


**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**



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STANDARD OPERATING  
PROCEDURES FOR PREVENTION  
OF AND RESPONSE TO  
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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 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"> <li>• Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>• Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li>• <b>If agreed and requested by survivor, obtain informed consent and make referrals</b></li> <li>• 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</li> <li>• Accompany the survivor to assist him/her in accessing services</li> <li>• For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> </ul>		
<p><b>Medical/Health Care:</b></p> <p><b>JHAS</b> Saturday - Thursday 09:00-16:00</p> <p><u>Focal Point:</u></p> <p>Dr.Hanan Jarrar Mobile: 079 558 9419</p> <p>Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org</p> <p><b>NHF / IFH</b> Sunday – Thursday 08:00 – 15 :30</p> <p>Tel: Sweileh center: 06 534 4193/ 2 Hashmi Center: 06 490 8310</p> <p><u>Focal Point:</u></p> <p><i>Sweileh Provide CMR services</i> Dr. Nesreen Barakat - Mobile: 079 731 9450 Email: dr.nesreen@ifh-jo.org</p> <p><i>Hashmi - Provide CMR services</i> Dr. Hiba Al Mallah Mobile: 06 490 8310 Email: m.badawi@ifh-jo.org</p> <p>Dr. Hiba Al Fayoumi Tel: 06 490 8310</p> <p><b>MoH</b> <b>Al Bashir Hospital</b> Open 24 hour</p> <p>Tel: 06 474 4430</p> <p><u>Focal Point:</u> Sunday – Thursday 08:00 – 16:00</p> <p>Dr. Bilal Talal Ibrahim Mobile: 078 506 3855</p>	<p><b>Case Manager (including immediate psychosocial support):</b></p> <p><b>Adults (over 18)</b></p> <p><b>JWU</b> Saturday – Thursday 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><b>NHF / IFH</b> Sunday – Thursday 08:00 – 15 :30</p> <p><u>Focal Point:</u></p> <p><i>Hashmi Center</i> Shaden Abu Hamour Mobile: 06490 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><b>JRF</b> Sunday- Thursday 08:00-16:00</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: <a href="mailto:s.bishara@jrf.org.jo">s.bishara@jrf.org.jo</a></p> <p><b>UNHCR Field Office Amman:</b> Sunday- Thursday 08:00-16:00</p> <p><u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><i>Back Up :</i> May Hafidh Mobile/dutyphone: 0797145307 Email: <a href="mailto:hafith@unhcr.org">hafith@unhcr.org</a></p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194</p> <p><u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p>	<p><b>Case Manager (including immediate psychosocial support):</b></p> <p><b>Children (under 18)</b></p> <p><b>IMC</b> 24 hours Duty phone: 079 578 5095</p> <p><u>Focal Point:</u> Sunday – Thursday 09:00 – 17:00</p> <p>Maram Shahin Mobile: 079 897 6461 Email: mshahin@internationalmedicalcorps.org</p> <p><b>JRF</b> Sunday- Thursday 08:00-16:00</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: <a href="mailto:s.bishara@jrf.org.jo">s.bishara@jrf.org.jo</a></p> <p><b>UNHCR Field Office Amman:</b> Sunday- Thursday 08:00-16:00</p> <p><u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><i>Back Up :</i> May Hafidh Mobile/dutyphone: 0797145307 Email: <a href="mailto:hafith@unhcr.org">hafith@unhcr.org</a></p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194</p>

	<p><b>Back Up :</b>  <b>May Hafidh</b>          Mobile/dutyphone: 0797145307          Email: <a href="mailto:hafith@unhcr.org">hafith@unhcr.org</a></p> <p><i>After working hours and weekends</i>          UNHCR Duty Phone for partners: 079 710 9194</p> <p><b>UNRWA</b></p> <p><u>Focal Point:</u></p> <p><i>North Amman Office: Wafa Nuwwara</i>  <i>Mobile/hotline:079 710 0496</i>  <i>Email: <a href="mailto:w.nuwwara@unrwa.org">w.nuwwara@unrwa.org</a></i></p> <p><i>South Amman Office: : Haifa Wheidi</i>  <i>Mobile/hotline: 079 899 8890</i>  <i>Email: <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a></i></p>	<p><b>UNRWA</b></p> <p><u>Focal Point:</u></p> <p><i>North Amman Office: Wafa Nuwwara</i>  <i>Mobile/hotline:079 710 0496</i>  <i>Email: <a href="mailto:w.nuwwara@unrwa.org">w.nuwwara@unrwa.org</a></i></p> <p><i>South Amman Office: : Haifa Wheidi</i>  <i>Mobile/hotline: 0798998890</i>  <i>Email: <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a></i></p>
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**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police If child/caregiver consents to share information on grave violations against children, refer to MRM**

<p><b>Protection, Security, Police:</b></p> <p><b>UNHCR</b>– 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>  <b>Diana Suleiman</b>          Mobile/dutyphone: 079 7151469          Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><b>Back Up :</b>  <b>May Hafidh</b>          Mobile/dutyphone: 0797145307          Email: <a href="mailto:hafith@unhcr.org">hafith@unhcr.org</a></p> <p><i>After working hours and weekends</i>          UNHCR Duty Phone for partners: 079 710 9194</p> <p><b>FPD</b> – 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</p> <p>Hotline: 911. Email: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a></p> <p><b>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</b></p> <p><b>UNICEF:</b> 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: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></p>	<p><b>Legal Assistance Counsellors:</b></p> <p><b>UNHCR-</b></p> <p><i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal Point:</u>  <b>Diana Suleiman</b>          Mobile/dutyphone: 079 7151469          Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><b>Back Up :</b>  <b>May Hafidh</b>          Mobile/dutyphone: 0797145307          Email: <a href="mailto:hafith@unhcr.org">hafith@unhcr.org</a></p> <p><i>After working hours and weekends</i>          UNHCR Duty Phone for partners: 079 710 9194</p> <p><b>ARDD-Legal Aid</b></p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb          Tel: 06 461 7277          Mobile: 077 577 7077          Email: <a href="mailto:somohareb@ardd-legalaid.org">somohareb@ardd-legalaid.org</a></p> <p>Emergency line: 077 738 7221</p> <p><b>JWU</b></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: <a href="mailto:intesara.majeed@yahoo.com">intesara.majeed@yahoo.com</a></p>
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**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**  
Over time and based on survivor's choices can include any of the following:

Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
<p><b>Primary Health Care:</b></p> <p><b>MoH</b> <b>Al Bashir Hospital</b> Open 24 hour Tel: 06 474 4430</p> <p><b>JHAS</b> Saturday - Thursday 09:00-16:00 Tel: 06 523 6674</p> <p><b>NHF/IFH</b> Sunday – Thursday 08:00 – 15 :30 <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><b>JWU</b> Saturday- Thursday 09:00-17:00 <u>Focal Point:</u> Dr. Aws Shaker Mobile: 079 612 5506 Tel: 06 567 4285</p> <p><b>UNRWA</b> – Primary health care and referral to secondary services for Palestinian refugees Sunday – Thursday 07:30 – 13:45</p> <p><i>North Amman Office:</i> <i>Wafa Nuwwara</i> Mobile:079 710 0496 Email: <a href="mailto:w.nuwwara@unrwa.org">w.nuwwara@unrwa.org</a></p> <p><i>South Amman Office:</i> Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p>	<p><b>PSS Services for Adults:</b></p> <p><b>JWU</b> Saturday – Thursday 08:30 – 16:30 <u>Focal Point:</u> Alia Hijawi Najjiyyeh Zoabi Kefah Al Jabir Tel: 06 567 5729 Mobile: 079 820 2353 Email: najiaha.zo3by@yahoo.com</p> <p><b>NHF / IFH</b> Sunday – Thursday 08:00 – 15 :30 <u>Focal Point:</u> <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><b>Jordan Red Crescent</b> Tel: 06 490 8588 Cell: 079 959 2092 079 703 0495 079 938 8312</p> <p><b>JRF</b> Sunday- Thursday 08:00-16:00 Tel: 06-4925096</p> <p><i>Sunday-Thursday 09:00-19:00</i> Help line: 110 <u>Focal Point:</u> 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><b>Protection/Registration:</b></p> <p><b>UNHCR</b> Sunday-Thursday 8:00 to 15:30 <u>Focal Point:</u> <i>Diana Suleiman</i> Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><i>Back Up :</i> <i>May Hafidh</i> Mobile/dutyphone: 0797145307 Email: <a href="mailto:hafith@unhcr.org">hafith@unhcr.org</a></p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: : 079 710 9194</p> <p><b>UNRWA</b> - Registration &amp; Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) Sunday – Thursday 07:30 – 15:00 <u>Focal Point:</u> <i>North Amman Office:</i> <i>Wafa Nuwwara</i> Mobile:079 710 0496 Email: <a href="mailto:w.nuwwara@unrwa.org">w.nuwwara@unrwa.org</a></p> <p><i>South Amman Office:</i> Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p> <p><b>Shelters/Safe houses:</b></p> <p><b>FPD through UNHCR</b> Sunday-Thursday 8:00 to 15:30 <u>Focal Point:</u> <i>Diana Suleiman</i> Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></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><b>JWU- Amman</b> Saturday – Thursday 08:30 – 17:00</p>	<p><b>UNHCR –</b> Helpline: 064008000. Sunday - Wednesday 08.00 – 17.00 Tel: 06 550 2141</p> <p><b>UNRWA</b> - Material assistance for Palestinian refugees Sunday – Thursday 07:30 – 15:00 North Amman: Tel: 06 565 1132 South Amman: Tel: 06 478 3791</p> <p><b>Cash/NFIs:</b></p> <p><b>CARE International</b> Sunday-Thursday 8:00 - 16:00 Tel: 06-5651488</p> <p><b>Food Assistance:</b></p> <p><b>WFP Food – Voucher</b> assistance Sunday – Thursday 8:00 am – 5:00 pm <u>Hotline</u> mobile: 079 777 8841 079 777 8851</p> <p><b>Education:</b></p> <p><b>Save the Children Jordan</b> Formal education and children out of school Sunday - Thursday 09:00 - 16:00 <u>Focal Point</u> <i>Noor Elkhairy</i> <a href="mailto:nelkhairy@savethechildren.org.jo">nelkhairy@savethechildren.org.jo</a> Mobile: 0775464978</p>

