 16:00

Focal Point: Waed Shraa (IRC) 079 948 9151

Farah Khazaleh (IRC) 0772499643

Psychosocial Services for Children:

**IMC** Sunday - Thursday, 09:00 - 1700

Focal Point: Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230

ajaran@internationalmedicalcorps.or g

#### Focal Point(s):

Suna Ateiah 0798560084 Ateiah@unhcr.org Mohammed Haijji 079 683 0493 Hajiji@unhcr.org

UNHCR Protection Hotline: 0791420242

Tambi Zokha 079 967 3580 Zokha@unhcr.org

Sunday - Thursday, 08:00 - 15:30 Duty Phone: 079 554 6383

WFP Food – Voucher assistance *Sunday – Thursday* 8:00 am – 5:00 pm

Focal Point: Rabab Mosleh: 079 8674636 Email: rabab.mosleh@wfp.org

Alt. Naser Bardaghawi: 079 9870517 Email: <u>naser.bardaghawi@wfp.org</u> Focal Point:

Anas Abdelwahid: 079 8997549 Email: anas.abdelwahid@wfp.org Hotline number: 079 7778851 079 7778841

#### Cash-for-work:

UN WOMEN Sunday – Thursday, 09:00 - 16:00

Focal Point: Ghada Ali 078 517 6424 ghada.ali@unwomen.org

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#### **Education:**

SCJ/UNICEF

Focal point: 9:00 - 4:00

Noor Al Zeben 077 575 3933 nzaben@savethechildren.org.jo

Kareem Mkkawi 077 546 4970 kmakkawi@savethechildren.or g.jo

Hind Omer (UNICEF) 079 871 8315 homer@unicef.org

**QUESTSCOPE** Informal education (literacy, critical thinking) and mentoring

Focal point:

Ashraf Abu Al Halaweh 079 572 0292 ashraf@questscope.org

#### NRC

Informal education for children aged 9 - 17 years old. (D10) Sunday - Thursday, 08:00 - 4:00.

Community Spaces:       Feed Bolts:         IRD/UNICG       Walas AlHudsan         Community spaces, community       groups, recreational extinities         groups, recreational extinities       Walas AlHudsan         NRC       Informal education for Youth         aged 15-32       Pail Pails:         D07 8828 9403       Pail Pails:         buousd@ind jo.org       Pail Pails:         Mail aradat       Pails Pails:         Mail aradat@mrc.no       Pinn CHURCH 108         Rect Sawaha@mrc.no       Pinn CHURCH 108         Rect Rottin:       Pinnel education, Iteracy, Physical activities and invelhood         Rect Rottin:       Pinnel education, Iteracy, Physical activities and invelhoud 100         Pinnel education, Iteracy, Physical activities and invelhoud 100       Pinels 200: 150         Rect Rottin
Nicola West

	RD/UNHCR Educational activites Focal Point:
	Bersan Boulad 079 889 9493 b.boulad@irdjo.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

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Survivor tells family, friend, community	LING SOMEONE AND S		
service provider or at refugee registra person accompanies survivor to the manager/psychosocial "entr	tion services; that e health or case		-reports to a medical/health or case ger/psychosocial "entry point"
<ul> <li>If agreed and requested by su</li> </ul>	ensive information on <u>irvivor</u> , obtain informe a decision on behalf o adult should be selec ssist his/her in accessi	the available services d consent and make r f the child, ensure the ted by the child ng services	s and support to survivors of GBV eferrals best interest of the child is given priority
Medical/Health Care:	Case Manager	(including	Case Manager (including
IMC Mental Health	immediate psy support):	chosocial	immediate psychosocial support):
<u>Focal Point :</u> Tawfiq Al Khouli, tkhouli@InternationalMedicalCorp.org Mobile: 079 021 8843	Adults (over 18)		Children (under 18)
Duty Phone: 079 578 5095	<b>JWU</b> Saturday – Thursda	ay 08:30 – 15:30	IMC
<b>JHAS</b> Saturday – Thursday 09:00-16:00 Focal Point:	Focal Point:		<i>24 hours</i> Duty phone: 079 578 5095
Dr.Hanan Jarrar Mobile: 079 558 9419	Rana Adel Yousra Tourkmani Tel: 05 397 0886		<u>Focal Points</u> : <i>Sunday – Thursday 09:00 – 17:00</i> PSS for children
Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org	Mobile: 079 850119 Email: rana.saleh10	-	Hala Abu Al Khair hkhair@InternationalMedicalCorps.org Mobile: 079 022 4029
	NHF/IFH Saturday – Thursda 08:00 – 16:00	У	Duty Phone: 079 578 5095 Hala Abu Al Khair hkhair@InternationalMedicalCorps.org
	Focal Point Duaa Barakat: 0788558456		Mobile: 079 022 4029 Duty Phone: 079 578 5095
INTEREST OF THE CHILD – OR – IF T possible accompany survivor to police/se to police If child/caregiver consents to sh Protection, Security, Police: UNHCR – Protection (including cases of	THERE ARE IMMEDIAT ecurity - or - to legal assi are information on grave	E SAFETY AND SEC stance/protection office violations against chile	ICE/LEGAL ACTION - OR - IF IN THE BES' URITY RISKS TO OTHERS, refer and whe ers for information and assistance with referra dren, refer to MRM
or refoulement) <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383		Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 710 9194	
Hotline: 079 710 9194		<u>Focal Point</u> : Sunday-Thursday (9:00-5:00)	
Hotline: 079 710 9194 Sunday – Thursday 08:00 – 15:30			9:00-5:00)
			9:00-5:00)

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Annexes -

FPD - Police (survivors can go		JWU		
when the survivor consents and UNHCR– See contacts above	d when possible, refer through/inform	Saturday – Thursday 08:30 – 15:3	iU	
Open 24 hours		Focal Point:		
Focal Point:		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 Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors		Focal Point:		
		Aysha Khalfah Mobile: 078 642 8039 Tel: 05 393 0999 Arab Women Organization (AWO)		
UNICEF: Case managers can	refer cases of grave violations (MRM)	Focal Point		
	caregiver consents and when possible	Rusaifah Center: Rana Hasanein Mobile: 0795934755		
Email: jochildprotect@unicef.o	rg	Dhleil Center: Muna Hamad Mobile: 0797661310		
	Over time and based on survivor's choic	Protection, Security,	Basic Needs (Cash	
Health Care	Psychosocial Services	Protection, Security, and Justice	NFI, etc)	
		Protection, Security,	UNHCR –	
Health Care Primary Health Care: MoH Zarqa Governamental Hospital	Psychosocial Services         PSS Services for Adults:         JWU         Saturday – Thursday 08:30 – 15:30	Protection, Security, and Justice	NFI, etc)	
Health Care Primary Health Care: MoH Zarqa Governamental Hospital Open 24 hour	Psychosocial Services         PSS Services for Adults:         JWU         Saturday – Thursday 08:30 – 15:30         Focal Point:	Protection, Security, and Justice Protection/Registration: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) Sunday-Thursday 8:00 to 15:30	NFI, etc) UNHCR – Infoline Sunday - Wednesday	
Health Care Primary Health Care: MoH Zarqa Governamental Hospital	Psychosocial Services         PSS Services for Adults:         JWU         Saturday – Thursday 08:30 – 15:30	Protection, Security, and Justice         Protection/Registration:         UNHCR – Protection (including cases of risk of arrest, detention or refoulement)         Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383         After working hours and weekends	NFI, etc) UNHCR – Infoline Sunday - Wednesday 08.30 – 15.30	
Health Care Primary Health Care: MoH Zarqa Governamental Hospital Open 24 hour Tel: 05 398 2604	Psychosocial ServicesPSS Services for Adults:JWUSaturday – Thursday 08:30 – 15:30Focal Point:Rana Adel Yousra Tourkmani Tel: 05 397 0886 Mobile: 079	Protection, Security, and JusticeProtection/Registration:UNHCR – Protection (including cases of risk of arrest, detention or refoulement)Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383After working hours and weekends UNHCR Hotline: 079 710 9194Helpdesk in Zarqa at JHAS	NFI, etc) UNHCR – Infoline Sunday - Wednesday 08.30 – 15.30 Tel: 06 550 2141 UNRWA – (Material assistance for Palestinian refugees) <u>Focal Point</u> : Ziyad Mousa	
Health Care Primary Health Care: MoH Zarqa Governamental Hospital Open 24 hour Fel: 05 398 2604 JHAS Focal Point: Jaafar AI Shayeb Mobile: 077 500 6022 JWU Saturday-Thursday	Psychosocial ServicesPSS Services for Adults:JWU Saturday – Thursday 08:30 – 15:30Focal Point:Rana Adel Yousra Tourkmani Tel: 05 397 0886 Mobile: 079 8501198 Email: rana.saleh1@hotmail.comNHF/IFH Saturday – Thursday 08:00 – 16:00	Protection, Security, and JusticeProtection/Registration:UNHCR – Protection (including cases of risk of arrest, detention or refoulement)Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383After working hours and weekends UNHCR Hotline: 079 710 9194Helpdesk in Zarqa at JHAS clinic Thursday 9:00 – 15:00	NFI, etc) UNHCR – Infoline Sunday - Wednesday 08.30 – 15.30 Tel: 06 550 2141 UNRWA – (Material assistance for Palestinian refugees) Focal Point:	
Health Care Primary Health Care: MoH Zarqa Governamental Hospital Open 24 hour Fel: 05 398 2604 JHAS Focal Point: Daafar AI Shayeb Mobile: 077 500 6022 JWU Saturday-Thursday 10:00-17:00 Focal Point:	Psychosocial Services         PSS Services for Adults:         JWU         Saturday – Thursday 08:30 – 15:30         Focal Point:         Rana Adel         Yousra Tourkmani         Tel: 05 397 0886 Mobile: 079         8501198 Email:         rana.saleh1@hotmail.com         NHF/IFH         Saturday – Thursday	Protection, Security, and JusticeProtection/Registration:UNHCR – Protection (including cases of risk of arrest, detention or refoulement)Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383After working hours and weekends UNHCR Hotline: 079 710 9194Helpdesk in Zarqa at JHAS clinic Thursday 9:00 – 15:00Tel: 05 399 4105UNRWA - Registration &	NFI, etc) UNHCR – Infoline Sunday - Wednesday 08.30 – 15.30 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:	
Health Care Primary Health Care: MoH Zarqa Governamental Hospital Open 24 hour Fel: 05 398 2604 UHAS Focal Point: Jaafar Al Shayeb Mobile: 077 500 6022 IWU Saturday-Thursday 10:00-17:00	Psychosocial Services         PSS Services for Adults:         JWU         Saturday – Thursday 08:30 – 15:30         Focal Point:         Rana Adel         Yousra Tourkmani         Tel: 05 397 0886 Mobile: 079         8501198 Email:         rana.saleh1@hotmail.com         NHF/IFH         Saturday – Thursday         08:00 – 16:00         Focal Point         Duaa         Barakat:	Protection, Security, and JusticeProtection/Registration:UNHCR – Protection (including cases of risk of arrest, detention or refoulement)Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383After working hours and weekends UNHCR Hotline: 079 710 9194Helpdesk in Zarqa at JHAS clinic Thursday 9:00 – 15:00Tel: 05 399 4105UNRWA - Registration & Protection (including cases of risk of arrest, detention or refoulement for Palestinian	NFI, etc) UNHCR – Infoline Sunday - Wednesday 08.30 – 15.30 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	
Health Care Primary Health Care: MoH Carqa Governamental Hospital Dpen 24 hour Tel: 05 398 2604 HAS Focal Point: laafar Al Shayeb Aobile: 077 500 6022 HUU Saturday-Thursday 10:00-17:00 Focal Point: Dr. Mahmoud Nimer Aobile:079 820 2252 Tel:	Psychosocial Services         PSS Services for Adults:         JWU         Saturday – Thursday 08:30 – 15:30         Focal Point:         Rana Adel         Yousra Tourkmani         Tel: 05 397 0886 Mobile: 079         8501198 Email:         rana.saleh1@hotmail.com         NHF/IFH         Saturday – Thursday         08:00 – 16:00         Focal Point         Duaa         Barakat:         0788558456         Khawla Bint Al Azwar	Protection, Security, and JusticeProtection/Registration:UNHCR – Protection (including cases of risk of arrest, detention or refoulement)Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383After working hours and weekends UNHCR Hotline: 079 710 9194Helpdesk in Zarqa at JHAS clinic Thursday 9:00 – 15:00Tel: 05 399 4105UNRWA - Registration & Protection (including cases of risk of arrest, detention or	NFI, etc) UNHCR – Infoline Sunday - Wednesday 08.30 – 15.30 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 &	

Reproductive	PSS Services for Children:	Shelter/Safe house:	Food Assistance:
Services:			
		FPD through UNHCR	
MoH Zarga Governamental	IMC	O	WFP Food – Voucher
Hospital		Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383	assistance Sunday – Thursday
Open 24 hour	Focal Point: Sunday – Thursday 09:00 – 17:00		8:00 am – 5:00 pm
Tal: 05 200 2004		After working hours and	'
Tel: 05 398 2604 JHAS	Focal Point:	weekends UNHCR Hotline: 079 710 9194	Focal Point:
Saturday – Thursday	Hala Abu Al Khair,		Ammar AlTaee: 079 9937686
09:0016:00	hkhair@InternationalMedicalCorps.org Mobile: 079 022 4029	JWU- Amman	Email:
Focal Point:	Duty Phone: 079 578 5095	Saturday – Thursday 08:30 – 17:00	ammar.altaee@wfp.org
<u> </u>	Women's Centers:	17.00	Hotline number: 079 7778851
Dr.Hanan Jarrar Mobile:		Focal Point:	079 7778841
079 558 9419	JWU		
	Saturday – Thursday 08:30 – 15:30	Alia Hijjawi	Education:
UNRWA (Primary health care and referral to	Focal Point:	Najiyyeh Zoabi Hotline: 079 820 2353	
secondary services for		Tel: 06 567 5729	Save the Children Jordan
Palestinian refugees	Rana Adel		Formal education and
Food Doint:	Yousra Tourkmani Tel: 05 397 0886 Mobile: 079		children out of school
Focal Point:	8501198 Email:		Sunday - Thursday 09:00 - 16:00
Zarqa Office: Ziyad Mousa	rana.saleh1@hotmail.com		Focal Point Noor Elkhairy
Mobile: 079 576 3643			nelkhairy@savethechildren.o
Email: z.mousa2@unrwa.org	AWO		<u>rg.jo</u>
NHF/IFH	Sunday – Thursday 09;0016:00		Mobile:
Saturday – Thursday	Focal Point:		0775464978
08:00 – 16:00			
Feed Daint			
Focal Point Dr. Abeer Habarneh	Dhleil center:		Informal education
0798584058	Amal Athamat Mobile: 079 766 1310		services
Mental Health	Rusaifah center:		SCI –
Services:	Wafaa Shawaqfeh Mobile: 079 5934755		
ІМС	Mobile. 079 5934755		Child and Family Centres,
Focal Point:	Child Friendly Spaces:		Sunday-Thursday
Sunday – Thursday 09:00 – 17:00	e.ma i nonary opuoco.		9:00-15:00
03.00 - 17.00	SCI –		
Randa Hussain			Facel point:
Mobile: 079 544 7464 Tel: 05 399 4105	Child and Family Centres,		Focal point: Mohammad Al-Saeed
	Community based Child		Mobile:0777384077
Duty phone: 079 578 5095	Protection Committees		Email: mohammad.alsaeed@savet
			hechildren.org
The Center for Victims of	Sunday-Thursday		
Torture - Mobile Unit for Zarga and Rusiefa	9:00-15:00		
Focal Point:	Focal point:		
	Mohammad Al-Saeed		
Adrienne Carter Mobile: 079 680 3582	Mobile:0777384077 Email:mohammad.alsaeed@s		
Email: Acarter@cvtjo.org	avethechildren.org		

