

SERVICES FOR SYRIANS

*REGISTERED WITH UNHCR
IN GREATER CAIRO*

SEPTEMBER 2016



UNHCR
The UN Refugee Agency
مفوضية الأمم المتحدة لشؤون اللاجئين

ALL UNHCR SERVICES ARE **FREE**



Please bring any suspected fraud incident,
fraud attempt or misconduct
to the attention of UNHCR immediately
by one of the following methods:

Speaking to UNHCR staff

Using complaint boxes placed in UNHCR reception areas

Or by sending a confidential e-mail to:
arecafrd@unhcr.org
inspector@unhcr.org

UNHCR Egypt Infoline

NEW TELEPHONE NUMBER

02 2728 5699

Working hours

Sunday to Thursday
From 9 am to 3 pm

INFOLINE WORKING LANGUAGES

Daily: ARABIC and ENGLISH

Sunday: SOMALI

Monday: OROMO

Tuesday: TIGRINYA

Wednesday: AMHARIC

Thursday: FRENCH



United Nations High Commissioner for Refugees

Infoline: 02 2728 5699



www.facebook.com/unhcregypt





Why is UNHCR doing iris scanning?

- Every person has a unique iris.
- By recording your iris information, UNHCR avoids registering anyone more than once and protects your identity.

Residency

Once you have received your card from UNHCR, you are obliged to obtain a legal residence permit (sticker) in order to legalize your stay in Egypt (more details on page 25).

How can I close my file with UNHCR?

If you are registered with UNHCR and wish to withdraw your application, you should approach our Registration Center in Zamalek to request the closure of your case.

Resettlement

- Resettlement is not a right. A small number of Syrian refugees with particular vulnerabilities will be resettled.
- Resettlement countries make the final decision on who is resettled. UNHCR can only recommend a refugee for resettlement.
- Refugees cannot apply for resettlement. If a refugee fits the criteria, they will be contacted by UNHCR.

UNHCR Zamalek Registration Center

UNHCR provides Syrian refugees with protection and assistance in coordination with the Egyptian Government and partners. Protection includes registration and documentation of asylum seekers, and referral to legal services.

The Zamalek Registration Center is for Syrian refugees residing in the following governorates:

Greater Cairo (Cairo, Giza, 6th October, Monofiya, Qalyubia, Sharkia), North Sinai, South Sinai, Ismailia, Suez, Helwan, Red Sea, Fayoum, Bani Souwaif, Menia, Assiut, Sohag, Qena, Luxor, Aswan and New Valley

Syrian refugees residing in the following governorates should approach the UNHCR office in Alexandria:

Alexandria, Damietta, Beheira, Dakahlia, Gharbeya, Kafr el Sheikh, Marsa Matrouh, and Port Said

Refugees residing outside the above governorates may contact our infoline or approach the Zamalek Registration Center.

In order not to make unnecessary travels and if you are not sure which office you should approach, please contact the UNHCR infoline or send a private message through our UNHCR Facebook page.

UNHCR Zamalek Protection Unit

This unit offers advice and assistance concerning legal matters and security concerns, as well as information on and assistance with documentation (for example, residency, birth and marriage certificates) and procedural formalities.

It is strongly recommended to call the UNHCR Infoline and book an appointment before visiting us. Due to our limited daily reception capacity, you may not be attended on the day of your visit if you did not request an appointment in advance.

UNHCR Zamalek Community-based Protection Unit

This unit ensures the provision of a wide range of services to persons of concern according to UNHCR assistance criteria and policies, with special attention to vulnerable cases. The services provided cover health, psycho-social assistance and education grants.

AN APPOINTMENT NEEDS TO BE MADE IN ADVANCE.

Services available with appointments

-  **Sunday – Thursday**
8:30 - 13:00
- *New registration**
 - *Adding new family members (bring 2 photos)*
 - *To change address or other data*
 - *To change principal applicant or transfer to another case*
 - *Adding a new baby (bring 2 photos)*
 - *To close or reopen your case*
 - *For letters to authorities, schools and driving license*
 - *To obtain a Ministry of Foreign Affairs Closure number*

**In case of new registration, all family members must be present.*

Please **DO NOT FORGET** to bring the following documents when coming to UNHCR reception center in Zamalek.

