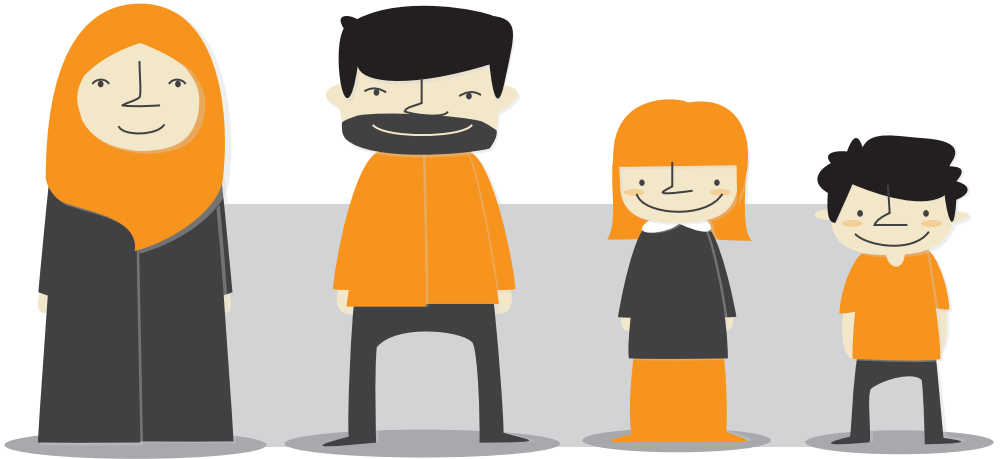




ORIENTATION GUIDE

for Gawilan Camp



Information for newly arrived refugees

The Kurdish Regional Government in Iraq (KRG) represented through the Development and Modification Center (DMC) and the United Nations High Commissioner for Refugees (UNHCR), which is the agency mandated under international law to protect refugees and asylum seekers, seek that your stay in KR-I is safe. To ensure your protection and safety, you must legalize your stay by registering with the competent authorities, in your case the security unit (Asayish) and DMC Office as well as with UNHCR. Thereafter, you can apply for residency within the Kurdistan Region of Iraq.

REGISTRATION & RESIDENCY

Registration is very important. It will give you access to many rights granted by the KRG to Syrian asylum seekers, such as the right to work, the right to move freely within the region, the right to attend public primary, secondary, and high schools free of charge, or the right to visit a public health center free of charge.



If you have not yet registered with UNHCR, complete the following steps:

Step 1: Asayish Registration: To register with the Asayish office in Gawilan, bring all your family members and any supporting identity documents you have in your possession.

Step 2: DMC Registration: After obtaining clearance with Asayish, visit DMC office to complete the second step of the registration process.

Step 3: UNHCR Asylum Registration: Visit the UNHCR registration center to complete your asylum seeker application. You will receive an asylum seeker certificate valid for 1 year (renewable) which you should keep with you at all times.

Residency: Apply for residency in KR-I with the Residency Office. Applicants over 12 years and below 55 years will need to take a blood test to complete the residency procedure. All necessary information will be provided at DMC or UNHCR registration offices.

If you had already registered with UNHCR at an earlier stage, complete the following steps:

Step 1: Asayish Registration: Register with Asayish in Gawilan Camp.

Step 2: UNHCR Registration Update: Visit the UNHCR registration center to update your asylum certificate with your new location. Please avoid duplicate registration – you are ought to inform UNHCR registration staff if you or any of your accompanying members have registered earlier at any of UNHCR Offices in KR-I.

Residency: Apply for residency in KR-I with DMC and the Residency Office. You will need to take a blood test to complete the residency procedure. All necessary information will be provided at the DMC or UNHCR registration offices.

Do you have any questions regarding your registration? Have you lost your certificate or is it deactivated because you went back to Syria and returned? Do you need to add new family members to your asylum certificate? visit us at the registration center for further guidance.