<p><b>Reproductive Health Services:</b></p> <p><b>MoH</b> <b>Al Bashir Hospital</b> Open 24 hour</p> <p>Tel: 06 474 4430</p> <p><b>JHAS</b> Saturday - Thursday 09:00-16:00</p> <p><u>Focal Point:</u></p> <p>Dr.Hanan Jarrar Mobile: 079 558 9419</p> <p>Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org</p> <p><b>IFH/UNFPA</b> Sunday – Thursday 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 Sweileh Center</p> <p>Dr. Hiba Al Mallah Tel: 06 490 8310 Email: <a href="mailto:m.badawi@ifh-jo.org">m.badawi@ifh-jo.org</a> Hashmi Center</p> <p><i>East Amman Clinic</i> Dr. Areen Khreisat Bilal Zawateen Mobile: 079 6525866</p> <p><b>Aman Society</b></p> <p>Tel: 06 582 1578 Tel: 06 402 5275 Tel: 06 505 5466</p> <p><b>UNRWA – Reproductive health care</b> Sunday – Thursday 07:30 – 13:45</p> <p><i>North Amman Office:</i> Wafa Nuwwara Mobile:079 710 0496 Email: <a href="mailto:w.nuwwara@unrwa.org">w.nuwwara@unrwa.org</a></p> <p><i>South Amman Offic:</i> Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p>	<p><b>PSS Services for Children:</b></p> <p><b>JRF</b> Sunday- Thursday 08:00-16:00</p> <p>Tel: 06-4925096</p> <p>Sunday-Thursday 09:00-19:00 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><b>Child Friendly Spaces:</b></p> <p><b>JRF</b> Sunday- Thursday 08:00-16:00</p> <p>Tel: 06-4925096</p> <p>Sunday-Thursday 09:00-19:00 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><b>SCI</b> Child and Family Centres,</p> <p>Community based Child Protection Committees Sunday-Thursday 9:00-15:00</p> <p><u>Focal Point:</u></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaheed@savethechildren.org</p> <p><b>INTERSOS/JOHUD</b> Saturday – Thursday 8:30-4:30</p> <p>Queen Zein Al Sharaf Institute for Development</p> <p><u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></p>	<p><u>Focal Point:</u></p> <p>Alia Hijjawi Najjiyyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729</p>	<p><b>Informal education services</b> <b>SCI</b> Child and Family Centres,</p> <p>Sunday-Thursday 9:00-15:00</p> <p><u>Focal Point:</u></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaheed@savethechildren.org</p>
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<p><b>Mental Health Services:</b></p> <p><b>IMC</b>  <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u>          Ahmad Bawaneh          Mobile: 079 851 6131          Email: abawaneh@InternationalMedicalCorps.org</p> <p>Duty phone: 079 578 5095</p> <p><b>The Center for Victims of Torture (CVT)</b> - 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 (<b>public</b>): 06 505 9455          Email: info@cvt.org          Email: masfoor@cvt.org</p>			
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### GBV REFERRAL PATHWAY – Azraq

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

TELLING 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"	
<b>IMMEDIATE RESPONSE</b> <ul style="list-style-type: none"> <li>Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li>If agreed and requested by survivor, obtain informed consent and make referrals</li> <li>When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child</li> <li>Accompany the survivor to assist his/her in accessing services</li> <li>For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> </ul>		
<b>Medical/health care:</b>  <b>IMC</b> 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	<b>Case Management (including immediate psychosocial support):</b>  <b>Adults (over 18)</b>  <b>IMC</b> 24 hours/ 7 days a week  <u>Duty phone:</u> 079 8470 926  <u>Focal Point (s)</u>  Samar Abed Mobile: 079 022 1959 Email:sabed@InternationalMedicalCorps.org  Reine Musharbash Mobile: 079 022 4010 rmusharbash@InternationalMedicalCorps.org  <b>UNHCR</b> Focal Point Shuroouq Irani Mobile: 0797158523 Email: irani@unhcr.org  Focal Point: Ramzi - Alazab Email: alazabr@unhcr.org Mobile: 0797158361	<b>Case Management(including immediate psychosocial support):</b>  <b>Children (under 18)</b>  <b>IMC</b> 24 hours/ 7 days a week  <u>Duty phone:</u> 079 8470 926 <b>Focal Point(s):</b>  Samar Abed Mobile: 079 022 1959 Email:sabed@InternationalMedicalCorps.org  <b>UNHCR</b> Focal Point: Ramzi - Alazab Email: alazabr@unhcr.org Mobile: 0797158361  Focal Point Shuroouq Irani Mobile: 0797158523 Email: irani@unhcr.org
<b>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.</b>		
<b>Protection, Security, Police:</b>  <b>UNHCR – Protection (including cases of risk of arrest, detention or refoulement)</b>  <u>Focal Points</u> Mounir Maalouli Mobile: 079592 2836 Email: maalouli@unhcr.org  Hafez Najjar Mobile: 079 549 32 27 Email:NAJAR@unhcr.org	<b>Legal Assistance Counsellors:</b>  <b>UNHCR – Legal services</b>  <u>Focal Point</u>  Mounir Maalouli Mobile: 079592 2836 Email: maalouli@unhcr.org  Hafez Najjar Mobile: 079 549 32 27 Email:NAJAR@unhcr.org  <b>ARDD-Legal Aid – Legal services (referral through UNHCR)</b>	



<p><b>FPD - Police (survivors can go directly to FPD, while service providers should refer only through UNHCR)</b></p> <p><u>Focal Point</u></p> <p>Ahmad Al-Wazani Mobile: 0790119156 Email: <a href="mailto:alwazani@unhcr.org">alwazani@unhcr.org</a></p> <p>Shurouq Irani Mobile: 0797158523 Email: <a href="mailto:irani@unhcr.org">irani@unhcr.org</a></p> <p><b>UNICEF:</b> 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> <u>Duty phone:</u> 079 021 4149 <u>Email:</u> <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></p> <p><b>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</b></p>			
<p><b>AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES</b> 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><b>Primary health care:</b></p> <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 Mobile: 079 022 1961 <a href="mailto:ihusieni@InternationalMedicalCorps.org">ihusieni@InternationalMedicalCorps.org</a></p> <p><b>Primary health &amp; Reproductive Health care:</b></p> <p><b>IMC /UNHCR/UNFPA</b></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><b>Women's Centers:</b></p> <p><b>IMC/UNFPA</b> <i>Sunday-Thursday 09:00 to 16:00</i></p> <p><u>Duty phone:</u> 079 8470 926</p> <p><u>Focal Point:</u> Reine Musharbash Mobile: 079 022 4010 <a href="mailto:rmusharbash@InternationalMedicalCorps.org">rmusharbash@InternationalMedicalCorps.org</a></p> <p><b>Child Friendly Spaces:</b></p> <p><b>Mercy Corps</b> <i>Saturday- Thursday 09:00 - 15:00</i></p> <p><u>Focal point:</u> Abdelrazaq Banihani Mobile: 077 606 0041 <u>Email:</u> <a href="mailto:abanihani@jo.mercycorps.org">abanihani@jo.mercycorps.org</a></p>	<p><b>Protection/Registration:</b></p> <p><b>UNHCR</b></p> <p><i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Focal points:</u></p> <p>Hanane Fellahi <u>Email:</u> <a href="mailto:FELLAHIH@UNHCR.ORG">FELLAHIH@UNHCR.ORG</a> Mobile: 079 716 04 28</p> <p><b>Shelter/Safe house:</b></p> <p><b>FPD through UNHCR</b></p> <p><i>Sunday-Thursday 8:00 to 15:30</i></p> <p>Ahmad Al-Wazani Mobile: 0790119156 <u>Email:</u> <a href="mailto:alwazani@unhcr.org">alwazani@unhcr.org</a></p> <p>Shurouq Irani Mobile: 0797158523 <u>Email:</u> <a href="mailto:irani@unhcr.org">irani@unhcr.org</a></p>	<p><b>UNHCR – Food, NFI, Cash for Work, Shelter, Ration cards for GBV related cases</b></p> <p><u>Focal point:</u></p> <p>Ahmad Al-Wazani Mobile: 0790119156 <u>Email:</u> <a href="mailto:alwazani@unhcr.org">alwazani@unhcr.org</a></p> <p>Shurouq Irani Mobile: 0797158523 <u>Email:</u> <a href="mailto:irani@unhcr.org">irani@unhcr.org</a></p> <p><u>Hezaker Goze Ozdemir</u></p> <p><u>Email:</u><a href="mailto:OZDEMIRH@unhcr.org">OZDEMIRH@unhcr.org</a> <u>g</u> <u>Mobile:</u> 079 -715 24 03</p> <p><b>Food:</b></p> <p><u>Focal point:</u> Ryan Beech</p> <p>Mobile:079 993 6879 <u>E-mail:</u><a href="mailto:ryan.beech@wfp.org">ryan.beech@wfp.org</a></p>

<p><u>Focal point:</u> Lina Hamidi Mobile1 : 0790248397 Mobile 2 : 0797566310</p> <p><u>Email:</u> <a href="mailto:lhamidi@internationalmedicalcorps.org">lhamidi@internationalmedicalcorps.org</a></p> <p><b>Handicap International (HI)</b> Rehabilitation services for persons with disability and persons with injury, children and adults &amp; provision of prosthesis, orthotics &amp; mobility aids.</p> <p><i>Sunday-Thursday: 8:00 – 16:00</i> Focal Point: TBC <u>Email:</u> fieldco.mafraq@hi-emergency.org</p>	<p><b>Psychosocial Services for Adolescent and Adults:</b></p> <p><b>IMC</b> <i>Sunday – Thursday 09:00 – 16:00</i></p> <p><u>Duty phone:</u> 079 847 0926</p> <p><u>Email:</u> <a href="mailto:rmusharbash@InternationalMedicalCorps.org">rmusharbash@InternationalMedicalCorps.org</a></p> <p><b>Psychosocial Services for Children:</b></p> <p><b>IMC</b> <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><b>Community Spaces:</b></p> <p><b>CARE International / UNHCR</b> 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> <a href="mailto:marten.mylus@jo.care.org">marten.mylus@jo.care.org</a></p>		<p><b>Education: NRC</b></p> <p><b>Informal education for children/NRC</b> <i>Saturday.- Thursday 09:00 - 17:00 TBC</i></p> <p><u>Focal point:</u> Reem Shamout <u>Mobile:</u> 0796487663</p> <p><b>Informal Education for Youth/NRC:</b></p> <p><u>Focal point :</u> Dina Ala'Eddin Julia Al-Zoubi</p> <p><u>Mobile : 079 826 1225 (Dina)</u> <u>Email : <a href="mailto:dina.ala.ddin@nrc.no">dina.ala.ddin@nrc.no</a></u></p> <p><u>Mobile:</u> 079 896 5688 (Julia) <u>Email:</u> <a href="mailto:julia.al-zoubi@nrc.no">julia.al-zoubi@nrc.no</a></p>
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**GBV REFERRAL PATHWAY – Cyber City**