Please provide the original

- UNHCR Yellow Cards
- Passports, including the expired passport
- Birth certificates
- All documents related to previous registration in another country

Please provide original and copy

- Family book
- Birth certificate
- Marriage/Death certificates
- Identity cards
- Military book and military ID
- Disability ID
- Driving license

The Egypt Vulnerability Assessment for Refugees (EVAR)

The Egypt Vulnerability Assessment for Refugees (EVAR) is an ongoing survey to better understand the living conditions, capacities and challenges facing the Syrian refugee community in Egypt. It will also help UNHCR and World Food Programme (WFP) to develop appropriate programmes and services and identify beneficiaries.

Caritas, as the partner of UNHCR and WFP, is conducting interviews with registered Syrian refugees in Egypt, either at their homes or at the UNHCR office. Caritas will phone to make appointments with you. We appreciate your participation and count on your collaboration.

Please note that participating in this survey does not guarantee assistance.

If you need to reschedule or cancel your appointment for the home visit, call the following numbers, at least two days before the scheduled appointment:

 **Alexandria: 011 5189 0999**
Damietta: 010 1668 4787
Greater Cairo and others: 012 8806 4703

COMMUNITY CENTERS

Souriyat Community Centers for Women



Offers a variety of workshops and courses for women.

Masr El Gedida (Heliopolis)



19, Abd El Aziz Fahmy St.



011 0004 9257



Sunday – Thursday
09:00 - 16:00

10th of Ramadan City



Villa 64, El Ghandour Hospital St., 22nd Neighbourhood



011 5405 8162
010 9221 7428



Sunday – Thursday
09:00 - 16:00



SouriyatAssociation.SY

FOOD ASSISTANCE

World Food Programme (WFP)



Provides food vouchers to the most vulnerable and food insecure Syrian refugees registered with UNHCR.

WFP sends SMS messages regarding the period during which the vouchers can be redeemed.



02 2528 2507



WFPassistancetosyrians



Sunday - Thursday
09:00 - 15:00

EDUCATION GRANTS AND SERVICES

Catholic Relief Services (CRS)



UNHCR offers education grants through CRS for Syrian students enrolled in public and community schools. The grants vary depending on the student's educational grade.

Mohandeseen

 5, Zakareya Abd El Aziz St. (off Anas Ibn Malek St., Shehab St.)



010 6203 7771 / 02 3762 5723



Sunday - Thursday
08:30 - 16:30

St. Andrews Refugee Services (StARS)



Offers various educational programs, including adult English and Arabic language courses, as well as courses in information technology, sewing, handicrafts and henna drawing. It also supports communities in delivering quality education services.

Downtown Cairo

 38, 26th of July St., Esaaf Square (Metro stop: Nasser)
info@stars-egypt.org



02 2773 6347  St. Andrew's Refugee Services



Saturday - Thursday
10:00 - 16:00

LIVELIHOOD SERVICES

Catholic Relief Services (CRS)



Supports refugees and asylum seekers who are interested in having their own businesses. To date, over 1,000 refugees have started businesses with CRS support. In order to be a part of the programme, you must be UNHCR-registered.

Mohandeseen



5, Zakareya Abd El Aziz St. (off Anas Ibn Malek St., Shehab St.)



02 3749 8783



Catholic Relief Services Egypt

Syria El-Ghad Relief Foundation



Offers livelihood support to Syrian refugees in Cairo.

Downtown Cairo



El Galaa St., Boulaq



010 2555 9619
010 2555 9601

02 3761 3392
02 3761 3502



SyriaAlgadRF



www.syria-algad.org

PLAN INTERNATIONAL



Offers livelihood support to Syrian refugees in Cairo.

Faisal



1st Floor, Building 1, First Mall, Kafr St. (off Faisal St.)



010 2555 9614



Sunday – Thursday
10:00 - 15:00

Save the Children (SCI) Egypt



Offers literate adults (males and females aged 18 to 35) livelihoods services through wage employment. Applicants receive essential work skills training before job deployment. SCI also supports literate females, 18 to 35 years of age, who have micro-entrepreneurships, through training to support their projects.