NOTE: Services provided by UNHCR and other humanitarian aid agencies are always **FREE** of **CHARGE**. No one should ask you for anything in return for assistance. If someone approaches you with such a request, you have the right to file a complaint. If you choose to do so, your identity will remain confidential handled by UNHCR. Complaint boxes are located in Gawilan at the UNHCR Registration Center.

REFUGEE RIGHTS


For information on the rights of refugees and asylum seekers, please refer to the accompanying leaflet on *Asylum Seeker and Refugee Rights*.

REFUGEE DUTIES

*****Please NOTE** that like any other person in Iraq, asylum seekers and refugees must fully comply with the laws, rules and regulations of the host-country and respect the traditions and rule of customs. An additional leaflet explains *Iraqi Laws and Illegal Actions/Crimes for your information*.


INFORMATION

The agency **Un Ponte Per (UPP)** can facilitate your **orientation in Gawilan camp**, as there are many services that can be accessed.

 **UPP:** Located within the UNHCR registration center, the information and orientation office is **open Sunday to Thursday from 9,00 to 5 PM.**

SHELTER AND WATER/HYGIENE ITEMS

For any questions or concerns regarding your shelters, basic household items (such as mattresses, stoves, blankets, etc) or water and hygiene items, you may contact the Qandil field focal point at the Qandil office. Your questions will be referred to UNHCR field staff and they will attend to your issues.

 The **Qandil Office** is located next to the distribution point (Rubhall) and is opened from **Sunday to Thursday, 9 AM – 3 PM.**

Please note the following:

- In Sectors A and B, you may receive cement to construct entrance steps to your shelter/kitchen/sanitary units, and possibly to improve your kitchen floor. This assistance is only meant to fix damages due to inadequate construction. You can contact the PWJ office if you notice damages. In addition, UNHCR regularly conducts an



assessment to identify any damages in shelters.

- If you would like to upgrade your shelters, you will need to contact DMC camp management to seek permission to bring construction materials to the camp.
- In case your shelter is affected by fire or storms and your belongings are damaged, UNHCR and partners can provide basic assistance. A Qandil field focal point will assess the damages. Through Qandil, we can replace basic items such as mattresses, blankets, stoves, etc. In order to receive these items, please approach the Qandil office. For other items we will need to mobilize other partners and seek support from DMC Camp Management.
- In case you have a concern about your sanitary facilities (toilet or shower), please contact PU-AMI at the PHC Center. Assistance that can be provided in terms of sanitation includes: light maintenance and repair of taps, mixers, locks, windows, electrical connections and manholes unclogging.

FOOD

The **World Food Program (WFP)** provides you with a **monthly food ration**. Contact the DMC office or UNHCR if you have any difficulties obtaining your food ration.




WFP: Food collection point is located in front of the permanent area. Distribution is scheduled during the first week of each calendar month. In order to contact the service call **0751 0664183**.


HEALTH



Primary health care services in Gawilan are provided without any fees by the Bardarash Department of Health (**DoH**), **WHO** and **PU-AMI**, a humanitarian agency, at the Primary Health Center. A female specialist for women's health issues is present twice a week with UNFPA support. A dental clinic is open on weekdays. A vaccination team for children is available twice per week with UNICEF support. The center also provides high protein biscuits and growth monitoring, as well as neonatal care.

 The **Primary Health Center** is located at the start of the camp, operating daily around the clock. A female obstetrician/gynaecologist is available on Tuesday and Thursday from 9 AM – 1 PM. The service can be contacted at **0782 493 3300**.

 If in need of an **ambulance** (critical cases only) call **0750 468 1899** or **0750 472 6407**.

 **Dental Clinic:** located the inside Health Center, operating Sunday to Thursday.

SELF CARE

We all have a responsibility towards ourselves, our family and community to treat each other with respect and dignity. Displacement can cause frustration, family problems, and other negative effects on our emotions and physical wellbeing. Trained staff in the **UPP Psychosocial Assistance Center** is available to assist you with any problem you may encounter in your social environment.



UPP Psychosocial Assistance Service: located next to the Health Center, is open Sunday to Thursday from 9 AM – 4 PM. Call **0750 791 7085** to contact the service.