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

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"	
<b>IMMEDIATE RESPONSE</b> <ul style="list-style-type: none"> <li>Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li><b>If agreed and requested by survivor</b>, obtain informed consent and make referrals</li> <li>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</li> <li>Accompany the survivor to assist his/her in accessing services</li> <li>For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> </ul>		
<b>Medical/health care:</b>  <b>JHAS</b> Saturday – Thursday 09:00-16:00  <u>Focal Point:</u>  Fatheya Ayaad Mobile: 078 855 0625  Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: <a href="mailto:pc@jordanhealthaid.org">pc@jordanhealthaid.org</a>	<b>Case Manager (including immediate psychosocial support):</b>  <b>Adults (Over 18)</b>  <b>UNHCR</b>  Abd Al Nour Jaradat Mobile: 079 895 7318 Email: <a href="mailto:jaradata@unhcr.org">jaradata@unhcr.org</a>  <b>IFH/UNFPA</b> Saturday - Thursday 08:00 – 16:00  <u>Focal Point:</u>  Hassan Al Shurman Mobile: 079 0211691  Bilal Zawateen Mobile: 079 652 5866 Email: <a href="mailto:b.zawateen@ifh-jo.org">b.zawateen@ifh-jo.org</a>  Ahlam Mahamdeh Mobile: 078 667 3655	<b>Case Manager (including immediate psychosocial support):</b>  <b>Children (Under 18)</b>  <b>UNHCR</b>  Abd Al Nour Jaradat Mobile: 079 895 7318 Email: <a href="mailto:jaradata@unhcr.org">jaradata@unhcr.org</a>  <b>IRC</b> Sunday – Thursday 08:30 – 17:00  <u>Focal Point:</u>  Lubna Jarrar Mobile: 077 507 7793 Email: <a href="mailto:Lubna.Jarrar@rescue.org">Lubna.Jarrar@rescue.org</a>  SitNour Ali Mobile: 077 666 2200 Email: <a href="mailto:SitNour.Ali@rescue.org">SitNour.Ali@rescue.org</a>
<b>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</b> , refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police <b>If child/caregiver consents to share information on grave violations against children</b> , refer to MRM		
<b>Protection, Security, Police:</b>  <b>UNHCR</b> – Protection (including cases of risk of arrest, detention or refoulement)  <u>Focal Point:</u> Sunday-Thursday 08:00 to 15:30  Abd Al Nour Jaradat Mobile: 079 895 7318 Email: <a href="mailto:jaradata@unhcr.org">jaradata@unhcr.org</a> <b>FPD</b> – Police ( <b>survivors can go directly to FPD, while service providers should refer only through UNHCR</b> )  Hotline: 911. Email: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a> Tel: 02 623 5511 Ramtha branch  <b>UNRWA</b> - Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)	<b>Legal Assistance Counsellors:</b>  <b>UNHCR</b>  Sunday-Thursday 08:00 to 15:30 Duty Phone: 079 554 6383  <b>ARDD-Legal Aid</b>  <u>Focal Point:</u>  Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: <a href="mailto:somohareb@ardd-legalaid.org">somohareb@ardd-legalaid.org</a> Emergency line: 077 738 7221	

<p><u>Focal Point: Hotline (24 - 7):</u></p> <p>Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org</p> <p><b>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</b></p> <p><b>UNICEF:</b> 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><b>JWU</b> <i>Sunday-Thursday 08:30-16:30</i></p> <p>Tel: 03 230 0800 Mobile: 079 883 6352</p>		
<p align="center"><b>AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES</b> Over time and based on survivor's choices can include any of the following:</p>			
<p align="center"><b>Health Care</b></p>	<p align="center"><b>Psychosocial Services</b></p>	<p align="center"><b>Protection, Security, and Justice</b></p>	<p align="center"><b>Basic Needs (Cash, NFI, etc)</b></p>
<p><b>Primary Health:</b></p> <p><b>JHAS</b> <i>Saturday – Thursday 09:00-16:00</i></p> <p><b>Reproductive Health:</b></p> <p><b>JHAS</b> <i>Saturday – Thursday 09:00-16:00</i></p> <p><u>Focal Point:</u></p> <p>Fatheyaa Ayaad Mobile: 078 855 0625</p>	<p><b>PSS Services for Adults:</b></p> <p><b>IFH/UNFPA</b> <i>Saturday - Thursday 08:00 – 16:00</i></p> <p><u>Focal Point:</u></p> <p>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><b>PSS Services for Children:</b></p> <p><b>IRC</b> <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><b>Child Friendly Spaces:</b></p> <p>Child and Family Centres,  Community based Child Protection Committees</p> <p><i>Saturday – Thursday 09 :00 – 15:00</i></p>	<p><b>Protection/Registration:</b></p> <p><b>UNHCR</b></p> <p><i>Sunday-Thursday 8:00 to 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><b>UNWRA - Registration &amp; Protection</b> (including cases of risk of arrest, detention or refoulement)</p> <p><u>Focal Point:</u></p> <p>Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org</p> <p><b>Shelter/Safe house:</b></p> <p><b>FPD through UNHCR</b></p> <p>Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org</p>	<p><b>UNHCR</b></p> <p><i>Sunday - Wednesday 08.30 – 15.30</i></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><b>UNRWA - Material assistance</b> for Palestinian refugees</p> <p><u>Focal Point:</u></p> <p>Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org</p> <p><b>Food Assistance:</b></p> <p><b>WFP Food – Voucher assistance</b> <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <a href="#">Hotline</a> mobile: 079 777 8841 079 777 8851</p>

	<p><u>Focal point:</u></p> <p>Alaa Al-Faidi Mobile : 0775475969 Email: <a href="mailto:alaa.faidi@savethechildren.org">alaa.faidi@savethechildren.org</a></p> <p><b>NHF / IFH</b> <i>Sunday - Saturday 09:30 – 17:30</i></p> <p><u>Focal Point:</u></p> <p>Abeer Tahtamouni Mobile: 079 0211691</p> <p>Ahlam Mahamdeh Mobile: 078 667 3655</p> <p><b>Women’s Centers:</b></p> <p><b>IFH/UNFPA</b> <i>Sunday - Thursday 08:00 – 16:00</i></p> <p><u>Focal Point:</u></p> <p>Ahlam Mahamdeh Mobile: 078 667 3655</p>		<p><b>Education:</b></p> <p><b>Save the Children Jordan</b></p> <p>Formal education and children out of school <i>Sunday .- Thursday 09:00 - 16:00</i> <i>Focal Point</i> Noor Elkhairy <a href="mailto:nelkhairy@savethechildren.org.jo">nelkhairy@savethechildren.org.jo</a></p> <p>Mobile: 0775464978</p> <p><b>Informal education services</b> <b>SCI</b></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: <a href="mailto:alaa.faidi@savethechildren.org">alaa.faidi@savethechildren.org</a></p>
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### 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"> <li>Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li>If agreed and requested by survivor, obtain informed consent and make referrals</li> <li>When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child</li> <li>Accompany the survivor to assist his/her in accessing services</li> <li>For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> </ul>		
<p><b>Medical/health care:</b></p> <p><b>UNHCR</b></p> <p><i>Saturday – Wednesday 09:00 – 17:00</i> Focal Point:</p> <p>Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 556 4383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p><b>Clinical Management of Rape Services:</b></p> <p><b>IFH/UNFPA</b> <i>Sunday – Thursday 9:00 – 16:00</i></p> <p>Focal Point: Ibrahim Khawaldeh Mobile: 079 0211695</p> <p>Dr. Wafa Sawalmeh Mobile: 079 0211695</p>	<p><b>Case Manager (including immediate psychosocial support):</b></p> <p><b>Adults (Over 18)</b></p> <p><b>IFH/UNFPA</b> <i>Sunday – Thursday 9:00 – 16:00</i></p> <p>Focal Point: Ibrahim Khawaldeh Mobile: 079 0211695</p> <p>Bahaa Moheidat Mobile: 079 6525937</p> <p><b>UNHCR</b></p> <p><i>Saturday – Wednesday 09:00 – 17:00</i> Focal Point:</p> <p>Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 556 4383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p>	<p><b>Case Manager (including immediate psychosocial support):</b></p> <p><b>Children (Under 18)</b></p> <p><b>IFH</b> <i>Sunday – Thursday 9:00 – 16:00</i></p> <p>Focal Point: Ibrahim Khawaldeh Mobile: 079 0211695</p> <p>Bahaa Moheidat Mobile: 079 6525937</p> <p><b>UNHCR</b></p> <p><i>Saturday – Wednesday 09:00 – 17:00</i> Focal Point:</p> <p>Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org</p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 556 4383</p> <p><i>After working hours and weekends</i> 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><b>Protection, Security, Police:</b></p> <p><b>UNHCR</b> – 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><b>FPD</b> – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR)</p> <p>Hotline: 911</p> <p><b>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</b></p>	<p><b>Legal Assistance Counsellors:</b></p> <p><b>UNHCR</b></p> <p><i>Sunday-Thursday 08:00 to 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><b>ARDD-Legal Aid</b></p>	