Obour City

 Building 35, Ahmed Ibn Toloun St., 2nd District

 **010 9933 7627**

Maadi

 1st Floor, Building 4/4, Palestine St.

 **011 0006 4559**

10th of Ramadan City

 4th Floor, Building 2, Garsh Mall, El Ordoneya

 **010 2808 6800**

6th of October City

 Ground Floor, Building 216, 2nd Neighbourhood, 3rd District

 **010 2808 6801**

Nasr City

 8, Mahmoud Habib St. (off Abd El Aziz Eissa St., behind El Manhal School, on Mostafa El Nahas St.) 8th District

 **010 2808 6006**

 **010 1766 6554**

 **Sunday – Thursday**
9:00 - 17:00 (all locations)

HEALTHCARE

The Ministry of Health (MOH) provides subsidized primary and specialized health care through a variety of primary care clinics and specialized referrals.

Services Available at Public Primary Healthcare Centers

Types of facilities

Family Medicine and Health Centers

Health Offices

Types of services

Maternal and Child Healthcare

- Antenatal care (new and repeat visits)
- Pregnancy test and ultrasound
- Postnatal care (new and repeat visits)
- Lab testing
- Milk formula supplement (if qualified)

Routine Immunization for Children

- Adolescent health education and lab testing
- Management of childhood illnesses

Family Planning

- Medical examinations
- Counseling

Other

- Outpatient consultation
- Lab services
- Dental care
- Emergency services

Registration and Issuing Certificates

- Birth registration
- Birth certificate
- Death certificate
- Child healthcare card

Mustafa Mahmoud Society



Specialized non-chronic disease care, emergency and post-emergency care.

Mohandeseen Clinic

 88, El Nil El Abyad St.

 02 3303 9688

 **Sunday – Thursday**
09:00 - 17:00

Obour Clinic

 Street 51, Mahaleya 6, 1st District

 011 2853 5320

 **Sunday – Thursday**
09:00 - 17:00

6th of October Clinic

 In front of Kheir Zaman Supermarket, 8th District

 **Sunday – Thursday**
09:00 - 17:00

In case of emergency contact Mahmoud Hospital

 24, El Nil El Abyad St., Lebanon Square, Mohandeseen

 02 3302 7350
02 3302 7351
02 3302 7352
011 4553 6821
010 0928 4999

 **Ambulance**
010 0928 4999
011 2160 0337
011 5805 4045
Ext 756

 **Open 24 hours**
7 days/week

AMBULANCE  **123** **EMERGENCY**  **137**

For emergencies, go the nearest public hospital
with emergency services affiliated with the Ministry of Health
Please inform Mahmoud Hospital within 48 hours

HEALTHCARE

Refuge Egypt Healthcare Clinics

Tuberculosis and HIV



6th of October City Clinic



47, El Mehwar El Markazi St., Episcopal Church, 10th District



012 1197 0024



Emergency
012 1197 0037



Saturday and Tuesday
08:30 - 15:30

Nasr City: Arba Wa Nous Clinic



Diaa Ilhak St, El Taba, (end of Mostafa El Nahas St.) 8th District



012 1197 0013
012 1197 0016



Emergency
012 1197 0013



Monday – Saturday
09:00 - 16:00
Appointments
between 9:00 – 11:00

Zamalek: All Saints Cathedral Clinic



5, Michel Lotfallah St. (behind Marriott hotel).



02 2736 4836
012 1197 0019



Emergency
012 1197 0037



Monday – Saturday
09:00 - 16:00



www.refuge-egypt.org

Save the Children (SCI) Egypt



Save the Children, in cooperation with the Ministry of Health, supports the following primary healthcare units and one hospital affiliated to the Ministry.

6th of October City: El Mostakbal Care Unit



- *Maternal healthcare*
- *Family planning*
- *Vaccination*
- *Growth monitoring*
- *Chronic disease management*



El Mostakbal



02 3834 5790

Mohandeseen: Meet Okba Care Unit



- *Maternal healthcare*
- *Family planning*
- *Vaccination*
- *Growth monitoring*



288, Sudan St.