## Annexes \_\_\_\_\_\_ Annex XIX:

**CP Referral Pathways** 

### Child Protection Referral Pathway – Amman

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

### STEP 2: Case management services

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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 Sunday – Thursday 08:30 – 16:00 Focal point: AroubaYassin Mobile: 077 670 2426 Email: AYaseen@savethec hildren.org.jo Hottine: 077 670 2426, 0800 22766, 0800 00111	IMC Sunday – Thursday 09:00 – 17:00 24 hours Duty phone: 079 578 5095 Eocal Point: Ahmad Bawaneh Mobile: 079 851 6131 Email: abawaneh@Internat ionalMedicalCorps.o rg JRF Sunday- Thursday 09:00-19:00 Eocal Point: Samia Bishara Tel: 06 491 4999 Email: s.bishara@jrf.org.jo 24 hours Helpline: 110	JRF Sunday-Thursday 09:00-19:00 Focal Point: Samia Bishara Tel: 06 491 4999 Email: s.bishara@jrf.org.jo 24 hours Helpline: 110 UNHCR Sunday – Thursday 08:00 – 15:30 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) <u>Hotline</u> Toll Free No: 0800 222 08 Email: hotline@mol.gov.jo	Refer first to:UNHCRSunday - Thursday 08:00 - 15:30 Mobile: 079 554 6383After Hours and Weekends Hotline: 079 710 9194Sunday - Thursday 08:00 - 15:30Eocal point:Diana Suleiman Mobile: 077 728 1911 Email: suleiman @ unhcr.or QJRF Sunday- Thursday 09:00-19:00Focal Point:Samia Bishara Tel: 06 491 4999 Email: s.bishara@jff.org.jo24 hours Helpline:110UNRWA Open 24 hoursFocal Point:	NHF/IFH: (Rehabilitative services for disabled persons) Opening hours: Sunday – Thursday 9:00-17:00 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@unhc r.org	In North Amman, refer toJuvenile Police Department Saturday-Thursday 7.30 – 15.00Hotline 24 hours 06 534 9827 06 533 6452 06 535 0859JPD will inform UNICEF for advocacy purposes.For refugee cases also refer to UNHCR Sunday-Thursday 8:00 - 15:30 Detention emergency line: 079 674 2200After working hours and weekends Protection Hotline: 079 710 9194UNHCR will arrange legal representation by Jordanian Bar Association when neededSunday - Thursday 08:00 - 15:30Focal point: Diana Suleiman Mobile: 077 728 1911 Email: suleiman@unhcr.orgUNRWA

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Office Handicap Open 24 hours Wafa Nuwwara International Global Shereen Al-Taeib w.nuwwara@unrwa. and short term 079 758 7583 Email: Focal Point: rehabilitation org North Amman, altaeib shereen@h Protection Duty services (physio and otmail.com/altaeib\_s Office phone: 079 710 occupational hereen@yahoo.com Wafa Nuwwara . 0496 therapy, w.nuwwara@unrwa.o psychosocial rg Protection Duty service) for person South with physical **Amman**Office phone: 079 710 0496 disability and/or injury. Haifa Al-Wheidi South Amman Office h.wheidi@unrwa.org Haifa Al-Wheidi Sunday -Thursday 9:00 – 17:00 Protection Duty phone: 079 899 8890 h.wheidi@unrwa.org Protection Duty phone: 079 899 . 8890 Mobile : 07 80 48 10 16 Fmail · dvfp.intake.opamm an@gmail.com Case managers refer to services below if: Child/caregiver wants to receive protection, legal or police services: а b. Child/caregiver consents to share the information on grave violations against children (UNICEF); There are immediate safety and security risks to others; or C. 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 *Sunday – Thursday,08.00 – 15.30* Duty phone: 079 554 6383 After hours and weekends (24 hours) Protection Hotline:079 710 9194 Sunday - Thursday 08:00 - 15:30 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 Open 24 hours, 7 days a week 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<sup>1</sup> (MRM) to UNICEF when refugee child/caregiver consents Sunday - Thursday 08:00 - 15:30 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 <sup>1</sup>
<b>IMC</b> – Mental health services	Consultative Clinic/ MOH	<b>UNHCR</b> – Registration, legal	UNHCR -	SC Jordan (formal
Sunday – Thursday	<ul> <li>– PSS services</li> </ul>	services and protection for	Registration, support to	education)- hotline for
09:00 - 17:00	Sunday-Thursday	refugees	vulnerable children	children not in schools,
	8:00-15:30	Sunday-Thursday	& families through	information about
Focal Point:		8:00 - 15:30 Duty Phone: 079 554	NFI/cash	education and protection services in
	077 674 0519	6383	assistance	schools
Tawfiq Al Khouli,		0000		Sunday – Thursday 0
tkhouli@InternationalMedical	Al Hashmi Centre / MOH		Sunday - Wednesday	8:30 - 16:00
Corp.org Mobile: 079 021 8843	<ul> <li>– PSS services</li> </ul>	After working hours and weekends UNHCR Hotline:	08.30 – 15.30 UNHCR	Hotline: 077 670 2426
Duty Phone: 079 578 5095	8:00-15:30	079	Infoline:	
		710 9194	06 550 2141	Focal Point:
JHAS – Primary health care	Mobile: 077 674 0518			
and mental health services		UNRWA – - Protection	After working hours and	Rawan Abushaikha
9:00-16:00	IFH – PSS, PFA & group	(including cases of risk of	weekends	Mobile: 077 573 6336
	support adapted to men &	arrest, detention or		Email:
Primary health care	boys.	refoulement for Palestinian	Protection Duty phone:	RShaikha@SaveThe
Tel: 06 523 6674	Opening hours: Sunday –	refugees)	079 554	Children.Org.Jo
	<i>Thursday 8:00-17:30</i> (Sweileh): Ayat khatatneh	Open 24 hours	6383	
Mental health services	(Swellen): Ayat khatathen Tel: 06 534 4190			Questscope - Non-
City Clinic Tel: 06 465 1772		Focal Point:	UNRWA – Basic	formal and informal education
Mobile: 077 500 6025	(Hashemi):		assistance and	Informal education Sunday-Thursday
Woble: 077 500 0025	Shaden Abu Hammour	North Amman Office	registration services for	9:00-17:00
Abor Ne sin Olisia	Tel:06 490 8310	Wafa Nuwwara	Palestinian refugees Sunday-Thursday	
Abu Nseir Clinic Tel: 06-523 6674		w.nuwwara@unrwa.org	7:30- 15:00 pm North	Focal Point:
Tel. 00-523 0074	JWU- PSSservices, CFSs,	Protection Duty phone: 079 710 0496	Amman:	
	recreational and life skills	0797100490	Mobile: 079 710	
<b>Caritas</b> – Primary health care and referral to secondary	activities for families		0496	Rasha Abu Zeinah, Mobile: 079 853 6893
services	Saturday – Thursday	South Amman Office Haifa Al-Wheidi		WODIIE. 079 653 6693
Sunday-Thursday	08:30 – 16:30	h.wheidi@unrwa.org	South Amman:	
9:00-16:00		Protection Duty phone:	Mobile: 079 899	
	Focal Point:	079 899 8890	8890	JRS – Informal
Al Hashmi Clinic				educationfor youth and
Tel: 06 491 8601 /06	Najiyyeh Zoabi Kefah	Emergency:	CARE International –	adults. (English, art,
492 0951	Al Jabir	Focal Point:	Emergency cash	music, sports & life skills). Preprimary
8:00-14:00	Tel: 06 567 5729 Mobile:		assistance, cash coupons,	(kindergarten)
	079 820 2353 Email:	Sheerin Al-Araj Email:	and heaters. Sunday-Thursday	Ashrafiyeh, East
MOH – Primary health care	najiaha.zo3by@yahoo.com	s.alaraj2@unrwa.org	Cullury multiday	Amman
and mental health services		Mobile: 079 654 7220	8:00-16:00	
Saturday-Thursday 8:00-15:00	Several locations in			Focal point:
8.00-13.00	Amman (Jabal Hussein, Hussein Camp, Wahdat	FPD - Protection		
<b>B</b>	Camp)	Hotline: 911	Tel: 06 5651488	Tamim Arif
Primary health care Al Bashir Hospital		Tel: 06 581 5738		Mobile: 079 871 3981
Tel: 06 474 4430	Jordan Red Crescent – PSS		Islamic Charitable	
	services	JWU- Legal services	Centre – NFI	Caritas- Informal
Focal Point:	Saturday-Thursday	Saturday – Thursday	Saturday-Thursday	education service, life
Sunday – Thursday	9:00-16:00	08:30 – 16.30		skills, youth leadership
08:00 – 16:00	T 1 00 100 0700		7:30-15:30	development and
	Tel: 06 490 8588 Mobile: 079 959 2092	Focal Point:		training, pre-school
Dr. Bilal Talal Ibrahim	079 703 0495 079			education services
Mobile: 078 506 3855	938 8312	Najiyyeh Zoabi	Focal Point:	
		Hotline: 079 820 2353 Tel: 06 567 5729		Mercy Corps – Specia
Sahab Hospital	JRF – PSS services for	181. 00 00/ 5/29	Abu Huraira Centre	education services for persons
Dr. Jamil Tutanji Tel: 06	women and children through		Khalid Abu	with disabilities
4020092	the Queen Rania	JRF – Shelter for child	Hamdan Mobile: 079 666	
4020032		survivors (including PSS,	7235	UNRWA –
4020032	Family & Child Center	protection education &		
Mental health	Sunday – Thursday	protection, education & medical services)		
Mental health MOH Consultative		protection, education & medical services) Sunday – Thursday		Food Deinter
Mental health MOH Consultative Clinic	Sunday – Thursday 08:00 – 16:00	medical services)	Izz Al Din Al Kassam Centre	Focal Points:
Mental health	Sunday – Thursday	medical services) Sunday – Thursday	Izz AI Din AI Kassam Centre Abdul Rahman	
Mental health MOH Consultative Clinic Mobile: 0776740519	Sunday – Thursday 08:00 – 16:00 Tel: 06 492 5096 orHelp Line: 110	medical services) Sunday – Thursday	Kassam Centre Abdul Rahman Ma'adi	North Amman Office
Mental health MOH Consultative Clinic Mobile: 0776740519 Al Hashmi Centre	Sunday – Thursday 08:00 – 16:00 Tel: 06 492 5096	medical services) Sunday – Thursday 09:00 – 19:00	Kassam Centre Abdul Rahman Ma'adi Mobile: 079 931	North Amman Office Wafa Nuwwara
Mental health MOH Consultative Clinic Mobile: 0776740519 Al Hashmi Centre	Sunday – Thursday 08:00 – 16:00 Tel: 06 492 5096 orHelp Line: 110 IMC – PSS services	medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652	Kassam Centre Abdul Rahman Ma'adi	North Amman Office Wafa Nuwwara w.nuwwara@unrwa.or
Mental health MOH Consultative Clinic Mobile: 0776740519 Al Hashmi Centre Mobile: 077 674 0518	Sunday – Thursday 08:00 – 16:00 Tel: 06 492 5096 orHelp Line: 110 IMC – PSS services Sunday-Thursday	medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652	Kassam Centre Abdul Rahman Ma'adi Mobile: 079 931 7222	North Amman Office Wafa Nuwwara
Mental health MOH Consultative Clinic Mobile: 0776740519 Al Hashmi Centre Mobile: 077 674 0518 JWU	Sunday – Thursday 08:00 – 16:00 Tel: 06 492 5096 orHelp Line: 110 IMC – PSS services	medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652 Helpline: 110	Kassam Centre Abdul Rahman Ma'adi Mobile: 079 931	North Amman Office Wafa Nuwwara w.nuwwara@unrwa.or Duty phone: 079 710
Mental health MOH Consultative Clinic Mobile: 0776740519 Al Hashmi Centre Mobile: 077 674 0518 JWU Saturday- Thursday	Sunday – Thursday 08:00 – 16:00 Tel: 06 492 5096 orHelp Line: 110 IMC – PSS services Sunday-Thursday 9:00-17:00	medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652 Helpline: 110 ARDD-Legal Aid –	Kassam Centre Abdul Rahman Ma'adi Mobile: 079 931 7222 WFP Food –	North Amman Office Wafa Nuwwara w.nuwwara@unrwa.or Duty phone: 079 710 0496
Mental health MOH Consultative Clinic Mobile: 0776740519 Al Hashmi Centre Mobile: 077 674 0518 JWU	Sunday – Thursday           08:00 – 16:00           Tel: 06 492 5096           orHelp Line: 110           IMC – PSS services           Sunday-Thursday           9:00-17:00           Focal Point:           Hala Abu Al Khair,	medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652 Helpline: 110	Kassam Centre Abdul Rahman Ma'adi Mobile: 079 931 7222 WFP Food – Voucher assistance	North Amman Office Wafa Nuwwara w.nuwwara@unrwa.or Duty phone: 079 710 0496
Mental health MOH Consultative Clinic Mobile: 0776740519 Al Hashmi Centre Mobile: 077 674 0518 JWU Saturday- Thursday	Sunday – Thursday 08:00 – 16:00 Tel: 06 492 5096 orHelp Line: 110 IMC – PSS services Sunday-Thursday 9:00-17:00 <u>Focal Point:</u> Hala Abu Al Khair, hkhair@InternationalMedical	medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652 Helpline: 110 ARDD-Legal Aid – <u>Focal Point:</u>	Kassam Centre Abdul Rahman Ma'adi Mobile: 079 931 7222 WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm	North Amman Office Wafa Nuwwara w.nuwwara@unrwa.or Duty phone: 079 710 0496 South Amman Office Haifa Al-Wheidi h.wheidi@unrwa
Mental health MOH Consultative Clinic Mobile: 0776740519 Al Hashmi Centre Mobile: 077 674 0518 JWU Saturday- Thursday	Sunday – Thursday           08:00 – 16:00           Tel: 06 492 5096           orHelp Line: 110           IMC – PSS services           Sunday-Thursday           9:00-17:00           Focal Point:           Hala Abu Al Khair,	medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652 Helpline: 110 ARDD-Legal Aid –	Kassam Centre Abdul Rahman Ma'adi Mobile: 079 931 7222 WFP Food – Voucher assistance Sunday – Thursday 8:00	North Amman Office Wafa Nuwwara w.nuwwara@unrwa.ou Duty phone: 079 710 0496 South Amman Office Haifa Al-Wheidi

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Email:

Dr. Aws Shaker Mobile: 079 612 5506 Tel: 06 567 4285

Islamic Charitable Centre - Primary health care Saturday-Thursday 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, speech eccla aids Sunday – Thursday 8:00am –15 :30

Tel: 06 5344193

Focal Point:

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In Sweileh: Dr. Nesreen Barakat Mobile: 079 731 9450 Email: dr.nesreen@ifhjo.org

In Hashmi: Dr. Mona Badawi Tel: 06-4908310 Email: m.badawi@ifhjo.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. Open Sunday-Thursday 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 *Sunday-Thursday* 07:45-14:00

Focal Point:

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: Ahmad Bawaneh Mobile: 079 851 6131

CARE International – PSS services Sunday-Thursday 8:00-16:00

Tel: 06 565 1488

Islamic Charitable Centre – Safe spaces for children and youth Saturday-Thursday 7:30-15:30

Focal Point:

Izz AI 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

Saturday – Thursday 8:30-4:30

Queen Zein Al Sharaf Institute for Development Focal Point: George Theodory Mobile: 079 9379831 E-mail: <u>cp.jordan@intersos.org</u>

SCI – Child and Family Centres,

Community based Child Protection Committees Sunday-Thursday 9:00-15:00

Focal Point:

Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed @savethechildren.org

WVI - CFSs for children, AFSs for Adolescents, and PSS services

Strengthening Community based protection committees

Saturday – Thursday 09:00 - 15:00

<u>Focal Point</u>: Abed Rabbo Mobile: 0777 148540

Wala'a Ali Ababneh

Mobile: 077 8440736

somohareb@arddlegalaid.org

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Emergency line: (open 24/7) 077 738 7221 ammar.altaee@wfp.org Hotline number: 079 7778851

**SCI-** Livelihood activities(cash assistance, vocational training)

Focal point:

079 7778841

Suzan Albuheisi

Mobile:077664329

Email:suzan.albuha isi@savethechildre n.org

INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families

Saturday–Thursday 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-** Informal education Services

Sunday-Thursday 9:00-15:00

Focal Point:

Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsae ed@sav ethechildren.org

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# Child Protection Referral Pathway – AZRAQ

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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

Child or caregiver goes directly to case manager

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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

