



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



2014 Edition

Section 3: Referral Pathways

Annex XVIII:

GBV Referral Pathways

GBV REFERRAL PATHWAY – Amman

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”:	
IMMEDIATE RESPONSE <ul style="list-style-type: none"> • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist him/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care 		
Medical/Health Care: JHAS Saturday - Thursday 09:00-16:00 <u>Focal Point:</u> Dr.Hanan Jarrar Mobile: 079 558 9419 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org NHF / IFH Sunday – Thursday 08:00 – 15 :30 Sweileh center: 06 534 4193/ 2 Hashmi Center: 06 490 8310 <u>Focal Point:</u> Sweileh Provide CMR services Dr. Nesreen Barakat - Mobile: 079 731 9450 Email: dr.nesreen@ifh-jo.org Hashmi - Provide CMR services Dr. Hiba Al Mallah Mobile: 06 490 8310 Email: m.badawi@ifh-jo.org Dr. Hiba Al Fayoumi Tel: 06 490 8310	Case Manager (including immediate psychosocial support): Adults (over 18) JWU Saturday – Thursday 08:30 – 16:30 <u>Focal Point:</u> Najjiyeh Zoabi Kefah Al Jabir Tel: 06 567 5729 Mobile: 079 820 2353 Email: najjaha.zo3by@yahoo.com NHF / IFH Sunday – Thursday 08:00 – 15 :30 <u>Focal Point:</u> Hashmi Center Shaden Abu Hamour Mobile: 06490 8310 Email: s.nizar@ifh-jo.org Sweileh Center Haya Al-Badri Mobile: 079 652 6167 Email: c.lab@ifh-jo.org JRF Sunday- Thursday 08:00-16:00 <u>Focal Point:</u> Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo Samia Bishara Tel: 06 5933211 Email: s.bishara@jrf.org.jo UNHCR Field Office Amman: Sunday- Thursday 08:00-16:00 <u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org Back Up : May Hafidh Mobile/dutyphone: 0797145307 Email: hafith@unhcr.org After working hours and weekends UNHCR Duty Phone for partners: 079710 9194 Back Up :	Case Manager (including immediate psychosocial support): Children (under 18) IMC 24 hours Duty phone: 079 578 5095 <u>Focal Point:</u> Sunday – Thursday 09:00 – 17:00 <u>Focal Point:</u> Hala Abu Al Khair, hkhair@InternationalMedicalCorps.org Mobile: 079 022 4029 Duty Phone: 079 578 5095 JRF Sunday- Thursday 08:00-16:00 <u>Focal Point:</u> Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo Samia Bishara Tel: 06 5933211 Email: s.bishara@jrf.org.jo UNHCR Field Office Amman: Sunday- Thursday 08:00-16:00 <u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org Back Up : May Hafidh Mobile/dutyphone: 0797145307 Email: hafith@unhcr.org After working hours and weekends UNHCR Duty Phone for partners: 079710 9194

	<p><i>May Hafidh</i> Mobile/duty phone: 0797145307 Email: hafith@unhcr.org</p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194</p> <p>UNRWA</p> <p><u>Focal Point:</u></p> <p><i>North Amman Office:</i> <i>Wafa Nuwwara</i> Mobile/hotline:079 710 0496 Email: w.nuwwara@unrwa.org</p> <p><i>South Amman Office:</i> Haifa Wheidi Mobile/hotline: 079 899 8890 Email: h.wheidi@unrwa.org</p>	
--	--	--

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

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

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

Protection, Security, Police:

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

Sunday – Thursday 08:00 – 15:30

Focal Point:

Diana Suleiman

Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org

Back Up :

May Hafidh

Mobile/dutyphone: 0797145307 Email: hafith@unhcr.org

After working hours and weekends

UNHCR Duty Phone for partners: 079 710 9194

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

Open 24 hours

Focal Point:

*Sadiq Al- Omari
Tel: 06 490 2144*

Hotline: 911. Email: familypd@accessme.com.jo

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

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

Sunday – Thursday 08:00 – 15:30

Duty phone: 079 021 4149

Email: jochildprotect@unicef.org

Legal Assistance Counsellors:

UNHCR-

Sunday – Thursday 08:00 – 15:30

Focal Point:

Diana Suleiman

*Mobile/dutyphone: 079 7151469
Email: suleiman@unhcr.org*

Back Up :

May Hafidh

*Mobile/dutyphone: 0797145307
Email: hafith@unhcr.org*

After working hours and weekends

UNHCR Duty Phone for partners: 079 710 9194

ARDD-Legal Aid

Sunday-Thursday (9:00-5:00)

Focal Point:

Souzan Mohareb

Tel: 06-4617477

Mobile: 0775777077

Email: consult.amman@ardd-legalaid.org

Emergency Line (24/7): 0777387221

JWU

Saturday – Thursday 08:30 – 16:30

Focal Point:

Intesar Al-Amer

Ilham Al-Shawwa Tel: 6 567 5729

Mobile: 079 820 2353

Email: intesara.majeed@yahoo.com

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

Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
<p>Primary Health Care:</p> <p>MoH Al Bashir Hospital <i>Open 24 hour</i></p> <p>Tel: 06 474 4430</p> <p>JHAS <i>Saturday - Thursday 09:00-16:00</i></p> <p>Tel: 06 523 6674</p> <p>NHF/IFH <i>Sunday – Thursday 08:00 – 15 :30</i></p> <p><u>Focal Point:</u> <i>Hashmi Center</i> Dr. Hiba Al Mallah Mobile: 06 490 8310 Email: m.badawi@ifh-jo.org</p> <p><i>Sweileh Center</i> Haya Al-Badri Mobile: 079 652 6167 Email: c.lab@ifh-jo.org</p> <p><i>East Amman Clinic</i> Dr. Areen Khreisat Bilal Zawateen Mobile: 079 6525866</p> <p>JWU <i>Saturday- Thursday 09:00-17:00</i></p> <p><u>Focal Point:</u> Dr. Aws Shaker Mobile: 079 612 5506 Tel: 06 567 4285</p> <p>UNRWA – Primary health care and referral to secondary services for Palestinian refugees <i>Sunday – Thursday 07:30 – 13:45</i></p> <p><i>North Amman Office: Wafa Nuwwara Mobile:079 710 0496</i> Email: w.nuwwara@unrwa.org</p> <p><i>South Amman Offic: Haifa Wheidi</i> Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p>	<p>PSS Services for Adults:</p> <p>JWU <i>Saturday – Thursday 08:30 – 16:30</i></p> <p><u>Focal Point:</u></p> <p>Alia Hijjawi Najiyeh Zoabi Kefah Al Jabir Tel: 06 567 5729 Mobile: 079 820 2353 Email: najiaha.zo3by@yahoo.com</p> <p>NHF / IFH <i>Sunday – Thursday 08:00 – 15 :30</i></p> <p><u>Focal Point:</u></p> <p><i>Hashmi Center</i> Shaden Abu HamourTel: Tel: 06 490 8310 Email: s.nizar@ifh-jo.org</p> <p><i>Sweileh Center</i> Haya Al-Badri Mobile: 079 652 6167 Email: c.lab@ifh-jo.org</p> <p><i>East Amman Clinic</i> Dr. Areen Khreisat Bilal Zawateen Mobile: 079 6525866</p> <p>Jordan Red Crescent</p> <p>Tel: 06 490 8588 Cell: 079 959 2092 079 703 0495 079 938 8312</p> <p>JRF <i>Sunday- Thursday 08:0016:00</i></p> <p>Tel: 06-4925096</p> <p><i>Sunday-Thursday 09:0019:00</i> Help line: 110</p> <p><u>Focal Point:</u></p> <p>Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo</p> <p>Samia Bishara Tel: 06 5933211 Email: s.bishara@jrf.org.jo</p>	<p>Protection/Registration:</p> <p>UNHCR</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> <u>Focal Point:</u> <i>Diana Suleiman</i> Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org</p> <p><i>Back Up :</i> <i>May Hafidh</i> Mobile/dutyphone: 0797145307 Email: hafith@unhcr.org</p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: : 079 710 9194</p> <p>UNRWA - Registration & Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <i>Sunday – Thursday 07:30 – 15:00</i></p> <p><u>Focal Point:</u></p> <p><i>North Amman Office: Wafa Nuwwara</i> Mobile:079 710 0496 Email: w.nuwwara@unrwa.org</p> <p><i>South Amman Offic:</i> Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p> <p>Shelters/Safe houses:</p> <p>FPD through UNHCR</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> <u>Focal Point:</u> <i>Diana Suleiman</i> Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org</p> <p><i>Back Up :</i> <i>Yasmeen Al-Rashdan</i> Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org</p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194</p> <p>JWU- Amman <i>Saturday – Thursday 08:30 – 17:00</i></p>	<p>UNHCR –</p> <p>Helpline: 064008000. <i>Sunday - Wednesday 08.00 – 17.00</i></p> <p>Tel: 06 550 2141</p> <p>UNRWA - Material assistance for Palestinian refugees</p> <p><i>Sunday – Thursday 07:30 – 15:00</i></p> <p>North Amman: Tel: 06 565 1132</p> <p>South Amman: Tel: 06 478 3791</p> <p>Cash/NFIs:</p> <p>CARE International <i>Sunday-Thursday 8:00 - 16:00</i></p> <p>Tel: 06-5651488</p> <p>Food Assistance:</p> <p>WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i></p> <p><u>Focal Point:</u></p> <p>Ammar AltAee: 079 9937686 Email: ammara.altAee@wfp.org Hotline number: 079 7778851 079 7778841</p> <p>Education:</p> <p>Save the Children Jordan</p> <p>Formal education and children out of school <i>Sunday - Thursday 09:00 - 16:00</i> <u>Focal Point</u> Noor Elkhairy nelkhairy@savethechildren.org.io</p> <p>Mobile: 0775464978</p>

<p>Reproductive Health Services:</p> <p>MoH Al Bashir Hospital</p> <p><i>Open 24 hour</i> Tel: 06 474 4430</p> <p>JHAS <i>Saturday - Thursday</i> 09:00- 16:00</p> <p><u>Focal Point:</u></p> <p>Dr.Hanan Jarrar Mobile: 079 558 9419 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org</p> <p>IFH/UNFPA</p> <p><i>Sunday – Thursday</i> 08:00 – 15 :30</p> <p><u>Focal Point:</u></p> <p>Haya Al-Badri Mobile: 079 652 6167 Email: c.lab@ifh-jo.org</p> <p><i>Sweileh Center</i> Dr. Hiba Al Mallah Tel: 06 490 8310 Email: m.badawi@ifh-jo.org</p> <p><i>Hashmi Center East Amman Clinic</i></p> <p>Dr. Areen Khreisat Bilal Zawateen Mobile: 079 6525866</p> <p>Aman Society</p> <p>Tel: 06 582 1578 Tel: 06 402 5275 Tel: 06 505 5466</p> <p>UNRWA – Reproductive health care <i>Sunday – Thursday</i> 07:30 – 13:45</p> <p><i>North Amman Office:</i></p> <p><i>Wafa Nuwwara</i> Mobile:079 710 0496 Email: w.nuwwara@unrwa.org</p> <p><i>South Amman Offic:</i> Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p>	<p>PSS Services for Children:</p> <p>JRF</p> <p><i>Sunday- Thursday</i> 08:00- 16:00 Tel: 06-4925096 <i>Sunday</i> <i>Thursday 09:00- 19:00</i> Help line: 110</p> <p><u>Focal Point:</u></p> <p>Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo</p> <p>Samia Bishara Tel: 06 5933211 Email: s.bishara@jrf.org.jo</p> <p>Child Friendly Spaces:</p> <p>JRF</p> <p><i>Sunday- Thursday 08:00- 16:00</i> Tel: 06-4925096 <i>Sunday-Thursday 09:00- 19:00</i> Help line: 110</p> <p><u>Focal Point:</u></p> <p>Muntaha Al Harasis Tel: 06 491 4999 Email: m.alharasis@jrf.org.jo</p> <p>Samia Bishara Tel: 06 491 4999 Email: s.bishara@jrf.org.jo</p> <p>SCI</p> <p>Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal Point:</u></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org</p> <p>INTERSOS/JOHUD <i>Saturday – Thursday 8:30- 4:30</i> Queen Zein Al Sharaf Institute for Development</p> <p><u>Focal Point:</u></p> <p>George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p>		
---	--	--	--



<p>Mental Health Services:</p> <p>IMC <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Tawfiq Al Khouli, tkhouli@InternationalMedicalCorp.org Mobile: 079 021 8843 Duty Phone: 079 578 5095</p> <p>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</p> <p><i>Sunday – Thursday 09:00 - 17:00</i></p> <p><u>Focal Point:</u> Moath Asfoor Tel (public): 06 505 9455 Email: info@cvt.org Email: masfoor@cvt.org</p>			
---	--	--	--



GBV REFERRAL PATHWAY – Azraq

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial “entry point”:	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”	
IMMEDIATE RESPONSE <ul style="list-style-type: none"> Provide a safe, caring environment and respect the confidentiality and wishes of the survivor Provide reliable and comprehensive information on the available services and support to survivors of GBV <u>If agreed and requested by survivor</u>, obtain informed consent and make referrals When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child Accompany the survivor to assist his/her in accessing services For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care 		
Medical/health care: IMC Primary Health / Reproductive Health care (Village 6 clinic) 24 hours / 7 days a week <u>Focal point:</u> Lina Hamidi Mobile 1 : 079 024 8397 Mobile 2 : 079 756 6310 Email: lhamidi@internationalmedicalcorps.org Village 6 Clinic: 7 days per week 9:00-16:00 Village 3 Clinic; Sunday/Thurs 9:00-16:00 Mental health <u>Focal Point:</u> Loay Al Husieni ihusieni@internationalmedicalcorps.org Mobile :079 022 1961 Mohammad Abulawi mabulawi@internationalmedicalcorps.org Duty Phone: 079 847 0926	Case Management (including immediate psychosocial support): Adults (over 18) IMC 24 hours/ 7 days a week <u>Duty phone:</u> 079 8470 926 Case Management <u>Focal Points:</u> Samar Abed sabed@Internationalmedicalcorps.org Mobile: 079 022 1959 Reine Musharbash rmusharbash@internationalmedicalcorps.org Mobile: 079 022 4010 Duty Phone: 079 847 0926 PSS for adolescents and adults <u>Focal Point:</u> Reine Musharbash rmusharbash@internationalmedicalcorps.org Mobile: 079 022 4010 Duty Phone: 079 847 0926 UNHCR Focal Point Shurouq Irani Mobile: 0797158523 Email: irani@unhcr.org Focal Point: Ramzi - Alazab Email: alazabr@unhcr.org Mobile: 0797158361	Case Management(including immediate psychosocial support): Children (under 18) IMC 24 hours/ 7 days a week <u>Duty phone:</u> 079 8470 926 Case management <u>Focal Point:</u> Samar Abed sabed@Internationalmedicalcorps.org Mobile: 079 022 1959 Duty Phone: 079 847 0926 PSS for children <u>Focal Point:</u> Mohammad Abulawi mabulawi@internationalmedicalcorps.org Duty Phone: 079 847 0926 UNHCR Focal Point: Ramzi - Alazab Email: alazabr@unhcr.org Mobile: 0797158361 Focal Point Shurouq Irani Mobile: 0797158523 Email: irani@unhcr.org
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS , refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM.		
Protection, Security, Police: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) <u>Focal Points</u> Mounir Maalouli Mobile: 079592 2836 Email: maalouli@unhcr.org Hafez Najjar Mobile: 079 549 32 27 Email: NAJAR@unhcr.org	Legal Assistance Counsellors: UNHCR – Legal services <u>Focal Point</u> Mounir Maalouli Mobile: 079592 2836 Email: maalouli@unhcr.org Hafez Najjar Mobile: 079 549 32 27 Email: NAJAR@unhcr.org ARDD-Legal Aid – Legal services (referral through UNHCR)	

<p>FPD - Police (survivors can go directly to FPD, while service providers should refer only through UNHCR)</p> <p><u>Focal Point</u></p> <p>Ahmad Al-Wazani <u>Mobile:</u> 0790119156 <u>Email:</u> alwazani@unhcr.org</p> <p>Shrouq Irani <u>Mobile:</u> 0797158523 <u>Email:</u> irani@unhcr.org</p> <p>UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible</p> <p><u>Sunday – Thursday 08:00 – 15:30 Duty phone:</u> 079 021 4149 <u>Email:</u> jochildprotect@unicef.org</p> <p>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</p>
--

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

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

GBV REFERRAL PATHWAY – Cyber City

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial “entry point”:	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”	
IMMEDIATE RESPONSE <ul style="list-style-type: none"> • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care 		
Medical/health care: IMC Mental Health <u>Focal Point:</u> Manar Awwad mawwad@internationalmedicalcorps.org Mobile: 079 986 1491 Duty Phone: 079 578 5095 JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Fatheya Ayaad Mobile: 078 855 0625 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org	Case Manager (including immediate psychosocial support): Adults (Over 18) UNHCR Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org IFH/UNFPA <i>Saturday - Thursday 08:00 – 16:00</i> <u>Focal Point:</u> Hassan Al Shurman Mobile: 079 0211691 Bilal Zawateen Mobile: 079 652 5866 Email: b.zawateen@ifh-jo.org Ahlam Mahamdeh Mobile: 078 667 3655	Case Manager (including immediate psychosocial support): Children (Under 18) UNHCR Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org SitNour Ali Mobile: 077 666 2200 Email: SitNour.Ali@rescue.org
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS , refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM		
Protection, Security, Police: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) <u>Focal Point:</u> <i>Sunday-Thursday 08:00 to 15:30</i> Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org FPD – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR) Hotline: 911. Email: familypd@accessme.com.jo Tel: 02 623 5511 Ramtha branch	Legal Assistance Counsellors: UNHCR <i>Sunday-Thursday 08:00 to 15:30</i> Duty Phone: 079 554 6383 ARDD-Legal Aid Sunday-Thursday (9:00-5:00) <u>Focal Point:</u> Souzan Mohareb Tel: 06-4617477 Mobile: 0775777077 Email: consult.amman@ardd-legalaid.org	

<p>UNRWA - Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)</p> <p><u>Focal Point: Hotline (24 - 7):</u></p> <p>Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org</p> <p>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</p> <p>UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible</p> <p><i>Sunday – Thursday 08:00 – 15:30 Duty</i> phone: 079 021 4149 Email: jochildprotect@unicef.org</p>	<p><u>Emergency Line (24/7): 0777387221</u></p> <p>JWU <i>Sunday-Thursday 08:30-16:30</i></p> <p>Tel: 03 230 0800 Mobile: 079 883 6352</p>
---	---

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

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

GBV REFERRAL PATHWAY – EJC

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial “entry point”:	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”	
IMMEDIATE RESPONSE		
<ul style="list-style-type: none"> • 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 		
<p>Medical/health care:</p> <p>IMC Mental Health Care Sunday – Thursday 09:00-15:00 Focal Point: Loay Al-Husaini ihusieni@internationalmedicalcorps.org Mobile: 079 022 1961</p> <p>Mohammad Abulawi mabulawi@internationalmedicalcorps.org Duty Phone: 079 847 0926</p> <p>UNHCR Saturday – Wednesday 09:00 – 17:00 Focal Point:</p> <p>Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org</p> <p>Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 556 4383</p> <p>After working hours and weekends UNHCR Hotline: 079 710 9194</p> <p>Clinical Management of Rape Services:</p> <p>IFH/UNFPA Sunday – Thursday 9:00 – 16:00</p> <p>Focal Point: Ibrahim Khawaldeh Mobile: 079 0211695</p> <p>Dr. Wafa Sawalmeh Mobile: 079 0211695</p>	<p>Case Manager (including immediate psychosocial support):</p> <p>Adults (Over 18)</p> <p>IFH/UNFPA Sunday – Thursday 9:00 – 16:00</p> <p>Focal Point: Ibrahim Khawaldeh Mobile: 079 0211695</p> <p>Bahaa Moheidat Mobile: 079 6525937</p> <p>UNHCR</p> <p>Saturday – Wednesday 09:00 – 17:00 Focal Point:</p> <p>Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org</p> <p>Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 556 4383</p> <p>After working hours and weekends UNHCR Hotline: 079 710 9194</p>	<p>Case Manager (including immediate psychosocial support):</p> <p>Children (Under 18)</p> <p>IFH Sunday – Thursday 9:00 – 16:00</p> <p>Focal Point: Ibrahim Khawaldeh Mobile: 079 0211695</p> <p>Bahaa Moheidat Mobile: 079 6525937</p> <p>UNHCR</p> <p>Saturday – Wednesday 09:00 – 17:00 Focal Point:</p> <p>Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org</p> <p>Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 556 4383</p> <p>After working hours and weekends UNHCR Hotline: 079 710 9194</p>
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.		
<p>Protection, Security, Police:</p> <p>UNHCR – Protection (including cases of risk of arrest, detention or refoulement)</p> <p>Focal Point: Mounir Maalouli; maalouli@unhcr.org; 079 592 2836 Manal Hashem; hashem@unhcr.org; 079 873 8160</p> <p>FPD – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR) Hotline: 911</p> <p>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</p>	<p>Legal Assistance Counsellors:</p> <p>UNHCR</p> <p>Sunday-Thursday 08:00 to 15:30</p> <p>Duty Phone: 079 554 6383</p> <p>After working hours and weekends UNHCR Hotline: 079 710 9194</p> <p>ARDD-Legal Aid Sunday-Thursday (9:00-5:00)</p>	