Agouza: Agouza Care Unit



- *Maternal healthcare*
- *Family planning*
- *Vaccination*
- *Growth monitoring*
- *Chronic disease management*
- *Dental care*
- *Birth and death registration*



7A, El Falouga St. with Shaheen St. (near Qawmeya school)



02 3347 2065

Imbaba: Gharb El Matar Care Unit



- *Maternal healthcare*
- *Family planning*
- *Vaccination*
- *Growth monitoring*
- *Psychiatric help*
- *Birth and death registration*



Gamal Abdel Nasser St.



02 3350 6171

Imbaba Primary Care Unit



- *Maternal healthcare*
- *Family planning*
- *Vaccination*
- *Growth monitoring*



1, Ibn Khaldoun Square (behind Tawfekeya Club)



02 3347 0207
02 3347 0196

Imbaba General Hospital



- *Antenatal Care*
- *Family planning*
- *Vaccination*
- *Growth monitoring*



1, Ibn Khaldoun Square (behind Tawfekeya Club)



02 3347 0207
02 3347 0196

Arab Medical Union



The Arab Medical Union (AMU) provides medical referral services for specialized healthcare through a network of service providers (hospital, pharmacies, laboratories and imaging). It also provides home-based care, upon referrals based on medical and social assessments.

Maadi

 3, Mashtal St., behind Ring Road, Maadi Corniche

 011 1407 2845

 **Sunday – Thursday**
08:00 - 16:00

6th of October City

 4th Floor, Tower No 8, City Stars Project, Plot 49/3,
10th District (Besides the Culture and Science City).

 010 2458 9883

 **Sunday – Thursday**
8:00 - 16:00

 16326

 Arab Medical Union

Psycho-Social Services and Training Institute in Cairo (PSTIC)



The Psycho-Social Services and Training Institute in Cairo (PSTIC), in cooperation with Terre des Hommes (TdH), is the UNHCR implementing partner for mental health care.



HEALTHCARE / Advocacy - Emergency care

 011 0078 2000

PSTIC has a team of refugee doctors and nurses available 24 hours - 7 days a week. When clients receiving psycho-social support, require care for other health related issues, PSTIC medical staff will facilitate access to health services and accompany them to hospitals/health centers, to ensure their care, in cooperation with all health partners in Greater Cairo only.

St. Andrews Refugee Services (StARS)



Offers monthly prep sessions for RSD interviews in various languages, in addition to advice and representation for RSD appeals and requests for re-opening UNHCR closed files. Services for individual and family assessments for protection and vulnerability are also available.

Downtown Cairo



38, 26th July St., Esaaf Square, (Metro stop: Nasser)
info@stars-egypt.org



02 2773 6347



St. Andrew's Refugee Services



Saturday – Thursday
 10:00 - 16:00

Egyptian Foundation for Refugee Rights (EFRR)



Through its Access to Justice Team, EFRR provides legal assistance to Syrian refugees, including civil status support, legal aid, legal representation and specialist assistance for incidents related to sexual and gender-based violence (SGBV).

EFRR also provides legal assistance and advice to asylum seekers and refugees, including unaccompanied minors, for initial RSD interviews and for those rejected at first instance and on appeal.

Legal support to SGBV survivors

EFRR's SGBV team assists both Syrian and non-Syrian refugees and asylum seekers who experience SGBV incidents in Egypt. The team interviews survivors and completes incident report forms to ensure objective reporting.

Downtown Cairo



2, Hussein El Ma'mar, 3rd Floor (off Mahmoud Bassiouny St.)



02 2575 1118



Sunday-Thursday
 10:00 - 17:00

PSYCHO-SOCIAL AND MENTAL HEALTHCARE SERVICES

Psycho-Social Services and Training Institute in Cairo (PSTIC)



The Psycho-Social Services and Training Institute in Cairo (PSTIC), in cooperation with Terre des Hommes (TdH), offers psycho-social support, awareness and emergency crisis solutions for Syrian refugees.