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 <sup>2</sup>
Save the Children Jordan Outreach & support to register children in schools / Social worker and psychologist available in-school help desk office Sunday – Thursday from 09:00 - 16:00 Focal Point: Kareem Makkawi Mobile: 077 546 4970 Email:KMakkawi@ Savethechildren.or g.jo Zain Network Hotline: 077 670 2426 0800 02 766 0800 00111	IMC Specialized in child protection and mental health 24 hours/ 7 days a week Focal Point Mohammad Abulawi mabulawi@internati onalmedicalcorps.or g Duty Phone: 079 847 926 Email: mabulawi@Internati onalMedicalCorps.o rg	IMC Specialized in child protection and mental health <u>24</u> <u>hours/ 7 days a</u> week Focal Point Rawan Mamkigh mamkagh@internatii onalmedicalcorps.org Mobile: 079 022 1954 Mohammad Abulawi mabulawi@internatio nalmedicalcorps.org Duty Phone: 079 847 0926	IRC Unaccompanied children and Separated children 24 hours/ 7 days a week Duty Phone: 077 848 631 Email : UASC-CM- AZRAQ@rescue.org Focal point: Mustafa Hassan Mobile: 077 506 6653 Email: mustafa.hassan@re scue.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	Refer First to: Juvenile Police Department Saturday-Thursday 7.30 – 15.00 Focal Point: TBC Mobile: Email: JPD will inform UNICEF for advocacy purposes. Focal point: Dana Dodeen Mobile: 079 893 7190 Email: ddodeen@unicef.or g UNHCR Sunday-Thursday 8:00 to 15:30 Duty Phone: 0795564383 Detention emergency line: 079 674 2200

	nter-Agency emergency standard operating procedu ender-based violence and violence, abuse, neglect a	
-		-
	Refer to UNHCR (registration and database follow up)	After working hours and weekends UNHCR Hotline: 079 710 9194
	Sunday-Thursday 8:00 to 15:30	<u>Focal Point</u> : Mounir Maalouli
	Duty Phone: 079 556 4383	<u>Mobile:</u> 079 592 2836 <u>Email:</u> maalouli@unhcr.org
	After working hours and weekends	
	UNHCR Hotline: 079 710 9194	Sunday-Thursday 8:00 to 15:30
	<u>Focal Point</u> : Mounir Maalouli	UNHCR will arrange legal representation by Jordanian Bar Association when
	<u>Mobile :</u> 079 592 2836	needed
	Email: maalouli@unhcr.org	
Case managers refer to services below if: a. Child/caregiver wants to receive protection, legal or b. Child/caregiver consents to share the information or c. There are immediate safety and security risks to oth d. It is in the best interest of the child because of: Immediate safety or security risks to the child that req Risk of imminent forced/early marriage (UNHCR) ** Risk of <i>refoulement</i> or voluntary return in cases of ** Severe neglect (UNHCR/FPD) ** Sexual exploitation and abuse by humanitarian perso ** Children requiring BID (UNHCR) Always assess the consequences this could have to	n grave violations against children (UNICE lers; or uire protection/police services (UNHCR/F of children associated with armed groups/f nnel (UNHCR)	PD); orces (UNHCR)
UNHCR– Protection Focal Point:		
Mounir Maalouli; maalouli@unhcr.org; 079 592 2836 Ahmad Al-Wazani: <u>alwazani@unhcr.org</u> ; 079 624 5880	(focal point for referral to FPD)	
Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 556 4383		
After working hours and weekends <u>UNHCR Hotline:</u> 079 710 9194		
<b>FPD</b> – Cases of sexual violence, family violence and new service providers should refer refugee cases through UN (see contacts above) <i>Open 24 hours</i> Hotline: 911.		
<b>UNICEF</b> : Case managers refer cases of grave violation Sunday – Thursday 08:00 – 15:30 Duty phone: 079 021 4149	ns <sup>3</sup> (MRM) to UNICEF when refugee child	/caregiver consents

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Email: jochildprotect@unicef.org

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<sup>&</sup>lt;sup>3</sup>Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacksagainst schools or hospitals; denial of humanitarian access for children; abduction of children

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Health Care	CP Psychosocial Services / Case	Protection, Security, and Justice	Other Basic Services	Education <sup>3</sup>
	Management			
	IMC-Provision of focused			
Mental Health Care:	and structured psychosocial support	UNHCR -	UNHCR – Food, NFI,	UNICEF-Provision of
	including case	Registration,	Cash for Work, Shelter	Formal Education
IMC	management, Sunday-	protection and legal		
	Thursday	services	Focal point:	Focal points:
Sunday- Thursday	09:00 - 16:00	O		
9:00-16:00		Sunday-Thursday 8:00 to 15:30	Nyi Lynn Htet	Ms. Hind Omer
	Focal Point:	0.001015.30		
Focal Point:	Rawan Mamkigh	Focal Point:	Mobile: 079 514 4925	Mobile: 079 871 831
Loay Al Husieni	mankagn@international medicalcorps.org	<u> </u>	Email: htetn@unhcr.org	Email:
husieni@internationalmedi	Mobile: 079 022 1954	Mounir Maalouli		homer@unicef.org
<u>calcorps.org</u> Mobile: 0790 22 1961				
NODIIC. 0730 22 1301	Mohammad Abulawi	Mobile: 079 592 2836	WFP - Food	Ms. Seema Alzibdeh
Nohammad Abulawi	mabulawi@internationalm edicalcorps.org	Duty Phone: 079		Mahila, 070 570 657
mabulawi@internationalme	Duty Phone: 079 847	554 6383 Email:	Focal point:	Mobile: 079 570 957 Email:
dicalcorps.org	0926	maalouli@unhcr.org	Ammar AlTaee:	salzibdeh@unicef.or
Duty Phone: 079 847 0926			079 9937686 Email:	
	Mercy Corps / UNICEF-	After working hours	ammar.altaee@wfp.org	Save the Children
Primary health &	CFSs, youth friendly	and weekends	and	Jordan – Outreach
Reproductive Health	spaces, PSS, community			support to register
care:	based	UNHCR Hotline:	WFP hotline number:	children in schools /
	protection	0797109194	079 7778851 079 7778841	Social worker and
			0191110041	psychologist availabl in-school help desk
IMC /UNHCR/UNFPA	Saturday – Thursday	Shelter/Safe	UNICEF – WASH	office
	09:00-15:00	house:		
Village 6 clinic: Open 24	E e e la cieta		Focal point:	Focal point:
hours / 7 days a	<u>Focal point:</u> Abdelrazaq Banihani,	FPD through UNHCR	<u> </u>	
week	Abuellazay Dahihahi,	ONTOR	Ahmed Ali	Kareem Makkawi
	Mobile : 077 606 0041	Sunday-Thursday		Mobile:077 546 4970
Village 3 clinic: Sunday to	<u>WODILE</u> . 077 000 0041	8:00 to 15:30	Mobile: 079 555 0481	Email:
Thursday 9:00 –	Email:	0.0010 10.00		KMakkawi@Savethe Idren.org.jo
16:00	abanihani@jo.mercycor	Duty Phone: 079 554	Email:	laion.org.jo
	ps.org.	6383	ahmali@unicef.org	Relief International
<u>Focal point</u> :			-	Remedial classes for
Lina Hamidi Mobile1 : 0790248397	CARE International /	After working hours	UNHCR – WASH	school age children.
Mobile 2 : 0797566310	UNHCR-	and weekends		Informal education
Email:	Community-based	UNHCR Hotline: 079	Focal point:	activities, literacy, numeracy and Englis
hamidi@internationalm	psychosocial activities	710 9194		classes for 12-18 years
edicalcorps.org	Sunday- Thursday		Murad Alshisha	olds.
	9.00- 16.00	Focal Point:		
			Mobile:	Focal point:
	Focal Points:	Mounir Maalouli	079 894 0122	
				Ms. Rosi Greenberg
	Marten Mylius	Mobile: 079 592 2836	Email:	
		Email: maalouli@unhcr.org;	ALSHISHA@unhcr.org	Mobile: 077 544 624
	Email:marten.mylius@j	maaioan e annoi.org,		Email:
	o.care.org Mobile:			rosi.greenberg@ri.or
	077 840 0424			
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<sup>3</sup>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, andlife skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound tocertain age or target group.

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**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 apublic school 10<sup>th</sup> grade completion.

Handicap		NRC
International (HI) -		Informal education for
Rehabilitation services for persons with disability and		children/NRC
persons with injury, children		Saturday Thursday
and adults & provision of		09:00 - 17:00 TBC
prosthesis, orthotics & mobility		
aids.		Focal point:
Sunday-Thursday: 8:00		-
- 16:00		Reem Shamout
Duty phone: 078 723 9624		<u>Mobile:</u> 0796487663
<u>Email:</u>		
fieldco.mafraq@hiemergency.org		Informal Education for Youth/NRC:
		Focal point :
		Dina Ala'Eddin
		Julia Al-Zoubi
		<u>Mobile : 079 826 1225</u> (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.
		Focal point:
		Hazem Salman
		<u>Mobile</u> : 077 665 2004 <u>Email:</u>
		hsalman@jo.mercycorp s.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 Child or caregiver goes directly to case manager -- 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

### **STEP 2: Case management services**

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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 Saturday - Thursday 8:30- 15:30 Focal point: TaghreedFreij Mobile: 077 546 4973 Email: tfraij@savethechild ren.org.jo Hotline : 077 670 2426 0800 22766 0800 00111 Mafraq Tel: 077 546 4973	IRC Sunday – Thursday 08:30 – 17:00 Focal Point: Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@resc ue.org SitNour Ali Mobile: 077 666 2200 Email: SitNour.Ali@rescu e.org	UNHCR Sunday-Thursday 8:00 to 15:30Focal Point:Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.or gProtection Duty Phone: 079 554 6383After working hours and weekends UNHCR Hotline: 079 710 9194For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit24 hours (afterhours answering machine) Hotline Toll Free No: 0800 22208 Email: hotline@mol.gov.jo	Refer first to: UNHCR Sunday-Thursday 8:00 - 15:30 Focal Point: Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.or 9 Protection Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 710 9194 IRC Unaccompanied children Focal Point: Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@resc ue.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</i> 9:00 – 17:00 Mobile : 07 87 27 53 99 Email : dvfp.intake.irbid @gmail.com UNHCR <i>Two days per week</i> 8:00 - 15:30 Isra'a Mas'ad Mobile: 079720 7389 Email:masad@unhcr.org UNHCR Help Desk: 06 550 2141	UNHCR Sunday-Thursday 8:00 to 15:30 Focal Point: Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org 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 UNRWA Open 24 hours Focal Point: Riyad Mansi Mobile: +962 5408680 Email: s.al- r.mansi@unrwa.org

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	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         a.       Child/caregiver wants to receive protect         b.       Child/caregiver consents to share the         c.       There are immediate safety and secur         d.       It is in the best interest of the child bed         Immediate safety or security risks         Risk of imminent forced/early ma         Risk of refoulement or voluntary         Severe neglect (UNHCR/FPD)         Sexual exploitation and abuse by         Children requiring BID (UNHCR)	ction, legal or police sei information on grave vie ity risks to others; or ause of: to the child that requir rriage (UNHCR) return in cases of childe humanitarian personn	olations against childre e protection/police serv ren associated with arm el (UNHCR)	vices (UNHCR/FPD); ned groups/forces (UI		
Always assess the consequences this c UNHCR- Protection	ould have to minimize	e risks and ensure be	st interest of the chi	ild.	
Focal Point: Sunday-Thursday 8:00 to 15:30					
Abd Al Nour Jaradat: Mobile: 079 895 7318	3, Email; jaradata@unh	cr.org			
Protection Duty Phone: 079 554 6383					
<i>After working hours and weekends</i> Protecti Hotline: 079 710 9194	on				
<b>UNRWA</b> – Protection Amani Zaqout: a.zaqout@unrwa.org					
<b>FPD</b> – Cases of sexual violence, family vio providers should refer refugee cases throug above)					
Open 24 hours, 7 days a week Hotline:					
911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email:	familypd@accessme.co	<u>om.jo</u>			
UNICEF: Case managers refer cases of grave violations <sup>4</sup> (MRM) to UNICEF when refugee child/caregiver consents					

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UNICEF: Case managers refer cases of grave violations<sup>4</sup> (MRM) to UNICEF when refugee child/caregiver consents Sunday – Thursday 08:00 – 15:30 Duty phone: 079 021 4149 Email: jochildprotect@unicef.org

<sup>&</sup>lt;sup>4</sup>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

	CP Psychosocial Services /	Protection,	Other Basic Services	
Health Care	Case Management	Security, and Justice		Education <sup>5</sup>
		Justice		
JHAS	SCI –		UNHCR –	Save the Children Jordan-
Jпа5 Saturday – Thursday	Child and Family Centres,	UNHCR – Protection,	Registration, support to	Save the Children Jordan-
09:00-16:00	Child and Family Centres,	Registration	vulnerable children &	
	Community based Child	andlegal services	families through	SC Jordan (formal education)- hotline for children not in
Focal Point:	Protection Committees	for	NFI/cash	schools, information about
<u>r odar r onna</u>		refugees	assistance	education and protection
FatheyaAyaad	Saturday – Thursday			services in schools
Mobile: 0788550625	09 :00 – 15:00	SundayThursday	Sunday - Wednesday	
		8:00 to 15:30	08.30 – 15.30	Saturday – Thursday 08:30-
Dr. Ola Al Tebawi	Focal point:			15:30
Mobile: 077 500 6027	<u> </u>	Focal point:	Focal Point:	
Email:	Alaa Al-Faidi			Focal point:
pc@jordanhealthaid.	Mobile :	Faris Al Talib	Hussam Mayas	
org <b>MoH mobile</b>	0775475969	Mobile: 079	Mobile: 079 033 7163 Email: mayas@unhcr.	Taghreed Freij Mobile:077
team/UNICEF	Email:alaa.faidi@savethechildr	603 1297	org	546 4973 Email:
Vaccinations	en.org	003 1297	org	tfraij@savethechildren.org.jo
		Email:	UNHCR	
Focal point:		altalib@unhcr.or	Infoline:	
	IFH –CFSs,YFSs	g	06 550 2141	Hotline :
Mohammed Amiri	Sunday – Thursday 09:00 –			077 670 2426
Mobile:	15:00	Protection Duty	After working hours and	0800 22 766 0800 00111
079 949 3683		Phone: 079 554	weekends	0800 00111
	Focal Point:	6383	Protection Duty phone:	Mafrag
Buthayna Al-Khatib		AC 11 1	079 554 6383	Tel: 077 546 4973
Mobile:	BilalMobile; 078 889 8778	After working hours and weekends	0000	
079 906 0498	010 003 0110	UNHCR Hotline:	Focal Point:	SCI –
Handicap	Handicap International- PSS	079 710 9194	<u>r odar r olini</u> .	
International –	groups for children with			Informal education service
Rehabilitation services	disability/injury and their family	UNRWA	WFP Food – Voucher	Saturday – Thursday
for persons with		Open 24 hours	assistance Sunday –	09 :00 – 15:00
disability and persons	Focal point:		Thursday 8:00 am -	
with injury, children and adults & provision	Cell: 078 727	Focal Point:	5:00 pm	transportation of school age
of prosthesis, orthotics	5399 Email:		Focal Point:	children to public school
& mobility aids	dvfp.intake.irbid@gmail.com	Riyad Mansi	Rabab Mosleh:	
,		Mobile: 079	079 8674636	Focal point :
Cell: 078 727 5399		540 8680 Email:	Email: rabab.mosleh@wfp.org	
Email:		r.mansi@unrwa.		Alaa Al-Fidi Mahila i
dvfp.intake.irbid@gmail.		org	Alt. Naser Bardaghawi:	Mobile : 0775475969
<u>com</u>			079 9870517 Email:	Email:alaa.faidi@savethechildr
Mandal Haalith (1940		ARDD-Legal	naser.bardaghawi@wfp.	en.org
<u>Mental Health/ IMC</u> Focal Point:		Aid	org	
Manar Awwad		Sunday- Thursday 9:00-18:00	-	
0799861491		9.00-10.00	Focal Point:	
Duty Phone		Focal Point:	Anas Abdelwahid: 079 8997549	
079 5785095			Email:	
Dr. Ola Al Tebawi		Souzan	anas.abdelwahid@wfp.o	
Mobile: 077 500 6027		Mohareb	rg	
Email:		Tel: 06 461 7277	Hotline number:	
pc@jordanhealthaid.		Mobile: 077 577	079 7778851	
org		7077 Email:	079 7778841	
		somohareb@ar		
		dd-legalaid.org		
		Emergency line:		
		077 738 7221		

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<sup>&</sup>lt;sup>5</sup> **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.