<p><b>UNICEF:</b> Case managers can refer cases of grave violations<sup>1</sup> (MRM) to UNICEF when refugee child/caregiver consents</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></p>		<p><b>Focal Point:</b></p> <p>Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: <a href="mailto:somohareb@ardd-legalaid.org">somohareb@ardd-legalaid.org</a> Emergency line: 077 738 7221</p>	
<p><b>AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES</b> Over time and based on survivor's choices can include any of the following:</p>			
<b>Health Care</b>	<b>Psychosocial Services</b>	<b>Protection, Security, and Justice</b>	<b>Basic Needs (Cash, NFI, etc)</b>
<p><b>Primary Health:</b></p> <p><b>UAE RC - Emergency</b> <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal point:</u> Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274</p> <p><b>UAE RC - Primary Health Care</b> <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <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><i>Monday- Wednesday- Thursday 09:00-15:00</i></p> <p>Focal Point Duha Alassaf</p> <p>Mobile: 0790218774</p> <p><a href="mailto:dalassaf@internationalmediccorp.org">dalassaf@internationalmediccorp.org</a></p> <p><b>Reproductive Health</b></p> <p><b>UAE RC - Reproductive Health</b> <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal point:</u> Dr. Saif / Dr. Hamad <u>Mobile:</u> Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274</p>	<p><b>PSS Services for Adults:</b></p> <p><b>Adults (Over 18)</b></p> <p><b>IFH/UNFPA</b> <i>Sunday – Thursday 9:00 – 16:00</i></p> <p><u>Focal Point:</u> <u>Ibrahim Khawaldeh</u> <u>Mobile:</u> 079 0211695</p> <p>Bahaa Moheidat Mobile: 079 6525937</p> <p><b>PSS Services for Children:</b></p> <p><b>THD</b> <i>Sunday .- Thursday 09:00 - 17:00</i></p> <p><u>Focal point:</u> Ali Ababneh</p> <p><u>Mobile:</u> 079 684 0903</p> <p><b>Child Friendly Spaces:</b></p> <p><b>THD</b> <i>Sunday .- Thursday 09:00 - 17:00</i></p> <p><u>Focal point:</u> Sundus Derbi</p> <p><u>Mobile:</u> 0798809846</p> <p><b>Women's Centers:</b></p> <p><b>Adults (Over 18)</b></p> <p><b>IFH/UNFPA</b> <i>Sunday – Thursday 9:00 – 16:00</i></p> <p><u>Focal Point:</u> <u>Ibrahim Khawaldeh</u> <u>Mobile:</u> 079 0211695</p>	<p><b>Protection/Registration:</b></p> <p><b>UNHCR</b></p> <p><u>Focal Point:</u> Manal Hashem (<a href="mailto:hashem@unhcr.org">hashem@unhcr.org</a>) 07 9873 8160</p> <p><b>Shelter/Safe house:</b></p> <p><b>FPD through UNHCR</b></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><b>UAE RC - Food, NFI, Shelter, Cash for work</b> <i>Saturday.- Thursday 09:00 - 17:00 TBC</i></p> <p><u>Focal point:</u> Abdallah, Abou Hamad</p> <p>Mobile: 0796859861</p> <p><b>Education</b></p> <p><b>NRC</b></p> <p><b>Informal education for children/NRC</b> <i>Saturday.- Thursday 09:00 - 17:00 TBC</i></p> <p><u>Focal point:</u> Reem Shamout <u>Mobile:</u> 0796487663</p> <p><b>Informal Education for Youth programs/NRC:</b></p> <p><u>Focal point :</u> Dina Ala'Eddin Ruba Abu Namous Mobile : 079 826 1225 (Dina) <a href="mailto:dina.ala.ddin@nrc.no">Email : dina.ala.ddin@nrc.no</a></p> <p><u>Mobile:</u> 0790223740 (Ruba) <u>Email:</u> <a href="mailto:ruba.namous@nrc.no">ruba.namous@nrc.no</a></p> <p><b>Save the Children Jordan</b></p> <p>Formal education and children out of school <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal Point</u> Rasha Alzein Kareem Makkawi <u>Email:</u> <a href="mailto:Kmakkawi@savethechildren.org.jo">Kmakkawi@savethechildren.org.jo</a></p> <p>Mobile: 0775744015</p>

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

<p><b>IFH/UNFPA – Reproductive Health &amp; Family Planing</b></p> <p><i>Sunday – Thursday 9:00 – 16:00</i></p> <p><u>Focal point:</u> Dr. Wafa Sawalmeh Mobile: 079 0211695</p>			<p><b>UNICEF</b></p> <p>Focal point: Ruba Mukbel Mobile: 079 950 1306 Email: <a href="mailto:rmukbel@unicef.org">rmukbel@unicef.org</a></p>
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**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

<b>TELLING SOMEONE AND SEEKING HELP (DISCLOSING)</b>		
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”	
<b>IMMEDIATE RESPONSE</b>		
<ul style="list-style-type: none"> <li>• Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>• Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li>• If agreed and requested by survivor, obtain informed consent and make referrals</li> <li>• When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child</li> <li>• Accompany the survivor to assist his/her in accessing services</li> <li>• For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> </ul>		
<p><b>Medical/Health Care:</b></p> <p><b>JHAS</b> Saturday – Thursday 09:00-16:00</p> <p><u>Focal Point:</u></p> <p>Dr. Hanan Jarrar Mobile: 079 558 9419</p> <p>Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org</p> <p><b>MoH</b> <b>Princess Rahma/Badia Hospital</b> Open 24 hour</p> <p>Tel: 02 710 1978</p> <p><u>Focal Point:</u> Sunday – Thursday 08:00 – 16:00</p> <p>Dr. Abed Kareem Dalalah Mobile: 078 598 8249</p> <p><b>MoH</b> <b>Princess Basma Hospital</b> Open 24 hour</p> <p>Tel: 02 727 1747</p> <p><u>Focal Point:</u> Sunday – Thursday 08:00 – 16:00</p> <p>Dr. Mohammed Ababneh Mobile: 079 501 0502</p>	<p><b>Case Manager (including immediate psychosocial support):</b></p> <p><b>Adults (over 18)</b></p> <p><b>UNHCR</b> Sunday – Thursday 08:30 – 16:00</p> <p>Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org</p> <p><b>IRC</b> Sunday – Thursday 08:30 – 17:00</p> <p><u>Focal Point:</u></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>Farah Qadura Mobile: 077 607 0609 Email: <a href="mailto:Farah.qadura@rescue.org">Farah.qadura@rescue.org</a></p> <p><b>NHF/IFH</b> Saturday – Thursday 08:00 – 16:00</p> <p><b>Focal Point</b> Hanan Megdadi 079 573 8150</p> <p><b>JWU</b> Saturday - Thursday 08:30 – 16:30</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><b>Case Manager (including immediate psychosocial support):</b></p> <p><b>Children (under 18)</b></p> <p><b>UNHCR</b> Sunday – Thursday 08:30 – 16:00</p> <p>Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org</p> <p><b>IMC</b></p> <p>24 hours Duty phone: 079 578 5095</p> <p><u>Focal Point:</u> Sunday – Thursday 09:00 – 17:00</p> <p>Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalmedicalcorps.org</p> <p><b>IRC</b> Sunday - Thursday 08:30 – 17:00</p> <p><u>Focal Point:</u></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>Farah Qadura Mobile: 077 607 0609 Email: farah.qadura@rescue.org</p>

		<p><i>Ramtha</i> Firyal Al-Zoubi Taghreed al Ghazaleh Mobile: 079 820 2354 Email: muna.khaled606@yahoo.com</p>		
<p><b>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</b></p>				
<p><b>Protection, Security, Police:</b></p> <p><b>UNHCR</b>– 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>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u></p> <p>Serin Bitar Mobile: +962 79 500 4947 Email: bitar@unhcr.org</p> <p><b>FPD</b> – 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 Ra'ed Al Hamaida Tel: 02 702 2348</p> <p>Hotline: 911. Email: familypd@accessme.com.jo</p> <p><b>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors.</b></p> <p><b>UNICEF:</b> 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><b>Legal Assistance Counsellors:</b></p> <p><b>UNHCR</b>- Legal Services</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><b>ARDD-Legal Aid</b> – Legal assistance</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><b>JWU</b> <i>Saturday - Thursday 08:30 – 16:30</i></p> <p><u>Focal Point:</u></p> <p><i>Irbid</i> Jamal Jeat Tel: 02 724 1342 Mobile: 079 820 2344 Email: jet-jamal@hotmail.com</p> <p><i>Ramtha</i> Firyal Al-Zoubi Mobile: 079 820 2354 Email: jwu.ramtha@yahoo.com</p>		
<p><b>AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES</b> Over time and based on survivor's choices can include any of the following:</p>				
<p><b>Health Care</b></p>	<p><b>Psychosocial Services</b></p>	<p><b>Protection, Security, and Justice</b></p>	<p><b>Basic Needs (Cash, NFI, etc)</b></p>	
<p><b>Primary Health Care:</b></p> <p><b>MoH Princess Rahma/Badia Hospital</b> <i>Open 24 hour</i> Tel: 02 710 1978</p>	<p><b>PSS Services for Adults:</b></p> <p><b>JWU</b> <i>Saturday - Thursday 08:30 – 16:30</i></p>	<p><b>Protection/Registration:</b></p> <p><b>UNHCR</b></p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 0795546383</p> <p>Helpdesk in Ramtha at JHAS clinic Tel: 02 725 8510 <i>Tuesday 09.00 – 14.00</i></p>	<p><b>Cash/NFIs:</b></p> <p><b>UNHCR</b></p> <p>Infoline <i>Sunday - Wednesday 08.30 – 15.30</i> Tel: 06 550 2141</p>	