24/7 EMERGENCY HELPLINES

 **010 6439 0175**
011 0060 4002

MENTAL HEALTH CLINICS

Garden City Clinic

 *For Appointments*
011-2777 7033



Mohamed Fahmy St. (next to Sudanese Embassy)

Walk-in Clinic



Saturday
10:00 - 13:00
Sunday
10:00 - 13:00
Thursday
17:00 - 20:00

6th of October City: Dr. Saleem Abdallah Hamdan Clinic



Mehwar El Markazi (in front of Tawhid wel Nour).
(next to Khattab Pharmacy), 5th District

Walk-in Clinic



Monday
10:00 - 15:00
Tuesday
16:00 - 22:00

Detention related problems HELPLINE:  **011 2605 5598**

PSYCHO-SOCIAL AND MENTAL HEALTHCARE SERVICES

CARE Egypt



CARE Egypt provides legal and psycho-social support, awareness raising and individual case management for survivors of sexual and gender-based violence (SGBV).

Maadi



34, Street106, Hadayek El Maadi



02 2526 0096
02 2526 3373



Sunday - Thursday
9:00 - 17:00

SGBV



010 2885 9777
010 2885 9666

UNFPA



UNFPA, in collaboration with CARE Egypt, offers psycho-social support in safe space settings, which includes assessment, emotional support, counseling, support for people with disabilities, community mobilization, conflict mediation, referral and protective housing support and various community activities for female Syrian refugees.

Nasr City



11, Ibrahim Nawwar St.



Sunday - Thursday
9:00 - 17:00

Save the Children Egypt



Save the Children provides individual psycho-social support for unaccompanied and separated children and vulnerable children at-risk, through individual and group sessions, recreation activities and referrals to specialized mental health facilities. These services are also available to children and their caregivers.

Obour



Building 35, Neighbourhood 34 B, Ahmed Ibn Toloun St.,
2nd District



010 9933 7627



Sunday - Thursday
09:00 - 17:00

Maadi



1st Floor, Building 4/4, Palestine St.



011 0006 4559



Sunday - Thursday
09:00 - 17:00

10th of Ramadan



4th Floor, Building 2, Garsh Mall, El Ordoneya



010 2808 6800



Sunday - Thursday
09:00 - 17:00

6th of October City



Ground Floor, Building 216, 2nd Neighbourhood, 3rd District



010 2808 6801



Sunday - Thursday
09:00 - 17:00

Nasr City



8, Mahmoud Habib St. (off Abd El aziz Eissa St.,
behind El Manhal School, Mostafa El Nahas) 8th District



010 2808 6006

PSYCHO-SOCIAL AND MENTAL HEALTHCARE SERVICES

Egyptian Foundation for Refugee Rights (EFRR)



EFRR's psycho-social team provides information and advice to adult refugees, asylum seekers and failed asylum seekers to improve their mental well-being. The team refers clients to other service providers to meet specific needs.

Downtown Cairo



2 Hussein El Ma'mar, 3rd Floor, (off Mahmoud Bassiouny St.)



02 2575 1118



Sunday - Thursday
10:00 - 17:00

Médecins Sans Frontières (MSF)



Offers medical and psychological care to persons who have suffered sexual assault. Rape is a medical emergency. If you or someone you know has experienced sexual violence, call within 72 hours (3 days) to increase the chance for vital life-saving support. MSF also offers medical, physical and psychological rehabilitations for adult victims of traumatic events. Group support services are also available.

Maadi



No 2, Street 161



Appointments
010 1215 9162
011 1148 3267



Sunday – Monday
Wednesday – Thursday
9:00 - 18:00

EMERGENCY HOTLINE:  **011-17083502**



24 hours/7 days

Terre des Hommes (TdH) Egypt



Provides psycho-social services: case management, positive parenting programmes and recreational activities through community based protection and psycho-social centers.

6th of October City: Irada Center



Villa 213, Street 23, 2nd Neighbourhood, 8th District



011 5660 1029
010 04897750



Sunday - Thursday
10:00 - 6:00

Ain Shams: Darb Center



Gisr El Suez Road, behind Badr Garden, 2nd Tower
from the street on the right



010 2169 8885
010 9141 1866



Sunday - Thursday
10:00 - 18:00
Friday - Saturday
12:00 - 18:00

El Haram: Abwab Centers



3, Ibrahim El Gabri St. (off Nasser El Thawra St.)