### Child Protection Referral Pathway – EJC

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

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 Focal point	UNHCR Focal Point:	<b>Tdh-Lausanne</b> Sunday – Thursday		Refer to: Tdh-Lausanne	Refer to: UNHCR
Rasha Alzein Kareem Makkawi	Manal Hashem (hashem@unhcr.or g) 07 9873 8160	09:00 – 17:00	<i>Sunday-Thursday</i> 8:00 to 15:30 <u>Focal</u> <u>Point</u> :	Sunday-Thursday 09:00 – 17:00	<u>Focal point:</u> Manal Hashem
<u>Mobile</u> :077 574 4015 <b>Tdh-Lausanne</b>	Sunday-Thursday 8:00 to 15:30 Duty Phone:	<u>Focal Point</u> : Sunday – Thursday 09:00 – 17:00	Manal Hashem <u>Mobile</u> : 079 554 6383 Email:	<u>Focal Point</u> : Sunday –	Mahar Hashem <u>Mobile</u> : 079 554 6383 <u>Email</u> : hashem@unhcr.org
(for children not enrolled in school) <i>Sunday</i> –	0795564383 After working hours	Mohanad Al-Akash <u>Mobile:</u> 079 842 6245 and	hashem@unhcr.or g	Thursday 09:00 – 17:00 Mohanad AlAkash	24/7 UNHCR Detention emergency
Thursday 09:00 – 17:00	and weekends UNHCR Hotline: 0797109194	Ujain Ajluni 0798063223	<u>Duty Phone:</u> 079 556 4383	Mobile: 079 84 26245	line: 079 674 2200
Focal Point: Mohanad Al-Akash Mobile:		Alternate: Ali Ababneh <u>Mobile</u> : 079 684 0903	After working hours and weekends UNHCR Hotline:	Alternate: Ali Ababneh	UNHCR will arrange legal representation by Jordanian Bar Association when needed
079 842 6245 Alternate:		<u>Email:</u> Ali.ababneh@tdh.c h	079 710 9194	<u>Mobile</u> : 079 684 0903 <u>Email:</u> Ali.ababneh@tdh.	Inform <b>UNICEF</b> for advocacy purposes
Ali Ababneh <u>Mobile</u> : 079 684 0903 Email:		UNHCR		ch	Focal point:
Ali.ababneh@tdh.c h		<u>Focal point:</u> Manal Hashem		Emergency (UAE RC)	Dana Dodeen <u>Mobile:</u> 079 893 7190
UNHCR		<u>Mobile</u> : 079 554 6383 <u>Email</u> : hashem@unhcr.or		Sunday – Thursday 10:00 – 16:00	<u>Email</u> : ddodeen@unicef.or g
Focal Point:		g		Focal Point:	
Patric Mansour Mobile: 079 983 6321				Abdallah, Abou Hamad Mobile:	

<sup>6</sup> UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.

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Annexes —	
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nexes						
Email:Mansour@u				079 6 859 861		I
nhcr.org						l
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Manal Hashem						Ì
Mobile: 079 554						l.
6383 Email:						l
hashem@unhcr.or						l.
						l.
g						l
						l
•	er to services below if					l.
0	wants to receive protec		-			l.
-	consents to share the ir	-	plations against childrer	n (UNICEF);		l.
	diate safety and securit					l
	be in the best interest					l.
	ety or security risks to t ent forced/early marriag		otection/police services	(UNHCR/FPD);		l.
	ement or voluntary return		esociated with armed (	aroune/forces (LINHC	P)	l
	t (UNHCR/FPD)				13)	l.
0	and abuse by humanit	arian personnel (UNH)	CR)			I
<ul> <li>Children requiring</li> </ul>						Ì
3	()					Ì
Always assess the	consequences this co	ould have to minimize	e risks and ensure the	best interest of the	child.	I
UNHCR– Protection						I
Saturday – Wednes	day 09:00 – 17:00					l
	lashem;hashem@unhc	r.org; 079 873 8160				l
						Ì
Mounir Maalouli; ma	alouli@unhcr.org; 079 {	592 2836				l
O and a Thomas I an O	00 /- /F 00 D. /-					I
Sunday-Thursday 8: Phone: 079 556 438						l.
<u>FIIONE.</u> 079 550 450	3					l.
						l
After working hours						l.
UNHCR Hotline: 079	97109194					l.
						l.
	ual violence, family viol				ough UNHCR when	l.
	egiver consents and wh	nen possible – Zeina J	adaan: jadaan@unhcr.o	org) Open 24 hours		İ.
Hotline: 911						I
						I
UNICEF: Case mar	agers can refer cases o	of grave violations <sup>7</sup> (MI	RM) to UNICEF when re	efugee child/caregive	r consents	I
Sunday – Thursday						I
Duty phone: 079 02						I
Email: jochildprotec	<u>t@unicef.org</u>					I

### STEP 3: Referral to other services

Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>8</sup>
UAE RC - Emergency Saturday Thursday 09:00 - 17:00 TBC Focal point: Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 <u>Mobile:</u> Dr. Saif 079 864 6274	Tdh-Lausanne PSS services for children, Child Friendly Spaces, CPC and awareness raising on CP Sunday Thursday 09:00 - 17:00	UNHCR - Registration, protection and legal services Liaison done by UNHCR protection Manal Hashem <u>Mobile</u> : 079 554 6383 <u>Email</u> : hashem@unhcr.org	UAE RC - Food, NFI, Shelter, Cash for work Saturday Thursday 09:00 - 17:00 TBC Focal point: Abdallah, Abou Hamad Mobile: 079 685 9861	NRC Informal education for children/NRC Saturday Thursday 09:00 - 17:00 TBC <u>Focal point:</u> Reem Shamout <u>Mobile:</u> 0796487663

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<sup>&</sup>lt;sup>7</sup> 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

<sup>&</sup>lt;sup>8</sup> 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.

<b>UAE RC -</b> Primary Health Care <i>Saturday Thursday</i>	Mohanad Al-Akash <u>Mobile:</u> 079 842 6245	Sunday-Thursday 8:00 to 15:30 <u>Duty Phone</u> : 079 554 6383	Informal Education for Youth programs/NRC:
09:00 - 17:00			Focal point :
	Alternate:	After working hours and	Dina Ala'Eddin
Focal point:	Ali Ababneh	weekends	Ruba Abu Namous
	<u>Mobile</u> : 079 684 0903 Email:	UNHCR Hotline: 079 710 9194	Mobile : 079 826 122
Dr. Saif / Dr. Hamad Mobile:	Ali.ababneh@tdh.ch	110 0104	<u>(Dina)</u> <u>Email</u> :
<u>viobile.</u> Dr. Safe 079 076 9242			dina.ala.ddin@nrc.no
Dr. Hamad 079 864		PSD - Camp Security	
6274		Saturday Thursday	Mobile: 0790223740
		09:00 - 17:00 TBC	<u>MODILE</u> . 0750225740
UAE RC Mafraq			(Ruba)
Hospital - Secondary care or tertiary		Focal point:	Email:
Saturday Thursday			ruba.namous@nrc.no Save the Children
09:00 - 17:00 TBC Focal		Lt. Col : Abdullah	Jordan
point:		Amoush PSD	bordan
		Mobile: 079 019 2777	Formal education and
Dr. Saif / Dr. Hamad			children out of school
Mobile:			Saturday Thursday
Dr. Safe 079 076 9242 Dr. Hamad 079 864			09:00 - 17:00 TBC
6274			Focal Point
			Rasha Alzein Kareem Makkawi Mobile:
Mental Health- MH			077 574 4015
Duty Phone:			
079 021 8774			UNICEF
Monday- Wednesday-			
Thursday 09:00-15:00			Focal point: Ruba Mukbel <u>Mobile</u> :
·····, ····,			0799501306 <u>Email</u> :
Focal Point			rmukbel@unicef.org
Duha Alassaf			
Mobile: 079 021 8774			
dalassaf@international			
medicalcorp.org			
1 0			
UAE RC - Reproductive			
Health S <i>aturday Thursday</i>			
09:00 - 17:00 <u>Focal</u>			
point:			
Dr. Saif / Dr. Hamad			
<u> Mobile:</u> Dr. Safe 079 076 9242			
Dr. Safe 079 076 9242 Dr. Hamad 079 864			
6274			

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

Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	g All other CP cases including violence against children in the home & Community; child labour.	Unaccompanied & separated children	Children with disabilities	Children in conflict with th law
Save the Children Jordan - Outreach & support to register children in schools Sunday – Thursday 08:30 – 15:30 Focal point: Samah Al Bdour Mobile 077 546 4972 Email: sbdour@savethec	IMC - specialized in child protection, and mental health <i>Sunday – Thursday</i> 09:00 – 17:00 24 hours Duty phone: 079 578 5095 Focal Point: Mustafa Abu Serdaneh maseradneh@InternationalMe dicalCorps.org Mobile: 079 022 1956 Duty Phone: 079 578 5095	IMC Sunday – Thursday 09:00 – 17:00 24 hours Duty phone: 079 578 5095 Focal Point: Mustafa Abu Serdaneh Email: maseradneh@Intern ationalMedicalCorps.o Ig Mobile: 079 022 1956 Duty Phone: 079 578 5095	Refer first to: 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 – Thursday 08:00 – 15:30	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 27 53 99 Email : dyfp.intake.irbid	UNHCR Sunday-Thursda 8:00 to 15:30 Detention emergency line: 079 674 2200 After working hours and weekends Protection Hotline: 079 710 9194 UNHCR will refe refugee cases for legal
hil dren.org.jo Alaa' Alquraan Mobile: 077 575 4077 Email:	<b>IRC<sup>9</sup> -</b> Specialized in GBV <i>Sunday - Thursday</i> 08:30 – 17:00	For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit	Focal point: Serin Bitar <u>Mobile</u> +962 79 500 4947 Email: bitar@unhcr.org	@g mail.com	representation t Jordanian Bar Association lawyers UNHCR Sunday –
aquran@savethec hil dren.org.jo Hotline: 077 670 2426 080 022 766 080 000 111	Focal Point: Dina Khaza'leh Mobile: 077 503 9578 Email: dina.dinaalkhazali@ rescue.org	24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 22208 Email: hotline@mol.gov.jo	IMC Sunday – Thursday 09:00 – 17:00 <u>24 hours</u> Duty phone: 079		<i>Thursday</i> 08:00 – 15:30 <u>Focal point</u> : Serin Bitar <u>Mobi</u> +962 79 500 4947
Tel: 077 546 4972 077 575 4077 <b>UNRWA</b> Focal Point:	Nawal Mohammad Mobile: 079 678 5864 Email: nawal.mohammad@ rescue.org	Focal point: Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@h	<u>578 5095</u> Focal Point: Mustafa Abu Serdaneh		Email: bitar@unhcr.org UNRWA Focal Point:
Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa. or g	-	otmail.com/altaeib_s hereen@yahoo.com	Email: maseradneh@Int ern ationalMedicalCor ps .org		Arwa Qasem Mobile: 079 085 5131 a.qasem@unrw a.or g

 $^{\rm 9}\,$  If case also involves parent/caregiver being subject to GBV, refer parent and child to IRC

	Farah Qadura	UNRWA	UNRWA	
	Mobile: 077 607	Focal Point:	Focal Point:	
	0609			
	Farah.qadura@resc	Arwa Qasem	Arwa Qasem	
	<u>ue.org</u>	Mobile: 079 085	Mobile: 079 085	
		5131	5131	
	UNRWA	a.qasem@unrwa.or g	a.qasem@unrwa	
	Focal Point:	alquoolin@ullina.org	.or g	
	<u> </u>			
	Arvia Occorr			
	Arwa Qasem Mobile: 079 085			
	5131			
	a.qasem@unrwa.or g			
	a.qasem@umwa.org			
	efer to services below if:			
a. Child/caregive	er wants to receive protection, leg	al or police services;		
b. Child/caregive	er consents to share the informati	on on grave violations against c	hildren (UNICEF);	
c. There are imr	nediate safety and security risks	o others; or		
	the best interest of the child beca	,	rity risks to the child that r	equire protection/police services
	HCR/FPD);	,		
	nt forced/early marriage (UNHCR	)		
	f refoulement or voluntary return		vith armed groups/forces (	(UNHCR) ••
	eglect (UNHCR/FPD)		5 1	,
	l exploitation and abuse by huma	nitarian personnel (UNHCR)		
	requiring BID (UNHCR)	(		
	- 1° 3 ( )			
A				
UNHCR– Protection	e consequences this could ha	ve to minimize risks and ensu	re the best interest of the	e child.
Sunday – Thursda				
	04 0383			
Duty phone: 0795				
Duty phone: 079 5				
After hours and we	eekends (24 hours) Protection			
After hours and w				
After hours and we				
After hours and we Hotline:079 710 97	194			
After hours and we Hotline:079 710 9 UNRWA- Protectic	194 ý			
After hours and we Hotline:079 710 9 UNRWA- Protectic	194 ý			
	194 ý			
After hours and we Hotline:079 710 9 UNRWA- Protectic	194 ý			
After hours and w Hotline:079 710 9 UNRWA- Protectio Amani Zaqout: a.z	194 ý	d neglect child/caregiver or com	munity members can go d	lirectly to FPD service
After hours and we Hotline:079 710 9 UNRWA- Protectio Amani Zaqout: a.z	194 on aqout@unrwa.org			
After hours and we Hotline:079 710 9 UNRWA- Protectio Amani Zaqout: a.z	194 on aqout@unrwa.org exual violence, family violence an			
After hours and we Hotline:079 710 9 UNRWA- Protectio Amani Zaqout: a.z FPD – Cases of se providers should re	194 on aqout@unrwa.org exual violence, family violence an efer refugee cases through UNH0			
After hours and we Hotline:079 710 9 UNRWA- Protectio Amani Zaqout: a.z FPD – Cases of se providers should re Open 24 hours, 7	194 on aqout@unrwa.org exual violence, family violence an efer refugee cases through UNH0 <i>days a week</i> Hotline:			
After hours and we Hotline:079 710 9 UNRWA- Protectio Amani Zaqout: a.z FPD – Cases of se providers should r Open 24 hours, 7 911. Tel: 06 581 5	194 on aqout@unrwa.org exual violence, family violence an efer refugee cases through UNHO <i>days a week</i> Hotline: 738	CR when the refugee child/care		
After hours and we Hotline:079 710 9 UNRWA- Protectio Amani Zaqout: a.z FPD – Cases of se providers should r Open 24 hours, 7 911. Tel: 06 581 5	194 on aqout@unrwa.org exual violence, family violence an efer refugee cases through UNH0 <i>days a week</i> Hotline:	CR when the refugee child/care		
After hours and we Hotline:079 710 9 UNRWA- Protectio Amani Zaqout: a.z FPD – Cases of se providers should r Open 24 hours, 7 911. Tel: 06 581 5	194 on aqout@unrwa.org exual violence, family violence an efer refugee cases through UNHO <i>days a week</i> Hotline: 738	CR when the refugee child/care		
After hours and we Hotline:079 710 9 JNRWA- Protection Amani Zaqout: a.z FPD – Cases of se providers should re Open 24 hours, 7 911. Tel: 06 581 5 Focal Point: Major	194 on aqout@unrwa.org exual violence, family violence an efer refugee cases through UNHO <i>days a week</i> Hotline: 738	CR when the refugee child/carec	iver consents and when p	ossible <u>(see</u> contacts above)
After hours and we Hotline:079 710 9 JNRWA- Protection Amani Zaqout: a.z FPD – Cases of se providers should re Open 24 hours, 7 2011. Tel: 06 581 5 Focal Point: Major	194 on aqout@unrwa.org exual violence, family violence an efer refugee cases through UNHO <i>days a week</i> Hotline: 738 Sadeq Al Omari, email: <u>familypd</u>	CR when the refugee child/carec	iver consents and when p	ossible <u>(see</u> contacts above)
After hours and we Hotline:079 710 9 UNRWA- Protection Amani Zaqout: a.z FPD – Cases of se providers should re Open 24 hours, 7 911. Tel: 06 581 5 Focal Point: Major	194 on aqout@unrwa.org exual violence, family violence an efer refugee cases through UNHO <i>days a week</i> Hotline: 738 Sadeq Al Omari, email: <u>familypd</u> nanagers refer cases of grave vio	CR when the refugee child/carec	iver consents and when p	ossible <u>(see</u> contacts above)

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Duty phone: 079 021 4149 Email: jochildprotect@unicef.org

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<sup>&</sup>lt;sup>10</sup>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

Focal Point:

Maysoon Al Araj

Mobile: 078 574 1261

Family & Childhood

Protection - Non-

Sunday – Thursday 09:00 – 18:00

formal education

Tel: 02 725 0481

Focal Point Al-Ramtha

Baidaa Al-Shyoukh

Mobile: 079 886 9853

Mobile: 079 766 6934

SCI - Livelihoods (cash

Sunday – Thursday 09:00 - 15:00

Shajara:

assistance)