<p>UNICEF: Case managers can refer cases of grave violations¹ (MRM) to UNICEF when refugee child/caregiver consents</p> <p>Sunday – Thursday 08:00 – 15:30 Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>		<p>Focal Point:</p> <p>Souzan Mohareb Tel: 06-4617477 Mobile: 0775777077 Email: consult.amman@ardd-legalaid.org</p> <p>Emergency Line (24/7): 0777387221</p>	
<p>AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES Over time and based on survivor's choices can include any of the following:</p>			
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
<p>Primary Health:</p> <p>UAE RC - Emergency Saturday.- Thursday 09:00 - 17:00 TBC <u>Focal point:</u> Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274</p> <p>UAE RC - Primary Health Care Saturday.- Thursday 09:00 - 17:00 TBC <u>Focal point:</u> Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274</p> <p>Mental Health- MH</p> <p>Duty Phone: 0790218774</p> <p>Monday- Wednesday- Thursday 09:00-15:00</p> <p><u>Focal Point</u> Duha Alassaf Mobile: 0790218774 dalassaf@internationalmedic alcorp.org</p> <p>Reproductive Health</p> <p>UAE RC - Reproductive Health Saturday.- Thursday 09:00 - 17:00 TBC <u>Focal point:</u> Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274</p>	<p>PSS Services for Adults: Adults (Over 18)</p> <p>IFH/UNFPA Sunday – Thursday 9:00 – 16:00 <u>Focal Point:</u> <u>Ibrahim Khawaldeh</u> <u>Mobile:</u> 079 0211695</p> <p>Bahaa Moheidat Mobile: 079 6525937</p> <p>PSS Services for Children:</p> <p>THD Sunday .- Thursday 09:00 - 17:00 <u>Focal point:</u> Ali Ababneh <u>Mobile:</u> 079 684 0903</p> <p>Child Friendly Spaces:</p> <p>THD Sunday .- Thursday 09:00 - 17:00 <u>Focal point:</u> Sundus Derbi <u>Mobile:</u> 0798809846</p> <p>Women's Centers:</p> <p>Adults (Over 18)</p> <p>IFH/UNFPA Sunday – Thursday 9:00 – 16:00 <u>Focal Point:</u> <u>Ibrahim Khawaldeh</u> <u>Mobile:</u> 079 0211695</p>	<p>Protection/Registration:</p> <p>UNHCR</p> <p><u>Focal Point:</u> Manal Hashem (hashem@unhcr.org) 07 9873 8160</p> <p>Shelter/Safe house:</p> <p>FPD through UNHCR</p> <p>Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383</p> <p>After working hours and weekends UNHCR Hotline: 079 710 9194</p>	<p>UAE RC - Food, NFI, Shelter, Cash for work Saturday.- Thursday 09:00 - 17:00 TBC <u>Focal point:</u> Abdallah, Abou Hamad Mobile: 0796859861</p> <p>Education</p> <p>NRC</p> <p>Informal education for children/NRC Saturday.- Thursday 09:00 - 17:00 TBC <u>Focal point:</u> Reem Shamout <u>Mobile:</u> 0796487663</p> <p>Informal Education for Youth programs/NRC:</p> <p><u>Focal point :</u> Dina Ala'Eddin Ruba Abu Namous <u>Mobile :</u> 079 826 1225 (Dina) <u>Email :</u> dina.ala.ddin@nrc.no</p> <p><u>Mobile:</u> 0790223740 (Ruba) <u>Email:</u> ruba.namous@nrc.no</p> <p>Save the Children Jordan</p> <p>Formal education and children out of school Saturday.- Thursday 09:00 - 17:00 TBC <u>Focal Point</u> Rasha Alzein Kareem Makkawi <u>Email:</u> Kmakkawi@savethechildren.org.io Mobile: 0775744015</p>

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



Annexes

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



GBV REFERRAL PATHWAY – Irbid

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial “entry point”:	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”	
IMMEDIATE RESPONSE <ul style="list-style-type: none"> • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care 		
Medical/Health Care: IMC Mental Health <u>Focal Point:</u> Mustafa Abu Serdaneh, maseradneh@InternationalMedicalCorps.org Mobile: 079 022 1956 Duty Phone: 079 578 5095 JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr.HananJarrar Mobile: 079 558 9419 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org	Case Manager (including immediate psychosocial support): Adults (over 18) IMC <u>Focal Point:</u> Alaa’ Al-Masri amasri@InternationalMedicalCorps.org Mobile: 079 635 2005 Duty Phone: 079 578 5095 UNHCR <i>Sunday – Thursday 08:30 – 16:00</i> Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org IMC <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Focal Point: Alaa’ Al-Masri amasri@InternationalMedicalCorps.org Mobile: 079 635 2005 Duty Phone: 079 578 5095 IRC <i>Sunday - Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Nawal Mohammad (Irbid) Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org Rana Al Mutairi (Ramtha) Mobile: 079 889 8332 Email: Rana.AIMutairi@rescue.org Farah Qadura Mobile: 077 607 0609 Email: Farah.qadura@rescue.org NHF/FH <i>Saturday – Thursday 08:00 – 16:00</i> Focal Point Hanan Megdadi 079 573 8150 JWU <i>Saturday - Thursday 08:30 – 16:30</i> <u>Focal Point:</u> Irbid Rasha Khazaleh Muntaha Tayyem Tel: 02 724 1342 Mobile: 079 820 2344	Case Manager (including immediate psychosocial support): Children (under 18) UNHCR <i>Sunday – Thursday 08:30 – 16:00</i> Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org IMC <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Focal Point: Alaa’ Al-Masri amasri@InternationalMedicalCorps.org Mobile: 079 635 2005 Duty Phone: 079 578 5095 IRC <i>Sunday - Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Nawal Mohammad (Irbid) Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org Rana Al Mutairi (Ramtha) Mobile: 079 889 8332 Email: Rana.AIMutairi@rescue.org Farah Qadura Mobile: 077 607 0609 Email: farah.qadura@rescue.org

Email: rasha_mk@yahoo.com
Email: montaha.tayyem@gmail.com

Ramtha
Firyal Al-Zoubi Taghreed al
Ghazaleh
Mobile: 079 820 2354
Email: muna.khaled606@yahoo.com

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

Protection, Security, Police:

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

Sunday-Thursday 8:00 to 15:30
Duty Phone: 079 554 6383

Sunday – Thursday 08:00 – 15:30

Focal point:
Serin Bitar

Mobile: +962 79 500 4947
Email: bitar@unhcr.org

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

Open 24 hours

Focal Point:
Major Ra'ed Al Hamaida
Tel: 02 702 2348

Hotline: 911. Email: familypd@accessme.com.jo

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

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

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

Legal Assistance Counsellors:

UNHCR- Legal Services

Sunday-Thursday 8:00 to 15:30
Duty Phone: 079 554 6383

After working hours and weekends
UNHCR Hotline: 079 710 9194

ARDD-Legal Aid – Legal assistance

Sunday-Thursday (9:00-5:00)

Focal Point:

Souzan Mohareb
Tel: 06-4617477
Mobile: 0775777077
Email: consult.amman@ardd-legalaid.org

Emergency Line (24/7): 0777387221
Emergency line: 077 738 7221

JWU

Saturday - Thursday 08:30 – 16:30

Focal Point:

Irbid
Jamal Jeat
Tel: 02 724 1342
Mobile: 079 820 2344
Email: jet-jamal@hotmail.com

Ramtha
Firyal Al-Zoubi
Mobile: 079 820 2354
Email: jwu.ramtha@yahoo.com

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

Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
<p>Primary Health Care:</p> <p>MoH Princess Rahma/Badia Hospital <i>Open 24 hour</i></p> <p>Tel: 02 710 1978</p>	<p>PSS Services for Adults:</p> <p>JWU <i>Saturday - Thursday 08:30 – 16:30</i></p>	<p>Protection/Registration:</p> <p>UNHCR</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 0795546383</p> <p>Helpdesk in Ramtha at JHAS clinic clinic Tel: 02 725 8510 <i>Tuesday 09.00 – 14.00</i></p>	<p>Cash/NFIs:</p> <p>UNHCR</p> <p>Infoline <i>Sunday - Wednesday 08.30 – 15.30</i> Tel: 06 550 2141</p>

<p>MoH Princess Basma Hospital Open 24 hour</p> <p>Tel: 02 727 1747</p> <p>JWU (Irbid) Saturday - Thursday 08:30 - 16:30</p> <p><u>Focal Point:</u></p> <p>May Al Shyab Tel: 02 724 1342 Mobile: 079 820 2344</p> <p>MOH Princess Rahma/Badiaa Hospital- Irbid</p> <p>Tel: 02 710 1978</p> <p>UNRWA – Primary and reproductive health care and referral to secondary services for Palestinian refugees <i>Sunday-Thursday 07:45 - 14:00</i></p> <p><u>Focal Point:</u></p> <p>Irbid Office: Arwa Qasem Mobile: 079 085 5131 Email: a.qasem@unrwa.org</p>	<p><u>Focal Point:</u></p> <p><i>Irbid</i> Rasha Khazaleh Muntaha Tayyem Tel: 02 724 1342 Mobile: 079 820 2344 Email: rasha_mk@yahoo.com Email: montaha.tayyem@gmail.com</p> <p><i>Ramtha</i> Taghreed al Ghazaleh Mobile: 079 820 2354 Email: jwu.ramtha@yahoo.com</p> <p>IRC <i>Sunday - Thursday 08:30 - 17:00</i></p> <p>Nawal Mohammad (Irbid) Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org</p> <p>Rana Al Mutairi (Ramtha) Mobile: 079 889 8332 Email: Rana.AIMutairi@rescue.org</p> <p>INTERSOS <i>Sunday – Thursday 8:30-5:30</i></p> <p>Ms. Majd Megdad Email:irbid.jordan@intersos.org Mobile: +962(0)796206250</p>	<p>Helpdesk in Jerash at Princess Basma Center <i>Wednesday 09.00 – 14.00</i></p> <p>Helpdesk in Ajloun at Qima Palace for events <i>Wednesday 09.00 – 14.00</i></p> <p>UNRWA - Registration & Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)</p> <p><u>Focal Point:</u></p> <p>Irbid Office: Arwa Qasem Mobile: 079 085 5131 Email: a.qasem@unrwa.org</p> <p>Shelter/Safe house:</p> <p>FPD through UNHCR</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Serin Bitar <u>Mobile:</u> +962 79 500 4947 <u>Email:</u> bitar@unhcr.org</p> <p>JWU- Amman <i>Saturday – Thursday 08:30 – 17:00</i></p> <p><u>Focal Point:</u></p> <p><i>Alia Hijjawi</i> Najjiyyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729</p>	<p>UNRWA - Material Assistance for Palestinian refugees</p> <p><u>Focal Point:</u> Irbid Office: Arwa Qasem Mobile: 079 085 5131 Email: a.qasem@unrwa.org</p> <p>IRC <i>Sunday - Thursday 08:30 - 17:00</i></p> <p>Lisa DiPangrazio Mobile: 077 840 5352 Email: lisa.dipangrazio@rescue.org</p> <p>TdH <i>Sunday – Thursday 08.30/17.30</i></p> <p><u>Focal Point - Irbid:</u> Banan Al Jarah Mobile: 079 965 4277</p> <p><u>Focal Point - Al RamthaShajara:</u> Baidaa Al-Shyokh Mobile: 079 886 9853 Mobile: 079 766 6934</p> <p>Food Assistance:</p> <p>WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <u>Focal Point:</u> Rabab Mosleh: 079 8674636 Email: rabab.mosleh@wfp.org</p> <p>Alt. Naser Bardaghawi: 079 9870517 Email: naser.bardaghawi@wfp.org</p> <p><u>Focal Point:</u> Anas Abdelwahid: 079 8997549 Email: anas.abdelwahid@wfp.org</p> <p>Hotline number: 079 7778851 079 7778841</p>
<p>Reproductive Health:</p> <p>MoH Princess Rahma/Badiaa Hospital Open 24 hour</p> <p>Tel: 02 710 1978</p> <p>MoH Princess Basma Hospital Open 24 hour</p> <p>Tel: 02 727 1747 JHAS <i>Saturday – Thursday 09:00/16:00</i></p> <p><u>Focal Point:</u></p> <p>Dr.Hanan Jarrar Mobile: 079 558 9419</p> <p>NHF/IFH <i>Saturday – Thursday 08:00 – 16:00</i></p> <p>Focal Point</p> <p>Dr Heba Jbara Mobile +962 79 573 8150</p>	<p>PSS Services for Children:</p> <p>TdH <i>Sunday – Thursday 08.30/17.30</i></p> <p><u>Focal Point:</u></p> <p>Heba Abdo Mobile: 079 828 7896</p> <p>IMC <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u> Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalmed.icalcorps.org</p>	<p>Education:</p> <p>Save the Children Jordan</p> <p>Formal education and children out of school <i>Sunday . - Thursday 09:00 - 16:00</i> <u>Focal Point Noor Elkhairy</u> nelkhairy@savethechildren.org.jo</p> <p>Mobile: 0775464978</p> <p><u>Informal education SCI –</u></p> <p><u>Child and Family Centres.</u></p> <p><u>Sunday – Thursday 09:00 - 15:00</u></p>	

<p>UNRWA – – Primary and reproductive health care and referral to secondary services for Palestinian refugees <i>Sunday-Thursday 07:45 - 14:00</i></p> <p><u>Focal Point:</u></p> <p>Irbid Office: Arwa Qasem Mobile: 079 085 5131 Email: a.qasem@unrwa.org</p> <p>Mental Health Services:</p> <p>IMC</p> <p><u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Ahmad Bawaneh Mobile: 079 851 6131 Email: abawaneh@internationalmed icalcorps.org</p> <p>Duty phone: 079 578 5095</p>	<p>Women’s Centers:</p> <p>JWU <i>Saturday - Thursday 08:30 – 16:30</i> <u>Focal Point:</u></p> <p><i>Irbid</i> Rasha Khazaleh Muntaha Tayyem Tel: 02 724 1342 Mobile: 079 820 2344 Email: rasha_mk@yahoo.com Email: montaha.tayyem@gmail.com</p> <p><i>Ramtha</i> Taghreed al Ghazaleh Mobile: 079 820 2354 Email: jwu.ramtha@yahoo.com</p> <p>Child Friendly Spaces:</p> <p>SCI –</p> <p>Child and Family Centres, Community based Child Protection Committees</p> <p><i>Sunday – Thursday 09:00 - 15:00</i></p> <p><u>Focal Point:</u> Rami Enkhili Mobile: 0776702418 Email: rami.inkheili@savethechildren.org</p> <p>TdH <i>Sunday – Thursday 08.30/17.30</i></p> <p><u>Focal Point:</u></p> <p>Heba Abdo Mobile: 079 828 7896</p> <p>INTERSOS/JOHUD <i>Saturday – Thursday 8:30/4:30</i></p> <p>Sheikh Hussein Centre for Human Development Mansoura Centre for Human Development Aydoun Center for Human Development</p> <p><u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p>		<p><u>Focal Point:</u></p> <p><u>Rami Enkhili Mobile:</u> <u>0776702418</u></p> <p><u>Email: rami.inkheili@savethechildren.org</u></p>
---	--	--	--

GBV REFERRAL PATHWAY – King Abdallah Park (KAP)

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial "entry point":	Survivor self-reports to a medical/health or case manager/psychosocial "entry point"	
IMMEDIATE RESPONSE <ul style="list-style-type: none"> Provide a safe, caring environment and respect the confidentiality and wishes of the survivor Provide reliable and comprehensive information on the available services and support to survivors of GBV If agreed and requested by survivor, obtain informed consent and make referrals When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child Accompany the survivor to assist his/her in accessing services For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care 		
Medical/health care: IMC Mental Health <u>Focal Point:</u> Manar Awwad mawwad@internationalmedicalcorps.org Mobile: 079 986 1491 Duty Phone: 079 578 5095 JHAS <i>Once a week</i> <u>Focal Point:</u> Fatheya Ayaad Mobile: 078 855 0625 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org	Case Manager (including immediate psychosocial support): Adults (over 18) UNHCR Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org IFH/UNFPA <i>Sunday – Thursday 09:00 – 16:00</i> <u>Focal Point:</u> Bilal Zawateen Mobile: 079 652 5866 Email: b.zawateen@ifh-jo.org Taqwa Tahtamouni Mobile: 079 555 1232	Case Manager (including immediate psychosocial support): Children (under 18) UNHCR Abd Al Nour Jaradat Mobile:079 895 7318 Email: jaradata@unhcr.org IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org SitNour Ali Mobile: 077 666 2200 Email: SitNour.Ali@rescue.org
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS , refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM		

<p>Protection, Security, Police:</p> <p>UNHCR – Protection (including cases of risk of arrest, detention or refoulement)</p> <p><i>Sunday-Thursday 8:00 - 15:30</i></p> <p><u>Focal Point:</u> Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org</p> <p><i>Sunday-Thursday 08:00 to 15:30</i> Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>FPD – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR)</p> <p>Hotline: 911. Email: familypd@accessme.com.jo Tel: 02 623 5511 Ramtha branch</p>	<p>Legal Assistance Counsellors:</p> <p>Legal Assistance Counsellors</p> <p>UNHCR</p> <p><i>Sunday-Thursday 08:00 to 15:30</i> Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>ARDD-Legal Aid</p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06-4617477 Mobile: 0775777077 Email: consult.amman@ardd</p>
---	--

<p>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</p> <p>UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>	
--	--

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)
<p>Primary Health:</p> <p>MOH</p> <p>JHAS <i>Once per week</i></p> <p>Reproductive Health:</p> <p>MOH</p> <p>JHAS <i>Once per week</i></p> <p><u>Focal Point:</u></p> <p>Fatheya Ayaad Mobile: 078 855 0625</p> <p>Mental Health:</p> <p>IMC</p> <p><u>Focal Point:</u></p> <p>Manar Awad</p>	<p>PSS Services for Adults:</p> <p>IFH/UNFPA <i>Sunday – Thursday 09:00 – 16:00</i></p> <p><u>Focal Point:</u> Taqwa Tahtamouni Mobile: 079 555 1232</p> <p>PSS Services for Children:</p> <p>IRC <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u> Sara Al- Khatib Mobile: 079 582 4390</p> <p>SCI – Child and Family Centres, Community based Child Protection Committees</p>	<p>Protection/Registration:</p> <p>UNHCR</p> <p><i>Sunday-Thursday 8:00 - 15:30</i></p> <p><u>Focal Point:</u></p> <p>Osama Al Omari Mobile: 079 914 43 42 Email: alomari@unhcr.org</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>Shelter/Safe house:</p> <p>FPD through UNHCR</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383</p> <p><i>After working hours and</i></p>	<p>UNHCR</p> <p><i>Sunday - Wednesday 8.30 – 15.30</i></p> <p><u>Focal Point:</u></p> <p>Hussam Mayas Mobile: 079 033 7163 Email: mayas@unhcr.org</p> <p>Infoline: 06 550 2141</p> <p><i>After working hours and weekends</i> Protection Duty phone: 079 554 6383</p> <p>Food Assistance:</p> <p>WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i></p>