010 1252 7860
011 5119 9321



Sunday - Thursday
10:00 - 18:00



52 El Taawon St., off El Haram St.

Friday - Saturday
12:00 - 18:00



011 1441 8132

Obour City: Nawafez Center



Metwally El Sharawy St. (behind El Yasmin Mall,
beside El Desokeya El Mohammadeya office)



010 1338 6156
011 4372 5571



Sunday - Thursday
10:00 - 18:00
Friday - Saturday
12:00 - 18:00

OTHER PARTNER UN ORGANIZATIONS

World Health Organization



World Health Organization

WHO primary role is to direct and coordinate international health within the United Nations' system. The main areas of work are: health systems, promoting health through the life-course, non-communicable diseases, communicable diseases, corporate services, preparedness, surveillance and response. WHO supports countries as they coordinate the efforts of multiple sectors of the government and partners, including bi- and multilaterals, funds and foundations, civil society organizations and private sector, to attain their health objectives and support their national health policies and strategies.

United Nations Children's Fund



UNICEF and its partners support the Ministry of Health in their efforts to provide free and subsidised healthcare for refugees in Egypt, particularly the most vulnerable women and children. UNICEF collects feedback from beneficiaries to ensure continuous improvements of available services. In the field of education, it supports the Ministry of Education in enhancing the capacity of public schools to accommodate Syrian children in quality learning environments.

International Organization for Migration

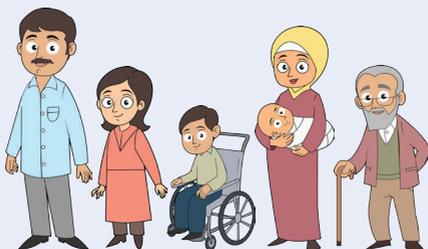


IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people.

Among its various activities, IOM operates a Resettlement Support Center (RSC) for the Middle East and North Africa (RSC MENA) to conduct resettlement processing - free of charge - for the United States Refugee Admissions Programme in fifteen countries throughout the MENA region.

You may contact the RSC MENA Egypt Processing site at our hotline number: 19472 or by email at ic@iom.int.

FACTS ABOUT RESIDENCY



Why is it important to have a valid residency permit?

- You must obtain a legal residency permit (sticker) to legalize your stay in Egypt.
- Staying in the country without a valid residency permit is punishable under Egyptian law and may result in arrest and detention.

How can I obtain a residence permit?

- Approach the Ministry of Foreign Affairs, at Nile Corniche besides Maspiro building, with a period of 15 days after receiving your UNHCR registration card.
- The residency can only be obtained at the Mogamma in Cairo. You must come in person with all adults in your family to finalize the formalities and obtain your residency permit on your UNHCR registration card.
- The residency permit application form is available at the Immigration Department at the Mogamma and is free of charge. Remember to bring:

- 1- Originals and copies of UNHCR registration cards.
- 2- Originals and copies of passports.
- 3- 2 recent passport-sized photos of yourself and family members of 12 years old and above.
- 4- You should obtain a new residency upon the renewal of your registration card.

Syrians have to carry their residency permit at all times



**United Nations High Commissioner for Refugees
EGYPT**

Address: 5 Michel Lotfallah St., Zamalek, Cairo
Refugee Infoline: 02 2728 5699



www.facebook.com/unhcregypt.pi



Notes

A series of 20 horizontal dotted lines for writing notes.

Donor Support for UNHCR Egypt 2016



Funded by
European Union
Humanitarian Aid &
Civil Protection



THANK YOU

FOR ALL COUNTRIES AND ORGANISATIONS
FOR THEIR GENEROUS CONTRIBUTIONS

شكراً

لجميع الدول والمنظمات
على ما قدموه من مساعدات سخية



UNHCR

The UN Refugee Agency

مفوضية الأمم المتحدة لشؤون اللاجئين



@ UNHCRegypt



@ UNHCRegypt



@ UNHCRegypt



**United Nations High
Commissioner for Refugees**

5 Michel Lotfallah Street

Zamalek

Cairo



UNHCR Egypt Infoline

02 2728 5699