Focal point:

Tahani Jaghoub

Mobile:0776702451

av ethechildren.org

Email:Tahani.jaghoub@s

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Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>11</sup>
IMC – Mental health services	IMC – PSS case	UNHCR -	<b>UNHCR</b> – Registration,	SC Jordan (formal
& case management	management, PFA, training	Registration, legal	support to vulnerable	education)- hotline for
Sunday – Thursday 09:00 –	community-based	services and protection	children & families	children not in schools,
17:00	protection committees	for	through	information about
	Sunday – Thursday 09:00	refugees	NFI/cash assistance	education and protectio
24 hours	- 17:00			services in schools
Duty phone: 079 578 5095		SundayThursday	Infoline	
	Focal Point:	8:00 - 15:30 Duty	Sunday - Wednesday	Focal Point:
Focal Point:		Phone:	08.30 - 15.30	
	Mustafa Abu Serdaneh	079 554	Tel: 06 400 8000	Samah Al Bdour 077
Mustafa Abu Osadanah	Email:	6383		546 4972 Email:
Mustafa Abu Serdaneh, maseradneh@InternationalMedi	maseradneh@International			sbdour@savethechildr
calCorps.org	M	After working hours	After working hours and	en.
Mobile: 079 022 1956	edicalCorps.org	and weekends	weekends	org.jo
Duty Phone: 079 578 5095	Mahila, 070 000 4050	UNHCR Hotline: 079	Protection Duty phone:	
	Mobile: 079 022 1956 Duty Phone: 079 578	710 9194	079	Alaa' Alquraan
MOH	5095	110 0104	554 6383	077 575 4077
Princess Rahma/Badia	TdH – PSS & CFSs			
Hospital Open 24 hour	Sunday – Thursday 08:30	Helpdesk in Ramtha at	<b>UNRWA</b> – Basic	Email:
Open 24 nour	- 17:00	JHAS clinic	assistance and	aquran@savethechildre
		Monday	registration services for	n. org.jo
Tel: 02 710 1978	Focal Point:	09.00 -	Palestinian refugees	
	<u></u>	15.00 phone number	Sunday-Thursday 07:30 - 15:00	Questscope –
Focal Point:	Banan Hussain AlJarrah	Tel: 02 725	07.30 - 15.00	Nonformal education
Sunday – Thursday 08:00 –	Mobile: 079 965 4277	8510		and Informal education
16:00			Focal Point:	Sunday-Thursday
		UNRWA –		9:00 - 17:00
Dr. Abed Kareem Dalalah	SCI –	Protection (including	Arwa Qasem	
Mobile: 078 598 8249		cases of risk of arrest,	Mobile: 079 085 5131	Focal Point:
	Child and Family Centres,	detention or	a.qasem@unrwa.org	
MoH – Secondary health		refoulement for		<u>Rasha Abu Zeinah,</u>
care	Community based Child	Palestinian refugees)		Mobile: 079 853 6893
	Protection Committees	SundayThursday	Tdh – NFI provision	
Princess Basma Hospital		07:00-:1500	Sunday – Thursday	Al Farouk Charitable
Open 24 hour	Sunday – Thursday 09:00 -	24 hours	8.30 - 5.00	Society – Educational
	15:00		Focal Point	programmes for childre
Tel: 02 727 1747		Focal Point:	Irbid:	who have dropped out
	Focal Point:	Arwa Qasem		Sunday-Thursday 08:00-16:00
Focal Point:	Rami Enkhili	Mobile: 079	Banan Hussain AlJarrah	00.00-10.00
Sunday – Thursday 08:00 –	Mobile: 0776702418	085 5131	Mobile: 079 965 4277	

Mobile: 0776702418 Sunday - Thursday 08:00 -Email:rami.inkheili@saveth children.org Dr. Mohammed Ababneh

Mobile:

Wael Saliba

0775724545

hildren.org

Saturday-Thursday 08:30 - 16:30

Tel: 02 724 1342

Tel: 079 820 2354

079 820 2344

Email:wael.saliba@savethe

Mental health services Sunday-Thursday 08:00 - 14:00

Mobile: 077 674 0517

Mobile: 079 501 0502

16:00

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<sup>11</sup>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

a.qasem@un rwa.org

certifiable by the Ministry of Education activities 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	IRC – Community based	FPD -	Islamic Charitable Centre	SCI- Informal education
through a mobile clinic &	protection committees	Protection	Society – NFI (food & shelter)	Services:
mental health services	Sunday-Thursday	Hotline: 911	Saturday-Thursday	
Saturday – Thursday 09:00 -	08:30 - 17:00	Tel: 02 702	07:30 - 15:30	Sunday – Thursday 09:00
16:00		2347	Focal Point:	- 15:00
	Princess Basma Hospital –		Abd Al Qader Malkawi	
Focal Point:	MOH – PSS services	ARDD-Legal	Mobile: 078 878 7869	Focal Point:
Mobile: 077 500 6017		Aid – Legal	Tel: 02 727 9589	Rami Enkhili
Tel: 02 725 8510	Cell: 077 674 0517	assistance		Mobile: 0776702418
			<b>HI</b> – Rehabilitation for disabled	Email:rami.inkheili@savet
Al Farouk Charitable Society-	NHF / IFH – PSS and	Focal Point:	persons & provision of aids, equipment	hechildren.org
Medical centre & pharmacy /	community services Focal		& prostheses	-
Medical services for women	Point:	Souzan	Sunday – Thursday	
and children & referral to RH	Rawan Dababneh	Mohareb	08:30 - 17:30	
services	Tel: 06 534 4193	Tel: 06 461		Wael Saliba
24 hours	Email: r.dababneh@ifhjo.org	7477	Mobile: 078 727 5399 Email:	Mobile: 0775724545
		Mobile: 077 577	Outreach.jd@hiemergency.org	Email:wael.saliba@savet
Focal Point:	Family & Childhood	7077 Email:	Al Sanabel – Food	hechildren.org
Maysoon Mrouj	<b>Protection Society</b> – Referrals	somohareb@		g
Mobile: 078 574 1261	to mental health services &	arddlegalaid.org	Kitab Sunna – NFI	
	provision of PSS services for		Sunday-Thursday	
Islamic Centre Charitable	survivors of domestic violence	Emergency line:	08:00-16:00	WVI (formal education)-
Society – Primary health care		(open 24/7)	Focal point:	Remedial Education, CtC
Saturday-Thursday	Focal Point:	077 738	Focal point: Ahmad Saggar	Activities in Schools,
07:30-15:30		7221	Mobile: 078 801 5165	
			Email:	Focal Point:
Focal Point:	Kathim Kfeiri	JWU– Legal	saggggar@yahoo.com	
Abdel Kader Al Malkawi Mobile:	Tel: 02 725 0481	counseling	3333 3 ,	Lna Sawalha
078 878 7869		Saturday -	IRC – Cash assistance	0779 178 618
Tel:	HI – PSS services	Thursday 08:30 - 16:30	Sunday – Thursday	Email:
	Sunday – Thursday 08:30 –	00.30 - 10.30	08:30 - 17:00	Lna_Sawalha@wvi.org
Kitab Sunna – Primary	17:00			_ 0
health care Sunday-Thursday		Focal Point:	Focal point:	Mayadah Qashou
08:00 - 16:00	Mobile: 078 727 5399 Email:		Farah Qadoura	077 8440710
	Outreach.jd@hiemergency.org	Irbid:	Mobile: 077 607 0609	011 0440110
Focal point:		Muntaha	Email:farah.qadura@rescue	
		Tayyem	.org	Email:
Ahmad Saggar		Rasha	ICMC – NFI, cash assistance	mayadah_qashou@wvi.or
Mobile: 078 801 5165	NTERSOS/JOHUD – CFPs and	Khazaleh		g
Email:	PSS services for children, adolescents and	Jamal Jeet	WFP Food – Voucher	
saggggar@yahoo.com	their families	Tel: 02 724 1342	assistance	
3333 - 7		079 820	Sunday – Thursday	
HI – Rehabilitation services for	Coturday, Thursday, 0:204:20	2344	8:00 am – 5:00 pm	
persons with disabilities &	Saturday – Thursday 8:304:30	2344		
persons with injuries (children &			Focal Point:	
adults) & provision of	Sheikh Hussein Centre for	Ramtha:	Rabab Mosleh: 079 8674636	
prosthesis & mobility aids	Human Development	Muna	Email:	
Sunday – Thursday 08:30 –	Mansoura Centre for Human	Gharaibeh	rabab.mosleh@wfp.org	
17:00	Development Aydoun Center for Human	Taghreed Al	Alt. Naser Bardaghawi: 079	
	Development	Ghazaleh	9870517	
Mobile: 078 727 5399 Email:		079 820	Email:	
Outreach.jd@hiemergency.org	Facel Daint	2354	naser.bardaghawi@wfp.org	
	Focal Point: George Theodory Mobile:			
<b>UNRWA –</b> Basic health	079 9379831 E-mail:		Focal Point:	
services for Palestinian	cp.jordan@intersos.org		Anas Abdelwahid: 079	
refugees	<u></u>		8997549	
Sunday-Thursday	W/VI CESs for shildren		Email:	
07:45 - 14:00	WVI - CFSs for children, AFSs for Adolescents, and		anas.abdelwahid@wfp.org	
	PSS services		Hotline number: 079 7778851	
Focal Point:			079 7778851	
	Other athen is a Querry it			
Arwa Qasem	Strengthening Community		INTERSOS/JOHUD - CFPs	
Mobile: 079 085 5131	based protection committees		and PSS services for	
a.gasem@unrwa.org			children, adolescents and	
	Saturday – Thursday 09:00 -		their families	
	15:00		Saturday – Thursday	
			8:30-4:30	
JWU	Focal Point:		Sheikh Hussein Centre for	
Saturday-Thursday 8.30 - 16.30	Abed Rabbo		Human Development	
	Mobile: 0777 148540		Mansoura Centre for Human Development	
May Al-Shyab			Aydoun Center for	
Mobile: 079 820 2344	Wala'a Ali Ababneh		Human Development	
Tel: 02 724 1342	Mobile: 077 8440736		Focal Point: George	
			Theodory	
			Mobile: 079 9379831 E-mail:	
			cp.jordan@intersos.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		
<ul> <li>General service providers, UNHCR registration services or community members identify child protection case. Immediate response includes:</li> <li>Provide a safe, caring response</li> <li>Respect the confidentiality and wishes of the child/caregiver</li> <li>Provide information about available case management services</li> <li>Facilitate referral to relevant case management services (see below) when child/caregiver consents</li> <li>For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> <li>In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest</li> </ul>	Child or caregiver goes directly to case manager	

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 Saturday - Thursday 8:30- 15:30 Focal point: Taghreed Freij Mobile: 077 546 4973 Email: tfraij@savethechil dren.org.jo Hotline : 077 670 2426 0800 22 766 0800 00111	NHF / IFH	UNHCR(violence in the home) Sunday- Thursday 8:00 - 15:30 Focal Point: Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org Protection Duty Phone: 079 554 6383 After working hours and weekends 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) <u>Hotline</u> Toll Free No: 0800 22208 Email: hotline@mol.gov.jo Focal point: Shereen Al-Taeib 079 758 7583 Email:altaeib_shere en@hotmail.com/alt aeib_shereen@yah	Refer first to UNHCR Sunday-Thursday 8:00 to 15:30 Focal Point: Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org Protection Duty Phone: 079 554 6383 After working hours and weekends Protection Hotline: 079 710 9194 IRC Unaccompanied children Sunday – Thursday 08:30 – 17:00 Focal Points: Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescu e.org NHF / IFH Separated children Focal Point: Duaa Al Omari 079 549 5774	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@un hcr.org UNHCR Help Desk; 06 550 2141	UNHCR Sunday-Thursday 8:00 to 15:30 Focal point: Abd Al Nour Jaradat Mobile: 079 895 7318 Email; jaradata@unhcr.org 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

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gender-based violence and violence, abuse, neglect and exploitation of Children in Jordan 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); 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 Sunday-Thursday 8:00 to 15:30 Abd Al Nour Jaradat: Mobile: 079 895 7318, Email; jaradata@unhcr.org Protection Duty Phone: 079 554 6383 After working hours and weekends 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 Open 24 hours Hotline: 911. Ramtha branch Tel: 02 623 5511. Email: familypd@accessme.com.jo UNICEF: Case managers refer cases of grave violations<sup>12</sup> (MRM) to UNICEF when refugee child/caregiver consents Sunday - Thursday 08:00 - 15:30 Duty phone: 079 021 4149 Email: jochildprotect@unicef.org

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Inter-Agency emergency standard operating procedures for prevention of and response to

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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 <sup>13</sup>
<b>MOH –</b> Primary Health	IFH - PSS	UNHCR -	UNHCR –	SC Jordan (formal
JHAS – Primary Health	Sunday – Thursday 9:00 – 15:00	Protection, Registration andlegal services	Registration, support to vulnerable children & families through	education)– hotline for children not in schools, information about education
Once a week	Focal Point:	for refugees	NFI/cash assistance	and protection services in schools
Focal Point:	Bilal Zwateen:	Sunday-Thursday 8:00 - 15:30	Sunday - Wednesday 8.30 – 15.30	Saturday – Thursday 8:30- 15:30
FatheyaAyaad Mobile: 078 855 0625	Mobile:079 738 0792		0.30 - 13.30	Focal point:
Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.	Taqwa Tahtamouni Duty Phone: 079 549	Focal point:	Focal Point:	
org	5774	Faris Al		Taghreed Freij Mobile: 077 546 4973 Email :
	IRC - UAM and Child GBV	Talib	Hussam Mayas	tfraij@savethechildren. org.jo

<sup>12</sup> 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

<sup>13</sup> 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.

۲ Annexes IMC - Mental Health Sunday-Thursday Sunday - Thursday 09:00 Mobile: 079 Mobile: 079 033 9.00-16.00 - 17:00 7163 Email: 603 1297 Hotline : mayas@unhcr.org 077 670 2426 Focal Point: Focal Point: 0800 22 766 Email: 0800 00111 altalib@unhcr.org UNHCR Infoline: 06 Sara Al-Khatib Manar Awwad Mobile:079 582 4390 <u>SCI –</u> mawwad@internationalmedicalcorps.org 550 2141 Duty Phone: 079 Mobile: 079 986 1491 554 6383 Duty Phone: 079 578 5095 After working hours and Informal education service Saturday – Thursday 09 :00 – 15:00 weekends Protection Duty After working SCI – phone: 079 554 6383 hours and MoH mobile team/UNICEF --weekends Vaccinations Child and Family Centres, Protection Hotline: Transportation of school 079 710 9194 age children to public school Focal point: WFP Food - Voucher Community based Child assistance **Protection Committees ARDD-Legal Aid** Sunday – Thursday Mohammed Amiri Mobile: Sunday-Thursday 8:00 am - 5:00 pm 079 949 3683 Focal point : 9:00-18:00 Saturday - Thursday 09:00-15:00 Focal Point: Buthayna Al-Khatib Mobile: Alaa Al-Faidi Rabab Mosleh: Focal Point: 079 906 0498 079 8674636 Mobile . Focal point: 0775475969 Email: Souzan Email:alaa.faidi@savethech rabab.mosleh@wfp.org Handicap Mohareb Tel: Alaa Al-Faidi Mobile ildren.org International -06 461 7277 Alt. Naser Bardaghawi: 079 Rehabilitation services for persons with 0775475969 Mobile: 077 9870517 disability and persons with injury Email:alaa.faidi@savethec 577 7077 Email: children and adults & provision of Email: hildren.org naser.bardaghawi@wfp.org prosthesis, orthotics somohareb@ardd-& mobility aids legalaid.org Focal Point: Anas Abdelwahid: Mercy Corps - Playground Mobile: 078 727 5399 Email: Emergency line: 079 8997549 dvfp.intake.irbid@gmai l.com 077 738 7221 Email: Focal point: anas.abdelwahid@wfp.org Hotline number: 079 7778851 Ahlam Awamleh 079 7778841 Mobile: 077 500 2544 Email: a.awamleh@ jo.mercycorps.org Finn Church Aid ۲ Psychosocial activities for adolescents Sunday-Thursday 9:00-17:00 Focal Point: 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

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### Child Protection Referral Pathway - Mafraq

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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 protecti	on cases	
<ul> <li>identify child protection case. Immed</li> <li>Provide a safe, caring response</li> <li>Respect the confidentiality and wishes</li> <li>Provide information about available ca</li> <li>Facilitate referral to relevant case consents</li> <li>For child survivors of sexual viole</li> </ul>	of the child/caregiver ase management services management services (see below) when child/caregiver nce ensure immediate (within 72 hrs) access to medical care curity risk to the child, consult child protection case manager	Child or caregiver goes directly to case manager

