



**IMPORTANT NOTICE TO ALL REFUGEES AND ASYLUM-SEEKERS
LIVING IN URBAN AREAS IN LIGHT OF CORONAVIRUS (COVID-19)
Issued by the Refugee Affairs Secretariat, Government of Kenya
(Issued: 10 July 2020)**

The Government of Kenya has imposed restrictions to prevent the further spread of COVID-19. These restrictions include a curfew between 9 pm and 4 am, a prohibition on gatherings of more than 15 persons at one location as well as wearing a face mask in public places.

Due to the Government's directives to minimise the spread of COVID-19, there are **no protection staff physically present in the office** to receive refugees. Until further notice, refugees who wish to raise protection concerns can do so through:

- **calling the UNHCR Helpline: 0800720063 (free call) or**
- **by email at helpline.kenya@unhcr.org.**

The Helpline will refer the requests to UNHCR Protection staff for follow-up.

As a refugee you are expected to co-operate and follow Government rules and regulations at all times. Camping or gathering outside the UNHCR office is against Government directives, and you are putting yourself, your children and others at risk of contracting or spreading COVID-19. **Should you decide to camp or crowd outside the UNHCR office or elsewhere, the Government has advised that it will take the necessary action within the law.**

- Please be advised that persons who have received cash assistance or are continuing to receive cash assistance **will not be provided with extra assistance.**
- **Resettlement processing is on hold** and no new persons will be identified for resettlement during these times.
- If you wish to report a protection concern, please call the Helpline. **You will not be contacted by any UNHCR staff if you camp outside the UNHCR office.**
- **Assistance in urban areas is extremely limited.** If you are unable to manage on your own in Nairobi or other urban areas and you need assistance, there is no other option than relocating to Kakuma where services, including food, water, education, health and shelter, are available.
- If you **wish to move to Kakuma**, please call the Helpline and you will be provided with information on when the relocation to camp will take place.

Please remember that gatherings are not allowed in light of COVID-19. By taking part in a gathering, you are exposing yourself and others to COVID-19. **The Government will be obliged to take the necessary steps to stop any gatherings to prevent the spread of COVID-19.**

These times are not easy for anyone. Should you face an emergency and require help, please see the following emergency assistance numbers:

For registration/ documentation emergencies: Refugee Affairs Secretariat Shauri Moyo: 0772057770	Gender-based Violence Hotline: 1195/ 0800720501
For health emergencies: NCKK 0704873342 / 0723281352/ 0723281362	For NHIF-related issues (National Hospital Insurance Fund): 0740049502
For legal emergencies (arrest, problems with the police): Kituo cha Sheria 0720806531	Child Protection Hotline: 116
Counseling Hotline: 1190/ 1199/ 0721 336017	

COVID 19 is spread directly through droplets (coughing/sneezing) from an infected person; indirectly through contact with surfaces or objects used by an infected person. Should you have **any of the COVID-19 symptoms** like fever, cough, shortness of breath and breathing difficulties, **please contact the Ministry of Health** through 0800721316 (tollfree); 0732353535; or 0748592558 for guidance.