<p><b>MoH Princess Basma Hospital</b> <i>Open 24 hour</i></p> <p>Tel: 02 727 1747</p> <p><b>JWU (Irbid)</b> <i>Saturday - Thursday 08:30 - 16:30</i></p> <p><u>Focal Point:</u></p> <p>May Al Shyab Tel: 02 724 1342 Mobile: 079 820 2344</p> <p><b>MOH</b> Princess Rahma/Badiaa Hospital- Irbid</p> <p>Tel: 02 710 1978</p> <p><b>UNRWA</b> – 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><b>Reproductive Health:</b></p> <p><b>MoH Princess Rahma/Badia Hospital</b> <i>Open 24 hour</i></p> <p>Tel: 02 710 1978</p> <p><b>MoH Princess Basma Hospital</b> <i>Open 24 hour</i></p> <p>Tel: 02 727 1747</p> <p><b>JHAS</b> <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><b>NHF/IFH</b> <i>Saturday –Thursday 08:00 – 16:00</i></p> <p><u>Focal Point</u></p> <p>Dr Heba Jbara Mobile +962 79 573 8150</p>	<p><u>Focal Point:</u></p> <p><b>Irbid</b> Rasha Khazaleh Muntaha Tayyem Tel: 02 724 1342 Mobile: 079 820 2344 Email: rasha_mk@yahoo.com Email: montaha.tayyem@gmail.com</p> <p><b>Ramtha</b> Taghreed al Ghazaleh Mobile: 079 820 2354 Email: jwu.ramtha@yahoo.com</p> <p><b>IRC</b> <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><b>INTERSOS</b> <i>Sunday – Thursday 8:30-5:30</i></p> <p>Dogara, Boshra/Hiwara, Sal, Kharja, Jdetta, Kfour Awan, Bayt Ras, Al Moghyier and Al All/Hakama</p> <p><u>Focal Point:</u> Tharwa Asa'd Mobile: 079 5230879 E-mail: irbid.jordan@intersos.org</p> <p><b>PSS Services for Children:</b></p> <p><b>TdH</b> <i>Sunday – Thursday 08.30-17.30</i></p> <p><u>Focal Point:</u></p> <p>Heba Abdo Mobile: 079 828 7896</p> <p><b>IMC</b> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u> Hanady Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@internationalmedicalcorps.org</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><b>UNRWA - Registration &amp; Protection</b> (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><b>Shelter/Safe house:</b></p> <p><b>FPD through UNHCR</b></p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Serin Bitar Mobile: +962 79 500 4947 Email: bitar@unhcr.org</p> <p><b>JWU- Amman</b> <i>Saturday – Thursday 08:30 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Alia Hijawi Najjyyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729</p>	<p><b>UNRWA - Material Assistance for Palestinian refugees</b></p> <p><u>Focal Point:</u></p> <p>Irbid Office: Arwa Qasem Mobile: 079 085 5131 Email: a.qasem@unrwa.org</p> <p><b>IRC</b> <i>Sunday - Thursday 08:30 - 17:00</i></p> <p>Lisa DiPangrazio Mobile: 077 840 5352 Email: <a href="mailto:lisa.dipangrazio@rescue.org">lisa.dipangrazio@rescue.org</a></p> <p><b>TdH</b> <i>Sunday – Thursday 08.30-17.30</i></p> <p><u>Focal Point - Irbid:</u></p> <p>Banan Al Jarah Mobile: 079 965 4277</p> <p><u>Focal Point - Al RamthaShajara:</u></p> <p>Baidaa Al-Shyoukh Mobile: 079 886 9853 Mobile: 079 766 6934</p> <p><b>Food Assistance:</b></p> <p><b>WFP Food – Voucher assistance</b> <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <a href="#">Hotline</a> mobile: 079 777 8841 079 777 8851</p> <p><b>Education:</b></p> <p><b>Save the Children Jordan</b></p> <p>Formal education and children out of school <i>Sunday . - Thursday 09:00 - 16:00</i> <u>Focal Point</u> Noor Elkhairy <a href="mailto:nelkhairy@savethechildren.org.jo">nelkhairy@savethechildren.org.jo</a></p> <p>Mobile: 0775464978</p> <p><b>Informal education SCI –</b></p> <p><a href="#">Child and Family Centres,</a></p> <p><a href="#">Sunday – Thursday 09:00 - 15:00</a></p>
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<p><b>UNRWA</b> – – 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><b>Mental Health Services:</b></p> <p><b>IMC</b></p> <p><u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Ahmad Bawaneh Mobile: 079 851 6131 Email: abawaneh@internationalmedicalcorps.org</p> <p>Duty phone: 079 578 5095</p>	<p><b>Women’s Centers:</b></p> <p><b>JWU</b> <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><b>Child Friendly Spaces:</b></p> <p><b>SCI –</b></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><b>TdH</b> <i>Sunday – Thursday 08.30- 17.30</i></p> <p><u>Focal Point:</u></p> <p>Heba Abdo Mobile: 079 828 7896</p> <p><b>INTERSOS/JOHUD</b> <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><a href="#">Rami Enkhili</a></p> <p><u>Mobile: 0776702418</u></p> <p><u>Email:</u> <a href="mailto:rami.inkheili@savethechildren.org">rami.inkheili@savethechildren.org</a></p>
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**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"	
<b>IMMEDIATE RESPONSE</b> <ul style="list-style-type: none"> <li>Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li>If agreed and requested by survivor, obtain informed consent and make referrals</li> <li>When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child</li> <li>Accompany the survivor to assist his/her in accessing services</li> <li>For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> </ul>		
<b>Medical/health care:</b>  <b>MOH</b>  <b>JHAS</b> <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	<b>Case Manager (including immediate psychosocial support):</b>  <b>Adults (over 18)</b>  <b>UNHCR</b>  Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org  <b>IFH/UNFPA</b> <i>Sunday – Thursday 09:00 – 16:00</i>  <u>Focal Point:</u>  Bilal Zawateen Mobile: 079 652 5866 Email: <a href="mailto:b.zawateen@ifh-jo.org">b.zawateen@ifh-jo.org</a>  Taqwa Tahtamouni Mobile: 079 555 1232	<b>Case Manager (including immediate psychosocial support):</b>  <b>Children (under 18)</b>  <b>UNHCR</b>  Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org  <b>IRC</b> <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: <a href="mailto:SitNour.Ali@rescue.org">SitNour.Ali@rescue.org</a>
<b>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</b>		
<b>Protection, Security, Police:</b>  <b>UNHCR</b> – Protection (including cases of risk of arrest, detention or refoulement)  <i>Sunday-Thursday 8:00 - 15:30</i>  <u>Focal Point:</u> Abd Al Nour Jaradat Mobile: 079 895 7318 Email: jaradata@unhcr.org  <i>Sunday-Thursday 08:00 to 15:30</i> Duty Phone: 079 554 6383  <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194  <b>FPD</b> – 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	<b>Legal Assistance Counsellors:</b>  <b>Legal Assistance Counsellors</b>  <b>UNHCR</b>  <i>Sunday-Thursday 08:00 to 15:30</i> Duty Phone: 079 554 6383  <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194  <b>ARDD-Legal Aid</b>  <u>Focal Point:</u>  Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221	

<p><b>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</b></p> <p><b>UNICEF:</b> 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><b>AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES</b> 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><b>Primary Health:</b></p> <p><b>MOH</b></p> <p><b>JHAS</b> Once per week</p> <p><b>Reproductive Health:</b></p> <p><b>MOH</b></p> <p><b>JHAS</b> Once per week</p> <p><u>Focal Point:</u> Fatheya Ayaad Mobile: 078 855 0625</p> <p><b>Mental Health:</b></p> <p><b>IMC</b></p> <p><u>Focal Point:</u> Manar Awad Mobile: 079 686 1491</p>	<p><b>PSS Services for Adults:</b></p> <p><b>IFH/UNFPA</b> Sunday – Thursday 09:00 – 16:00</p> <p><u>Focal Point:</u> Taqwa Tahtamouni Mobile: 079 555 1232</p> <p><b>PSS Services for Children:</b></p> <p><b>IRC</b> Sunday – Thursday 09:00 – 17:00</p> <p><u>Focal Point:</u> Sara Al- Khatib Mobile: 079 582 4390</p> <p><b>SCI –</b> Child and Family Centres, Community based Child Protection Committees</p> <p>Saturday – Thursday 09 :00 – 15:00</p> <p><u>Focal point:</u> Alaa Al-Faidi Mobile : 0775475969 Email:alaa.faidi@savethechildren.org</p> <p><b>Women's Centers:</b></p> <p><b>IFH/UNFPA</b> Sunday – Thursday 09:00 – 16:00</p> <p><u>Focal Point:</u> Lubna Khaza'leh Mobile: 079 0211 692</p> <p>Taqwa Tahtamouni Mobile: 079 555 1232</p>	<p><b>Protection/Registration:</b></p> <p><b>UNHCR</b></p> <p>Sunday-Thursday 8:00 - 15:30</p> <p><u>Focal Point:</u> Osama Al Omari Mobile: 079 914 43 42 Email: alomari@unhcr.org</p> <p>Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p><b>Shelter/Safe house:</b></p> <p><b>FPD through UNHCR</b></p> <p>Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p>	<p><b>UNHCR</b></p> <p>Sunday - Wednesday 8.30 – 15.30</p> <p><u>Focal Point:</u> 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><b>Food Assistance:</b></p> <p><b>WFP Food – Voucher assistance</b> Sunday – Thursday 8:00 am – 5:00 pm <a href="#">Hotline</a> mobile: 079 777 8841 079 777 8851</p> <p><b>Education:</b></p> <p><b>Save the Children Jordan</b></p> <p>Formal education and children out of school Sunday .- Thursday 09:00 - 16:00 <u>Focal Point</u> Noor Elkhairy <a href="mailto:nelkhairy@savethechildren.org.jo">nelkhairy@savethechildren.org.jo</a></p> <p>Mobile: 0775464978</p>

			<p><b>Informal education services</b> <b>SCI –</b> 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: <a href="mailto:alaa.faidi@savethechildren.org">alaa.faidi@savethechildren.org</a></p>
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### GBV REFERRAL PATHWAY – Mafraq

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"	
<b>IMMEDIATE RESPONSE</b> <ul style="list-style-type: none"> <li>Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li>If agreed and requested by survivor, obtain informed consent and make referrals</li> <li>When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child</li> <li>Accompany the survivor to assist his/her in accessing services</li> <li>For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> </ul>		
<b>Medical/Health Care:</b>  <b>JHAS</b> <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  <b>IRC</b> <i>Sunday – Thursday 08:30 – 17:00</i>  <u>Focal Point:</u>  Moath Badi Mobile: 077 510 0092 Email: Moath.badi@rescue.org  <b>MoH</b> <b>Al Mafraq Health Directorate</b> <i>Open 24 hour</i>  Tel: 02 623 1087  <u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i>  Dr Amal Abdalkareem Mabruk Mobile: 079 553 1052  <b>UNHCR</b> <u>Focal point:</u> Doua Rafe Mobile: 0797170406  Email: Rafe@unhcr.org	<b>Case Manager (including immediate psychosocial support):</b>  <b>Adults (over 18)</b>  <b>UNHCR</b> <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: <a href="mailto:sulimanr@unhcr.org">sulimanr@unhcr.org</a>  <b>Hotline phone(24 hours):</b> 0791420249  <b>IRC</b> <i>Sunday – Thursday 08:30 – 17:00</i>  <u>Focal Point:</u>  Sawsan Hishaq Mobile: 079 027 4674 Email: <a href="mailto:sawsan.lshaq@rescue.org">sawsan.lshaq@rescue.org</a>  Farah Qadura Mobile: 077 607 0609 <a href="mailto:Farah.qadura@rescue.org">Farah.qadura@rescue.org</a>  <b>JWU (Khaldiyya)</b> Saturday – Thursday 08:30 – 17:00  Focal Point:  Safa Abu Kaff Mobile: 079 820 2349 Tel: 06 490 8310 Email: etehadalkhadeya@yahoo.com	<b>Case Manager (including immediate psychosocial support):</b>  <b>Children (under 18)</b>  <b>UNHCR</b> <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: <a href="mailto:sulimanr@unhcr.org">sulimanr@unhcr.org</a>  <b>Hotline phone(24 hours):</b> 0791420249  <b>IMC</b> <i>24 hours</i> Duty phone: 079 578 5095  <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i>  RowidaAssaf Mobile: 079 69 0290 Email: <a href="mailto:rassaf@internationalmedicalcorps.org">rassaf@internationalmedicalcorps.org</a>  <b>IRC</b> <i>Sunday – Thursday 08:30 – 17:00</i>  <u>Focal Point:</u>  Sawsan Hishaq Mobile: 079 027 4674 Email: <a href="mailto:sawsan.lshaq@rescue.org">sawsan.lshaq@rescue.org</a>  Farah Qadura Mobile: 077 607 0609 <a href="mailto:Farah.qadura@rescue.org">Farah.qadura@rescue.org</a>