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 Saturday – Thursday 08:30- 15:30 Focal Point: Taghreed Freij Mobile : 077 546 4973 Email: tfraij@savethech ild ren.org.jo	IMC - Specialized in child protection and mental health Focal Point: Sunday – Thursday 09:00 – 17:00 Focal Point: Omar Mneizel omneizel@Internatio nalMedicalCorps.org Mobile: 079 830 1259 Duty Phone: 079 578 5095	IMC Focal Point: Sunday – Thursday 09:00 – 17:00 Focal Point: Omar Mneizel omneizel@InternationalM edicalCorps.org Mobile: 0798301259 Duty Phone: 079 578 5095 For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit	Refer first to: UNHCR Sunday-Thursday 08:00 - 15:30 Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 710 9194 UNHCR Sunday – Thursday 08:00 – 15:30 Focal point:	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.mafraq @gmail.com	UNHCR Sunday- Thursday 8:00 - 15:30 Detention emergency line: 079 674 2200 After working hours and weekends Protection Hotline: 079 710 9194 UNHCR will refer refugee cases for legal
Hotline : 077 670 2426 0800 22 766 0800 00111	IRC <sup>14</sup> – Specialized in GBV <i>Sunday – Thursday</i> 08:30 – 17:00	24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 222 08 Email: hotline@mol.gov.jo	Mohammad Hajiji <u>Mobile+962 77</u> <u>740 7576 Email:</u> hajiji@unhcr.org <b>UNRWA</b> <u>Focal Point</u> : ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa .org	UNHCR Sunday-Thursday 8:00 - 15:30 UNHCR Help Desk 06 550 2141 UNHCR Sunday – Thursday 08:00 – 15:30 Focal point: Mohammad Hajiji <u>Mobile+962 77</u> 740 7576 Email: hajiji@unhcr.org	representation by Jordanian Bar Association lawyers UNHCR Sunday – Thursday 08:00 – 15:30 Focal point: Mohammad Hajiji Mobile+962 77 740 7576 Email: hajiji@unhcr.org

 $^{14}$  If case also involves parent/caregiver being subject to GBV, refer parent and child to IRC

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Annexes —

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Sawsan Hishaq Mobile: 079 022 4674       Shersen Al Taelb 079 758 7383 Email: anala.loom?alaeb.s       Sunday - Thursday 09:00 - 77:00       Eocal Point: ZiyadMousa Mobile: 079 576 3643       ZiyadMousa Mobile: 079 576 3643       ZiyadMousa Carpout Mobile: 079 656 3787       Forand Al Carpout Mobile: 079 554 6383       Forand Paint: 220         ZivadMousa Mobile: 079 576 3643       UNRWA       Focal Point: ZivadMousa Mobile: 079 576 3643       Duly Phone: 079 576 46383       Duly Phone: 079 554 6383       Duly Phone: 079 554 6383       Duly Phone: 079 554 6383       Forand Paint: 220       Duly Phone: 079 576 3643       Duly Phone: 079 576 364 0383       Duly Phone: 079 576 364 076 767 067 067 067 067 067 067 067 067		Focal Point:	Focal point:	IMC Focal Point:	UNRWA	UNRWA
zmousa2@unrwa.o       rg         child/caregiver       rg         child/caregiver       construction, legal or police services;         list of the best interest of the child because of;       its is the best interest of legal maintarian         e Skik of findulation and abuse by humanitarian personnel (UNHCR)       e         • Child/caregiver and weakends;       0.0 – 15.30         undy - Thursday, 08:00 – 15.30       undy - Thursday, 08:00 – 15.30         undy - Thursday of set of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service rowiders should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – see a		Mobile: 079 027 4674 Email: <u>sawsan.Ishaq@rescu</u> e.org Farah Qadura Mobile: 077 607 0609 Email: Farah.qadura@res cue.org <b>UNRWA</b> Focal Point: ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.	079 758 7583 Email: altaeib_shereen@h otmail.com/altaeib_s hereen@yahoo.com UNHCR Sunday – Thursday 08:00 – 15:30 Focal point: Mohammad Hajiji <u>Mobile+962</u> 777407576 Email: hajiji@unhcr.org UNRWA Focal Point: ZiyadMousa Mobile: 079 576	Sunday – Thursday 09:00 – 17:00 Hanadi Al Qaryouti Mobile: 079 965 3787 Ahmad Jaran Mobile: 079 830 1230 Duty Phone:	ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.	ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.
<ul> <li>Children requiring BID (UNHCR)</li> <li>Liways assess the consequences this could have to minimize risks and ensure the best interest of the child.</li> <li>INHCR- Protection</li> <li>Bunday - Thursday,08.00 - 15.30</li> <li>Duty phone: 079 554 6383</li> <li>After hours and weekends (24 hours) Protection</li> <li>Iotine:079 710 9194</li> <li>INRWA- Protection</li> <li>Immani Zaqout: a.zaqout@unrwa.org</li> <li>PD - Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service roviders should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible -see above ontact</li> <li>Open 24 hours, 7 days a week</li> <li>Iotine: 911. Tel: 02 623 5511</li> <li>ocal Point: Major Jom'a Al Heasah, email: familypd@accessme.com.jo</li> <li>INICEF: Case managers refer cases of grave violations<sup>15</sup> (MRM) to UNICEF when refugee child/caregiver consents</li> <li>Sunday - Thursday 08:00 - 15:30 Duty</li> </ul>	<ul> <li>Child/caregiver</li> <li>Child/caregiver</li> <li>There are immediate safety</li> <li>It is in the best i</li> <li>Immediate safety</li> <li>Risk of imminent</li> <li>Risk of refou</li> <li>Severe neglect</li> </ul>	wants to receive protec consents to share the in ediate safety and securit interest of the child beca or security risks to the forced/early marriage (I lement or voluntary retu (UNHCR/FPD)	f: tion, legal or police serv- nformation on grave viol ty risks to others; or ause of: child that require protect JNHCR) Irn in cases of children a	ations against childre tion/police services (L associated with armed	INHCR/FPD);	:R) ==
<ul> <li>INRWA- Protection Imani Zaqout: a.zaqout@unrwa.org</li> <li>IPD – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service roviders should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible –see above ontact</li> <li>Open 24 hours, 7 days a week lotline: 911. Tel: 02 623 5511 ocal Point: Major Jom'a Al Heasah, email: familypd@accessme.com.jo</li> <li>INICEF: Case managers refer cases of grave violations<sup>15</sup> (MRM) to UNICEF when refugee child/caregiver consents</li> </ul>		consequences this co	ould have to minimize	risks and ensure the	e best interest of the	child.
<ul> <li>PD – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service roviders should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible –see above ontact</li> <li>Dpen 24 hours, 7 days a week lotline: 911. Tel: 02 623 5511 ocal Point: Major Jom'a Al Heasah, email: familypd@accessme.com.jo</li> <li>INICEF: Case managers refer cases of grave violations<sup>15</sup> (MRM) to UNICEF when refugee child/caregiver consents</li> </ul>	Sunday – Thursday,					
roviders should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible –see above ontact Open 24 hours, 7 days a week lotline: 911. Tel: 02 623 5511 ocal Point: Major Jom'a Al Heasah, email: familypd@accessme.com.jo INICEF: Case managers refer cases of grave violations <sup>15</sup> (MRM) to UNICEF when refugee child/caregiver consents Sunday – Thursday 08:00 – 15:30 Duty	Duty phone: 079 554	4 6383 ekends (24 hours) Prote	ction			
otline: 911. Tel: 02 <sup>6</sup> 23 5511 ocal Point: Major Jom'a Al Heasah, email: familypd@accessme.com.jo INICEF: Case managers refer cases of grave violations <sup>15</sup> (MRM) to UNICEF when refugee child/caregiver consents Sunday – Thursday 08:00 – 15:30 Duty	Sunday – Thursday, Duty phone: 079 554 After hours and wee Hotline:079 710 919 JNRWA- Protection	4 6383 ekends (24 hours) Prote 14	ction			
Sunday – Thursday 08:00 – 15:30 Duty	Sunday – Thursday, Duty phone: 079 554 After hours and wee Iotline:079 710 919 INRWA- Protection Imani Zaqout: a.zad IPD – Cases of sex roviders should refe	4 6383 ekends (24 hours) Protec 94 n qout@unrwa.org rual violence, family viol	ence and neglect (child/			
	Sunday – Thursday, Duty phone: 079 554 After hours and wee Iotline:079 710 919 INRWA- Protection Imani Zaqout: a.zad FPD – Cases of sex roviders should refu ontact Open 24 hours, 7 da Iotline: 911. Tel: 02	4 6383 ekends (24 hours) Protect 4 qout@unrwa.org cual violence, family viol er refugee cases throug ays a week 2 623 5511	ence and neglect (child/ h UNHCR when the ref	ugee child/caregiver o		
	Sunday – Thursday, Duty phone: 079 554 After hours and wee Hotline:079 710 919 JNRWA- Protection Amani Zaqout: a.zad FPD – Cases of sex providers should reference ontact Depen 24 hours, 7 dat Hotline: 911. Tel: 02 Focal Point: Major Jo	4 6383 ekends (24 hours) Protect 4 qout@unrwa.org cual violence, family viole er refugee cases throug ays a week 2 623 5511 om'a Al Heasah, email:	ence and neglect (child/ h UNHCR when the ref familypd@accessme.co	ugee child/caregiver o om.jo	consents and when pos	ssible –see above

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<sup>&</sup>lt;sup>15</sup>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

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STEP 3: Referral to other serv	rices				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services		Education <sup>16</sup>
IMC – Mental health services Sunday – Thursday 09:00 – 17:00 Focal Point: Focal Point: Nour Said nsaid@InternationalMedicalCo rps.org Mobile: 0798987976	IMC Focal Point: Sunday – Thursday 09:00 – 17:00 Focal Point: Omar Mneizel omneizel@InternationalMe dicalCorps.org Mobile: 079 830 1259 Duty Phone: 079 578 5095	UNHCR – 2 Protection, Registration andlegal services for refugees <i>Sunday-</i> <i>Thursday 8:0</i> - 15:30 Duty Phone: 079 554 6383 <i>After working hours</i> <i>and weekends</i>	UNHCR – Registration, support to vulnerable chi & families through NFI/ca assistance Sunday - Wednesday 8.30 – 15.30 UNHCR Infoline: 06 550	il .'141 '9	SC Jordan (formal education)– hotline for children not in school information about education and protection services in schools Focal Point: Taghreed Freij Mobile: 077 767 3668
MOH - Primary & secondary health care in clinics & hospitals Mafraq Hospital – MOH Tel: 02 6231076 Obstetrics Hospital Tel: 02 623 6204	TdH –PSS, CFSs parents support groups <i>Sunday</i> – <i>Thursday 08:00</i> – <i>17:00</i> <u>Focal Point</u> : Heba Abdo Mobile: 079 828 7896	UNHCR Hotline: 079 710 9194 UNWRA- Protection (including cases of risk arrest, detention or refoulement f Palestinian refugees)	SCI – Livelihood activities (cash assistance) Sunday – Thursday 9:00 – 15:00 Focal Point:		Questscope – Informal and non- formal education and life skills. Focal Point: <u>Rasha Abu Zeinah,</u> <u>Mobile: 079 853 6893</u>
<u>Focal Point:</u> Sunday – Thursday 08:00 – 16:00	SCI – Child and Family Centres,	24 hours Focal point: ZiyadMousa Email:	Tahani Jaghoub Mobile: 0776702451 Email:Tahani.jaghoub@s hechildren.org	s	<b>Caritas</b> – Informal education, life skills, youth leadership training and preschoo education services.
Dr Amal Abdalkareem Mabruk Mobile: 079 553 102 Tel: 02 623 1087 JHAS – Secondary health care through a mobile clinic, and mental health services	Community based Child Protection Committees Sunday-Thursday 9:00-15:00 Focal Point:	z.mousa2@u wa.org Mobile: 0795763643 RiadMansi Mobile: 0795408680	UNRWA – Basic assistar and registration services Palestinian refugees <i>Sunday - Thursday</i> <i>7:30-15:00</i> Focal Point: ZiyadMousa	f org	HI – Special educatio services for PWD's UNHCR Community service s Duty line: 06 550 2140 06 550 2141
Saturday – Thursday 09:0016:00	Natalie Habaq Mobile: 077 5724446 Email:Natalie.habaq@savet hechildren.org <b>HI</b> – PSS services <i>Sunday- Thursday</i> <i>08:30-17:00</i> <u>Focal Point:</u> Razan Al Nabulsi Mobile: 078 727 5399 Email: Dvfp.po.irbid@gmail.com		Mobile: 079 576 3643 Email: z.mousa2@unrwa. Jesuit Refugee Services (JRS) – NFI services Sunday -Thursday 10:00-14 :00		UNRWA <u>Focal Point</u> : ZiyadMousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org SCI- informal education services
					Sunday-Thursday 9:00-15:00

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<sup>&</sup>lt;sup>16</sup> 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 certificatewhich equals to a public school 10th grade completion.

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nnexes		<b>F</b>		Facal Daint
Focal Point:	<b>JWU</b> - (Khaldiyya) CFSs, community based child protection, recreational and	Emergency:	Focal Point:	Focal Point:
Ahmad Masarweh Mobile: 077 500	life skills activities for families	Sheerin Al-Araj Mobile: 0796547220	Yahya Mobile: 079 575 5316	Natalie Habaq Mobile: 077 5724446 Email:Natalie.habaq@savet
7012	Sunday – Thursday 08:30 –	0790347220	Obviation 8 Nicolan and	hechildren.org
Tel: 02 623 2329	16:30	FPD - Protection	Christian & Missionary Alliance Church / Mercy Corps – Renovation of	
HI – Provision of	Focal point:	including shelters	houses & NFI	
assistive tools	Safa Abu Kaff	Open 24 hours	Monday-WednesdayThursday	WVI (formal education)– Remedial Education, CtC
and rehabilitative	Najah Al Maghareez Tel: 06 490 8310	Hotline: 911	08:00-10:00	Activities in Schools,
services and	161.00 490 0310	Tel: 02 623		
family counselling Sunday-		5511	Focal Point:	Focal Point:
Thursday		JWU(Shelter	Rev. Nour Sahawneh Tel: 02 623 3716	<u>· · · · · · · · · · · · · · · · · · · </u>
08:30-17:00	INTERSOS/JOHUD – CFPs and PSS services for	Amman)	Mobile: 079 512 6236	Lna Sawalha 0779
	children, adolescents and	SaturdayThursday		178 618 Email:
Focal Point:	their families	8:3016:30	ICMC – Rent assistance,	Lna_Sawalha@wvi.org
			baby packages,	
Razan Al Nabulsi	Saturday – Thursday	Focal Point:	winterization & house	Mayadah Qashou
Mobile: 078 727	8:304:30		renovation Focal Point:	077 8440710
5399 Email:		Najiyyeh Zoabi	News Charles	Fmoile
Dvfp.po.irbid@g	Khalidiyah Center for	Hotline: 079 820 2353	Nasser Obeidat Mobile: 079 640 4380	Email: mayadah_qashou@wvi.org
mail.com	Human Development The Albaj Center for Human	820 2353 Tel: 06 567	Tel: 02 623 2355	แล้วสังสังกับให้ พี่พี่เป็นได้
	Development	5729		
UAE Red	Rehab Center for Human		TdH – NFI provision	
Crescent – Primary &	Development Za'atari Centre for Human	ARDD-Legal	Sunday – Thursday	
secondary health	Za'atari Centre for Human Development	Aid	08:30 - 17:00	
care	_ stolophion	Sunday – Thursday		
	Focal Point:	09:00 - 18:00	Focal Point:	
UAE & Jordan	George Theodory		Heba Zreiqat Mobile: 079 620 1408	
Field Hospital	Mobile: 079 9379831 E-	Focal Point:	Mobile: 079 020 1400	
	mail: cp.jordan@intersos.org		WFP Food – Voucher	
	cp.jordan@intersos.org	Souzan	assistance	
Primary health care and referral		Mohareb	Sunday – Thursday	
to secondary		Tel: 06 461 7477	8:00 am – 5:00 pm	
services for	WVI - CFSs for children, AFSs for Adolescents, and	Mobile: 077 577	Focal Point:	
Palestinian	PSS services	7077 Email:	Rabab Mosleh: 079 8674636	
refugees when		somohareb@ar	Email: rabab.mosleh@wfp.org	
needed	Strengthening Community	dd-legalaid.org	Alt. Naser Bardaghawi: 079	
Focal Point:	based protection	Emergency line: 077 738	9870517 Email:	
<u>rocarroint</u> .	committees	7221	naser.bardaghawi@wfp.org	
RiadMansi				
Mobile: 079 540	Saturday – Thursday 09:00 -		Focal Point:	
8680	15:00		Anas Abdelwahid: 079 8997549	
	Excel Daints		Email:	
	Focal Point: Abed Rabbo		anas.abdelwahid@wfp.org	
	Mobile: 0777 148540		Hotline number:	
			079 7778851 079 7778841	
	Wala'a Ali Ababneh			
	Mobile: 077 8440736		INTERSOS/JOHUD -	
			CFPs and PSS services	
			for children, adolescents and their families	
			and their fammes	
			Saturday – Thursday	
			8:30-4:30	
			Khalidiyah Center for	
			Human Development	
			The Albaj Center for	
			Human Development	
			Rehab Center for	
			Human Development	
			•	
			Za'atari Centre for Human Development	
			Za'atari Centre for Human Development	
			Human Development	
			Human Development	
			Human Development	
			Human Development <u>Focal Point:</u> George Theodory	