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

GBV REFERRAL PATHWAY – Mafrq

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 <ul style="list-style-type: none"> • Provide a safe, caring environment and respect the confidentiality and wishes of the survivor • Provide reliable and comprehensive information on the available services and support to survivors of GBV • If agreed and requested by survivor, obtain informed consent and make referrals • When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child • Accompany the survivor to assist his/her in accessing services • For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care 		
Medical/Health Care: IMC Mental Health <u>Focal Point:</u> Nour Said nsaid@InternationalMedicalCorps.org Mobile: 079 898 7976 <u>Focal Point:</u> Ahmad Jaran ajaran@internationalmedicalcorps.org Mobile: 079 830 1230 Duty Phone: 079 578 5095 JHAS <i>Saturday – Thursday 09:00-16:00</i> <u>Focal Point:</u> Dr. Rema Diab Mobile: 077 219 2294 Balqees Bani Hani Mobile: 077 500 6017 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Moath Badi Mobile: 077 510 0092 Email: Moath.badi@rescue.org UNHCR <u>Focal point:</u> Doua Rafe Mobile: 0797170406 Email: Rafe@unhcr.org	Case Manager (including immediate psychosocial support): Adults (over 18) UNHCR <i>Sunday – Thursday 08:30 – 16:00</i> <u>Focal point:</u> Mays Zatari Mobile: 079 874 0342 Email: zatari@unhcr.org Back up: Ramzi Suliman Mobile: 79 714 3988 Email: sulimanr@unhcr.org Hotline phone(24 hours): <i>0791420249</i> IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Sawsan Hishaq Mobile: 079 027 4674 Email: sawsan.lshaq@rescue.org Farah Qadura Mobile: 077 607 0609 Farah.qadura@rescue.org JWU (Khaldiyya) <i>Saturday – Thursday 08:30 – 17:00</i> Focal Point: Safa Abu Kaff Mobile: 079 820 2349 Tel: 06 490 8310 Email: etehadalkhadeya@yahoo.com	Case Manager (including immediate psychosocial support): Children (under 18) UNHCR <i>Sunday – Thursday 08:30 – 16:00</i> <u>Focal point:</u> Mays Zatari Mobile: 079 874 0342 Email: zatari@unhcr.org Back up: Ramzi Suliman Mobile: 79 714 3988 Email: sulimanr@unhcr.org Hotline phone(24 hours): <i>0791420249</i> IMC <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> <u>Focal Point:</u> Omar Mneizel omneizel@InternationalMedicalCorps.org Mobile: 079 830 1259 Duty Phone: 079 578 5095 IRC <i>Sunday – Thursday 08:30 – 17:00</i> <u>Focal Point:</u> Sawsan Hishaq Mobile: 079 027 4674 Email: sawsan.lshaq@rescue.org Farah Qadura Mobile: 077 607 0609 Farah.qadura@rescue.org

IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD - OR - IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM			
<p>Protection, Security, Police:</p> <p>UNHCR– Protection (including cases of risk of arrest, detention or refoulement)</p> <p><i>Sunday-Thursday 8:30 to 16:00</i> <i>Reception at Mafraq office every Sunday and Wednesday</i></p> <p><u>Focal point:</u> Omar Saleh Mobile: 079 632 4697 Email: saleho@unhcr.org</p> <p><i>After working hours and weekends</i> Hotline phone (24 hours): 0791420249</p> <p>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></p> <p>Hotline: 911. Email: familypd@accessme.com.jo Tel: 02 702 2347</p> <p><u>Focal Point:</u> Major Jom'a Al Haisah Tel: 02 623 5511</p> <p>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</p> <p>UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible</p> <p><i>Sunday – Thursday 08:00 – 15:30 Duty</i> phone: 079 021 4149 Email: jochildprotect@unicef.org</p>		<p>Legal Assistance Counsellors:</p> <p>UNHCR</p> <p><i>Sunday-Thursday 8:30 to 16:00</i> <i>Reception at Mafraq office every Sunday and Wednesday</i></p> <p><u>Focal point:</u> Omar Saleh Mobile: 079 632 4697 Email: saleho@unhcr.org</p> <p><i>After working hours and weekends</i> Duty phone (24 hours): 0791420249</p> <p>ARDD-Legal Aid – Legal assistance</p> <p><u>Focal Point:</u></p> <p>ouzan Mohareb Tel: 06-4617477 Mobile: 0775777077 Email: consult.amman@ardd-legalaid.org</p> <p>Emergency Line (24/7): 0777387221</p> <p>JWU</p> <p>(Khaldiyya)– Legal assistance and representation Saturday – Thursday 08:30 – 17:00</p> <p><u>Focal Point:</u></p> <p>Nahla Zreiqat Mobile: 079 820 2349 Tel: 06 490 8310</p>	
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)

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

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

	<p>INTERSOS/JOHUD <i>Saturday – Thursday</i> 8:304:30</p> <p>Khalidiyah Center for Human Development The Albaj Center for Human Development Rehab Center for Human Development Za'atari Centre for Human Development</p> <p>Focal Point: George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p>		<p>Food Assistance:</p> <p>WFP Food – Voucher assistance <i>Sunday – Thursday</i> 8:00 am – 5:00 pm</p> <p><u>Focal Point:</u> Rabab Mosleh 079 8674636 Email: rabab.mosleh@wfp.org</p> <p>Alt. Naser Bardaghawi: 079 9870517 Email: naser.bardaghawi@wfp.org</p> <p><u>Focal Point:</u> Anas Abdelwahid: 079 8997549 Email: anas.abdelwahid@wfp.org</p> <p>Hotline number: 079 7778851 079 7778841</p> <p>Education:</p> <p>Save the Children Jordan</p> <p>Formal education and children out of school <i>Sunday . - Thursday 09:00 - 16:00</i> <i>Focal Point Noor Elkhairy</i> nelkhairy@savethechildren.org rg.io</p> <p>Mobile: 0775464978</p> <p>Informal Education services SCI Child and Family Centres,</p> <p><i>Sunday-Thursday</i> 9:00-15:00</p> <p><u>Focal Point:</u></p> <p>Natalie Habaq Mobile: 077 5724446 Email: Natalie.habaq@savethechildren.org</p>
--	--	--	---

GBV REFERRAL PATHWAY – South

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial “entry point”:	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”	
IMMEDIATE RESPONSE <ul style="list-style-type: none"> Provide a safe, caring environment and respect the confidentiality and wishes of the survivor Provide reliable and comprehensive information on the available services and support to survivors of GBV If agreed and requested by survivor, obtain informed consent and make referrals When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child Accompany the survivor to assist his/her in accessing services For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care 		
Medical/Health Care: IMC Mental Health <u>Focal Point:</u> Bader Al Nammur bnammur@InternationalMedicalCorps.org Mobile: 079 022 4024 JHAS – Mobile Unit <u>Focal Point:</u> Dr. Zainab Basil Mobile: 079 929 2413 Dr. Ola Al Tebawi Mobile: 077 500 6027	Case Manager (including immediate psychosocial support): Adults (over 18) JWU/Al-Anwar Charity Association - Maan <i>Sunday – Thursday 08:00 – 14:30</i> <u>Focal Points:</u> Nuha Hamaden Lubna Jbarat Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com UNHCR Field Office Amman: <i>Sunday- Thursday 08:00-15:30</i> <u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org Back Up : Yasmeeen Al-Rashdan Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org <i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194 UNRWA <u>Focal Point:</u> South Amman Office: Haifa Wheidi Mobile/hotline: 079 899 8890 Email: h.wheidi@unrwa.org	Case Manager (including immediate psychosocial support): Children (under 18) IMC <i>24 hours</i> Duty phone: 079 578 5095 <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i> Bader Al Nammur bnammur@InternationalMedicalCorps.org Mobile: 079 022 4024 UNRWA <u>Focal Point:</u> South Amman Office: Haifa Wheidi Mobile/hotline: 079 899 8890 Email: h.wheidi@unrwa.org UNHCR Field Office Amman: <i>Sunday- Thursday 08:00-15:30</i> <u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org Back Up : Yasmeeen Al-Rashdan Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org <i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194

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

<p>Protection, Security, Police:</p> <p>UNHCR – Protection (including cases of risk of arrest, detention or refoulement)</p> <p>UNHCR Field Office Amman: Sunday- Thursday 08:00-15:30</p> <p>Focal Point: Diana Suleiman Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org</p> <p>Back Up : Yasmeen Al-Rashdan Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org</p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194</p> <p>FPD – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– see contacts above)</p> <p>Focal Point: Karak and Tafileh</p> <p>Major Qeis Al Gharaibeh Tel: 03 2387069. Email: familypd@accessme.com.jo</p> <p>Focal Points: Aqaba and Maan</p> <p>Major Mohammad Al Btoosh Tel: 03 205 0317</p> <p><i>Open 24 hours</i> Hotline: 911</p> <p>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</p> <p>UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>		<p>Legal Assistance Counsellors:</p> <p>UNHCR</p> <p>UNHCR Field Office Amman: Sunday- Thursday 08:00-15:30</p> <p>Focal Point: Diana Suleiman Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org</p> <p>Back Up : Yasmeen Al-Rashdan Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org</p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194</p> <p>ARDD-Legal Aid</p> <p>Focal Point:</p> <p>Souzan Mohareb Tel: 06-4617477 Mobile: 0775777077 Email: consult.amman@ardd-legalaid.org</p> <p>Emergency Line (24/7): 0777387221</p> <p>JWU/Al-Anwar Charity Association - Maan</p> <p><i>Sunday – Thursday 08:00 – 14:30</i></p> <p>Focal Points:</p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p>	
<p>AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES Over time and based on survivor's choices can include any of the following:</p>			
Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)

<p>Primary Health Care:</p> <p>MOH –</p> <p><u>Focal Point:</u></p> <p>Tel: 03 238 6190</p> <p>JWU/AI-Anwar Charity Association - Maan</p> <p><i>Sunday – Thursday 08:00 – 14:30</i></p>	<p>PSS Services:</p> <p>JWU/AI-Anwar Charity Association - Maan</p> <p><i>Sunday – Thursday 08:00 – 14:30</i></p>	<p>Protection/Registration:</p> <p>UNHCR</p> <p>UNHCR Helpdesks (protection counseling, cash assistance counsel)</p>	<p>UNHCR — Helpdesks Aqaba, Maan, Tafileh, Madaba, Salt, Karak <i>Sunday-Thursday 08:30:15:30</i></p> <p><u>Focal Point:</u></p> <p>Huda Al-Shabsough <i>0798207041</i>Alshabso@unhcr.org</p>
---	---	--	--

<p><u>Focal Points:</u></p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p> <p>JHAS – Mobile Unit</p> <p><u>Focal Point:</u></p> <p>AnasDarweesh Mobile: 077 500 6028</p> <p>UNRWA – Primary and reproductive health care and referral to secondary services for Palestinian refugees</p> <p><u>Focal Point:</u> Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p>	<p><u>Focal Points:</u></p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p> <p>Women’s Centers:</p> <p>JWU/UPP (Maan) <i>Sat - Thu 08:30 - 16:30</i></p> <p>JWU/AI-Anwar Charity Association - Maan</p> <p><i>Sunday – Thursday 08:00 – 14:30</i></p> <p><u>Focal Points:</u></p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p> <p>SCI –</p> <p>Child and Family Centres,</p> <p>Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i></p> <p>Focal point: Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org</p> <p>Child Friendly Spaces:</p> <p>INTERSOS/JOHUD (Karak) <i>Saturday – Thursday 8:30:4:30</i></p> <p>Princess Basma Centre in Ghor Al Safi Princess Basma Centre in</p>	<p>Ma’an : helpdesk is open once a month on Monday from 8:00 to 14:00 – at the Ma’an Governor’s Office compound. Karak : helpdesk is open twice a month on Monday from 9:30 to 14:00 at the Princess Basma center – Mazar. Aqaba: helpdesk is open once a month, on Monday from 8:00 to 14:00 at JRC – Old Town. Salt: helpdesk is open twice a month on Tuesdays from 9:00 to 14:00 at the Jordanian Family Development Association (Jamea Siran An-Nahud Bil-Usra Al-Urdunia). Madaba: helpdesk is open twice a month, on Tuesdays from 9:00 to 14:00 at Princess Basma Center Madaba. Tafileh : helpdesk is open once a month, on Monday from 9:30 to 14:00 at JOHUD.</p> <p><i>For more information on the date/location of the UNHCR Helpdesks, please contact Huda Al Shabsogh</i></p> <p><i>Huda Al-Shabsogh</i> Mobile/dutyphone: 0798207041 Email: alshabso@unhcr.org</p> <p>UNHCR Field Office Amman: <i>Sunday- Thursday 08:00-15:30</i></p> <p><u>Focal Point:</u> <i>Diana Suleiman</i> Mobile/dutyphone: 079 7151469 Email: suleiman@unhcr.org</p> <p><i>Back Up :</i> <i>Yasmeen Al-Rashdan</i> Mobile/dutyphone: 0797159208 Email: alrashdy@unhcr.org</p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194</p> <p>UNRWA - Registration/Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)</p>	<p>UNHCR Helpline <i>Sunday - Wednesday 08.00 – 17.00</i> Tel: 064008000.</p> <p>JWU/AI-Anwar Charity Association - Maan</p> <p><i>Sunday – Thursday 08:00 – 14:30</i></p> <p><u>Focal Points:</u></p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p> <p>UNRWA - Material assistance for Palestinian refugees</p> <p><u>Focal Point:</u> South Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p> <p>Food Assistance:</p> <p>WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i></p> <p><u>Focal Point:</u></p> <p>Ammar AlTae: 079 9937686 Email: ammar.altae@wfp.org Hotline number: 079 7778851 079 7778841</p> <p>Education:</p> <p>Save the Children Jordan</p>
---	--	--	--

	<p>Karak Qatraneh Center for Human Development</p> <p><u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p> <p>INTERMEDIATION (Maan) <i>Saturday – Thursday 8:30-4:30</i></p> <p>Princess Basma Centre in Shobak Princess Basma Centre in Ma'an</p>	<p><u>Focal Point:</u> South Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p> <p>Shelter/Safe house:</p> <p>FPD through UNHCR</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p>	<p>Formal education and children out of school <i>Sunday - Thursday 09:00 - 16:00</i> <i>Focal Point Noor Elkhairy</i> nelkhairy@savethechildren.org.io</p> <p>Mobile: 0775464978</p> <p>Informal education services</p> <p>SCI –</p> <p>Child and Family Centres,</p> <p><i>Sunday-Thursday 9:00-15:00</i></p>
	<p><u>Focal Point:</u></p> <p>George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p>	<p>JWU- Amman <i>Saturday – Thursday 08:30 – 17:00</i></p> <p><u>Focal Point:</u></p> <p><i>Alia Hijawi</i> Najiyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729</p>	<p><u>Focal point:</u></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email: mohammad.alsaheed@savethechildren.org</p>

GBV REFERRAL PATHWAY – ZAATARI

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)	
Survivor reports incident to family, friend, community member, general service provider or at refugee registration services and that person accompanies survivor to the health or case manager/psychosocial “entry point”	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”
<p>IMMEDIATE RESPONSE</p> <ul style="list-style-type: none"> • 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 a child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child. • Accompany the survivor to assist him/her in accessing services. • For survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care. 	

<p>Medical/health care IMC Mental health</p> <p><u>Focal Point:</u> Daed Mnaizel dmnezil@InternationalMedicalCorps.org Mobile: 079 925 6326 Duty Phone: 079 855 9517</p> <p>WOMEN AND GIRLS</p> <p>JHAS/UNFPA <i>Open 24 hours</i> <i>Saturday-Thursday, 09:00- 16:00</i></p> <p><u>Focal point(s):</u></p> <p>Dr Reema Diab 077 675 5914</p> <p>Dr Ola AlTebawi 0775006027</p> <p><i>After working hours and weekends</i> Duty gynecologist/midwife Emergency hotline: 0779985085 pc@jordanhealthaid.org</p> <p>MEN AND BOYS</p> <p>JHAS/UNHCR <i>Open 24 hours</i></p> <p><u>Focal point(s):</u></p> <p>Duty GP Emergency hotline: 0779985085</p>	<p>Case management (including immediate psychosocial support)</p> <p><u>ADULTS (over 18)</u></p> <p>IRC/UNFPA <i>Sunday-Thursday, 09:00-16:00</i></p> <p><u>Focal Point(s):</u> Waed Shraa (IRC) 0799489151</p> <p>Farah Khazaleh (IRC) 0772499643</p> <p>UNHCR <i>Sunday-Thursday, 09:00-15:30</i></p> <p><u>Focal Point(s):</u> Suna Ateiah 0798560084 Ateiah@unhcr.org</p> <p>Mohammed Haijji 0796830493 Haijji@unhcr.org</p> <p><i>After working hours and weekends</i></p> <p>UNHCR Emergency Protection hotline: 0791420242</p>	<p>Case management (including immediate psychosocial support)</p> <p><u>CHILDREN (under 18)</u></p> <p>IMC/UNICEF <i>Sunday-Thursday, 09:00-17:00</i> Duty phone (24 hours): 0798559517</p> <p><u>Focal Point(s):</u></p> <p>For children</p> <p>Ahmad Jaran Duty phone: 0798559517 Mobile: 0798301230 ajaran@internationalmedicalcorps.org</p> <p>Focal Point: Dena Arafeh darafah@InternationalMedicalCorps.org Mobile: 079 628 3909</p> <p>UNHCR <i>Sunday-Thursday, 09:00-15:30</i></p> <p><u>Focal Point(s):</u> Suna Ateiah 0798560084 Ateiah@unhcr.org</p> <p>Mohammed Haijji 0796830493 Haijji@unhcr.org <i>Sunday-Thursday, 08:00-15:30</i> Duty phone: 0795546383</p> <p><i>After working hours and weekends</i> UNHCR Emergency Protection Hotline: 0791420242</p> <p>Child survivors who self-disclose or express preference can access IRC case management services.</p> <p>IRC/UNFPA <i>Sunday- Thursday 09:00 – 16:00</i></p> <p><u>Focal point(s):</u> Leila Al Zhgoul (IRC) 0775001407 leila.alzghoul@rescue.org</p>
--	--	---

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.

<p>Protection, security, police</p> <p>UNHCR - Protection (including cases of risk of of refoulement, denial of access and detention) Sunday – Thursday 8.00 – 15.30</p> <p>Focal point(s): Suna Ateiah 079 856 0084 ateiah@unhcr.org</p> <p>Mohammed Hajji 079 683 0493 Hajji@unhcr.org</p> <p><i>After working hours and weekends</i> UNHCR Emergency Protection hotline: 0791420242</p> <p>FPD -- Police (survivors can go directly to FPD, while service providers should refer only through UNHCR)</p> <p>Focal point: Captain Slaiman Al Omari 077 235 6956 da.dana96@yahoo.com and familypd@accessme.com.jo</p> <p>UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible</p> <p>Sunday – Thursday 08:00 – 15:30 Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p> <p>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors.</p>	<p>Legal assistance counsellors</p> <p>UNHCR – Legal services Focal point(s): Sunday –Thursday 9.00 – 3.30pm</p> <p>Suna Ateiah 079 856 0084 ateiah@unhcr.org</p> <p>Mohammed Hajji 079 683 0493 Hajji@unhcr.org</p> <p><i>After working hours and weekends</i> UNHCR Emergency Protection hotline: 0791420242</p> <p>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).</p> <p>For individual legal counseling, survivors can approach the office in the Services Area from Sunday to Thursday (10:00am – 3:00pm).</p> <p>Focal Point: Sozan Mohareb Agencies should refer through the below email address: consult.zaataricamp@ardd-legalaid.org</p>
---	---