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

Protection, Security, Police:	Legal Assistance Counsellors:
<p><b>UNHCR</b>– Protection (including cases of risk of arrest, detention or refoulement)</p> <p><i>Sunday-Thursday 8:30 to 16:00</i> Reception at Mafraq office every Sunday and Wednesday</p> <p><u>Focal point:</u></p> <p>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><b>FPD</b> – 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></p> <p>Major Jom'a Al Haisah Tel: 02 623 5511</p> <p><b>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</b></p> <p><b>UNICEF:</b> 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><b>UNHCR</b></p> <p><i>Sunday-Thursday 8:30 to 16:00</i> Reception at Mafraq office every Sunday and Wednesday</p> <p><u>Focal point:</u></p> <p>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><b>ARDD-Legal Aid</b> – Legal assistance</p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221</p> <p>JWU (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><b>Primary Health Care:</b></p> <p><b>MoH</b> <b>Al Mafraq Health Directorate</b> <i>Open 24 hour</i></p> <p>Tel: 02 6231087</p> <p><b>JHAS</b> <i>Saturday – Thursday 09:00-16:00</i></p> <p><u>Focal Point:</u></p> <p>Ahmad Masarweh Mobile: 077 500 7012 Tel: 02 623 2329</p>	<p><b>Psychological Services for Adults:</b></p> <p><b>IRC</b> <i>Sunday-Saturday :8.30 am–5.30 pm</i></p> <p><u>Focal Point:</u></p> <p>Sawsan Hishaq Mobile: 079 027 4674 Email: <a href="mailto:sawsan.lshaq@rescue.org">sawsan.lshaq@rescue.org</a></p>	<p><b>Protection/Registration:</b></p> <p><b>UNHCR</b> <i>Sunday-Thursday 8:30 to 16:00</i> <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><b>UNHCR</b> <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: <a href="mailto:sulimanr@unhcr.org">sulimanr@unhcr.org</a> <b>UNRWA</b> – (Material Assistance for Palestinian refugees)</p>

<p><b>UNRWA</b> –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><b>Reproductive Health:</b></p> <p><b>MoH</b> <b>Al Mafrq Health Direcorate</b> <i>Open 24 hour</i></p> <p>Tel: 02 6231087</p> <p><b>JHAS</b> <i>Saturday – Thursday 09:00-16:00</i></p> <p><u>Focal Point:</u></p> <p>Dr. Rema Diab Mobile: 077 219 2294</p> <p>Balqees Bani Hani Mobile: 077 500 6017</p> <p><b>IRC</b> <i>Sunday-Saturday :8.30 am–5.30 pm</i></p> <p><u>Focal Point:</u></p> <p>Moath Badi Mobile: 077 510 0092 Email: Moath.badi@rescue.org</p> <p><b>UNRWA</b></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><b>Mental Health Services:</b></p> <p><b>IMC</b> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Duty line: 079 578 5095</p> <p><u>Focal Point:</u></p> <p>Ahmad Bawaneh Mobile: 079 851 6131 Email: abawaneh@International MedicalCorps.org</p>	<p><b>JWU</b> - Khaldiyya Saturday – Thursday 08:30 – 17:00</p> <p><u>Focal Point:</u></p> <p>Safa Abu Kaff Mobile: 0798202349 Tel: 06 490 8310</p> <p><b>AWO</b> <i>Sunday – Thursday 09:00-16:00</i></p> <p><u>Focal Point:</u></p> <p>Dana Abu Sham Mobile: 079 584 4804</p> <p>Doaa Darwesh Mobile: 077 204 5338</p> <p><b>Psychological Services for Children:</b></p> <p><b>TdH</b> Sunday – Thursday 08:00 – 17:00</p> <p>Heba Abdo Cell: 0798287896</p> <p><b>Women’s Centers:</b></p> <p><b>JWU</b>- Khaldiyya Saturday – Thursday 08:30 – 17:00</p> <p><u>Focal Point:</u></p> <p>Safa Abu Kaff Mobile: 079 820 2349 Tel: 06 490 8310</p> <p><b>ICMC</b></p> <p><u>Focal Point:</u></p> <p>Nasser Obeidat Cell: 079 640 4380 Tel: 02 623 2355</p> <p><b>Child Friendly Spaces:</b></p> <p><b>SCI</b> 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>Natalie Habaq Mobile: 077 5724446 Email: Natalie.habaq@savet hechildren.org</p>	<p><i>After working hours and weekends</i> Duty phone (24 hours): 0791420249</p> <p><b>UNRWA</b> - 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><b>Shelter/Safe house:</b></p> <p><b>FPD through UNHCR</b></p> <p><i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 0795546383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p><b>JWU</b>- Amman Saturday – Thursday 08:30 – 17:00</p> <p><u>Focal Point:</u></p> <p>Alia Hijawi 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><b>Cash Assistance:</b></p> <p><b>IRC</b></p> <p><u>Focal Point:</u></p> <p>Lisa DiPangrazio Mobile: 077 840 5352 Email: <a href="mailto:Lisa.dipangrazio@rescue.org">Lisa.dipangrazio@rescue.org</a></p> <p><b>House Renovations/NFIs:</b></p> <p><b>Christian &amp; Missionary Alliance Church / Mercy Corps</b></p> <p><u>Focal Point:</u></p> <p>Rev. Nour Sahawneh Tel: 02 6233716 Cell: 0795126236</p> <p><b>ICMC</b></p> <p><u>Focal Point:</u></p> <p>Nasser Obeidat Cell: 079 640 4380 Tel: 02 623 2355</p> <p><b>NFIs :</b></p> <p><b>Jesuit Refuge Services (JRS)</b></p> <p><u>Focal Point:</u></p> <p>Yahya Cell: 079 575 5316</p> <p><b>TdH –</b> <i>Sunday – Thursday 08:30-17:00</i></p> <p><u>Focal Point:</u></p> <p>Heba Zreiqat Cell: 079 620 1408</p>
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### 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"> <li>• Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>• Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li>• <b>If agreed and requested by survivor, obtain informed consent and make referrals</b></li> <li>• 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</li> <li>• Accompany the survivor to assist his/her in accessing services</li> <li>• For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> </ul>		
<p><b>Medical/Health Care:</b></p> <p><b>JHAS – Mobile Unit</b></p> <p><u>Focal Point:</u></p> <p>Dr. Zainab Basil Mobile: 079 929 2413</p> <p>Dr. Ola Al Tebawi Mobile: 077 500 6027</p>	<p><b>Case Manager (including immediate psychosocial support):</b></p> <p><b>Adults (over 18)</b></p> <p><b>JWU/Al-Anwar Charity Association - Maan</b></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: <a href="mailto:alanwar.maan@yahoo.com">alanwar.maan@yahoo.com</a></p> <p><b>UNHCR Field Office Amman:</b> <i>Sunday- Thursday 08:00-15:30</i></p> <p><u>Focal Point:</u> <i>Diana Suleiman</i> <i>Mobile/dutyphone: 079 7151469</i> <i>Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></i></p> <p><b>Back Up :</b> <i>Yasmeen Al-Rashdan</i> <i>Mobile/dutyphone: 0797159208</i> <i>Email: <a href="mailto:alrashdy@unhcr.org">alrashdy@unhcr.org</a></i></p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: 079 710 9194</p> <p><b>UNRWA</b></p> <p><u>Focal Point:</u></p> <p>South Amman Office: Haifa Wheidi Mobile/hotline: 079 899 8890 Email: <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a></p>	<p><b>Case Manager (including immediate psychosocial support):</b></p> <p><b>Children (under 18)</b></p> <p><b>IMC</b></p> <p><i>24 hours</i> Duty phone: 079 578 5095</p> <p><u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Ahmad Bawaneh Mobile: 079 851 6131 Email:<a href="mailto:abawaneh@InternationalMedicalCorps.org">abawaneh@InternationalMedicalCorps.org</a></p> <p><b>UNRWA</b></p> <p><u>Focal Point:</u></p> <p>South Amman Office: Haifa Wheidi Mobile/hotline: 079 899 8890 Email: <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a></p> <p><b>UNHCR Field Office Amman:</b> <i>Sunday- Thursday 08:00-15:30</i></p> <p><u>Focal Point:</u> <i>Diana Suleiman</i> <i>Mobile/dutyphone: 079 7151469</i> <i>Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></i></p> <p><b>Back Up :</b> <i>Yasmeen Al-Rashdan</i> <i>Mobile/dutyphone: 0797159208</i> <i>Email: <a href="mailto:alrashdy@unhcr.org">alrashdy@unhcr.org</a></i></p> <p><i>After working hours and weekends</i> UNHCR Duty Phone for partners: 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><b>Protection, Security, Police:</b></p> <p><b>UNHCR</b> – Protection (including cases of risk of arrest, detention or refoulement)</p> <p><b>UNHCR Field Office Amman:</b> Sunday- Thursday 08:00-15:30</p> <p><u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><b>Back Up :</b> 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><b>FPD</b> – 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><u>Focal Point:</u> Karak and Tafileh</p> <p>Major Qeis Al Gharaibeh</p> <p>Tel: 03 2387069. Email: familypd@accessme.com.jo</p> <p><u>Focal Points:</u> Aqaba and Maan</p> <p>Major Mohammad Al Btoosh Tel: 03 205 0317</p> <p><i>Open 24 hours</i> Hotline: 911</p> <p><b>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</b></p> <p><b>UNICEF:</b> 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><b>Legal Assistance Counsellors:</b></p> <p><b>UNHCR</b></p> <p><b>UNHCR Field Office Amman:</b> Sunday- Thursday 08:00-15:30</p> <p><u>Focal Point:</u> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><b>Back Up :</b> 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><b>ARDD-Legal Aid</b></p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221</p> <p><b>JWU/Al-Anwar Charity Association - Maan</b></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.maana@yahoo.com</p>
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**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**