YOUNG MOTHERS AND BABIES

Children, pregnant women, and young mothers can sometimes find it difficult to adapt to the new life situation. The **Centre for Maternity and Childhood Services**, run by ACF, provides **women with care** during pregnancy and lactation, and **emotional support** during prenatal care, the birthing process, and post-natal care. Psycho-social support and care is available for parents and for children under 5 years of age.




Centre for Maternity and Childhood: located near the Health Center. To contact the service, call the ACF social workers at **0750 347 6920** or at **0751 018 3006**.



WOMEN AND GIRLS

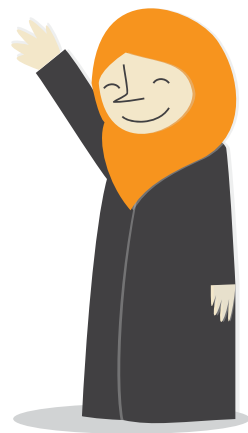
A **Women Listening Centre** run by **Harikar NGO** is staffed by social workers who provide a safe space **specifically for women and girls**. The Centre sponsors social activities and provides information, counselling and assistance.

 **Women Listening Center:** Located near the Health Center, is open Sunday to Thursday from 9.30 AM until 2 PM.


EDUCATION



Every child has the right to go to school. It is important for your children's safety, wellbeing, and development that they attend school. The **Gawilan Schools** offer classes for grades 1 – 12. In order to register your child, bring all supporting school documents from



Syria you have in your possession. If you do not have these documents, the Department of Education will determine which class you can enrol your child in, after having assessed his or her educational level. Please contact the school's headmasters or UNHCR CS desk early on so you can be advised on how to register your child.

 **UNHCR CS Helpdesk:** located at UNHCR Registration Center, is open Sunday to Thursday between 9:30 AM and 2 PM. In order to contact the service call **0750 431 4158** or **0750 468 4150**.

PROTECTING CHILDREN

If you know of a child in need of special attention or care, please refer him or her to the UNICEF/DoLSA Child Protection Unit in Gawilan.



The **Child Protection Unit (CPU)** in Gawilan works to assist children who need support and protection by connecting them with educational, psychosocial, recreational, health, and community support. The CPU is open every day of the week from 9 AM to 4 PM and is located near the mosque.

Contact the Child Protection Unit at **0750 4313359**.

For additional support, call the UNICEF Child Protection facilitator: **0750 450 5956**.

FRIENDLY SPACES


All people need extra care in times of transition. Everybody can help the others by making them feel safe and loved, giving them focused care and attention, encouraging them to talk with you, returning to regular life routines, and helping them connect with peers.

Register your child or youth at the Child Friendly Space (CFS), where your children can play with peers in a safe environment free of charge. Friendly community volunteers and social workers are available to answer any of your questions and concerns regarding your child's transitions to life in Gawilan.



Activities include organized playing, singing, drawing, and other educational activities.

Your child will also learn useful tools for living a healthy, happier, and stronger life in Gawilan.

 The **UNICEF/DoLSA Child Friendly Spaces (CFS)** are open for boys and girls between the ages of 4 and 17, Sunday to Thursday from 9 AM – 3 PM. One CFS is located in the transit area and the other is in the permanent camp.

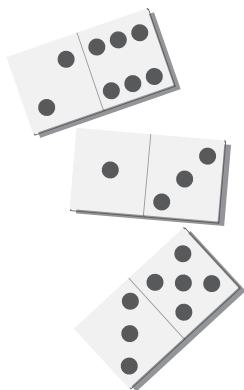
UPP provides a Recreation Friendly Space (RFS) which is a safe area where young adults, aged 18-30, can access at different services: internet point, library, free arts material, table games, volleyball playground

 The **UPP Recreational Friendly Space (RFS)** is open to boys and girls, from Sunday – Thursday from 9 AM – 5 PM, near the football stadium.

COMMUNITY RECREATIONAL ACTIVITIES

The **Barzani Charity Foundation** organizes **cultural activities** such as art courses and exhibitions, theatre and singing activities, seminars, lectures, courses (in dancing, singing, theatre, painting), sports and recreation, artistic activities (photographic galleries, manual art galleries), and different learning opportunities. Check out the schedule on BCF's signboard.