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

<p>Focal point:</p> <p>Dr ReemaDiab Mobile: 077 675 5914</p> <p>Mental Health Care:</p> <p>IMC <i>Sunday – Thursday, 09:00-17:00</i></p> <p>Focal Point:</p> <p>Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230</p> <p>ajaran@internationalmedicalcorps.org</p>	<p>Focal Point:</p> <p>Ghada Ali 078 517 6424 ghada.ali@unwomen.org</p> <p>Child Friendly Spaces:</p> <p>SAVE THE CHILDREN INT'L/UNICEF <i>Saturday – Thursday, 09:00 - 15:00</i></p> <p>Focal Point:</p> <p>Sohaib Shtaiat 077 575 4944 sohaib.shtaiat@savethechildren.org</p> <p>MERCY CORPS/UNICEF <i>Playgrounds, adolescent-friendly spaces</i> <i>Saturday – Thursday, 09:00 - 17:00</i></p> <p>Focal point: Osama Telfah 077 849 8258 otelfah@jo.mercycorps.org</p> <p>IMC/UNICEF <i>Youth-friendly spaces</i></p> <p><i>Sunday – Thursday, 09:00 - 17:00</i></p> <p>Focal point:</p> <p>Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230</p> <p>ajaran@internationalmedicalcorps.org</p> <p>Psychosocial Services for Adults:</p> <p>IRC/IRC <i>Sunday – Thursday, 09:00 - 16:00</i></p> <p>Focal Point: Waed Shraa (IRC) 079 948 9151</p> <p>Farah Khazaleh (IRC) 0772499643</p> <p>Psychosocial Services for Children:</p> <p>IMC <i>Sunday - Thursday, 09:00 - 1700</i></p> <p>Focal Point: Ahmad Jaran Duty phone: 079 855 9517 Mobile: 079 830 1230</p> <p>ajaran@internationalmedicalcorps.org</p>	<p>Focal Point(s):</p> <p>Suna Ateiah 0798560084 Ateiah@unhcr.org</p> <p>Mohammed Haijji 079 683 0493 Haijji@unhcr.org</p> <p>UNHCR Protection Hotline: 0791420242</p>	<p>Tambi Zokha 079 967 3580 Zokha@unhcr.org</p> <p><i>Sunday - Thursday,</i> 08:00 - 15:30 Duty Phone: 079 554 6383</p> <p>WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i></p> <p>Focal Point: Rabab Mosleh: 079 8674636 Email: rabab.mosleh@wfp.org</p> <p>Alt. Naser Bardaghawi: 079 9870517 Email: naser.bardaghawi@wfp.org Focal Point:</p> <p>Anas Abdelwahid: 079 8997549 Email: anas.abdelwahid@wfp.org Hotline number: 079 7778851 079 7778841</p> <p>Cash-for-work:</p> <p>UN WOMEN <i>Sunday – Thursday,</i> <i>09:00 - 16:00</i></p> <p>Focal Point: Ghada Ali 078 517 6424 ghada.ali@unwomen.org</p> <p>Education:</p> <p>SCJ/UNICEF</p> <p>Focal point: <i>9:00 - 4:00</i></p> <p>Noor Al Zeben 077 575 3933 nzaben@savethechildren.org.jo</p> <p>Kareem Mkkawi 077 546 4970 kmakkawi@savethechildren.org.jo</p> <p>Hind Omer (UNICEF) 079 871 8315 homer@unicef.org</p> <p>QUESTSCOPE <i>Informal education (literacy, critical thinking) and mentoring</i></p> <p>Focal point:</p> <p>Ashraf Abu Al Halaweh 079 572 0292 ashraf@questscope.org</p> <p>NRC <i>Informal education for children aged 9 - 17 years old. (D10)</i> <i>Sunday - Thursday, 08:00 - 4:00.</i></p>
--	---	---	---

	<p>Community Spaces:</p> <p>IRD/UNHCR <i>Communal spaces, community groups, recreational activities</i></p> <p>Focal Point:</p> <p>Bersan Boulad 079 889 9493 b.boulad@ird-jo.org</p>		<p>Focal point:</p> <p>Walaa AlHusban Mobile : 0795404594 Email : walaa.alhusban@nrc.no</p> <p>NRC Informal education for Youth aged 15---32</p> <p>Focal Point (D10) Mai Jaradat Mobile : 0795424591 Mai.jaradat@nrc.no</p> <p>Focal point (D8) Raed Sawalha 0798534272 Raed.sawalha@nrc.no</p> <p>FINN CHURCH AID <i>Informal education, literacy, Physical activities and livelihood skills</i></p> <p><i>Hours 9:00 - 5:00</i></p> <p>Focal point:</p> <p>Mohammed Al Hadid 077 500 1161 Mohammad.al-hadid@kua.fi</p> <p>SAVE THE CHILDREN INT'L <i>Hour: 9:00 - 3:00</i></p> <p>Focal point (Early childhood development):</p> <p>Baria Shnaneh 077 572 4977 Baria.Shnaneh@savethechildren.org</p> <p>Focal point (Informal Education)</p> <p>Alaa Faidi 077 547 5969 alaa.faidi@savethechildren.org</p> <p>Murad Sriheen 077 579 6611 murad.alsriheen@savethechildren.org</p> <p>RELIEF INTERNATIONAL <i>Remedial education and Informal education</i></p> <p>Focal point:</p> <p>Rawan Rabieideh 079 606 8056 rawan.rabieideh@ri.org</p> <p>Nicola West 079 031 4028 nicolawest@ri.org</p>
--	---	--	--



			<p>RD/UNHCR <i>Educational activities</i></p> <p>Focal Point:</p> <p>Bersan Boulad 079 889 9493 b.boulad@ird--jo.org</p>
--	--	--	---

GBV REFERRAL PATHWAY – Zarqa

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

TELLING SOMEONE AND SEEKING HELP (DISCLOSING)		
Survivor tells family, friend, community member, general service provider or at refugee registration services; that person accompanies survivor to the health or case manager/psychosocial “entry point”:	Survivor self-reports to a medical/health or case manager/psychosocial “entry point”	
IMMEDIATE RESPONSE <ul style="list-style-type: none"> Provide a safe, caring environment and respect the confidentiality and wishes of the survivor Provide reliable and comprehensive information on the available services and support to survivors of GBV <u>If agreed and requested by survivor</u>, obtain informed consent and make referrals <u>When family/guardians make a decision on behalf of the child</u>, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child Accompany the survivor to assist his/her in accessing services For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care 		
Medical/Health Care: IMC Mental Health <u>Focal Point:</u> Tawfiq Al Khouli, tkhouli@InternationalMedicalCorp.org Mobile: 079 021 8843 Duty Phone: 079 578 5095 JHAS Saturday – Thursday 09:00-16:00 <u>Focal Point:</u> Dr.Hanan Jarrar Mobile: 079 558 9419 Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org	Case Manager (including immediate psychosocial support): Adults (over 18) JWU Saturday – Thursday 08:30 – 15:30 <u>Focal Point:</u> Rana Adel Yousra Tourkmani Tel: 05 397 0886 Mobile: 079 8501198 Email: rana.saleh1@hotmail.com NHF/IFH Saturday – Thursday 08:00 – 16:00 <u>Focal Point</u> Duaa Barakat: 0788558456	Case Manager (including immediate psychosocial support): Children (under 18) IMC 24 hours Duty phone: 079 578 5095 <u>Focal Points:</u> Sunday – Thursday 09:00 – 17:00 PSS for children Hala Abu Al Khair hkhair@InternationalMedicalCorps.org Mobile: 079 022 4029 Duty Phone: 079 578 5095 Hala Abu Al Khair hkhair@InternationalMedicalCorps.org Mobile: 079 022 4029 Duty Phone: 079 578 5095
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS , refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM		
Protection, Security, Police: UNHCR – Protection (including cases of risk of arrest, detention or refoulement) Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 710 9194 Sunday – Thursday 08:00 – 15:30 <u>Focal point:</u> Suna Ateiah Mobile: +962 79 856 0084 Email: ateiah@unhcr.org	Legal Assistance Counsellors: UNHCR Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 710 9194 ARDD-Legal Aid – <u>Focal Point:</u> Sunday-Thursday (9:00-5:00) Focal Point: Souzan Mohareb Tel: 06-4617477 Mobile: 0775777077 Email: consult.amman@ardd-legalaid.org	

<p>FPD - Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR– See contacts above)</p> <p><i>Open 24 hours</i></p> <p><u>Focal Point:</u></p> <p>Major Abdullah Alawar Tel: 05 398 2952</p> <p>Hotline: 911. Email: familypd@accessme.com.jo</p> <p>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</p> <p>UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents and when possible</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>	<p>JWU <i>Saturday – Thursday 08:30 – 15:30</i></p> <p><u>Focal Point:</u></p> <p>Ghada Hijjawi Mobile: 079 850 1198 Tel: 05 397 0886</p> <p>Khawla Bint Al Azwar</p> <p><u>Focal Point:</u></p> <p>Aysha Khalfah Mobile: 078 642 8039 Tel: 05 393 0999</p> <p>Arab Women Organization (AWO)</p> <p>Focal Point</p> <p>Rusaifah Center: Rana Hasanein Mobile: 0795934755</p> <p>Dhleil Center: Muna Hamad Mobile: 0797661310</p>
--	--

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)
<p>Primary Health Care:</p> <p>MoH Zarqa Governmental Hospital <i>Open 24 hour</i></p> <p>Tel: 05 398 2604</p> <p>JHAS</p> <p><u>Focal Point:</u> Jaafar Al Shayeb Mobile: 077 500 6022</p> <p>JWU <i>Saturday-Thursday 10:00-17:00</i></p> <p><u>Focal Point:</u> Dr. Mahmoud Nimer Mobile:079 820 2252 Tel: 05 397 0886</p> <p>UNRWA (Primary health care and referral to secondary services for Palestinian refugees</p> <p><u>Focal Point:</u> Zarqa Office: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org</p>	<p>PSS Services for Adults:</p> <p>JWU <i>Saturday – Thursday 08:30 – 15:30</i></p> <p><u>Focal Point:</u></p> <p>Rana Adel Yousra Tourkmani Tel: 05 397 0886 Mobile: 079 8501198 Email: rana.saleh1@hotmail.com</p> <p>NHF/IFH <i>Saturday – Thursday 08:00 – 16:00</i></p> <p><u>Focal Point</u> Duaa Barakat: 0788558456</p> <p>Khawla Bint Al Azwar Charitable Society</p> <p><u>Focal Point:</u></p> <p>Ayshah Khalfah Mobile: 078 642 8039 Tel: 05 393 0999</p>	<p>Protection/Registration:</p> <p>UNHCR – Protection (including cases of risk of arrest, detention or refoulement)</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>Helpdesk in Zarqa at JHAS clinic <i>Thursday 9.00 – 15.00</i></p> <p>Tel: 05 399 4105</p> <p>UNRWA - Registration & Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)</p> <p><u>Focal Point:</u></p> <p>Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org</p>	<p>UNHCR –</p> <p>Infoline <i>Sunday - Wednesday 08.30 – 15.30</i></p> <p>Tel: 06 550 2141</p> <p>UNRWA – (Material assistance for Palestinian refugees)</p> <p><u>Focal Point:</u> Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org</p> <p>NFI:</p> <p>Family Awareness & Counselling Centre</p> <p><u>Focal Point:</u></p> <p>Inas Dirgham Tel: 05 386 5144 Mobile: 077 557 4847</p>

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

Annex XIX: CP Referral Pathways

Child Protection Referral Pathway – Amman

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

STEP 1: Identification of child protection cases					
General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes: <ul style="list-style-type: none"> ▪ Provide a safe, caring response ▪ Respect the confidentiality and wishes of the child/caregiver ▪ Provide information about available case management services ▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents ▪ For child survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care ▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest 					Child or caregiver goes directly to case manager
STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
<p>Save the Children Jordan - Outreach & support to register children in schools <i>Sunday – Thursday 08:30 – 16:00</i></p> <p><u>Focal point:</u></p> <p>AroubaYassin Mobile: 077 670 2426 Email: AYaseen@savethechildren.org.jo</p> <p><u>Hotline:</u> 077 670 2426, 0800 22766, 0800 00111</p>	<p>IMC <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>24 hours Duty phone: 079 578 5095</p> <p><u>Focal Point:</u></p> <p>Ahmad Bawaneh Mobile: 079 851 6131</p> <p>Email: abawaneh@InternationalMedicalCorps.org</p> <p>JRF <i>Sunday- Thursday 09:00-19:00</i></p> <p><u>Focal Point:</u></p> <p>Samia Bishara Tel: 06 491 4999 Email: s.bishara@jrf.org.jo</p> <p>24 hours Helpline: 110</p>	<p>JRF <i>Sunday- Thursday 09:00-19:00</i></p> <p><u>Focal Point:</u></p> <p>Samia Bishara Tel: 06 491 4999 Email: s.bishara@jrf.org.jo</p> <p>24 hours Helpline: 110</p> <p>UNHCR</p> <p><i>Sunday – Thursday 08:00 – 15:30</i></p> <p>Mobile: 079 554 6383</p> <p><i>After Hours and Weekends</i> Hotline: 079 710 9194</p> <p>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</p> <p>24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 222 08 Email: hotline@mol.gov.jo</p> <p><u>Focal point:</u></p>	<p>Refer first to: UNHCR</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Mobile: 079 554 6383</p> <p><i>After Hours and Weekends</i> Hotline: 079 710 9194</p> <p><i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u></p> <p>Diana Suleiman <u>Mobile:</u> 077 728 1911 <u>Email:</u> suleiman@unhcr.org</p> <p>JRF <i>Sunday- Thursday 09:00-19:00</i></p> <p><u>Focal Point:</u></p> <p>Samia Bishara Tel: 06 491 4999 Email: s.bishara@jrf.org.jo</p> <p>24 hours Helpline:110</p> <p>UNRWA <i>Open 24 hours</i></p> <p><u>Focal Point:</u> North Amman</p>	<p>NHF/IFH: (Rehabilitative services for disabled persons) <i>Opening hours:</i> <i>Sunday – Thursday 9:00-17:00</i></p> <p><u>Focal Point:</u></p> <p>Sweileh: Huda Dahbour Tel: 06 534 4190/2 h.dahbour@ifh-jo.org</p> <p>Hashemi: Jihad Mallah Tel: 06 490 8310 j.mallah@ifh-jo.org</p> <p>UNHCR Community Services <u>Focal point:</u></p> <p>Hasan Mohammed, Mobile: 079 909 8537 Email: mohammeh@unhcr.org</p>	<p>In North Amman, refer to Juvenile Police Department <i>Saturday-Thursday 7.30 – 15.00</i></p> <p><i>Hotline 24 hours</i> 06 534 9827 06 533 6452 06 535 0859</p> <p><i>JPD will inform UNICEF for advocacy purposes.</i></p> <p>For refugee cases also refer to UNHCR <i>Sunday-Thursday 8:00 - 15:30</i> Detention emergency line: 079 674 2200</p> <p><i>After working hours and weekends Protection</i> Hotline: 079 710 9194</p> <p><i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i></p> <p><i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u></p> <p>Diana Suleiman <u>Mobile:</u> 077 728 1911 <u>Email:</u> suleiman@unhcr.org</p> <p>UNRWA</p>

		<p>Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@h otmail.com/altaeib_s hereen@yahoo.com</p>	<p>Office Wafa Nuwwara w.nuwwara@unrwa. org Protection Duty phone: 079 710 0496</p> <p>South AmmanOffice</p> <p>Haifa Al-Wheidi h.wheidi@unrwa.org Protection Duty phone: 079 899 8890</p>	<p>Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.</p> <p><i>Sunday -Thursday 9:00 – 17:00</i></p> <p>Mobile : 07 80 48 10 16 Email : dvfp.intake.opamm an@gmail.com</p>	<p><i>Open 24 hours</i></p> <p>Focal Point: North Amman, Office Wafa Nuwwara w.nuwwara@unrwa.o rg Protection Duty phone: 079 710 0496</p> <p>South Amman Office Haifa Al-Wheidi h.wheidi@unrwa.org Protection Duty phone: 079 899 8890</p>
<p>Case managers refer to services below if:</p> <ul style="list-style-type: none"> a. Child/caregiver wants to receive protection, legal or police services; b. Child/caregiver consents to share the information on grave violations against children (UNICEF); c. There are immediate safety and security risks to others; or d. It is in the best interest of the child because of: <ul style="list-style-type: none"> ▪▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); ▪▪ Risk of imminent forced/early marriage (UNHCR) <ul style="list-style-type: none"> ▪▪ 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) <p>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</p>					
<p>UNHCR– Protection <i>Sunday – Thursday, 08.00 – 15.30</i> Duty phone: 079 554 6383</p> <p><i>After hours and weekends (24 hours) Protection</i> Hotline: 079 710 9194</p> <p><i>Sunday – Thursday 08:00 – 15:30</i></p> <p>Focal point:</p> <p>Diana Suleiman Mobile: 077 728 1911 Email: suleiman@unhcr.org</p> <p>UNRWA- Protection Amani Zaqout: a.zaqout@unrwa.org</p> <p>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</p> <p><i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo</p> <p>UNICEF: Case managers refer cases of grave violations¹ (MRM) to UNICEF when refugee child/caregiver consents</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>					

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ¹
<p>IMC – Mental health services <i>Sunday – Thursday</i> 09:00 – 17:00</p> <p><u>Focal Point:</u></p> <p>Tawfiq Al Khouli, tkhouli@InternationalMedical Corp.org Mobile: 079 021 8843 Duty Phone: 079 578 5095</p> <p>JHAS – Primary health care and mental health services 9:00-16:00</p> <p>Primary health care Tel: 06 523 6674</p> <p>Mental health services City Clinic Tel: 06 465 1772 Mobile: 077 500 6025</p> <p>Abu Nseir Clinic Tel: 06-523 6674</p> <p>Caritas – Primary health care and referral to secondary services <i>Sunday-Thursday</i> 9:00-16:00</p> <p>Al Hashmi Clinic Tel: 06 491 8601 /06 492 0951 8:00-14:00</p> <p>MOH – Primary health care and mental health services <i>Saturday-Thursday</i> 8:00-15:00</p> <p>Primary health care Al Bashir Hospital Tel: 06 474 4430</p> <p><u>Focal Point:</u> <i>Sunday – Thursday</i> 08:00 – 16:00</p> <p>Dr. Bilal Talal Ibrahim Mobile: 078 506 3855</p> <p>Sahab Hospital Dr. Jamil Tutanji Tel: 06 4020092</p> <p>Mental health MOH Consultative Clinic Mobile: 0776740519</p> <p>Al Hashmi Centre Mobile: 077 674 0518</p> <p>JWU <i>Saturday- Thursday</i> 09:00-17:00</p> <p><u>Focal Point:</u></p>	<p>Consultative Clinic/ MOH – PSS services <i>Sunday-Thursday</i> 8:00-15:30</p> <p>077 674 0519</p> <p>Al Hashmi Centre / MOH – PSS services 8:00-15:30</p> <p>Mobile: 077 674 0518</p> <p>IFH – PSS, PFA & group support adapted to men & boys. <i>Opening hours: Sunday – Thursday 8:00-17:30</i> (Sweileh): Ayat khatatneh Tel: 06 534 4190</p> <p>(Hashemi): Shaden Abu Hammour Tel:06 490 8310</p> <p>JWU- PSSservices, CFSS, recreational and life skills activities for families <i>Saturday – Thursday</i> 08:30 – 16:30</p> <p><u>Focal Point:</u></p> <p>Najiyeh Zoabi Kefah Al Jabir Tel: 06 567 5729 Mobile: 079 820 2353 Email: najiaha.zo3by@yahoo.com</p> <p>Several locations in Amman (Jabal Hussein, Hussein Camp, Wahdat Camp)</p> <p>Jordan Red Crescent – PSS services <i>Saturday-Thursday</i> 9:00-16:00</p> <p>Tel: 06 490 8588 Mobile: 079 959 2092 079 703 0495 079 938 8312</p> <p>JRF – PSS services for women and children through the Queen Rania Family & Child Center <i>Sunday – Thursday</i> 08:00 – 16:00</p> <p>Tel: 06 492 5096 or Help Line: 110</p> <p>IMC – PSS services</p> <p><i>Sunday-Thursday</i> 9:00-17:00</p> <p><u>Focal Point:</u> Hala Abu Al Khair, hkhair@InternationalMedical Corps.org Mobile: 079 022 4029 Duty Phone: 079 578 5095</p>	<p>UNHCR – Registration, legal services and protection for refugees <i>Sunday-Thursday</i> 8:00 - 15:30 Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends UNHCR Hotline:</i> 079 710 9194</p> <p>UNRWA – - Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <i>Open 24 hours</i></p> <p><u>Focal Point:</u></p> <p>North Amman Office Wafa Nuwwara w.nuwwara@unrwa.org Protection Duty phone: 079 710 0496</p> <p>South Amman Office Haifa Al-Wheidi h.wheidi@unrwa.org Protection Duty phone: 079 899 8890</p> <p>Emergency: <u>Focal Point:</u></p> <p>Sheerin Al-Araj Email: s.alaraj2@unrwa.org Mobile: 079 654 7220</p> <p>FPD - Protection Hotline: 911 Tel: 06 581 5738</p> <p>JWU- Legal services <i>Saturday – Thursday</i> 08:30 – 16.30</p> <p><u>Focal Point:</u></p> <p>Najiyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729</p> <p>JRF – Shelter for child survivors (including PSS, protection, education & medical services) <i>Sunday – Thursday</i> 09:00 – 19:00</p> <p>Tel: 06 523 4652 Helpline: 110</p> <p>ARDD-Legal Aid –</p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email:</p>	<p>UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance</p> <p>Sunday - Wednesday 08.30 – 15.30 UNHCR Infoline: 06 550 2141</p> <p>After working hours and weekends</p> <p>Protection Duty phone: 079 554 6383</p> <p>UNRWA – Basic assistance and registration services for Palestinian refugees <i>Sunday-Thursday</i> 7:30- 15:00 pm North Amman: Mobile: 079 710 0496</p> <p>South Amman: Mobile: 079 899 8890</p> <p>CARE International – Emergency cash assistance, cash coupons, and heaters. <i>Sunday-Thursday</i> 8:00-16:00</p> <p>Tel: 06 5651488</p> <p>Islamic Charitable Centre – NFI <i>Saturday-Thursday</i> 7:30-15:30</p> <p><u>Focal Point:</u></p> <p>Abu Huraira Centre Khalid Abu Hamdan Mobile: 079 666 7235</p> <p>Izz Al Din Al Kassam Centre Abdul Rahman Ma'adi Mobile: 079 931 7222</p> <p>WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i></p> <p><u>Focal Point:</u> Ammar AlTae: 079 9937686</p>	<p>SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools <i>Sunday – Thursday 0 8:30 – 16:00</i> Hotline: 077 670 2426</p> <p><u>Focal Point:</u></p> <p>Rawan Abushaikha Mobile: 077 573 6336 Email: RShaikha@SaveThe Children.Org.Jo</p> <p>Questscope – Non- formal and informal education <i>Sunday-Thursday</i> 9:00-17:00</p> <p><u>Focal Point:</u></p> <p>Rasha Abu Zeinah, Mobile: 079 853 6893</p> <p>JRS – Informal education for youth and adults. (English, art, music, sports & life skills). Preprimary (kindergarten) Ashrafiyeh, East Amman</p> <p><u>Focal point:</u></p> <p>Tamim Arif Mobile: 079 871 3981</p> <p>Caritas- Informal education service, life skills, youth leadership development and training, pre-school education services</p> <p>Mercy Corps – Special education services for persons with disabilities</p> <p>UNRWA –</p> <p><u>Focal Points:</u></p> <p>North Amman Office Wafa Nuwwara w.nuwwara@unrwa.org Duty phone: 079 710 0496</p> <p>South Amman Office Haifa Al-Wheidi h.wheidi@unrwa .org Duty phone: 079 899 8890</p>