Over time and based on survivor's choices can include any of the following:

Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
<p><b>Primary Health Care:</b></p> <p><b>MOH</b> –</p> <p><u>Focal Point:</u></p> <p>Tel: 03 238 6190</p> <p><b>JWU/Al-Anwar Charity Association - Maan</b></p> <p><i>Sunday – Thursday 08:00 – 14:30</i></p>	<p><b>PSS Services:</b></p> <p><b>JWU/Al-Anwar Charity Association - Maan</b></p> <p><i>Sunday – Thursday 08:00 – 14:30</i></p>	<p><b>Protection/Registration:</b></p> <p><b>UNHCR</b></p> <p>UNHCR Helpdesks (protection counseling, cash assistance counsel)</p>	<p><b>UNHCR</b> — 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 0798207041Alshabso@unhcr.org</p>

<p><b>Focal Points:</b></p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p> <p><b>JHAS – Mobile Unit</b></p> <p><b>Focal Point:</b></p> <p>AnasDarweesh Mobile: 077 500 6028</p> <p><b>UNRWA – Primary and reproductive health care and referral to secondary services for Palestinian refugees</b></p> <p><b>Focal Point:</b> Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p>	<p><b>Focal Points:</b></p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p> <p><b>Women’s Centers:</b></p> <p><b>JWU/UPP (Maan)</b> Sat - Thu 08:30 - 16:30</p> <p><b>JWU/Al-Anwar Charity Association - Maan</b></p> <p>Sunday – Thursday 08:00 – 14:30</p> <p><b>Focal Points:</b></p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p> <p><b>SCI –</b></p> <p>Child and Family Centres,  Community based Child Protection Committees Sunday-Thursday 9:00-15:00</p> <p>Focal point: Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@avethechildren.org</p> <p><b>Child Friendly Spaces:</b></p> <p><b>INTERSOS/JOHUD (Karak)</b> Saturday – Thursday 8:30-4:30</p> <p>Princess Basma Centre in Ghor Al Safi Princess Basma Centre in Karak Qatraneh Center for Human Development</p> <p><b>Focal Point:</b> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p> <p><b>INTERSOS/JOHUD (Maan)</b> Saturday – Thursday 8:30-4:30</p> <p>Princess Basma Centre in Shobak Princess Basma Centre in Ma’an</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><b>UNHCR Field Office Amman:</b> Sunday- Thursday 08:00-15:30</p> <p><b>Focal Point:</b> Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><b>Back Up :</b> 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><b>UNRWA -</b> Registration/Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)</p> <p><b>Focal Point:</b> South Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p> <p><b>Shelter/Safe house:</b></p> <p><b>FPD through UNHCR</b></p> <p>Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p>	<p>UNHCR Helpline Sunday - Wednesday 08.00 – 17.00 Tel: <b>064008000.</b></p> <p><b>JWU/Al-Anwar Charity Association - Maan</b></p> <p>Sunday – Thursday 08:00 – 14:30</p> <p><b>Focal Points:</b></p> <p>Nuha Hamaden Lubna Jbarat</p> <p>Mobile : 077 222 0523 - 077 753 3950 Email: alanwar.maan@yahoo.com</p> <p><b>UNRWA - Material assistance for Palestinian refugees</b></p> <p><b>Focal Point:</b> South Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: h.wheidi@unrwa.org</p> <p><b>Food Assistance:</b></p> <p><b>WFP Food – Voucher assistance</b> Sunday – Thursday 8:00 am – 5:00 pm <a href="#">Hotline</a> mobile: 079 777 8841 079 777 8851</p> <p><b>Education:</b></p> <p><b>Save the Children Jordan</b></p> <p>Formal education and children out of school Sunday .- Thursday 09:00 - 16:00 <b>Focal Point</b> Noor Elkhairy <a href="mailto:nelkhairy@savethechildren.org.jo">nelkhairy@savethechildren.org.jo</a></p> <p>Mobile: 0775464978</p> <p><b>Informal education services</b></p> <p><b>SCI –</b></p> <p>Child and Family Centres,  Sunday-Thursday 9:00-15:00</p>
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	<p><u>Focal Point:</u></p> <p>George Theodory Mobile: 079 9379831 E-mail: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></p>	<p><b>JWU- Amman</b> <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: <a href="mailto:mohammad.alsaheed@saethechildren.org">mohammad.alsaheed@saethechildren.org</a></p>
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### GBV REFERRAL PATHWAY – ZAAATARI

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”	
<b>IMMEDIATE RESPONSE</b> <ul style="list-style-type: none"> <li>Provide a safe, caring environment and respect the confidentiality and wishes of the survivor.</li> <li>Provide reliable and comprehensive information on the available services and support to survivors of GBV.</li> <li>If agreed and requested by survivor, obtain informed consent and make referrals.</li> <li>When family/guardians make a decision on behalf of a child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child.</li> <li>Accompany the survivor to assist him/her in accessing services.</li> <li>For survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care.</li> </ul>		
<p><b>Medical/health care</b></p> <p><b><u>WOMEN AND GIRLS</u></b></p> <p><b>JHAS/UNFPA</b> Open 24 hours Saturday – Thursday, 09:00 - 16:00</p> <p><b>Focal point(s):</b></p> <p><b>Dr Reema Diab</b> 077 675 5914</p> <p><b>Dr Ola Al Tebawi</b> 077 500 6027</p> <p><i>After working hours and weekends</i></p> <p><b>Duty gynecologist/midwife</b> <b>Emergency hotline:</b> 077 998 5085 pc@jordanhealthaid.org</p> <p><b><u>MEN AND BOYS</u></b></p> <p><b>JHAS/UNHCR</b> Open 24 hours</p> <p><b>Focal point(s):</b></p> <p>Duty GP <b>Emergency hotline:</b> 077 998 5085</p>	<p><b>Case management (including immediate psychosocial support)</b></p> <p><b><u>ADULTS (over 18)</u></b></p> <p><b>IRC/UNFPA</b> Sunday – Thursday, 09:00 - 16:00</p> <p><b>Focal Point(s):</b> <b>Waed Shraa (IRC)</b> 079 948 9151</p> <p><b>Farah Khazaleh (IRC)</b> 0772499643</p> <p><b>UNHCR</b> <i>Sunday – Thursday,</i> 09:00 - 15:30</p> <p><b>Focal Point(s):</b> <b>Suna Ateiah</b> 0798560084 <a href="mailto:Ateiah@unhcr.org">Ateiah@unhcr.org</a></p> <p><b>Mohammed Haijji</b> 079 683 0493 <a href="mailto:Hajiji@unhcr.org">Hajiji@unhcr.org</a></p> <p><i>After working hours and weekends</i> <b>UNHCR Emergency Protection hotline:</b> 0791420242</p>	<p><b>Case management (including immediate psychosocial support)</b></p> <p><b><u>CHILDREN (under 18)</u></b></p> <p><b>IMC/UNICEF</b> <i>Sunday – Thursday, 09:00 - 17:00</i> <b>Duty phone (24 hours):</b> 079 855 9517</p> <p><b>Focal Point(s):</b> <b>Ahmad Jaran</b> Duty phone: 079 855 9517 Mobile: 079 830 1230 <a href="mailto:ajaran@internationalmedicalcorps.org">ajaran@internationalmedicalcorps.org</a></p> <p><b>UNHCR</b> <i>Sunday – Thursday,</i> 09:00 - 15:30</p> <p><b>Focal Point(s):</b> <b>Suna Ateiah</b> 0798560084 <a href="mailto:Ateiah@unhcr.org">Ateiah@unhcr.org</a></p> <p><b>Mohammed Haijji</b> 079 683 0493 <a href="mailto:Hajiji@unhcr.org">Hajiji@unhcr.org</a> <i>Sunday – Thursday, 08:00 - 15:30</i> <b>Duty phone:</b> 079 554 6383 <i>After working hours and weekends</i> <b>UNHCR Emergency Protection hotline:</b> 0791420242</p> <p><b>Child survivors who self-disclose or express preference can access IRC case management services.</b></p> <p><b>IRC/UNFPA</b> Sunday – Thursday 09:00 – 16:00</p> <p><b>Focal point(s):</b></p> <p><b>Leila Al Zhgoul (IRC)</b> 077 500 14 07 <a href="mailto:leila.alzghoul@rescue.org">leila.alzghoul@rescue.org</a></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 refoulement, denial of access and detention)**  
Sunday – Thursday 8.00 – 15.30

**Focal point(s):**

**Suna Ateiah**  
079 856 0084  
ateiah@unhcr.org

**Mohammed Hajji**  
079 683 0493  
[Hajji@unhcr.org](mailto:Hajji@unhcr.org)

*After working hours and weekends*  
**UNHCR Emergency Protection hotline : 0791420242**

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

**Focal point:**

**Captain Slaiman Al Omari**  
077 235 6956  
[da.dana96@yahoo.com](mailto:da.dana96@yahoo.com) and  
[familypd@accessme.com.jo](mailto:familypd@accessme.com.jo)

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

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

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

### Legal assistance counsellors

**UNHCR – Legal services**  
**Focal point(s):**  
Sunday – Thursday 9.00 – 3.30pm

**Suna Ateiah**  
079 856 0084  
ateiah@unhcr.org

**Mohammed Hajji**  
079 683 0493  
[Hajji@unhcr.org](mailto:Hajji@unhcr.org)

*After working hours and weekends*  
**UNHCR Emergency Protection hotline: 0791420242**

**ARDD-Legal Aid – Legal services (referral through UNHCR)**  
Survivors can benefit from the legal aid services in Zaatar camp through calling for legal consultation on mobile: 077 8489012 from Sunday to Thursday (10:00 – 2:00).