 The **Barzani Charity Foundation** is located at the transit camp area, near DMC old building.



To contact the service call **0750 469 9936**. All activities are announced on the BCF signboard.

IRC has many volunteers in the camp and organizes some events and recreational activities, such as courses of English, First Aid, CV writing, etc.



The **IRC** is located near the main DMC office. To contact the service call 0750 857 2486 or 0751 046 0186.



COMMUNITY SERVICES AND SERVICES FOR PERSONS WITH SPECIFIC NEEDS

You can approach the UNHCR or Harikar community services team with any question or concern you may have – our well-trained and friendly staff is there for you to assist you in any possible manner. UNHCR encourages all persons with specific needs, such as female-headed households, persons with disabilities, persons with serious medical conditions or aged persons, to visit the community services desk. If you have difficulties reaching the community services desk, you can call to arrange for a home visit. The UNHCR community services team provides you with service provider counselling and will offer to register your contact details to ensure that you have access to all services offered in the camp, sometimes with a priority.




UNHCR Community Services Helpdesk is located at UNHCR Registration Center, open from Sunday to Thursday between 9:30 AM and 2 PM. A mobile Harikar team is also present in the camp. The Community Services Helpdesk can be contacted at **0750 856 26 39**.

LEGAL SERVICES

If you have a **legal inquiry or problem**, you may contact the UNHCR Harikar PARC lawyer team at **0750 733 6297**. The line is operational from Sunday to Thursday from 8 AM – 3:30 PM.

GOOD TO KNOW

All refugees in Gawilan can borrow construction tools from the PU-AMI tools loan committee such as shovels, axes and saws. The service is free of charge, but you will need to give your ID card as a warranty to borrow any item.

 **Tool Loan Committee:** Located next to the Health Center, can be reached from Saturday to Thursday, from 9 AM – 5 PM.



Important Phone Numbers for Gawilan Camp

Ambulance: 0750 468 1899 or 0750 472 6407

UNHCR Community Services Helpline: 0751 052 9262

UNHCR Protection Team: 0751 058 6131

Gawilan DMC: 0751 008 5808

RETURN

After some time, you may wish to return to Syria for different reasons. UNHCR, at this stage, is neither promoting nor facilitating return to Syria since it believes the conditions in Syria are not yet conducive for return. Therefore, UNHCR advises you not to return as your safety cannot be guaranteed. Please, in order for you to reach and make a well-informed decision on your return, approach Gawilan protection team for more information on return procedure and risks associated with it.

You must check with UNHCR and Asayish at Bajet Kandala Return Center prior returning to Syria.

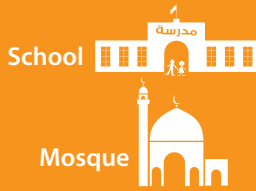
UNHCR: Harikar staff, supervised by UNHCR, will counsel you to ensure that you understand the risks and consequences of returning to Syria, and that you are returning voluntarily. You will be required to submit your asylum certificate to UNHCR. Your family members who remain in KR-I and are registered in the same certificate, should approach UNHCR at the same office where your original certificate was issued, for a new asylum certificate.

Asayish: You will need to present the original KR-I residency card to Asayish who will ask you to sign a form whereby you agree not to return to KR-I. They will take your residence and give you a paper that you have to present at the border with Syria.



MAP OF GAWILAN CAMP





UPP
Recreational
Friendly Space

MAP OF DOHUK GOV



Agencies and NGOs working in Gawilan camp



ACF

Young mother and babies



BARZANI CHARITY FOUNDATION

Community recreational activities



HARIKAR

Women and girls
Legal services



IRC

Community recreational activities



PU-AMI

Health
Good to know



QANDIL

Shelter and water/hygiene services



UNHCR

Registration
Education
Community services
Return



UNICEF

Friendly spaces



UPP

Information
Self care
Friendly space



WHO
Health



WFP
Food