<p>Dr. Aws Shaker Mobile: 079 612 5506 Tel: 06 567 4285</p> <p>Islamic Charitable Centre - Primary health care <i>Saturday-Thursday 7:30-15:30</i></p> <p><u>Focal Point:</u></p> <p>Khalid Hamdan Tel: 06 438 7910 Mobile: 079 692 5733</p> <p>NHF/ IFH – Rehabilitation of disabled persons including physiotherapy, speech therapy, special education and medical aids <i>Sunday – Thursday 8:00am – 15 :30</i></p> <p>Tel: 06 5344193</p> <p><u>Focal Point:</u></p> <p>In Sweileh: Dr. Nesreen Barakat Mobile: 079 731 9450 Email: dr.nesreen@ifhjo.org</p> <p>In Hashmi: Dr. Mona Badawi Tel: 06-4908310 Email: m.badawi@ifhjo.org</p> <p>The Center for Victims of Torture (CVT) – Mental health and physiotherapy rehabilitative services ; Social services referrals/Case management for war trauma and torture survivors. <i>Open Sunday-Thursday 9:00-17:00</i></p> <p><u>Focal point:</u></p> <p>Tel: (public): 06 505 9455 info@cvt.org or masfoor@cvt.org</p> <p>UNRWA – Basic health services for Palestinian refugees <i>Sunday-Thursday 07:45-14:00</i></p> <p><u>Focal Point:</u></p> <p>North Amman Office Wafa Nuwwara Protection Duty phone: 079 710 0496 w.nuwwara@unrwa.org</p> <p>South Amman Office Haifa Al-Wheidi Protection Duty phone: 079 899 8890</p>	<p><u>Focal Point:</u></p> <p>Ahmad Bawaneh Mobile: 079 851 6131</p> <p>CARE International – PSS services <i>Sunday-Thursday 8:00-16:00</i></p> <p>Tel: 06 565 1488</p> <p>Islamic Charitable Centre – Safe spaces for children and youth <i>Saturday-Thursday 7:30-15:30</i></p> <p><u>Focal Point:</u></p> <p>Izz Al Din Al Kassam Centre Abdul Rahman Ma'ady Mobile: 079 931 7222</p> <p>Al Anwar Centre Mohammad Suleiman Mobile: 079 555 1009</p> <p>INTEROS/JOHUD – CFPs and PSS services for children, adolescents and their families <i>Saturday – Thursday 8:30-4:30</i></p> <p>Queen Zein Al Sharaf Institute for Development Focal Point: George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p> <p>SCI – Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal Point:</u></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org</p> <p>WVI - CFSs for children, AFSs for Adolescents, and PSS services</p> <p>Strengthening Community based protection committees</p> <p><i>Saturday – Thursday 09:00 - 15:00</i></p> <p><u>Focal Point:</u> Abed Rabbo Mobile: 0777 148540</p> <p>Wala'a Ali Ababneh Mobile: 077 8440736</p>	<p>somohareb@ardd-legalaid.org</p> <p>Emergency line: (open 24/7) 077 738 7221</p>	<p>Email: ammar.altaee@wfp.org</p> <p>Hotline number: 079 7778851 079 7778841</p> <p>SCI- Livelihood activities(cash assistance, vocational training)</p> <p><u>Focal point:</u></p> <p>Suzan Albuheisi Mobile:077664329</p> <p>Email:suzan.albuhasi@savethechildren.org</p> <p>INTEROS/JOHUD – CFPs and PSS services for children, adolescents and their families</p> <p><i>Saturday–Thursday 8:30-4:30</i> Queen Zein Al Sharaf Institute for Development Focal Point: George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p>	<p>SCI- Informal education Services</p> <p><i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal Point:</u></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org</p>
--	--	--	---	--

Child Protection Referral Pathway – AZRAQ

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

STEP 1: Identification of child protection cases	
<p>General service providers, UNHCR registration services or community members identify child protection case. Immediate response includes:</p> <ul style="list-style-type: none"> ▪▪ Provide a safe, caring response ▪▪ Respect the confidentiality and wishes of the child/caregiver ▪▪ Provide information about available case management services <ul style="list-style-type: none"> ▪▪ 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 	<p>Child or caregiver goes directly to case manager</p>

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law ²
<p>Save the Children Jordan</p> <p>Outreach & support to register children in schools / Social worker and psychologist available in-school help desk office</p> <p><i>Sunday – Thursday from 09:00 - 16:00</i></p> <p>Focal Point: Kareem Makkawi</p> <p>Mobile: 077 546 4970</p> <p>Email: KMakkawi@Savethechildren.org.jo</p> <p>Zain Network Hotline: 077 670 2426 0800 22 766 0800 00111</p>	<p>IMC</p> <p>Specialized in child protection and mental health</p> <p><i>24 hours/ 7 days a week</i></p> <p>Focal Point</p> <p>Mohammad Abulawi mabulawi@internationalmedicalcorps.org Duty Phone: 079 847 926 Email: mabulawi@InternationalMedicalCorps.org</p>	<p>IMC</p> <p>Specialized in child protection and mental health <i>24 hours/ 7 days a week</i></p> <p>Focal Point Rawan Mamkigh rmamkagh@internationalmedicalcorps.org Mobile: 079 022 1954</p> <p>Mohammad Abulawi mabulawi@internationalmedicalcorps.org Duty Phone: 079 847 0926</p>	<p>IRC</p> <p>Unaccompanied children and Separated children</p> <p><i>24 hours/ 7 days a week</i></p> <p>Duty Phone: 077 848 631</p> <p>Email : UASC-CM-AZRAQ@rescue.org</p> <p>Focal point: Mustafa Hassan</p> <p>Mobile: 077 506 6653</p> <p>Email: mustafa.hassan@rescue.org</p>	<p>Handicap International</p> <p>Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.</p> <p><i>Sunday Thursday 9:00 – 17:00</i> Mobile : 07 87 92 52 45 Email : dvfp.intake.mafr.aq@gmail.com</p>	<p>Refer First to: Juvenile Police Department</p> <p><i>Saturday-Thursday 7.30 – 15.00</i></p> <p>Focal Point: TBC Mobile: Email:</p> <p><i>JPD will inform UNICEF for advocacy purposes.</i></p> <p>Focal point: Dana Dodeen</p> <p>Mobile: 079 893 7190</p> <p>Email: ddodeen@unicef.org</p> <p>UNHCR</p> <p><i>Sunday-Thursday 8:00 to 15:30</i></p> <p>Duty Phone: 0795564383</p> <p>Detention emergency line: 079 674 2200</p>

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

			<p>Refer to UNHCR (registration and database follow up)</p> <p><i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Duty Phone:</u> 079 556 4383</p> <p><i>After working hours and weekends</i></p> <p><u>UNHCR Hotline:</u> 079 710 9194</p> <p><u>Focal Point:</u> Mounir Maalouli</p> <p><u>Mobile :</u> 079 592 2836</p> <p><u>Email:</u> maalouli@unhcr.org</p>		<p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p><u>Focal Point:</u> Mounir Maalouli</p> <p><u>Mobile:</u> 079 592 2836 <u>Email:</u> maalouli@unhcr.org</p> <p><i>Sunday-Thursday 8:00 to 15:30</i></p> <p><i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i></p>
<p>Case managers refer to services below if:</p> <ol style="list-style-type: none"> Child/caregiver wants to receive protection, legal or police services; Child/caregiver consents to share the information on grave violations against children (UNICEF); There are immediate safety and security risks to others; or It is in the best interest of the child because of: <ul style="list-style-type: none"> ** Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); ** Risk of imminent forced/early marriage (UNHCR) <ul style="list-style-type: none"> ** Risk of <i>refoulement</i> or voluntary return in cases of children associated with armed groups/forces (UNHCR) ** Severe neglect (UNHCR/FPD) ** Sexual exploitation and abuse by humanitarian personnel (UNHCR) ** Children requiring BID (UNHCR) <p>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</p>					
<p>UNHCR– Protection</p> <p><u>Focal Point:</u> Mounir Maalouli; maalouli@unhcr.org; 079 592 2836 Ahmad Al-Wazani; alwazani@unhcr.org; 079 624 5880 (focal point for referral to FPD)</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> <u>Duty Phone:</u> 079 556 4383</p> <p><i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194</p> <p>FPD – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above) <i>Open 24 hours</i> Hotline: 911.</p> <p>UNICEF: Case managers refer cases of grave violations³ (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>					

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

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ³
<p>Mental Health Care:</p> <p>IMC</p> <p><i>Sunday- Thursday 9:00-16:00</i></p> <p><u>Focal Point:</u> Loay Al Husieni ihusieni@internationalmedicalcorps.org Mobile: 0790 22 1961</p> <p>Mohammad Abulawi mabulawi@internationalmedicalcorps.org Duty Phone: 079 847 0926</p> <p>Primary health & Reproductive Health care:</p> <p>IMC /UNHCR/UNFPA</p> <p><i>Village 6 clinic: Open 24 hours / 7 days a week</i></p> <p><i>Village 3 clinic: Sunday to Thursday 9:00 – 16:00</i></p> <p><u>Focal point:</u> Lina Hamidi Mobile1 : 0790248397 Mobile 2 : 0797566310 Email: lhamidi@internationalmedicalcorps.org</p>	<p>IMC-Provision of focused and structured psychosocial support including case management , <i>Sunday-Thursday 09:00 - 16:00</i></p> <p><u>Focal Point:</u> Rawan Mamkigh rmamkagh@internationalmedicalcorps.org Mobile: 079 022 1954</p> <p>Mohammad Abulawi mabulawi@internationalmedicalcorps.org Duty Phone: 079 847 0926</p> <p>Mercy Corps / UNICEF- CFSS, youth friendly spaces, PSS, community based protection</p> <p><i>Saturday – Thursday 09:00-15:00</i></p> <p><u>Focal point:</u> Abdelrazaq Banihani, <u>Mobile :</u> 077 606 0041</p> <p><u>Email:</u> abanihani@jo.mercycorps.org.</p> <p>CARE International / UNHCR- Community-based psychosocial activities</p> <p><i>Sunday- Thursday 9.00- 16.00</i></p> <p><u>Focal Points:</u></p> <p>Marten Mylius <u>Email:</u>marten.mylus@jo.care.org <u>Mobile:</u> 077 840 0424</p>	<p>UNHCR - Registration, protection and legal services</p> <p><i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Focal Point:</u> Mounir Maalouli</p> <p><u>Mobile:</u> 079 592 2836 <u>Duty Phone:</u> 079 554 6383 <u>Email:</u> maalouli@unhcr.org</p> <p><i>After working hours and weekends</i></p> <p><u>UNHCR Hotline:</u> 0797109194</p> <p>Shelter/Safe house:</p> <p>FPD through UNHCR</p> <p><i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Duty Phone:</u> 079 554 6383</p> <p><i>After working hours and weekends</i></p> <p><u>UNHCR Hotline:</u> 079 710 9194</p> <p><u>Focal Point:</u> Mounir Maalouli</p> <p><u>Mobile:</u> 079 592 2836 <u>Email:</u> maalouli@unhcr.org;</p>	<p>UNHCR – Food, NFI, Cash for Work, Shelter</p> <p><u>Focal point:</u> Nyi Lynn Htet</p> <p><u>Mobile:</u> 079 514 4925 <u>Email:</u> htetn@unhcr.org</p> <p>WFP - Food</p> <p><u>Focal point:</u> Ammar Altaye: 079 9937686 Email: ammar.altaye@wfp.org and</p> <p>WFP hotline number: 079 7778851 079 7778841</p> <p>UNICEF – WASH</p> <p><u>Focal point:</u> Ahmed Ali</p> <p><u>Mobile:</u> 079 555 0481</p> <p><u>Email:</u> ahmali@unicef.org</p> <p>UNHCR – WASH</p> <p><u>Focal point:</u> Murad Alshisha</p> <p><u>Mobile:</u> 079 894 0122</p> <p><u>Email:</u> ALSHISHA@unhcr.org</p>	<p>UNICEF-Provision of Formal Education</p> <p><u>Focal points:</u> Ms. Hind Omer</p> <p><u>Mobile:</u> 079 871 8315 <u>Email:</u> homer@unicef.org</p> <p>Ms. Seema Alzibdeh</p> <p><u>Mobile:</u> 079 570 9574 <u>Email:</u> salzibdeh@unicef.org</p> <p>Save the Children Jordan – Outreach & support to register children in schools / Social worker and psychologist available in-school help desk office</p> <p><u>Focal point:</u> Kareem Makkawi Mobile:077 546 4970 <u>Email:</u> KMakkawi@Savethechildren.org.jo</p> <p>Relief International – Remedial classes for school age children. Informal education activities, literacy, numeracy and English classes for 12-18 year olds.</p> <p><u>Focal point:</u> Ms. Rosi Greenberg</p> <p><u>Mobile:</u> 077 544 6241 <u>Email:</u> rosi.greenberg@ri.org</p>

³Definitions:

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

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

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

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

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	
<p>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</p> <ul style="list-style-type: none"> ▪▪ Provide a safe, caring response ▪▪ Respect the confidentiality and wishes of the child/caregiver ▪▪ Provide information about available case management services <ul style="list-style-type: none"> ▪▪ 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 	<p>Child or caregiver goes directly to case manager</p>

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
<p>Save the Children Jordan - Outreach & support to register children in schools <i>Saturday – Thursday 8:30- 15:30</i></p> <p><u>Focal point:</u> TaghreedFreij Mobile: 077 546 4973 Email: tfraij@savethechildren.org.jo</p> <p>Hotline : 077 670 2426 0800 22766 0800 00111</p> <p><i>Mafraq</i> Tel: 077 546 4973</p>	<p>IRC <i>Sunday – Thursday 08:30 – 17:00</i></p> <p><u>Focal Point:</u> Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org</p> <p>SitNour Ali Mobile: 077 666 2200 Email: SitNour.Ali@rescue.org</p>	<p>UNHCR <i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Focal Point:</u> Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org</p> <p>Protection Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends UNHCR Hotline:</i> 079 710 9194</p> <p>For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit</p> <p>24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 22208 Email: hotline@mol.gov.jo</p>	<p>Refer first to: UNHCR <i>Sunday-Thursday 8:00 - 15:30</i></p> <p><u>Focal Point:</u> Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org</p> <p>Protection Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends UNHCR Hotline:</i> 079 710 9194</p> <p>IRC Unaccompanied children Focal Point: Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org</p> <p>SitNour Ali Mobile: 077 666 2200 Email: SitNour.Ali@rescue.org</p>	<p>Handicap International Global and short term rehabilitation services (physio and occupational Therapy, psychosocial service) for person with physical disability and/or injury.</p> <p><i>Sunday Thursday 9:00 – 17:00</i> Mobile : 07 87 27 53 99 Email : dvfp.intake.irbid@gmail.com</p> <p>UNHCR <i>Two days per week 8:00 - 15:30</i> Isra'a Mas'ad Mobile: 079720 7389 Email:masad@unhcr.org</p> <p>UNHCR Help Desk: 06 550 2141</p>	<p>UNHCR <i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Focal Point:</u> Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org</p> <p>Detention emergency line: 079 674 2200</p> <p><i>After working hours and weekends Protection Hotline:</i> 079 710 9194</p> <p><i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i></p> <p>UNRWA <i>Open 24 hours</i></p> <p><u>Focal Point:</u> Riyad Mansi</p> <p>Mobile: +962 5408680 Email: s.al-r.mansi@unrwa.org</p>

		<p>IMC Focal Point: Zeina Abu Jbara Mobile 0790224030</p> <p>Mustafa Abu Serdaneh Mobile 0790221956</p> <p>Duty Phone: 079 554 6383</p>	<p>NHF/ IFH – Separated children <u>Focal Point:</u> Shourouq Hazaymeh</p> <p>Mobile: 077 216 2711</p> <p>IMC Focal Point: Zeina Abu Jbara Mobile 0790224030</p> <p>Mustafa Abu Serdaneh Mobile 0790221956</p> <p>Duty Phone: 079 554 6383</p>		
<p>Refer to service below if: Case managers refer to services below if:</p> <ol style="list-style-type: none"> Child/caregiver wants to receive protection, legal or police services; Child/caregiver consents to share the information on grave violations against children (UNICEF); There are immediate safety and security risks to others; or It is in the best interest of the child because of: <ul style="list-style-type: none"> ▪ 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) <p>Always assess the consequences this could have to minimize risks and ensure best interest of the child.</p> <p>UNHCR– Protection</p> <p><u>Focal Point:</u> Sunday-Thursday 8:00 to 15:30</p> <p>Abd Al Nour Jaradat: Mobile: 079 895 7318, Email: jaradata@unhcr.org</p> <p>Protection Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends Protection</i> Hotline: 079 710 9194</p> <p>UNRWA– Protection Amani Zaqout: a.zaqout@unrwa.org</p> <p>FPD – Cases of sexual violence, family violence and neglect child/caregiver or community members can go directly to FPD service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above)</p> <p><i>Open 24 hours, 7 days a week Hotline:</i> 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo</p> <p>UNICEF: Case managers refer cases of grave violations⁴ (MRM) to UNICEF when refugee child/caregiver consents Sunday – Thursday 08:00 – 15:30 Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>					