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### Child Protection Referral Pathway – South (MAAN, KARAK & AQABA)

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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

 •• Provide a safe, caring response

 •• Provide information about available case management services

 •• Fracilitate 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

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 witl the law
Save the Children Jordan - Outreach & support to register children in schools <i>Sunday – Thursday</i> <i>08:30 – 16:00</i> Focal Point: Arouba Yassin 077 670 2460 Email : ayaseen@savethe c hildren.org.jo Hotline: 077 670 246 0800 22 766 0800 00111	IMC - Specialized in child protection & mental health <i>Sunday</i> – <i>Thursday</i> <i>09:00</i> – <i>17:00</i> 24 hours Duty phone: 079 578 5095 Focal Point: Focal Point: Bader Al Nammur bnammur@InternationalMedicalCo rps.org Mobile: 079 022 4024	IMC - Specialized in child protection & mental health Sunday – Thursday 09:00 – 17:00 24 hours Duty phone: 079 578 5095 Focal Point: Bader Al Nammur Mobile:079 0224024 Email: bnammur@Intern ationalMedicalCor ps.org 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 22208 Email: hotline@mol.gov.jo Focal point: Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@h otmail.com/altaeib_s hereen@yahoo.com	UNHCR 08:00-15:30 Focal Point: Sunday – Thursday 08:00 – 15:30 Focal point: Diana Suleiman Mobile: 077 728 1911 Email: suleiman@unhcr.o I g After hours and weekends Protection Hotline: 079 710 9194	UNHCR 08:00-15:30 Focal Point: Huda Al- Shabsough 079 730 6108 Email: Alshabso@unhcr org UNRWA Open 24 hours Focal Point: Haifa A-Whaidi Protection hotline: 079 899 8890	UNHCR Sunday- Thursday 8:00 - 15:30 Detention emergency line: 079 674 2200 After working hours and weekends Protection Hotline: 079 710 919 UNHCR will refer refugee cases for legal representation Jordanian B Association lawyers UNRWA Open 24 hours Eocal Point: Haifa A- Whaidi Protection hotline: 079 899 889

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Annexes Case managers refer to services below if: Child/caregiver wants to receive protection, legal or police services; a. Child/caregiver consents to share the information on grave violations against children b. (UNICEF); c. d. There are immediate safety and security risks to others; or It is in the best interest of the child because of: e. •• 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 Tafileh. Tel: 03 238 7069. Focal Point Major Qeis Al-Gharaibah, email: familypd@accessme.com.jo UNICEF: Case managers refer cases of grave violations<sup>17</sup> (MRM) to UNICEF when refugee child/caregiver consents Sunday - Thursday 08:00 - 15:30 Duty phone: 079 021 4149

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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 <sup>18</sup>
<b>MOH</b> – Primary & secondary health care (Karak) Tel: 03-2386190	<b>JWU</b> JWU/Al-Anwar Charity Association - Maan <i>Sunday – Thursday</i> 8:00 – 14:30		<b>UNHCR</b> – Support to vulnerable children & families (NFI)/Cash assistance (Maan/Aqaba/Karak)	

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<sup>&</sup>lt;sup>17</sup> 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

<sup>&</sup>lt;sup>18</sup> 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 – Primary health care	Focal Point:	UNHCR -	Sunday-Thursday	SC Jordan (formal
(Karak)	<u>1.00011.0111.</u>	Protection,	8:00 to 15:30	education)– hotline for
Available once a week	Nuka Llaw - day	registration and		children not in schools,
	Nuha Hamaden	legal services for	Feed Deint	information about education
Focal Point:	Lubna Jbarat 077 222 0523	refugees	Focal Point:	and protection services in
	077 753 3950	SundayThursday		schools (Karak)
	alanwar.maan@yahoo.com	8:00 - 15:30 Duty	Huda Al-Shabsough	24 hours
Anas Darweesh		Phone:	079 730 6108	
Mobile: 077 500 6028	Karak CFSs &	079 554 6383	Alshabso@unhcr.org	Hotline: 0800 22766
	communitybased protection	0000		
For Mental health (Karak,	committees	A.C. 1.	Infoline	Questscope- Non-formal &
Γafilah) MC	(operational from	After working hours and	Sunday - Wednesday 08.30 – 15.30	informal education
24 hours	August/September 2013)	weekends	Tel: 06 550 2141	(Karak,Ma'an, Aqaba)
Duty phone: 079 578 5095	Sunday-Thursday	UNHCR	161.00 550 2141	Sunday-Thursday
	8:30-16:30	Hotline: 079		9:00 - 17:00
		710 9194	After working hours and	
Focal Point:	Tel.03 230 0800		weekends UNHCR Hotline: 079 710	Focal Point:
	Mobile 079 883 6952	Helpdesk in	9194	
Bader Al Nammur		Ma'an at	9194	Rasha Abu Zeinah,
Aobile: 079 022 4024	SCI –	Jordan		Mobile: 079 853 6893
mail:		Youth	UNRWA – Basic	<u></u>
	Child and Family Control	Commission Ist	assistance and services	
onammur@International	Child and Family Centres,	Monday every	for Palestinian refugees	JWU/AI-Anwar Charity Association - Informal
MedicalCorps.org		month 9.00 –		education (functional literacy
	Community based Child	15.00	Focal Point:	and computer courses) Maan
	Protection Committees	03 213 4817	Haifa A-Whaidi	Sunday – Thursday
JNRWA	Sunday-Thursday 9:00-15:00		0798998890	8:00 – 14:30
JINKWA	9.00-13.00	UNRWA –		
		Protection	WFP Food – Voucher	Focal Point:
Focal Point:		(including cases	assistance	Nuha Hamaden
Haifa A-Whaidi		of risk of arrest,	Sunday – Thursday	Lubna Jbarat
079 899 8890	Focal point:	detention or	8:00 am – 5:00 pm	
		refoulement for		Mobile: 077 222 0523
Aqaba Clinic:	Mohammad Al-Saeed	Palestinian	Focal Point:	077 753 3950
Open 7:30 - 1:45	Mobile:0777384077	refugees	Ammar AlTaee: 079	Email: alanwar.maan@
Гel: 03 206 3535	Email:mohammad.alsaeed@	lolugooo	9937686	yahoo.com
	savethechildren.org	Food point:	Email:	
JWU/AI-Anwar Charity		Focal point:	ammar.altaee@wfp.org	
Association - Maan			Hotline number:	
Sunday – Thursday 08:00 –	INTERSOS/JOHUD – CFPs	Haifa A-	079 7778851	SCI- Informal education
14:30	and PSS services for children,	Whaidi	079 7778841	services
	adolescents and	Protection hotline: 079 899		Sunday-Thursday 9:00-15:00
Focal Points:	their families	8890		9.00-15.00
		0030	SCI- Livelihood	
Nuha Hamaden	Saturday – Thursday	10.0	activities(cash assistance,	
ubna Jbarat	8:30-4:30	araj2@unrw	vocational training)	Focal point:
	Princess Basma Centre in	a.org		
A-1-1	Shobak		Sunday-Thursday	Mohammad Al-Saeed
Nobile: 077 222 0523	Princess Basma Centre in	FPD -	9:00-15:00	Mobile:0777384077
077 753 3950 Email:	Ma'an	Protection	Freelast (	Email:mohammad.alsaeed@
:maii: ilanwar.maan@yahoo.com	Princess Basma Centre in	Open 24 hours	Focal point:	savethechildren.org
a	Ghor Al Safi Princess Basma Centre in		Suzan Albuheisi Mobile:077664329	
	Karak	Hotline: 911	Email:suzan.albuhaisi@sa	
	Qatraneh Center for Human	Aqaba and	vethechildren.org	
	Development	Ma'an: Tel: 03	Vetheormarch.org	
		205 0317.	INTERSOS/JOHUD -	
	Focal Point:		CFPs and PSS services	
	George Theodory Mobile:	Focal Point:	for children, adolescents	
	079 9379831 E-mail:		and their families	
	cp.jordan@intersos.org	Major		
		Mohammed	Saturday - Thursday	
		Albtoosh, Email:	8:30-4:30	
		familypd@a	Princess Basma Centre in	
		ccessme	Shobak	
		<u>.com.jo</u>		
			Princess Basma Centre	
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Kerak and Tafileh. Tu	
238 7069.	
Focal Poin	Princess Basma Centre in
Major Qeis Al-	Ostronisk Osstanten
Gharaibah Email: <u>familypd@</u> <u>ccessme.</u>	Human Development
ARDD- Legal Aid	Focal Point:
SundayTh 09:00-18:0	ursday George Theodory Mobile:
	079 9379831
Focal Poin	E-mail: <u>cp.jordan@intersos.org</u>
Souzan Mohareb Tel: 06 46 7477 Mobile: 07757770 Email:	
somoharel @ardd- legalaid.or	
Emergenc 24 hours 077 738 7221	y line:
JRF – Shelter for survivors (including protection, education medical services) 523 4652	PSS,

### Child Protection Referral Pathway - Zaatari

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

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

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@Sav ethechildren.org .i0 Noor Zaben 077 575 3933 NZaben@ savethechildren. org.j0 Zain Network Hotline: 0800 00 22	IMC Specialized in child protection and mental health Sunday – Thursday, 09:00 17:00 24hour duty phone: 079 855 9517 Focal point: Dena Arafeh darafeh@InternationalM edicalCorps.org Mobile: 079 628 3909 Duty Phone: 079 855 9517 IRC/UNFPA Child survivors who selfdisclose or express preference can access IRC case management services. Sunday – Thursday, 09:00 16:00 Focal Point(s):	IMC All child protection cases above Sunday – Thursday, 09:00 17:00 24hour duty phone: 079 855 9517 Focal point: Focal point: Focal Point: Ahmad Jaran ajaran@internatio nalmedicalcorps.or g Mobile: 079 830 1230 Duty Phone: 079 855 9517	Save the Children International Initial screening for child labour cases and dropin center Saturday – Thursday, 09:00 15:00 Focal point(s): Mahmoud Alazzeh 077 991 9117 Mahmoud.Alaz Ze h@savethechild I en.org IMC Case management for child labour cases	UNHCR <sup>20</sup> Saturday - Wednesday, 09:00 - 17:00 Focal Point(s): Mohammed Haijji 079 6830493 Haijij@unhcr.or g Sunday - Thursday, 08:00 15:30 Duty phone: 079 554 6383 After working hours and weekends UNHCR hotline: 079 710 9194 IRC 24hour duty phone: 077 507 7792 Focal Point:	Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury. <i>Sunday</i> <i>Thursday</i> 9:00 – 17:00 Mobile : 07 87 92 52 45 Email : dvfp.intake.ma fr aq@gmail.com <b>UNHCR</b> <i>Sunday</i> – <i>Thursday</i> , 08:00 15:30	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 Dodeern 0798937190 ddodeen@unit e f.org

 $^{20}$  UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.

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Annexes —
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	Leila Al Zhgoul 077 500	Thursday,	Adel Aldahein		Maha Homsi
nnexes	Leila Al Zhgoul 077 500           1407           Leila.alzghoul@rescu           e.org           UNHCR <sup>19</sup> Saturday - Wednesday,           09:00 - 17:00           Focal Point(s):           Suna Ateiah           0798560084           Ateiah@unhcr.org           Mohammed Haijji           079 683 0493           Haijij@unhcr.org           Sunday - Thursday,           08:00 - 15:30           Duty phone: 079 5546           383	09:00 - 17:00 Focal Point: Dena Arafeh darafeh@Intern ationalMedical Corps.org Mobile: 079 628 3909 Duty Phone: 079 855 9517 24hour duty phone: 079 855 9517 Efocal point: Ahmad Jaran 079 830 1230 ajaran@interna ti onalmedicalcor ps	Adel Aldahein 077 500 9593 adel.aldehein@ re scue.org	Tambi Zokha 079 967 3580 zokha@unhcr.o rg	Maha Homsi 079 682 7772 mhomsi@unic ef .org
	After working hours and weekends UNHCR hotline: 079 710 9194	<u>ps</u> .org			

UNHCR	<b>FPD</b> (child/caregiver or community members can go directly to FPD;
	whenever possible, service providers should refer refugee cases (after
Focal Point:	appropriate consent is given by the child/caregiver) through UNHCR:
Saturday – Wednesday, 09:00 17:00	
Mohammed Hajiji (child nonGBV cases) 079 683 0493	Via UNHCR focal point (see focal points to left)
<u>Hajiji@unhcr.org</u>	Focal point:
Suna Atatieh (child GBV cases)	Captain Suliman AlOmari 077 235 6956
079 856 0084	da.dana96@yahoo.com
ateiah@unhcr.org	or
	familypd@accessme.com.jo
Sunday – Thursday, 08:00 15:30	
Duty phone: 079 554 6383	
After hours and weekends (24 hours)	24hour hotline: 911
Protection hotline: 079 710 9194	
UNICEF: Case managers can refer cases of grave violations <sub>3</sub> (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 o services	ther			
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>4</sup>

<sup>19</sup> UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.