⁴Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ⁵
<p>JHAS Saturday – Thursday 09:00-16:00</p> <p><u>Focal Point:</u></p> <p>FatheyaAyaad Mobile: 0788550625</p> <p>Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org MoH mobile team/UNICEF – Vaccinations</p> <p>Focal point:</p> <p>Mohammed Amiri Mobile: 079 949 3683</p> <p>Buthayna Al-Khatib Mobile: 079 906 0498</p> <p>Handicap International – Rehabilitation services for persons with disability and persons with injury , children and adults & provision of prosthesis, orthotics & mobility aids</p> <p>Cell: 078 727 5399 Email: dvfp.intake.irbid@gmail.com</p> <p>Mental Health/ IMC <u>Focal Point:</u> Manar Awwad 0799861491 Duty Phone 079 5785095</p> <p>Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org</p>	<p>SCI – Child and Family Centres, Community based Child Protection Committees</p> <p>Saturday – Thursday 09 :00 – 15:00</p> <p><u>Focal point:</u></p> <p>Alaa Al-Faidi Mobile : 0775475969 Email:alaa.faidi@savethechildren.org</p> <p>IFH –CFSs, YFSs Sunday – Thursday 09:00 – 15:00</p> <p><u>Focal Point:</u></p> <p>BilalMobile; 078 889 8778</p> <p>Handicap International- PSS groups for children with disability/injury and their family</p> <p>Focal point: Cell: 078 727 5399 Email: dvfp.intake.irbid@gmail.com</p>	<p>UNHCR – Protection, Registration and legal services for refugees</p> <p>Sunday/Thursday 8:00 to 15:30</p> <p><u>Focal point:</u></p> <p>Faris Al Talib Mobile: 079 603 1297</p> <p>Email: altalib@unhcr.org</p> <p>Protection Duty Phone: 079 554 6383</p> <p>After working hours and weekends UNHCR Hotline: 079 710 9194</p> <p>UNRWA Open 24 hours</p> <p><u>Focal Point:</u></p> <p>Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org</p> <p>ARDD-Legal Aid Sunday- Thursday 9:00-18:00</p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ar-dd-legalaid.org</p> <p>Emergency line: 077 738 7221</p>	<p>UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance</p> <p>Sunday - Wednesday 08.30 – 15.30</p> <p><u>Focal Point:</u></p> <p>Hussam Mayas Mobile: 079 033 7163 Email: mayas@unhcr.org</p> <p>UNHCR Infoline: 06 550 2141</p> <p>After working hours and weekends Protection Duty phone: 079 554 6383</p> <p><u>Focal Point:</u></p> <p>WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm <u>Focal Point:</u> Rabab Mosleh: 079 8674636 Email: rabab.mosleh@wfp.org</p> <p>Alt. Naser Bardaghawi: 079 9870517 Email: naser.bardaghawi@wfp.org</p> <p><u>Focal Point:</u> Anas Abdelwahid: 079 8997549 Email: anas.abdelwahid@wfp.org</p> <p>Hotline number: 079 7778851 079 7778841</p>	<p>Save the Children Jordan- SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools</p> <p>Saturday – Thursday 08:30-15:30</p> <p><u>Focal point:</u></p> <p>Taghreed Freij Mobile:077 546 4973 Email: tfraj@savethechildren.org.jo</p> <p>Hotline : 077 670 2426 0800 22 766 0800 00111</p> <p>Mafrq Tel: 077 546 4973</p> <p><u>SCI –</u></p> <p>Informal education service Saturday – Thursday 09 :00 – 15:00</p> <p>transportation of school age children to public school</p> <p><u>Focal point :</u></p> <p>Alaa Al-Fidi Mobile : 0775475969 Email:alaa.faidi@savethechildren.org</p>

⁵ **Definitions: Formal education:** Certified education services provided by the Ministry of Education public schools (grade 1–12). **Informal education:** Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group. **Non-formal education:** Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

Child Protection Referral Pathway – EJC

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

STEP 1: Identification of child protection cases	
<p>General service providers, UNHCR registration services or community members identify child protection case. Immediate response includes:</p> <ul style="list-style-type: none"> ▪▪ Provide a safe, caring response ▪▪ Respect the confidentiality and wishes of the child/caregiver ▪▪ Provide information about available case management services <ul style="list-style-type: none"> ▪▪ 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 	<p>Child or caregiver goes directly to case manager</p>

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
<p>Save the Children Jordan <u>Focal point</u></p> <p>Rasha Alzein Kareem Makkawi <u>Mobile:</u> 077 574 4015</p> <p>Tdh-Lausanne (for children not enrolled in school) <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Mohanad Al-Akash <u>Mobile:</u> 079 842 6245</p> <p>Alternate: Ali Ababneh <u>Mobile:</u> 079 684 0903 <u>Email:</u> Ali.ababneh@tdh.ch</p> <p>UNHCR</p> <p><u>Focal Point:</u></p> <p>Patric Mansour <u>Mobile:</u> 079 983 6321</p>	<p>UNHCR</p> <p><u>Focal Point:</u> Manal Hashem (hashem@unhcr.org) 07 9873 8160 <i>Sunday-Thursday 8:00 to 15:30</i> <u>Duty Phone:</u> 0795564383</p> <p><i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 0797109194</p>	<p>Tdh-Lausanne</p> <p><i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Mohanad Al-Akash <u>Mobile:</u> 079 842 6245 and Lujain Ajluni 0798063223</p> <p>Alternate: Ali Ababneh <u>Mobile:</u> 079 684 0903 <u>Email:</u> Ali.ababneh@tdh.ch</p> <p>UNHCR</p> <p><u>Focal point:</u></p> <p>Manal Hashem <u>Mobile:</u> 079 554 6383 <u>Email:</u> hashem@unhcr.org</p>	<p>UNHCR⁶</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> <u>Focal Point:</u></p> <p>Manal Hashem <u>Mobile:</u> 079 554 6383 <u>Email:</u> hashem@unhcr.org</p> <p><u>Duty Phone:</u> 079 556 4383</p> <p><i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194</p>	<p>Refer to: Tdh-Lausanne</p> <p><i>Sunday-Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Mohanad AlAkash <u>Mobile:</u> 079 84 26245</p> <p>Alternate:</p> <p>Ali Ababneh <u>Mobile:</u> 079 684 0903 <u>Email:</u> Ali.ababneh@tdh.ch</p> <p>Emergency (UAE RC)</p> <p><i>Sunday – Thursday 10:00 – 16:00</i></p> <p><u>Focal Point:</u> Abdallah, Abou Hamad <u>Mobile:</u></p>	<p>Refer to: UNHCR</p> <p><u>Focal point:</u></p> <p>Manal Hashem <u>Mobile:</u> 079 554 6383 <u>Email:</u> hashem@unhcr.org</p> <p>24/7 UNHCR Detention emergency line: 079 674 2200</p> <p><i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i></p> <p><i>Inform UNICEF for advocacy purposes</i></p> <p><u>Focal point:</u></p> <p>Dana Dodeen <u>Mobile:</u> 079 893 7190 <u>Email:</u> ddodeen@unicef.org</p>

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

<p>Email: Mansour@unhcr.org</p> <p>Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org</p>				079 6 859 861	
<p>Case managers refer to services below if:</p> <ol style="list-style-type: none"> Child/caregiver wants to receive protection, legal or police services; Child/caregiver consents to share the information on grave violations against children (UNICEF); There are immediate safety and security risks to others; or It is assessed to be in the best interest of the child because of: <ul style="list-style-type: none"> 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) <ul style="list-style-type: none"> Sexual exploitation and abuse by humanitarian personnel (UNHCR) Children requiring BID (UNHCR) <p>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</p>					
<p>UNHCR – Protection Saturday – Wednesday 09:00 – 17:00 Focal Point: Manal Hashem; hashem@unhcr.org; 079 873 8160</p> <p>Mounir Maalouli; maalouli@unhcr.org; 079 592 2836</p> <p><u>Sunday-Thursday 8:00 to 15:30 Duty</u> Phone: 079 556 4383</p> <p><u>After working hours and weekends</u> <u>UNHCR Hotline: 079 710 9194</u></p> <p>FPD – Cases of sexual violence, family violence and neglect service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – Zeina Jadaan: jadaan@unhcr.org) <i>Open 24 hours</i> Hotline: 911</p> <p>UNICEF: Case managers can refer cases of grave violations⁷ (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>					

STEP 3: Referral to other services

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

⁷ 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

⁸ Definitions:

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

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

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

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

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	
<p>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</p> <ul style="list-style-type: none"> ▪ Provide a safe, caring response ▪ Respect the confidentiality and wishes of the child/caregiver ▪ Provide information about available case management services <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest 	Child or caregiver goes directly to case manager

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & Community; child labour.	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
<p>Save the Children Jordan - Outreach & support to register children in schools <i>Sunday – Thursday 08:30 – 15:30</i></p> <p><u>Focal point:</u></p> <p>Samah Al Bdour Mobile 077 546 4972 Email: sbdour@savethechild.org.jo</p> <p>Alaa' Alquraan Mobile: 077 575 4077 Email: aquran@savethechild.org.jo</p> <p>Hotline: 077 670 2426 080 022 766 080 000 111</p> <p>Tel: 077 546 4972 077 575 4077</p> <p>UNRWA <u>Focal Point:</u></p> <p>Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p>	<p>IMC - specialized in child protection, and mental health <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><i>24 hours</i> Duty phone: 079 578 5095</p> <p><u>Focal Point:</u></p> <p>Mustafa Abu Serdaneh maseradneh@InternationalMedicalCorps.org</p> <p>Mobile: 079 022 1956 Duty Phone: 079 578 5095</p> <p>IRC⁹ - Specialized in GBV <i>Sunday - Thursday 08:30 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Dina Khaza'leh Mobile: 077 503 9578 Email: dina.dinaalkhazali@rescue.org</p> <p>Nawal Mohammad Mobile: 079 678 5864 Email: nawal.mohammad@rescue.org</p>	<p>IMC <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><i>24 hours</i> <u>Duty phone: 079 578 5095</u></p> <p><u>Focal Point:</u></p> <p>Mustafa Abu Serdaneh <u>Email: maseradneh@InternationalMedicalCorps.org</u></p> <p>Mobile: 079 022 1956 Duty Phone: 079 578 5095</p> <p>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</p> <p><i>24 hours (afterhours answering machine)</i> <u>Hotline</u> Toll Free No: 0800 22208 Email: hotline@mol.gov.jo</p> <p><u>Focal point:</u></p> <p>Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com</p>	<p>Refer first to: UNHCR <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>UNHCR <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u></p> <p>Serin Bitar <u>Mobile +962 79 500 4947</u> <u>Email: bitar@unhcr.org</u></p> <p>IMC <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><i>24 hours</i> <u>Duty phone: 079 578 5095</u></p> <p><u>Focal Point:</u></p> <p>Mustafa Abu Serdaneh <u>Email: maseradneh@InternationalMedicalCorps.org</u></p>	<p>Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.</p> <p><i>Sunday - Thursday 9:00 – 17:00</i> Mobile : 07 87 27 53 99 Email : dvfp.intake.irbid@g mail.com</p>	<p>UNHCR <i>Sunday-Thursday 8:00 to 15:30</i></p> <p>Detention emergency line: 079 674 2200</p> <p><i>After working hours and weekends</i> Protection Hotline: 079 710 9194</p> <p><i>UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers</i></p> <p>UNHCR <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u></p> <p>Serin Bitar <u>Mobile +962 79 500 4947</u> <u>Email: bitar@unhcr.org</u></p> <p>UNRWA <u>Focal Point:</u></p> <p>Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p>

⁹ If case also involves parent/caregiver being subject to GBV, refer parent and child to IRC

	<p>Farah Qadura Mobile: 077 607 0609 Farah.qadura@rescue.org</p> <p>UNRWA Focal Point:</p> <p>Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p>	<p>UNRWA Focal Point:</p> <p>Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p>	<p>UNRWA Focal Point:</p> <p>Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p>		
<p>Case managers refer to services below if:</p> <ol style="list-style-type: none"> Child/caregiver wants to receive protection, legal or police services; Child/caregiver consents to share the information on grave violations against children (UNICEF); There are immediate safety and security risks to others; or <ul style="list-style-type: none"> ■ 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) <p>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</p>					
<p>UNHCR – Protection Sunday – Thursday, 08.00 – 15.30 Duty phone: 079 554 6383</p> <p><i>After hours and weekends (24 hours) Protection</i> Hotline: 079 710 9194</p> <p>UNRWA- Protection Amani Zaqout: a.zaqout@unrwa.org</p> <p>FPD – Cases of sexual violence, family violence and neglect child/caregiver or community members can go directly to FPD service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above)</p> <p><i>Open 24 hours, 7 days a week Hotline:</i> 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo</p> <p>UNICEF: Case managers refer cases of grave violations¹⁰ (MRM) to UNICEF when refugee child/caregiver consents</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>					

¹⁰Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ¹¹
<p>IMC – Mental health services & case management Sunday – Thursday 09:00 – 17:00</p> <p>24 hours Duty phone: 079 578 5095</p> <p><u>Focal Point:</u></p> <p>Mustafa Abu Serdaneh, maseradneh@InternationalMedicalCorps.org Mobile: 079 022 1956 Duty Phone: 079 578 5095</p> <p>MOH Princess Rahma/Badia Hospital <i>Open 24 hour</i></p> <p>Tel: 02 710 1978</p> <p><u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i></p> <p>Dr. Abed Kareem Dalalah Mobile: 078 598 8249</p> <p>MoH – Secondary health care</p> <p>Princess Basma Hospital <i>Open 24 hour</i></p> <p>Tel: 02 727 1747</p> <p><u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i></p> <p>Dr. Mohammed Ababneh Mobile: 079 501 0502</p> <p>Mental health services Sunday-Thursday 08:00 - 14:00</p> <p>Mobile: 077 674 0517</p>	<p>IMC – PSS case management, PFA, training community-based protection committees Sunday – Thursday 09:00 – 17:00</p> <p><u>Focal Point:</u></p> <p>Mustafa Abu Serdaneh Email: maseradneh@InternationalMedicalCorps.org</p> <p>Mobile: 079 022 1956 Duty Phone: 079 578 5095</p> <p>TdH – PSS & CFSs Sunday – Thursday 08:30 – 17:00</p> <p><u>Focal Point:</u></p> <p>Banan Hussain AlJarrah Mobile: 079 965 4277</p> <p>SCI –</p> <p>Child and Family Centres,</p> <p>Community based Child Protection Committees</p> <p><i>Sunday – Thursday 09:00 - 15:00</i></p> <p><u>Focal Point:</u> Rami Enkhili Mobile: 0776702418 Email: rami.inkheili@savethechildren.org</p> <p>Wael Saliba Mobile: 0775724545 Email: wael.saliba@savethechildren.org</p> <p>Saturday-Thursday 08:30 - 16:30</p> <p>Irbid Tel: 02 724 1342 079 820 2344 Ramtha Tel: 079 820 2354</p>	<p>UNHCR – Registration, legal services and protection for refugees</p> <p><i>Sunday/Thursday 8:00 - 15:30</i> Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>Helpdesk in Ramtha at JHAS clinic <i>Monday 09:00 – 15:00</i> phone number Tel: 02 725 8510</p> <p>UNRWA – Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <i>Sunday/Thursday 07:00-:15:00</i> 24 hours</p> <p><u>Focal Point:</u> Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p>	<p>UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance</p> <p>Infoline <i>Sunday - Wednesday 08.30 – 15.30</i> Tel: 06 400 8000</p> <p><i>After working hours and weekends</i> Protection Duty phone: 079 554 6383</p> <p>UNRWA – Basic assistance and registration services for Palestinian refugees <i>Sunday-Thursday 07:30 - 15:00</i></p> <p><u>Focal Point:</u></p> <p>Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p> <p>Tdh – NFI provision <i>Sunday – Thursday 8.30 - 5.00</i> <u>Focal Point</u> <u>Irbid:</u></p> <p>Banan Hussain AlJarrah Mobile: 079 965 4277</p> <p><u>Focal Point Al-Ramtha Shaiara:</u></p> <p>Baidaa Al-Shyoukh Mobile: 079 886 9853 Mobile: 079 766 6934</p> <p>SCI – Livelihoods (cash assistance)</p> <p><i>Sunday – Thursday 09:00 - 15:00</i></p> <p>Focal point: Tahani Jaghoub Mobile: 0776702451 Email: Tahani.jaghoub@savethechildren.org</p>	<p>SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools</p> <p><u>Focal Point:</u></p> <p>Samah Al Bdour 077 546 4972 Email: sbdour@savethechildren.org.jo</p> <p>Alaa' Alquraan 077 575 4077</p> <p>Email: aquran@savethechildren.org.jo</p> <p>Questscope – Nonformal education and Informal education <i>Sunday-Thursday 9:00 - 17:00</i></p> <p><u>Focal Point:</u></p> <p><u>Rasha Abu Zeinah,</u> <u>Mobile: 079 853 6893</u></p> <p>Al Farouk Charitable Society – Educational programmes for children who have dropped out <i>Sunday-Thursday 08:00-16:00</i></p> <p><u>Focal Point:</u></p> <p>Maysoon Al Araj Mobile: 078 574 1261</p> <p>Family & Childhood Protection – Non-formal education <i>Sunday – Thursday 09:00 – 18:00</i></p> <p>Tel: 02 725 0481</p>

11 Definitions:

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

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

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

<p>JHAS – Secondary health care through a mobile clinic & mental health services Saturday – Thursday 09:00 - 16:00</p> <p><u>Focal Point:</u> Mobile: 077 500 6017 Tel: 02 725 8510</p> <p>Al Farouk Charitable Society– Medical centre & pharmacy / Medical services for women and children & referral to RH services 24 hours</p> <p><u>Focal Point:</u> Maysoon Mrourj Mobile: 078 574 1261</p> <p>Islamic Centre Charitable Society – Primary health care Saturday-Thursday 07:30-15:30</p> <p><u>Focal Point:</u> Abdel Kader Al Malkawi Mobile: 078 878 7869 Tel:</p> <p>Kitab Sunna – Primary health care Sunday-Thursday 08:00 - 16:00</p> <p><u>Focal point:</u></p> <p>Ahmad Saggar Mobile: 078 801 5165 Email: saggggar@yahoo.com</p> <p>HI – Rehabilitation services for persons with disabilities & persons with injuries (children & adults) & provision of prosthesis & mobility aids Sunday – Thursday 08:30 – 17:00</p> <p>Mobile: 078 727 5399 Email: Outreach.jd@hiemergency.org</p> <p>UNRWA – Basic health services for Palestinian refugees Sunday-Thursday 07:45 - 14:00</p> <p><u>Focal Point:</u></p> <p>Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p> <p>JWU Saturday-Thursday 8.30 - 16.30</p> <p>May Al-Shyab Mobile: 079 820 2344 Tel: 02 724 1342</p>	<p>IRC – Community based protection committees Sunday-Thursday 08:30 - 17:00</p> <p>Princess Basma Hospital – MOH – PSS services</p> <p>Cell: 077 674 0517</p> <p>NHF / IFH – PSS and community services <u>Focal Point:</u> Rawan Dababneh Tel: 06 534 4193 Email: r.dababneh@ifh--jo.org</p> <p>Family & Childhood Protection Society – Referrals to mental health services & provision of PSS services for survivors of domestic violence</p> <p><u>Focal Point:</u></p> <p>Kathim Kfeiri Tel: 02 725 0481</p> <p>HI – PSS services Sunday – Thursday 08:30 – 17:00</p> <p>Mobile: 078 727 5399 Email: Outreach.jd@hiemergency.org</p> <p>NTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families</p> <p>Saturday – Thursday 8:30:4:30</p> <p>Sheikh Hussein Centre for Human Development Mansoura Centre for Human Development Aydoun Center for Human Development</p> <p><u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p> <p>WVI - CFSs for children, AFSS for Adolescents, and PSS services</p> <p>Strengthening Community based protection committees</p> <p>Saturday – Thursday 09:00 - 15:00</p> <p><u>Focal Point:</u> Abed Rabbo Mobile: 0777 148540</p> <p>Wala'a Ali Ababneh Mobile: 077 8440736</p>	<p>FPD - Protection Hotline: 911 Tel: 02 702 2347</p> <p>ARDD-Legal Aid – Legal assistance</p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email: somohareb@arddlegalaid.org</p> <p>Emergency line: (open 24/7) 077 738 7221</p> <p>JWU– Legal counseling Saturday - Thursday 08:30 - 16:30</p> <p><u>Focal Point:</u></p> <p>Irbid: Muntaha Tayem Rasha Khazaleh Jamal Jeet Tel: 02 724 1342 079 820 2344</p> <p>Ramtha: Muna Gharaibeh Taghreed Al Ghazaleh 079 820 2354</p>	<p>Islamic Charitable Centre Society – NFI (food & shelter) Saturday-Thursday 07:30 - 15:30</p> <p><u>Focal Point:</u> Abd Al Qader Malkawi Mobile: 078 878 7869 Tel: 02 727 9589</p> <p>HI – Rehabilitation for disabled persons & provision of aids, equipment & prostheses Sunday – Thursday 08:30 – 17:30</p> <p>Mobile: 078 727 5399 Email: Outreach.jd@hiemergency.org</p> <p>Al Sanabel – Food</p> <p>Kitab Sunna – NFI Sunday-Thursday 08:00-16:00</p> <p><u>Focal point:</u> Ahmad Saggar Mobile: 078 801 5165 Email: saggggar@yahoo.com</p> <p>IRC – Cash assistance Sunday – Thursday 08:30 - 17:00</p> <p><u>Focal point:</u> Farah Qadoura Mobile: 077 607 0609 Email:farah.qadura@rescue.org</p> <p>ICMC – NFI, cash assistance</p> <p>WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm</p> <p><u>Focal Point:</u> Rabab Mosleh: 079 8674636 Email: rabab.mosleh@wfp.org</p> <p>Alt. Naser Bardaghawi: 079 9870517 Email: naser.bardaghawi@wfp.org</p> <p><u>Focal Point:</u> Anas Abdelwahid: 079 8997549 Email: anas.abdelwahid@wfp.org Hotline number: 079 7778851 079 7778841</p> <p>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families Saturday – Thursday 8:30-4:30 Sheikh Hussein Centre for Human Development Mansoura Centre for Human Development Aydoun Center for Human Development Focal Point: George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p>	<p>SCI- Informal education Services:</p> <p>Sunday – Thursday 09:00 - 15:00</p> <p><u>Focal Point:</u> Rami Enkhili Mobile: 0776702418 Email:rami.inkheili@savethechildren.org</p> <p>Wael Saliba Mobile: 0775724545 Email:wael.saliba@savethechildren.org</p> <p>WVI (formal education)– Remedial Education, CtC Activities in Schools,</p> <p><u>Focal Point:</u></p> <p>Lna Sawalha 0779 178 618 Email: Lna_Sawalha@wvi.org</p> <p>Mayadah Qashou 077 8440710</p> <p>Email: mayadah_qashou@wvi.org</p>
--	--	--	--	---

Child Protection Referral Pathway – King Abdullah Park (KAP)

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

STEP 1: Identification of child protection cases

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

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

Child or caregiver goes directly to case manager

STEP 2: Case management services

Violence against children in schools	GBV against children including sexual violence and early marriage	All other CP cases including violence against children in the home & community; child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
<p>Save the Children Jordan - Outreach & support to register children in schools <i>Saturday – Thursday 8:30- 15:30</i></p> <p><u>Focal point:</u></p> <p>Taghreed Freij Mobile: 077 546 4973 Email: tfraj@savethechildren.org.jo</p> <p>Hotline : 077 670 2426 0800 22 766 0800 00111</p>	<p>NHF / IFH</p>	<p>UNHCR(violence in the home) <i>Sunday-Thursday 8:00 - 15:30</i></p> <p><u>Focal Point:</u></p> <p>Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org</p> <p>Protection Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> Protection Hotline 079 710 9194</p> <p>For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit</p> <p>24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 22208 Email: hotline@mol.gov.jo</p> <p><u>Focal point:</u> Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com/ altaeib_shereen@yahoo.com</p>	<p>Refer first to UNHCR <i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Focal Point:</u></p> <p>Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org Protection Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> Protection Hotline: 079 710 9194</p> <p>IRC Unaccompanied children <i>Sunday – Thursday 08:30 – 17:00</i></p> <p><u>Focal Points:</u></p> <p>Lubna Jarrar Mobile: 077 507 7793 Email: Lubna.Jarrar@rescue.org</p> <p>NHF / IFH Separated children</p> <p><u>Focal Point:</u> Duaa Al Omari 079 549 5774</p>	<p>Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.</p> <p><i>Sunday Thursday 9:00 – 17:00</i> Mobile : 07 87 27 53 99 Email : dvfp.intake.irbid@gmail.com</p> <p>UNHCR <i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Focal point:</u> Isra'a Mas'ad Mobile: 079 720 7389 Email: masad@unhcr.org</p> <p>UNHCR Help Desk; 06 550 2141</p>	<p>UNHCR <i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Focal point:</u></p> <p>Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org</p> <p>Detention emergency line: 079 674 2200</p> <p><i>After working hours and weekends</i> Protection Hotline: 079 710 9194</p> <p><i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i></p>

Case managers refer to services below if:

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

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

UNHCR – Protection

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 violations¹² (MRM) to UNICEF when refugee child/caregiver consents

Sunday – Thursday 08:00 – 15:30

Duty phone: 079 021 4149

Email:

iochildprotect@unicef.org

STEP 3: Referral to other services

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

¹² 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

¹³ **Definitions: Formal education:** Certified education services provided by the Ministry of Education public schools (grade 1--12).

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

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

<p>IMC – Mental Health Sunday-Thursday 9:00-16:00</p> <p><u>Focal Point:</u></p> <p>Manar Awwad mawwad@internationalmedicalcorps.org Mobile: 079 986 1491 Duty Phone: 079 578 5095</p> <p>MoH mobile team/UNICEF – Vaccinations</p> <p><u>Focal point:</u></p> <p>Mohammed Amiri Mobile: 079 949 3683</p> <p>Buthayna Al-Khatib Mobile: 079 906 0498</p> <p>Handicap International – Rehabilitation services for persons with disability and persons with injury , children and adults & provision of prosthesis, orthotics & mobility aids</p> <p>Mobile: 078 727 5399 Email: dvfp.intake.irbid@gmail.com</p>	<p><i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Sara Al-Khatib Mobile:079 582 4390</p> <p>SCI –</p> <p>Child and Family Centres, Community based Child Protection Committees</p> <p>Saturday – Thursday 09 :00 – 15:00</p> <p><u>Focal point:</u></p> <p>Alaa Al-Faidi Mobile : 0775475969 Email:alaa.faidi@savethechildren.org</p> <p>Mercy Corps – Playground</p> <p><u>Focal point:</u></p> <p>Ahlam Awamleh Mobile: 077 500 2544 Email: a.awamleh@jo.mercycorps.org</p> <p>Finn Church Aid Psychosocial activities for adolescents <i>Sunday-Thursday 9:00-17:00</i></p> <p><u>Focal Point:</u></p> <p>Aiman Nazzal Mobile: 077 566 6610 Email: aiman.nazaal@kua.fi</p> <p>Handicap International: PSS groups for children with disability/injury and their family</p> <p>Mobile: 078 727 5399 Email: dvfp.intake.irbid@gmail.com</p>	<p>Mobile: 079 603 1297</p> <p>Email: altalib@unhcr.org</p> <p>Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> Protection Hotline: 079 710 9194</p> <p>ARDD-Legal Aid <i>Sunday-Thursday 9:00-18:00</i></p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org</p> <p>Emergency line: 077 738 7221</p>	<p>Mobile: 079 033 7163 Email: mayas@unhcr.org</p> <p>UNHCR Infoline: 06 550 2141</p> <p><i>After working hours and weekends</i> Protection Duty phone: 079 554 6383</p> <p>WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i></p> <p><u>Focal Point:</u> Rabab Mosleh: 079 8674636 Email: rabab.mosleh@wfp.org</p> <p>Alt. Naser Bardaghawi: 079 9870517 Email: naser.bardaghawi@wfp.org</p> <p><u>Focal Point:</u> Anas Abdelwahid: 079 8997549 Email: anas.abdelwahid@wfp.org Hotline number: 079 7778851 079 7778841</p>	<p>Hotline : 077 670 2426 0800 22 766 0800 00111</p> <p>SCI –</p> <p>Informal education service Saturday – Thursday 09 :00 – 15:00</p> <p>Transportation of school age children to public school</p> <p><u>Focal point :</u></p> <p>Alaa Al-Faidi Mobile : 0775475969 Email:alaa.faidi@savethechildren.org</p>
---	---	--	---	---

Child Protection Referral Pathway – Mafrq

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

STEP 1: Identification of child protection cases	
<p>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</p> <ul style="list-style-type: none"> ▪ Provide a safe, caring response ▪ Respect the confidentiality and wishes of the child/caregiver ▪ Provide information about available case management services <ul style="list-style-type: none"> ▪ 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 	<p>Child or caregiver goes directly to case manager</p>

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
<p>Save the Children Jordan - Outreach & support to register children in schools <i>Saturday – Thursday 08:30- 15:30</i></p> <p><u>Focal Point:</u></p> <p>Taghreed Freij Mobile : 077 546 4973 Email: tfraj@savethechildren.org.jo</p> <p>Hotline : 077 670 2426 0800 22 766 0800 00111</p>	<p>IMC - Specialized in child protection and mental health</p> <p><u>Focal Point:</u></p> <p><i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u> Omar Mneizel omneizel@InternationalMedicalCorps.org Mobile: 079 830 1259 Duty Phone: 079 578 5095</p> <p>IRC¹⁴– Specialized in GBV <i>Sunday – Thursday 08:30 – 17:00</i></p>	<p>IMC <u>Focal Point:</u></p> <p><i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u> Omar Mneizel omneizel@InternationalMedicalCorps.org Mobile: 0798301259 Duty Phone: 079 578 5095</p> <p>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</p> <p>24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 222 08 Email: hotline@mol.gov.jo</p>	<p>Refer first to: UNHCR <i>Sunday-Thursday 08:00 - 15:30</i> Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>UNHCR <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u></p> <p>Mohammad Hajji <u>Mobile+962 77 740 7576</u> Email: hajji@unhcr.org</p> <p>UNRWA</p> <p><u>Focal Point:</u></p> <p>ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org</p>	<p>Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.</p> <p>Sunday - Thursday 9:00 – 17:00 Mobile : 07 87 92 52 45 Email : dvfp.intake.mafrq@gmail.com</p> <p>UNHCR <i>Sunday-Thursday 8:00 - 15:30</i></p> <p>UNHCR Help Desk 06 550 2141</p> <p>UNHCR <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u></p> <p>Mohammad Hajji <u>Mobile+962 77 740 7576</u> Email: hajji@unhcr.org</p>	<p>UNHCR <i>Sunday-Thursday 8:00 - 15:30</i></p> <p>Detention emergency line: 079 674 2200</p> <p><i>After working hours and weekends</i> Protection Hotline: 079 710 9194</p> <p><i>UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers</i></p> <p>UNHCR <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u></p> <p>Mohammad Hajji <u>Mobile+962 77 740 7576</u> Email: hajji@unhcr.org</p>

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

	Focal Point:	Focal point:	IMC Focal Point:	UNRWA Focal Point:	UNRWA Focal Point:
	<p>Sawsan Hishaq Mobile: 079 027 4674 Email: sawsan.lshaq@rescue.org</p> <p>Farah Qadura Mobile: 077 607 0609 Email: Farah.qadura@rescue.org</p> <p>UNRWA</p> <p>Focal Point:</p> <p>ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org</p>	<p>Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com hereen@yahoo.com</p> <p>UNHCR <i>Sunday – Thursday 08:00 – 15:30</i></p> <p>Focal point:</p> <p>Mohammad Hajji Mobile+962 777407576 Email: hajji@unhcr.org</p> <p>UNRWA</p> <p>Focal Point:</p> <p>ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org</p>	<p><i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Hanadi Al Qaryouti Mobile: 079 965 3787 Ahmad Jaran Mobile: 079 830 1230</p> <p>Duty Phone: 079 554 6383</p>	<p>ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org</p>	<p>ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org</p>
<p>Case managers refer to services below if :</p> <ol style="list-style-type: none"> Child/caregiver wants to receive protection, legal or police services; Child/caregiver consents to share the information on grave violations against children (UNICEF); There are immediate safety and security risks to others; or It is in the best interest of the child because of: <ul style="list-style-type: none"> ** Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD); ** Risk of imminent forced/early marriage (UNHCR) <ul style="list-style-type: none"> ** 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) <p>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</p>					
<p>UNHCR– Protection <i>Sunday – Thursday, 08.00 – 15.30</i> Duty phone: 079 554 6383</p> <p><i>After hours and weekends (24 hours) Protection</i> Hotline: 079 710 9194</p> <p>UNRWA- Protection Amani Zaqout: a.zaqout@unrwa.org</p> <p>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</p> <p><i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 02 623 5511 Focal Point: Major Jom'a Al Heasah, email: familypd@accessme.com.jo</p> <p>UNICEF: Case managers refer cases of grave violations¹⁵ (MRM) to UNICEF when refugee child/caregiver consents</p> <p><i>Sunday – Thursday 08:00 – 15:30 Duty</i> phone: 079 021 4149 Email: jochildprotect@unicef.org</p>					

¹⁵Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ¹⁶
<p>IMC – Mental health services <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Focal Point: Nour Said nsaid@InternationalMedicalCorps.org Mobile: 0798987976 MOH - Primary & secondary health care in clinics & hospitals</p> <p><i>Mafraq Hospital – MOH</i> Tel: 02 6231076 <i>Obstetrics Hospital</i> Tel: 02 623 6204</p> <p><u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i></p> <p>Dr Amal Abdalkareem Mabruk Mobile: 079 553 102 Tel: 02 623 1087</p> <p>JHAS – Secondary health care through a mobile clinic, and mental health services <i>Saturday – Thursday 09:00-16:00</i></p>	<p>IMC <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Focal Point: Omar Mneizel omneizel@InternationalMedicalCorps.org Mobile: 079 830 1259 Duty Phone: 079 578 5095</p> <p>TdH –PSS, CFSs parents support groups <i>Sunday – Thursday 08:00 – 17:00</i></p> <p><u>Focal Point:</u> Heba Abdo Mobile: 079 828 7896</p> <p>SCI –</p> <p>Child and Family Centres,</p> <p>Community based Child Protection Committees</p> <p><i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal Point:</u></p> <p>Natalie Habaq Mobile: 077 5724446 Email:Natalie.habaq@savethechildren.org HI – PSS services <i>Sunday- Thursday 08:30-17:00</i></p> <p><u>Focal Point:</u> Razan Al Nabulsi Mobile: 078 727 5399 Email: Dvfp.po.irbid@gmail.com</p>	<p>UNHCR – Protection, Registration and legal services for refugees <i>Sunday-Thursday 8:00 – 15:30</i></p> <p>Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>UNWRA- Protection (including cases of risk arrest, detention or refoulement f Palestinian refugees) <i>24 hours</i></p> <p><u>Focal point:</u> ZiyadMousa Email: z.mousa2@unrwa.org Mobile: 0795763643</p> <p>RiadMansi Mobile: 0795408680</p>	<p>UNHCR – Registration, support to vulnerable children & families through NFI/ca assistance <i>Sunday - Wednesday 8.30 – 15.30</i></p> <p>UNHCR Infoline: 06 550 549 0122</p> <p><i>After working hours and weekends</i> Protection Duty phone: 0549 0122</p> <p>SCI – Livelihood activities (cash assistance) <i>Sunday – Thursday 9:00 – 15:00</i></p> <p><u>Focal Point:</u> Tahani Jaghoub Mobile: 0776702451 Email:Tahani.jaghoub@savethechildren.org</p> <p>UNRWA – Basic assistance and registration services for Palestinian refugees <i>Sunday - Thursday 7:30-15:00</i></p> <p><u>Focal Point:</u> ZiyadMousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.</p> <p>Jesuit Refugee Services (JRS) – NFI services <i>Sunday -Thursday 10:00-14 :00</i></p>	<p>SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools</p> <p><u>Focal Point:</u> Taghreed Freij Mobile: 077 767 3668</p> <p>Questscope – Informal and non-formal education and life skills. <u>Focal Point:</u> <u>Rasha Abu Zeinah,</u> <u>Mobile: 079 853 6893</u></p> <p>Caritas – Informal education, life skills, youth leadership training and preschool education services.</p> <p>HI – Special education services for PWD's</p> <p>UNHCR Community services Duty line: 06 550 2140 06 550 2141</p> <p>UNRWA <u>Focal Point:</u> ZiyadMousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org</p> <p>SCI- informal education services <i>Sunday-Thursday 9:00-15:00</i></p>

¹⁶ **Definitions: Formal education:** Certified education services provided by the Ministry of Education public schools (grade 1--12).
Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group.
Non-formal education: Certified education services following MOE's NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.

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

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

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

STEP 1: Identification of child protection cases	
<p>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</p> <ul style="list-style-type: none"> ▪ Provide a safe, caring response ▪ Respect the confidentiality and wishes of the child/caregiver ▪ Provide information about available case management services ▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents ▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care ▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest 	<p>Child or caregiver goes directly to case manager</p>

STEP 2: Case management services					
Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
<p>Save the Children Jordan - Outreach & support to register children in schools Sunday – Thursday 08:30 – 16:00</p> <p><u>Focal Point:</u></p> <p>Arouba Yassin 077 670 2460 Email : ayaseen@savethechildren.org.jo</p> <p>Hotline: 077 670 246 0800 22 766 0800 00111</p>	<p>IMC - Specialized in child protection & mental health Sunday – Thursday 09:00 – 17:00</p> <p>24 hours Duty phone: 079 578 5095</p> <p><u>Focal Point:</u></p> <p><u>Focal Point:</u></p> <p>Bader Al Nammur bnammur@InternationalMedicalCorps.org Mobile: 079 022 4024</p>	<p>IMC - Specialized in child protection & mental health Sunday – Thursday 09:00 – 17:00</p> <p>24 hours Duty phone: 079 578 5095</p> <p><u>Focal Point:</u></p> <p>Bader Al Nammur Mobile:079 0224024</p> <p>Email: bnammur@InternationalMedicalCorps.org</p> <p>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</p> <p>24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 22208 Email: hotline@mol.gov.jo</p> <p><u>Focal point:</u></p> <p>Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com</p>	<p>UNHCR 08:00-15:30</p> <p><u>Focal Point:</u></p> <p>Sunday – Thursday 08:00 – 15:30</p> <p><u>Focal point:</u></p> <p>Diana Suleiman <u>Mobile:</u> 077 728 1911 <u>Email:</u> suleiman@unhcr.org</p> <p><i>After hours and weekends</i> Protection Hotline: 079 710 9194</p>	<p>UNHCR 08:00-15:30</p> <p><u>Focal Point:</u></p> <p>Huda Al-Shabsough 079 730 6108 Email: Alshabso@unhcr.org</p> <p>UNRWA Open 24 hours</p> <p><u>Focal Point:</u></p> <p>Haifa A-Whaidi Protection hotline: 079 899 8890</p>	<p>UNHCR Sunday-Thursday 8:00 - 15:30</p> <p>Detention emergency line: 079 674 2200</p> <p><i>After working hours and weekends</i> Protection Hotline: 079 710 9194</p> <p><i>UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers</i></p> <p>UNRWA Open 24 hours</p> <p><u>Focal Point:</u></p> <p>Haifa A-Whaidi Protection hotline: 079 899 8890</p>

Case managers refer to services below if:

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

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

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 Albitoosh, email: familypd@accessme.com.joKerak and Tafleh. Tel: 03 238 7069. Focal Point Major Qeis Al-Gharaibah, email: familypd@accessme.com.jo**UNICEF:** Case managers refer cases of grave violations¹⁷ (MRM) to UNICEF when refugee child/caregiver consents*Sunday – Thursday 08:00 – 15:30*

Duty phone: 079 021 4149

Email: jochildprotect@unicef.org**STEP 3: Referral to other services**

Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ¹⁸
MOH – Primary & secondary health care (Karak) Tel: 03-2386190	JWU JWU/Al-Anwar Charity Association - Maan <i>Sunday – Thursday</i> <i>8:00 – 14:30</i>		UNHCR – Support to vulnerable children & families (NFI)/Cash assistance (Maan/Aqaba/Karak)	

¹⁷ 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

¹⁸ **Definitions: Formal education:** Certified education services provided by the Ministry of Education public schools (grade 1--12).