IMC	IMC	UNHCR	UNHCR	SCJ/UNICEF
Mental health care	Psychosocial services	Registration, protection	NFIs, shelter	Education
Sunday – Thursday,	for children; youth	and legal services	Hours 8:0015:30	
09:00	friendly spaces	24 hours		Focal point(s):
17:00	Sunday – Thursday,		Focal point(s):	rotar point(s).
	09:00	Duty phone:		Abeer Ziadeh (SCJ)
Focal point:	17:00	Sunday – Thursday,	SundayThursday	077 575 3838
		08:00 15:30	08:0015:30	08:3016:00
Ahmad Jaran	Focal point(s):	079 554 6383		
Duty phone:(24			Tambi Zokha 079 967	Hind Omer (UNICEF)
hours):	Ahmad Jaran	After working hours	3580	0798718315
079 855 9517	Duty phone:(24 hours):	and weekends	zokha@unhcr.org	homer@unicef.org
Mobile: 079 830	079 855 9517	UNHCR hotline:		
1230	Mobile: 079 830	079 710 9194		
	1230		WFP Food – Voucher	RELIEF INTERNATIONAL
		Legal Aid	assistance	Remedial Education
JHAS/UNHCR		Legal services	Sunday – Thursday	
Primary health care	SCI/UNICEF	Refer through UNHCR	8:00 am – 5:00 pm	Sunday – Thursday,
Saturday – Thursday,	Child Friendly Spaces,	above		08:30 15:00
09:00 16:00	CPC and CP		Focal Point:	
	awarenessraising			Informal Education
Emergency hotline:	Saturday – Thursday,	Family Protection	Rabab Mosleh:	(numeracy & literacy, English, computing)
077 500 6031	09:00 15:00	Department	079 8674636	Linglish, computing)
		Family and sexual	Email:	Sunday – Thursday,
	Eacol point(c):	violence, community	rabab.mosleh@wfp.org	15:15 17:15
MdM	<u>Focal point(s):</u>	awarenessraising on	Alt. Naser Bardaghawi: 079	
Primary health care		child protection & GBV	9870517	Focal point(s):
	Sohaib Shtaiat 077 575 4944	Refer via UNHCR	Email:	
Focal point:	sohaib.shtaiat@savethec	above:	naser.bardaghawi@wfp.org	Rawan Rabieideh
<b>-</b>	hildren.org		Focal Point:	079 606 8056
Dr Luis		Captain Suliman Al-	Anas Abdelwahid: 079	rawan.rabieeideh@ri.org
079 637 25 92	Hadeel Qunaibi	-Omari	8997549	
	077 575 4535	077 235 6956	Email:	Nicola West 079 031
MOROCCAN	Hadeel.Qunaibi@savethe	da.dana96@yahoo.com	anas.abdelwahid@wfp.org	4028
HOSPITAL Emergency, secondary	children.org	or	Hotline number:	nicolawest@ri.org
or tertiary care		familypd@accessme.com.	079 7778851 079 7778841	
or tertiony cure		jo		Questscope –
	IRC / UNFPA			Nonformal and informal
Focal point:	Youthfriendly spaces,	24hour hotline: 911	SAVE THE CHILDREN INT'L	education Sunday- Thursday
	women's centres		Food and cashforwork	9:00-17:00
Dr Alarbi				
077 603 6079	Saturday – Thursday,		Focal point:	
	09:00 16:00			
			Ghandi Bakkar	
			077 670 2441	
			Email:	
			Ghandi.bakkar@savethec hildren.org	

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JHAS/UNFPA Reproductive health Saturday – Thursday, 09:00 --- 16:00

Focal point:

Dr Reema Diab 077 675 5914

MoH MOBILE TEAM / UNICEF Vaccinations

Focal point(s):

**Mohammed Amiri** 079 949 3683

**Buthayna Al---Khatib** 079 906 0498

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Focal point: Leila Al Zhgoul 077 500 1407 leila.alzghoul@rescue.org

UNICEF Child protection 24h/ 7days

Focal point: Ve Catling 0798638359 scatling@unicef.org

**UN WOMEN** Youth---friendly spaces, women's centres

Focal point: Maha Alnimer Maha.alnimer@unwome n.org 077 84 84 913

MERCY CORPS Playgrounds, CFS, adolescent---friendly space (including adolescents at risk)

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 PSS groups for children with disability/injury and their family

Focal point:

Olivia Biernacki 078 796 3226 outreach.jd@hi--emergency.org

IRD/UNHCR Communal spaces, community groups, and educational/recreational activities

Sunday –Thursday 9:00 am – 3:00 pm **NRC** – *NFIs Hours 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 Cash for work Hours 10:00 – 15:00

Focal point:

Ghada Ali 078 517 6424 ghada.ali@unwomen.org

LUTHERAN WORLD FEDERATION - NFIs

Focal point:

Nader 079 735 1622 Rasha Abu Zeinah, Mobile: 079 853 6893

Focal Point:

NRC Informal education for children aged 9 ---17 years old.(D10)

<u>Focal point:</u> Sunday – Thursday, 08:00 ---4:00.

Walaa AlHusban 0795404594 Email : walaa.alhhusban@nrc

<u>.no</u>

NRC Informal education for Youth aged 15---32

Focal Point (D10) Mai Jaradat 0795424591 Mai.jaradat@nrc.no

Focal point (D8) Raed Sawalha 0798534272 Raed.sawalha@nrc.no

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FINN CHURCH AID Informal education / literacy, physical activities and livelihood skills

Focal point:

Mohammed Al hadid 077 500 1161 Email <u>Mohammad.al-</u> <u>-hadid@kua.fi</u>

SAVE THE CHILDREN INT'L Early childhood development, KGs Hours 9:00 – 15:00

Focal point:

Sohaib Shtaiat 077 575 4944 <u>sohaib.shtaiat@savethec</u> <u>hildren.org</u>

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Inter-Agency emergen	cy standard operating procedures for preventior e and violence, abuse, neglect and exploitation o	n of and response to
 Benner-pasen violence	and violence, abuse, neglect and exploitation o	f Children in Jordan

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# Annexes —

Focal point:	Mahmoud ALAzzeh
	<u>0779919117</u>
Bersan Boulad	Mahmoud.alazzeh@save
079 889 9493	thechildren.org
b.boulad@irdjo.org	
	Informal education
	(literacy/numeracy,
Questscope	
Psychosocial activities	skillsbuilding activities,
and mentoring for	life skillsbased sports
children and youth	and games)
7 days/week	
09:00 18:00	<u>Focal point(s)</u> :
Freed, weint(a)	Alaa Faidi
Focal point(s):	077 547 5969
	Alaa.faidi@savethechildre
Ashraf Abu Al	n.org
Halaweh079 572 0292	
ashraf@questscope.org	
	Murad Sriheen
	077 579 6611
	Murad.Alsriheen@saveth
	echildren.org

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### Child Protection Referral Pathway – Zarqa

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

sт	STEP 1: Identification of child protection cases				
	neral service providers, UNHCR/UNWRA registration services or community members identify ild 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 Facilitate referral to relevant case management services (see below) when child/caregiver consents	Child or caregiver goes directly to case manager			

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

### STEP 2: Case management services

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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 Saturday – Thursday 9:00 – 15:00 Focal Point: Islam Al Qudsi Mobile: 077 574 4011 Email: iqudsi@savethechildren .org.jo Hotline: 077 670 2426 080 002 766 080 000 111 077 574 4011	IMC - Specialized in child protection & mental health Sunday – Thursday 09:00 – 17:00 Focal Point: Tawfiq Al Khouli 790218843 JRF Opening hours: Sunday – Thursday 9:00 – 19:00 Helpline: 110 Focal Point: Samia Bishara Tel: 06 4914999 UNRWA Open 24 hours Focal Point: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org	IMC Sunday – Thursday 09:00 – 17:00 Focal point: Tawfiq Al Khouli 079 021 8843 JRF Opening hours: Sunday – Thursday 9:00 am-7:00 pm Helpline: 110 Focal point: 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 Focal point: Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hot mail.com/altaeib_sheree en@yahoo.com	Refer first to: UNHCR Sunday-Thursday 8:00 - 15:30 Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 710 9194 Sunday – Thursday 08:00 – 15:30 Focal point: Diana Suleiman Mobile: 077 728 1911 Email: suleiman@unhcr. org IMC Sunday – Thursday 09:00 – 17:00 Focal point: Tawfiq Al Khouli 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</i> - <i>Thursday</i> 9:00 – 17:00 Mobile : 07 80 48 10 16 Email : dvfp.intake.opa mman@gmail.co m	UNHCR Sunday - Thursday 8:00 - 15:30 Detention emergency line: 079 674 2200 After working hours and weekends Protection Hotline: 079 710 9194 UNRWA Open 24 hours Focal Point: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrw a.org Emergency:

۲ Annexes UNRWA Open 24 hours Focal Point: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa .org Case managers refer to services below if: Child/caregiver want to receive protection, legal or police services; Child/caregiver consents to share the information on grave violations against children (UNICEF); b. There are immediate safety and security risks to others; or It is in the best interest of the child because of: C. d. 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: 05 398 2952 Focal Point: Major Abdallah Alawan, email: <u>familypd@accessme.com.jo</u> Open 24 hours, 7 days a week Hotline: 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: <u>familypd@accessme.com.jo</u> UNICEF: Case managers refer cases of grave violations<sup>21</sup> (MRM) to UNICEF when refugee child/caregiver consents Sunday - Thursday 08:00 - 15:30 Duty phone: 079 021 4149 Email: jochildprotect@unicef.org

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<sup>&</sup>lt;sup>21</sup>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

Health Care	CP Psychosocial Services / Case	Protection, Security, and	Other Basic	Education <sup>2</sup>
	Management	Justice	Services	
JHAS – Primary	IMC – PSS and PFA	UNHCR – Protection,	<b>UNHCR</b> – Registration, support to vulnerable	SCI – Hotline for information on
& secondary nealth care & RH		registration and legal services for refugees	children & families	educational services in
services &	Focal Point:	Sunday – Thursday	through NFI/cash	schools
nental health	Sunday – Thursday	8:00 - 15:30	assistance	3010013
services	09:00 – 17:00			L La d'Anna
Saturday –		Duty Phone: 079 554	Infoline	Hotline: 0800 22 766
Thursday		6383	Sunday - Wednesday	0800 22 700
09:00 – 16:00	Focal Point:	0000	08.30 - 15.30	0000 00 111
	Hala Abu Al Khair		Tel: 06 550 2141	<b>F 1 1 1</b>
Focal Point:		After working hours a weekends		Focal point:
	hkhair@InternationalMedicalCorps.org	UNHCR Hotline: 079	After working hours and	
Jaafar Al Shayeb	Mobile: 079 022 4029	9194	weekends	Firyal Al Shumary
Mobile: 077 500	Duty Phone: 079 578 5095	0.0.	Protection Duty phone:	Mobile: 079 687 2456
6022	Princess Salma Centre	Lieladeek in Zerre et	079 554 6383	
Zarqa Clinic	– PSS	Helpdesk in Zarqa at JHAS clinic		Islam Al Kudsi
Fel: 077 500 6018	-100		UNRWA – Basic	Tel: 05 386 5144
	Family Order C	Thursday 9.00 – 15.00	assistance for	
Motasem Younis –	Family Guidance &	05 399 4105	Palestinian refugees	SC Jordan (formal
Viental health	Awareness Centre – Individual & group counseling		J J	education)- Hotline for
services	group counseling Sunday – Thursday	UNRWA - Protection	Focal Point:	children not in schools
Mobile: 079 544	08:00 – 15:00	(including cases of ris		(information about
7464	10.00	arrest, detention or		education and protection
Tel: 05 399 4105	T-1: 05 000 5444	refoulement for Palestinian	Ziyad Mousa	services in schools
	Tel: 05 386 5144	refugees)	Email:	Sunday – Thursday
<b>NOH</b> – Primary &	Mobile: 077 727 7194		z.mousa2@unrwa.org Mobile: 079 576 3643	08:30 – 16:00
secondary health		Focal Point:	WODIE. 079 370 3043	
care	JMO -			Focal point:
	Saturday – Thursday	Ziyad Mousa	Riad Mansi	
Al Zarqa	08:30 – 15:30	Email:	Mobile: 079 540 8680	Khawla abu Rayya
Hospital Tel:		z.mousa2@unrwa.org		Mobile: 077 574 4011
05 398 2604	Focal Point:	Mobile: 079 576 3643		Email:
			Islamic Charitable	KAburayya@SaveTheCl
IMC – Mental	Maysa Abu Sil		Centre – NFI (food	ildren.Org.Jo
health services	Ghadeer al Tamimi		stuffs)	
Sunday – Thursday 09:00 – 17:00	Mobile: 079 8501198		,	Questscope-Non
<u>09.00</u> - 17.00	Tel: 05 397 0886	FPD - Protection	Focal Point:	formal education,
		Open 24 hours	FUCALE UITI.	informal education and
Focal Point:	Khawla Bint Al Azwar - PSS services			mentoring for children &
	Sunday – Thursday	Hotline: 911	Majid Abu Zenid	youth
	09:00 – 16:00	Tel: 05 393 1483	Mobile: 079 569 5157 Tel: 05 396 5335	
ocal Point :			161.05 396 5335	Tel: 06 461 8951
awfiq Al Khouli,	Focal point:	ARDD-Legal Aid –		
houli@Internation		ARDD-Legal Alu -	Family Guidance &	Family Guidance &
MedicalCorp.org	Aysha Khalfah		Awareness Centre	Awareness Centre –
obile: 079 021	Tel: 05 393 0999	Focal Point:	Case assistance and	non-formal education for
343	Mobile: 078 642 8039		NFI to vulnerable families	children 6-12 years old
		Souzan Mohareb	Sunday – Thursday	
uty Phone: 079		Tel: 06 461 7477 Mobile:	08:00 - 15:00	Focal point:
78 5095		077 577 7077 Email:		
	SCI –	somohareb@ardd-	Food Daint	Inco Diraham
Islamic Charitable		legalaid.org	Focal Point:	Inas Dirgham Tel: 05 386 5144
Centre – primary	Child and Family			161.00 300 3144
health care and	Centres,	Emergency line:	Inas Dirgham	
referral to hospitals		(open 24/7)	Tel: 05 386 5144	
	Community based Child	Mobile: 077 738 7221		
Eacal point:	Community based Child Protection Committees			Khawla Bint Al Amura
-ocal point:			Questscope – NFI (gas	Khawla Bint Al Azwar –
	Our days Theread	JWU	heaters, gas bottles, etc).	Literacy programmes, nor formal education & referra
Majid Abu Zneid	Sunday-Thursday	Saturday – Thursday		to vocational training
Mobile: 079 569	9:00-15:00	08:30 - 15:30		Sunday – Thursday
5157 Tol: 05 206 5225			Feed Delists	09:00 – 16:00
Tel: 05 396 5335		Food Point:	Focal Point:	
		Focal Point:		Focal Point:
				Focal Point:
IHF / IFH —	Focal point:	Maysa Abu Sil	Rasha Abu Zeinah,	
ehabilitation of		Ghadeer al Tamimi		Aysah Khalfa
ersons with	Mohammad Al-Saeed	Mobile: 079 8501198	Mobile: 079 853 6893	Mobile: 078 642 8039
sability through a	Mobile:0777384077	Tel: 05 397 0886		
obile clinic &	Email:mohammad.alsaee			JWU- Informal education
pecial education	d@savethechildren.org	Khawla Bint Al Azwar		

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nnexes —	
Sunday – Thursday 09:00 – 17:00	Islamic Charitable Centre – Safe spaces for children and youth
Focal Point: Dr. Abeer Hababneh Mobile:079 8584058	Focal Point:
IVIODIIE.079 6364036	Majid Abu Zneid Tel: 05 396 5335 Mobile: 079 569 5157
Rawan Dababneh Tel:06 534 4190\2\3 Email: <u>r.dababneh@ifhjo.or</u> g	NHF / IFH – PSS services Sunday – Thursday 09:00 – 16:00
	Focal Point:
<b>HI</b> – Rehabilitation services for persons with disability and persons with injury,	Duaa Barakat Duty Phone: 078 855 8456
children and adults & provision of prostheses, orthesis &	Rawan Dababneh Tel: 06 534 4190\2\3 Email: <u>r.dababneh@ifhjo.org</u>
mobility aids	
Focal point:	Al Shua'a for Woman & Child Development – PSS for host populations
Mobile: 078 727 5399	Focal Point:
Email: outreach.jd@hiemer gency.org	Ibtisam Al Majali Mobile: 077 744 3630
UNRWA – Basic health services for Palestinian refugees	HI – PSS services Mobile: 078 727 5399
Sunday - Thursday 07:45 - 14:00	Email: outreach.jd@hiemergency.org
<u>Focal point:</u> Ziad Mousa Mobile: 079 576 3643	NICCOD Counseling Service Sunday – Thursday 10:00-17:00
The Center for Victims of Torture (CVT) – Mental health and physiotherapy	Email: niccod.zarqa.center@gm ail.com Mobile : 079 519 3231 Helpline: 110

WVI - CFSs for children, AFSs for Adolescents, and PSS services management for war Strengthening Community based

protection committees Sunday – Thursday 9:00 - 17:00 Saturday – Thursday 09:00 - 15:00

> <u>Focal Point</u>: Abed Rabbo Mobile: 0777 148540

Wala'a Ali Ababneh Mobile: 077 8440736

JWU Saturday - Thursday 11:00 - 17:00

rehabilitative services; Social

referrals/Case

Zarqa Center

Focal point: Moath Asfoor

505 9455

masfoor@cvt.org Tel (public): 06

Email:

trauma and torture

services

survivors

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Focal point: Dr Mahmoud Nimer Mobile : 079 820 2252 Tel: 05 397 0886

Focal Point:

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

WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm

Focal Point: Ammar AlTaee:

079 9937686 Email: ammar.altaee@wfp.org Hotline number: 079 7778851 079 7778841

SCI- Livelihood activities(cash assistance, vocational training)

Focal point:

Suzan Albuheisi

Mobile:077664329

Email:suzan.albuhaisi@s avethechildren.org

for boys and girls (functional literacy, computer courses, food preparation courses) Saturday – Thursday 08:30 – 15:30

Focal Point:

Maysa Abu Sil Ghadeer al Tamimi Mobile: 079 850 1198 Tel: 05 397 0886

SCI--- Informal education Services

Sunday-Thursday 9:00-15:00

Focal Point:

Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaee d@savethechildren.org

WVI (formal education)-Remedial Education, CtC Activities in Schools,

Focal Point:

Lna Sawalha 0779 178 618 Email: Lna\_Sawalha@wvi.org

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Mayadah Qashou 077 8440710

Email: mayadah\_qashou@wvi.o rq