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

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

<p>JHAS – Primary health care (Karak) <i>Available once a week</i></p> <p><u>Focal Point:</u></p> <p>Anas Darweesh Mobile: 077 500 6028</p> <p>For Mental health (Karak, Tafilah) IMC 24 hours Duty phone: 079 578 5095</p> <p><u>Focal Point:</u></p> <p>Bader Al Nammur Mobile: 079 022 4024 Email: bnammur@International MedicalCorps.org</p> <p>UNRWA</p> <p><u>Focal Point:</u> Haifa A-Whaidi 079 899 8890</p> <p>Aqaba Clinic: <i>Open 7:30 - 1:45</i> Tel: 03 206 3535</p> <p>JWU/AI-Anwar Charity Association - Maan <i>Sunday – Thursday 08:00 – 14:30</i></p> <p><u>Focal Points:</u></p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile: 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p>	<p><u>Focal Point:</u></p> <p>Nuha Hamaden Lubna Jbarat 077 222 0523 077 753 3950 alanwar.maan@yahoo.com</p> <p>Karak CFSs & communitybased protection committees <i>(operational from August/September 2013)</i> <i>Sunday-Thursday 8:30-16:30</i></p> <p>Tel.03 230 0800 Mobile 079 883 6952</p> <p>SCI –</p> <p>Child and Family Centres,</p> <p>Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal point:</u></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org</p> <p>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families</p> <p><i>Saturday – Thursday 8:30-4:30</i> Princess Basma Centre in Shobak Princess Basma Centre in Ma'an Princess Basma Centre in Ghor Al Safi Princess Basma Centre in Karak Qatraneh Center for Human Development</p> <p><u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p>	<p>UNHCR – Protection, registration and legal services for refugees <i>SundayThursday 8:00 - 15:30 Duty</i> Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>Helpdesk in Ma'an at Jordan Youth Commission <i>Ist Monday every month 9.00 – 15.00</i> 03 213 4817</p> <p>UNRWA – Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees</p> <p><u>Focal point:</u></p> <p>Haifa A-Whaidi Protection hotline: 079 899 8890</p> <p>araj2@unrw a.org</p> <p>FPD - Protection <i>Open 24 hours</i></p> <p>Hotline: 911 Aqaba and Ma'an: Tel: 03 205 0317.</p> <p><u>Focal Point:</u></p> <p>Major Mohammed Albtoosh, Email: familypd@accessme.com.io</p>	<p><i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Focal Point:</u></p> <p>Huda Al-Shabsough 079 730 6108 Alshabso@unhcr.org</p> <p>Infoline <i>Sunday - Wednesday 08.30 – 15.30</i> Tel: 06 550 2141</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p>UNRWA – Basic assistance and services for Palestinian refugees</p> <p><u>Focal Point:</u> Haifa A-Whaidi 0798998890</p> <p>WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i></p> <p><u>Focal Point:</u> Ammar AlTae: 079 9937686 Email: ammar.altaee@wfp.org Hotline number: 079 7778851 079 7778841</p> <p>SCI- Livelihood activities(cash assistance, vocational training)</p> <p><i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal point:</u> Suzan Albuheisi Mobile:077664329 Email:suzan.albuhaisi@savethechildren.org</p> <p>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families</p> <p><i>Saturday – Thursday 8:30-4:30</i> Princess Basma Centre in Shobak</p> <p>Princess Basma Centre</p>	<p>SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools (Karak) <i>24 hours</i></p> <p>Hotline: 0800 22766</p> <p>Questscope– Non-formal & informal education (Karak, Ma'an, Aqaba) <i>Sunday-Thursday 9:00 - 17:00</i></p> <p><u>Focal Point:</u></p> <p><u>Rasha Abu Zeinah,</u> <u>Mobile: 079 853 6893</u></p> <p>JWU/AI-Anwar Charity Association - Informal education (functional literacy and computer courses) Maan <i>Sunday – Thursday 8:00 – 14:30</i></p> <p><u>Focal Point:</u> Nuha Hamaden Lubna Jbarat</p> <p>Mobile: 077 222 0523 077 753 3950 Email: alanwar.maan@yahoo.com</p> <p>SCI- Informal education services <i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal point:</u></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org</p>
--	--	---	--	---

		<p>Kerak and Tafleh. Tel: 03 238 7069.</p> <p><u>Focal Point</u></p> <p>Major Qeis Al-Gharaibah, Email: familypd@accessme.com.jo</p> <p>ARDD- Legal Aid <i>SundayThursday 09:00-18:00</i></p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7477 Mobile: 0775777077 Email: somohareb@ardd-legalaid.org</p> <p>Emergency line: <i>24 hours</i> 077 738 7221</p> <p>JRF – Shelter for child survivors (including PSS, protection, education & medical services) Tel: 06 523 4652</p>	<p>in Ma'an</p> <p>Princess Basma Centre in Ghor Al Safi</p> <p>Princess Basma Centre in Karak</p> <p>Qatraneh Center for Human Development</p> <p><u>Focal Point:</u></p> <p>George Theodory Mobile: 079 9379831</p> <p>E-mail: cp.jordan@intersos.org</p>	
--	--	---	---	--

Child Protection Referral Pathway – Zaatari

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

STEP 1: Identification of child protection cases	
<p>General service providers, UNHCR registration services or community members identify child protection cases. Immediate response includes:</p> <ul style="list-style-type: none"> Provide a safe, caring response. Respect the confidentiality and wishes of the child/caregiver. Provide information about available case management services. Facilitate referral to relevant case management services (see below) when child/caregiver consents. For child survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care. In case of immediate safety or security risks to the child, consult child protection case manager to determine child's best interests. 	<p>Child or caregiver goes directly to case manager</p>

STEP 2: Case management services						
Violence against children in schools and children not enrolled in school	GBV against children including sexual violence and early Marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community	Child Labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law
<p>SAVE THE CHILDREN Outreach & support to register children in schools; violence in schools Sunday – Thursday, 09:00 --- 16:00 Focal Point(s):</p> <p>Kareem Makkawi 077 546 4970 KMakkawi@Savethechildren.org.io</p> <p>Noor Zaben 077 575 3933 NZaben@savethechildren.org.io</p> <p>Zain Network Hotline: 0800 00 22</p>	<p>IMC Specialized in child protection and mental health Sunday – Thursday, 09:00 --- 17:00 24-hour duty phone: 079 855 9517 Focal point: Dena Arafeh darafeh@InternationalMedicalCorps.org Mobile: 079 628 3909 Duty Phone: 079 855 9517</p> <p>IRC/UNFPA Child survivors who self-disclose or express preference can access IRC case management services. Sunday – Thursday, 09:00 --- 16:00 Focal Point(s):</p>	<p>IMC All child protection cases above Sunday – Thursday, 09:00 --- 17:00 24-hour duty phone: 079 855 9517 Focal point:</p> <p>Focal Point: Ahmad Jaran ajaran@internationalmedicalcorps.org Mobile: 079 830 1230 Duty Phone: 079 855 9517</p>	<p>Save the Children International Initial screening for child labour cases and drop-in center Saturday – Thursday, 09:00 --- 15:00 Focal point(s):</p> <p>Mahmoud Alazeh 077 991 9117 Mahmoud.Alazeh@savethechildren.org</p> <p>IMC Case management for child labour cases Sunday -</p>	<p>UNHCR²⁰ Saturday - Wednesday, 09:00 - 17:00 Focal Point(s):</p> <p>Mohammed Haijji 079 6830493 Haijji@unhcr.org Sunday – Thursday, 08:00 --- 15:30 Duty phone: 079 554 6383</p> <p>After working hours and weekends UNHCR hotline: 079 710 9194</p> <p>IRC 24-hour duty phone: 077 507 7792 Focal Point:</p>	<p>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</p> <p>UNHCR Sunday – Thursday, 08:00 --- 15:30 Focal Point:</p>	<p>JUVENILE POLICE DEPARTMENT Saturday – Thursday, 07:30 --- 15:00 Focal Point(s):</p> <p>Captain Bilal Bani Issa /0772571771 JPD will inform UNICEF for advocacy purposes.</p> <p>UNICEF 24h/ 7 days Focal Point(s):</p> <p>Dana Dodeen 0798937190 ddodeen@unicef.org</p>

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

	<p>Leila Al Zghoul 077 500 1407 Leila.alzghoul@rescue.org</p> <p>UNHCR¹⁹ <i>Saturday - Wednesday,</i> <i>09:00 - 17:00</i> Focal Point(s):</p> <p>Suna Ateiah 0798560084 Ateiah@unhcr.org</p> <p>Mohammed Haijji 079 683 0493 Haijji@unhcr.org <i>Sunday - Thursday,</i> <i>08:00 - 15:30</i></p> <p>Duty phone: 079 5546 383</p> <p><i>After working hours and weekends UNHCR</i> hotline: 079 710 9194</p>		<p><i>Thursday,</i> <i>09:00 - 17:00</i></p> <p>Focal Point: Dena Arafeh darafeh@InternationalMedicalCorps.org Mobile: 079 628 3909 Duty Phone: 079 855 9517 24--hour duty phone: 079 855 9517</p> <p>Focal point:</p> <p>Ahmad Jaran 079 830 1230 ajaran@internationalmedicalcorps.org or ps.org</p>	<p>Adel Aldahein 077 500 9593 adel.aldehein@rescue.org</p>	<p>Tambi Zokha 079 967 3580 zokha@unhcr.org</p>	<p>Maha Homs 079 682 7772 mhoms@unicef.org</p>
--	---	--	--	---	--	---

<p>UNHCR</p> <p>Focal Point: <i>Saturday – Wednesday, 09:00 – 17:00</i> Mohammed Haijji (child non--GBV cases) 079 683 0493 Haijji@unhcr.org</p> <p>Suna Atatieh (child GBV cases) 079 856 0084 ateiah@unhcr.org</p> <p><i>Sunday – Thursday, 08:00 -- 15:30</i> Duty phone: 079 554 6383</p> <p><i>After hours and weekends (24 hours)</i></p>	<p>FPD (child/caregiver or community members can go directly to FPD; whenever possible, service providers should refer refugee cases (after appropriate consent is given by the child/caregiver) through UNHCR:</p> <p>Via UNHCR focal point (see focal points to left)</p> <p>Focal point:</p> <p>Captain Suliman Al--Omari 077 235 6956 da.dana96@yahoo.com or familypd@accessme.com.io</p> <p>24--hour hotline: 911</p>
<p>Protection hotline: 079 710 9194 UNICEF: Case managers can refer cases of grave violations³ (MRM) to UNICEF when refugee child/caregiver consents</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: jochildprotect@unicef.org</p>	

STEP 3: Referral to other services

Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ⁴
-------------	--	-----------------------------------	----------------------	------------------------

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

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

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



--	--	--	--	--



	<p>Focal point:</p> <p>Bersan Boulad 079 889 9493 b.boulad@ird---jo.org</p> <p>Questscope <i>Psychosocial activities and mentoring for children and youth</i></p> <p>7 days/week 09:00 --- 18:00</p> <p>Focal point(s):</p> <p>Ashraf Abu Al-- Halaweh079 572 0292 ashraf@questscope.org</p>			<p>Mahmoud AL---Azzeh 0779919117 Mahmoud.alazzeh@save-thechildren.org</p> <p><i>Informal education (literacy/numeracy, skills--building activities, life skills---based sports and games)</i></p> <p>Focal point(s):</p> <p>Alaa Faidi 077 547 5969 Alaa.faidi@savethechildren.org</p> <p>Murad Sriheen 077 579 6611 Murad.Alsriheen@savethechildren.org</p>
--	--	--	--	--

Child Protection Referral Pathway – Zarqa

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

STEP 1: Identification of child protection cases

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

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

Child or caregiver goes directly to case manager

STEP 2: Case management services

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

			UNRWA <i>Open 24 hours</i> <u>Focal Point:</u> Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org	
<p>Case managers refer to services below if:</p> <ol style="list-style-type: none"> Child/caregiver want to receive protection, legal or police services; Child/caregiver consents to share the information on grave violations against children (UNICEF); There are immediate safety and security risks to others; or It is in the best interest of the child because of: <ul style="list-style-type: none"> ▪ 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) <p>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</p>				
<p>UNHCR– Protection <i>Sunday – Thursday, 08.00 – 15.30</i> Duty phone: 079 554 6383</p> <p><i>After hours and weekends (24 hours)</i> Protection Hotline:079 710 9194</p> <p>UNRWA- Protection Amani Zaqout: a.zaqout@unrwa.org</p> <p>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</p> <p><i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 05 398 2952 Focal Point: Major Abdallah Alawan, email: familypd@accessme.com.jo</p> <p><i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo</p> <p>UNICEF: Case managers refer cases of grave violations²¹ (MRM) to UNICEF when refugee child/caregiver consents</p> <p><i>Sunday – Thursday 08:00 – 15:30 Duty</i> phone: 079 021 4149</p> <p>Email: jochildprotect@unicef.org</p>				

²¹Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education ²
<p>JHAS – Primary & secondary health care & RH services & mental health services <i>Saturday – Thursday 09:00 – 16:00</i></p> <p><u>Focal Point:</u></p> <p>Jaafar Al Shayeb Mobile: 077 500 6022 Zarqa Clinic Tel: 077 500 6018</p> <p>Motasem Younis – Mental health services Mobile: 079 544 7464 Tel: 05 399 4105</p> <p>MOH – Primary & secondary health care</p> <p>Al Zarqa Hospital Tel: 05 398 2604</p> <p>IMC – Mental health services <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Tawfiq Al Khouli, tkhouli@InternationalMedicalCorp.org Mobile: 079 021 8843</p> <p>Duty Phone: 079 578 5095</p> <p>Islamic Charitable Centre – primary health care and referral to hospitals</p> <p><u>Focal point:</u></p> <p>Majid Abu Zneid Mobile: 079 569 5157 Tel: 05 396 5335</p> <p>NHF / IFH – Rehabilitation of persons with disability through a mobile clinic & special education</p>	<p>IMC – PSS and PFA</p> <p><u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u> Hala Abu Al Khair hkhair@InternationalMedicalCorps.org Mobile: 079 022 4029 Duty Phone: 079 578 5095</p> <p>Princess Salma Centre – PSS</p> <p>Family Guidance & Awareness Centre – Individual & group counseling <i>Sunday – Thursday 08:00 – 15:00</i></p> <p>Tel: 05 386 5144 Mobile: 077 727 7194</p> <p>JWU <i>Saturday – Thursday 08:30 – 15:30</i></p> <p><u>Focal Point:</u></p> <p>Maysa Abu Sil Ghadeer al Tamimi Mobile: 079 8501198 Tel: 05 397 0886</p> <p>Khawla Bint Al Azwar – PSS services <i>Sunday – Thursday 09:00 – 16:00</i></p> <p><u>Focal point:</u></p> <p>Aysha Khalfah Tel: 05 393 0999 Mobile: 078 642 8039</p> <p>SCI – Child and Family Centres, Community based Child Protection Committees</p> <p><i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal point:</u></p> <p>Mohammad Al-Saeed Mobile: 0777384077 Email: mohammad.alsaeed@savethechildren.org</p>	<p>UNHCR – Protection, registration and legal services for refugees <i>Sunday – Thursday 8:00 - 15:30</i></p> <p>Duty Phone: 079 554 6383</p> <p><i>After working hours a weekends</i> UNHCR Hotline: 079 9194</p> <p>Helpdesk in Zarqa at JHAS clinic <i>Thursday 9.00 – 15.00</i> 05 399 4105</p> <p>UNRWA - Protection (including cases of iris arrest, detention or refoulement for Palestinian refugees)</p> <p><u>Focal Point:</u></p> <p>Ziyad Mousa Email: z.mousa2@unrwa.org Mobile: 079 576 3643</p> <p>FPD - Protection <i>Open 24 hours</i></p> <p>Hotline: 911 Tel: 05 393 1483</p> <p>ARDD-Legal Aid –</p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email: somohareb@ar-dd-legalaid.org</p> <p>Emergency line: <i>(open 24/7)</i> Mobile: 077 738 7221</p> <p>JWU <i>Saturday – Thursday 08:30 – 15:30</i></p> <p><u>Focal Point:</u></p> <p>Maysa Abu Sil Ghadeer al Tamimi Mobile: 079 8501198 Tel: 05 397 0886</p> <p>Khawla Bint Al Azwar</p>	<p>UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance</p> <p>Infoline <i>Sunday - Wednesday 08.30 – 15.30</i> Tel: 06 550 2141</p> <p><i>After working hours and weekends</i> UNHCR Protection Duty phone: 079 554 6383</p> <p>UNRWA – Basic assistance for Palestinian refugees</p> <p><u>Focal Point:</u></p> <p>Ziyad Mousa Email: z.mousa2@unrwa.org Mobile: 079 576 3643</p> <p>Riad Mansi Mobile: 079 540 8680</p> <p>Islamic Charitable Centre – NFI (food stuffs)</p> <p><u>Focal Point:</u></p> <p>Majid Abu Zenid Mobile: 079 569 5157 Tel: 05 396 5335</p> <p>Family Guidance & Awareness Centre – Case assistance and NFI to vulnerable families <i>Sunday – Thursday 08:00 - 15:00</i></p> <p><u>Focal Point:</u></p> <p>Inas Dirgham Tel: 05 386 5144</p> <p>Questscope – NFI (gas heaters, gas bottles, etc)</p> <p><u>Focal Point:</u></p> <p>Rasha Abu Zeinah, Mobile: 079 853 6893</p>	<p>SCI – Hotline for information on educational services in schools</p> <p>Hotline: 0800 22 766 0800 00 111</p> <p><u>Focal point:</u></p> <p>Firyal Al Shumary Mobile: 079 687 2456</p> <p>Islam Al Kudsi Tel: 05 386 5144</p> <p>SC Jordan (formal education)– Hotline for children not in schools (information about education and protection services in schools <i>Sunday – Thursday 08:30 – 16:00</i></p> <p><u>Focal point:</u></p> <p>Khawla abu Rayya Mobile: 077 574 4011 Email: KAburayya@SaveTheChildren.Org.Jo</p> <p>Questscope– Non formal education, informal education and mentoring for children & youth</p> <p>Tel: 06 461 8951</p> <p>Family Guidance & Awareness Centre – non-formal education for children 6-12 years old</p> <p><u>Focal point:</u></p> <p>Inas Dirgham Tel: 05 386 5144</p> <p>Khawla Bint Al Azwar – Literacy programmes, non-formal education & referral to vocational training <i>Sunday – Thursday 09:00 – 16:00</i></p> <p><u>Focal Point:</u></p> <p>Aysah Khalfa Mobile: 078 642 8039</p> <p>JWU- Informal education</p>

<p><i>Sunday – Thursday</i> <i>09:00 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Dr. Abeer Hababneh Mobile:079 8584058</p> <p>Rawan Dababneh Tel:06 534 4190\2\3 Email: r.dababneh@ifhjo.org</p> <p>HI – Rehabilitation services for persons with disability and persons with injury, children and adults & provision of prostheses, orthosis & mobility aids</p> <p><u>Focal point:</u></p> <p>Mobile: 078 727 5399 Email: outreach.jd@hiemergency.org</p> <p>UNRWA – Basic health services for Palestinian refugees <i>Sunday - Thursday</i> <i>07:45 - 14:00</i></p> <p><u>Focal point:</u> Ziad Mousa Mobile: 079 576 3643</p> <p>The Center for Victims of Torture (CVT) – Mental health and physiotherapy rehabilitative services; Social services referrals/Case management for war trauma and torture survivors.</p> <p>Zarqa Center <i>Sunday – Thursday</i> <i>9:00 - 17:00</i></p> <p><u>Focal point:</u> Moath Asfoor Email: masfoor@cvt.org Tel (public): 06 505 9455</p> <p>JWU <i>Saturday - Thursday</i> <i>11:00 - 17:00</i></p> <p><u>Focal point:</u> Dr Mahmoud Nimer Mobile : 079 820 2252 Tel: 05 397 0886</p>	<p>Islamic Charitable Centre – Safe spaces for children and youth</p> <p><u>Focal Point:</u></p> <p>Majid Abu Zneid Tel: 05 396 5335 Mobile: 079 569 5157</p> <p>NHF / IFH – PSS services <i>Sunday – Thursday</i> <i>09:00 – 16:00</i></p> <p><u>Focal Point:</u></p> <p>Duaa Barakat Duty Phone: 078 855 8456</p> <p>Rawan Dababneh Tel: 06 534 4190\2\3 Email: r.dababneh@ifhjo.org</p> <p>AI Shua'a for Woman & Child Development – PSS for host populations</p> <p><u>Focal Point:</u></p> <p>Ibtisam Al Majali Mobile: 077 744 3630</p> <p>HI – PSS services Mobile: 078 727 5399 Email: outreach.jd@hiemergency.org</p> <p>NICCOD Counseling Service <i>Sunday – Thursday</i> <i>10:00-17:00</i></p> <p>Email: niccod.zarqa.center@gm ail.com Mobile : 079 519 3231 Helpline: 110</p> <p>WVI - CFSs for children, AFSs for Adolescents, and PSS services</p> <p>Strengthening Community based protection committees</p> <p><i>Saturday – Thursday</i> <i>09:00 - 15:00</i></p> <p><u>Focal Point:</u> Abed Rabbo Mobile: 0777 148540</p> <p>Wala'a Ali Ababneh Mobile: 077 8440736</p>	<p><u>Focal Point:</u></p> <p>Aysha Khalfah Mobile: 078 642 8039 Tel: 05 393 0999</p> <p>JRF – Shelter for child survivors (including PSS, protection, education & medical services)</p> <p>Tel: 06-523 4652</p>	<p>WFP Food – Voucher assistance <i>Sunday – Thursday</i> <i>8:00 am – 5:00 pm</i></p> <p><u>Focal Point:</u> Ammar AlTae: 079 9937686 Email: ammar.ataee@wfp.org Hotline number: 079 7778851 079 7778841</p> <p>SCI- Livelihood activities(cash assistance, vocational training)</p> <p><u>Focal point:</u> Suzan Albuheisi Mobile:077664329 Email:suzan.albuhaisi@savethechildren.org</p>	<p>for boys and girls (functional literacy, computer courses, food preparation courses) <i>Saturday – Thursday</i> <i>08:30 – 15:30</i></p> <p><u>Focal Point:</u></p> <p>Maysa Abu Sil Ghadeer al Tamimi Mobile: 079 850 1198 Tel: 05 397 0886</p> <p>SCI--- Informal education Services</p> <p><i>Sunday-Thursday</i> <i>9:00-15:00</i></p> <p><u>Focal Point:</u></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org</p> <p>WVI (formal education)– Remedial Education, CtC Activities in Schools,</p> <p><u>Focal Point:</u></p> <p>Lna Sawalha 0779 178 618 Email: Lna_Sawalha@wvi.org</p> <p>Mayadah Qashou 077 8440710</p> <p>Email: mayadah_qashou@wvi.org</p>
---	---	---	--	---