For individual legal counseling, survivors can take an appointment from the Appointments Desk in the Services Area each Thursday (10:00 – 3:00);

Focal Point:  
Sozan Mohareb

Service Line:  
077849012

Agencies should refer through the below email address:  
[consult.zaataricamp@ardd-legalaid.org](mailto:consult.zaataricamp@ardd-legalaid.org)

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

<p><b>Focal point:</b></p> <p>Dr Reema Diab Mobile: 077 675 5914</p> <p><b>Mental Health Care:</b></p> <p><b>IMC</b> <i>Sunday – Thursday, 09:00-17:00</i></p> <p><b>Focal Point:</b></p> <p><b>Ahmad Jaran</b> <b>Duty phone:</b> 079 855 9517 <b>Mobile:</b> 079 830 1230</p> <p><a href="mailto:ajaran@internationalmedicalcorps.org">ajaran@internationalmedicalcorps.org</a></p>	<p><b>Focal Point:</b></p> <p><b>Ghada Ali</b> 078 517 6424 <a href="mailto:ghada.ali@unwomen.org">ghada.ali@unwomen.org</a></p> <p><b>Child Friendly Spaces:</b></p> <p><b>SAVE THE CHILDREN INT’L/UNICEF</b> <i>Saturday – Thursday, 09:00 - 15:00</i></p> <p><b>Focal Point:</b></p> <p><b>Sohaib Shtaiat</b> 077 575 4944 <a href="mailto:sohaib.shtaiat@savethechildren.org">sohaib.shtaiat@savethechildren.org</a></p> <p><b>MERCY CORPS/UNICEF</b> <i>Playgrounds, adolescent-friendly spaces</i> <i>Saturday – Thursday, 09:00 - 17:00</i></p> <p><b>Focal point:</b> Osama Telfah 077 849 8258 <a href="mailto:otelfah@jo.mercycorps.org">otelfah@jo.mercycorps.org</a></p> <p><b>IMC/UNICEF</b> <i>Youth-friendly spaces</i></p> <p><i>Sunday – Thursday, 09:00 - 17:00</i></p> <p><b>Focal point:</b></p> <p><b>Ahmad Jaran</b> <b>Duty phone:</b> 079 855 9517 <b>Mobile:</b> 079 830 1230</p> <p><a href="mailto:ajaran@internationalmedicalcorps.org">ajaran@internationalmedicalcorps.org</a></p> <p><b>Psychosocial Services for Adults:</b></p> <p><b>IRC/IRC</b> <i>Sunday – Thursday, 09:00 - 16:00</i></p> <p><b>Focal Point:</b> <b>Waed Shraa (IRC)</b> 079 948 9151</p> <p><b>Farah Khazaleh (IRC)</b> 0772499643</p> <p><b>Psychosocial Services for Children:</b></p> <p><b>IMC</b> <i>Sunday – Thursday, 09:00 - 1700</i></p> <p><b>Focal Point:</b> <b>Ahmad Jaran</b> <b>Duty phone:</b> 079 855 9517 <b>Mobile:</b> 079 830 1230</p> <p><a href="mailto:ajaran@internationalmedicalcorps.org">ajaran@internationalmedicalcorps.org</a></p>	<p><b>Focal Point(s):</b></p> <p><b>Suna Ateiah</b> 0798560084 <a href="mailto:Ateiah@unhcr.org">Ateiah@unhcr.org</a></p> <p><b>Mohammed Haijji</b> 079 683 0493 <a href="mailto:Haijji@unhcr.org">Haijji@unhcr.org</a></p> <p>UNHCR Protection Hotline: 0791420242</p>	<p><b>Tambi Zokha</b> 079 967 3580 <a href="mailto:Zokha@unhcr.org">Zokha@unhcr.org</a></p> <p><i>Sunday – Thursday, 08:00 - 15:30</i> <b>Duty Phone:</b> 079 554 6383</p> <p><b>WFP Food – Voucher assistance</b> <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <b>Focal Point:</b></p> <p>Rabab Musleh – 079 7300145 <b>Hotline</b> mobile: 079 777 8841</p> <p>079 777 8851</p> <p><b>Cash-for-work:</b></p> <p><b>UN WOMEN</b> <i>Sunday – Thursday, 09:00 - 16:00</i></p> <p><b>Focal Point:</b></p> <p><b>Ghada Ali</b> 078 517 6424 <a href="mailto:ghada.ali@unwomen.org">ghada.ali@unwomen.org</a></p> <p><b>Education:</b></p> <p><b>SCJ/UNICEF</b></p> <p><b>Focal point:</b> <i>9:00 – 4:00</i></p> <p>Noor Al Zeben 077 575 3933 <a href="mailto:nzaben@savethechildren.org.jo">nzaben@savethechildren.org.jo</a></p> <p>Kareem Mkkawi 077 546 4970 <a href="mailto:kmakkawi@savethechildren.org.jo">kmakkawi@savethechildren.org.jo</a></p> <p><b>Hind Omer (UNICEF)</b> 079 871 8315 <a href="mailto:homer@unicef.org">homer@unicef.org</a></p> <p><b>QUESTSCOPE</b> <i>Informal education (literacy, critical thinking) and mentoring</i></p> <p><b>Focal point:</b></p> <p><b>Ashraf Abu Al Halaweh</b> 079 572 0292 <a href="mailto:ashraf@questscope.org">ashraf@questscope.org</a></p> <p><b>NRC</b> <i>Informal education for children aged 9 -17 years old.(D10)</i> <i>Sunday – Thursday, 08:00 -4:00.</i></p>
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	<p><b>Community Spaces:</b></p> <p><b>IRD/UNHCR</b> <i>Communal spaces, community groups, recreational activities</i></p> <p><b>Focal Point:</b></p> <p><b>Bersan Boulad</b> 079 889 9493 b.boulad@ird-jo.org</p>		<p><b>Focal point:</b></p> <p><b>Walaa AlHusban</b> <b>Mobile :</b> 0795404594 Email : <a href="mailto:walaa.alhhusban@nrc.no">walaa.alhhusban@nrc.no</a> <b>NRC</b> Informal education for Youth aged 15-32</p> <p>Focal Point (D10) Mai Jaradat Mobile : 0795424591 <a href="mailto:Mai.jaradat@nrc.no">Mai.jaradat@nrc.no</a></p> <p>Focal point (D8) Raed Sawalha 0798534272 Raed.sawalha@nrc.no</p> <p><b>FINN CHURCH AID</b> <i>Informal education, literacy, physical activities and livelihood skills</i></p> <p><i>Hours 9:00 – 5:00</i></p> <p><b>Focal point:</b></p> <p><b>Mohammed Al Hadid</b> 077 500 1161 <a href="mailto:Mohammad.al-hadid@kua.fi">Mohammad.al-hadid@kua.fi</a></p> <p><b>SAVE THE CHILDREN INT’L</b> <i>Hour: 9:00 – 3:00</i></p> <p><b>Focal point</b> (<i>Early childhood development</i>):</p> <p><b>Baria Shnaneh</b> 077 572 4977 Baria.Shnaneh@savethechildren.org</p> <p><b>Focal point</b> (<i>Informal Education</i>)</p> <p><b>Alaa Faidi</b> 077 547 5969 alaa.faidi@savethechildren.org</p> <p><b>Murad Sriheen</b> 077 579 6611 murad.alsriheen@savethechildren.org</p> <p><b>RELIEF INTERNATIONAL</b> <i>Remedial education and informal education</i></p> <p><b>Focal point:</b></p> <p><b>Rawan Rabieideh</b> 079 606 8056 rawan.rabieideh@ri.org</p> <p><b>Nicola West</b> 079 031 4028 <a href="mailto:nicolawest@ri.org">nicolawest@ri.org</a></p>
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			<p><b>RD/UNHCR</b> <i>Educational activities</i></p> <p><b>Focal Point:</b></p> <p><b>Bersan Boulad</b> 079 889 9493 b.boulad@ird-jo.org</p>
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**GBV REFERRAL PATHWAY – Zarqa**

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

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"> <li>• Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>• Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li>• If <b>agreed and requested by survivor</b>, obtain informed consent and make referrals</li> <li>• 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</li> <li>• Accompany the survivor to assist his/her in accessing services</li> <li>• For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> </ul>		
<b>Medical/Health Care:</b>  <b>JHAS</b> <i>Saturday – Thursday 09:00-16:00</i>  <u>Focal Point:</u>  Dr.Hanan Jarrar Mobile: 079 558 9419  Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org  <b>MoH</b> <b>Zarqa Governmental Hospital</b> <i>Open 24 hour</i>  Tel: 05 398 2604  <u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i>  Dr Ashraf Mohammed Al Soub Mobile: 079 800 7171	<b>Case Manager (including immediate psychosocial support):</b>  <b>Adults (over 18)</b>  <b>JWU</b> <i>Saturday – Thursday 08:30 – 15:30</i>  <u>Focal Point:</u>  Rana Adel Yousra Tourkmani Tel: 05 397 0886 Mobile: 079 8501198 Email: rana.saleh1@hotmail.com  <b>NHF/IFH</b> <i>Saturday –Thursday 08:00 – 16:00</i>  <b>Focal Point</b> Duaa Barakat: 0788558456	<b>Case Manager (including immediate psychosocial support):</b>  <b>Children (under 18)</b>  <b>IMC</b>  <i>24 hours</i> Duty phone: 079 578 5095  <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i>  Randa Hussain Mobile: 079 544 7464 Tel: 05 399 4105
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		
<b>Protection, Security, Police:</b>  <b>UNHCR</b> – Protection (including cases of risk of arrest, detention or refoulement)  <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383  <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194  <i>Sunday – Thursday 08:00 – 15:30</i>  <u>Focal point:</u>  Suna Ateiah Mobile: +962 79 856 0084 Email: ateiah@unhcr.org	<b>Legal Assistance Counsellors:</b>  <b>UNHCR</b>  <i>Sunday-Thursday 8:00 to 15:30</i> Duty Phone: 079 554 6383  <i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194  <b>ARDD-Legal Aid –</b>  <u>Focal Point:</u>  Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org  Emergency line: 077 738 7221	

<p><b>FPD</b> - 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><b>Security: Always assess the consequences this decision could have and make sure that there are no risks for survivors</b></p> <p><b>UNICEF:</b> 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><b>JWU</b> <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><b>Khawla Bint Al Azwar</b></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>
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**AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**  
Over time and based on survivor's choices can include any of the following:

Health Care	Psychosocial Services	Protection, Security, and Justice	Basic Needs (Cash, NFI, etc)
<p><b>Primary Health Care:</b></p> <p><b>MoH</b> <b>Zarqa Governmental Hospital</b> <i>Open 24 hour</i></p> <p>Tel: 05 398 2604</p> <p><b>JHAS</b></p> <p><u>Focal Point:</u></p> <p>Jaafar Al Shayeb Mobile: 077 500 6022</p> <p><b>JWU</b> <i>Saturday-Thursday 10:00-17:00</i></p> <p><u>Focal Point:</u></p> <p>Dr. Mahmoud Nimer Mobile:079 820 2252 Tel: 05 397 0886</p> <p><b>UNRWA</b> ( 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><b>PSS Services for Adults:</b></p> <p><b>JWU</b> <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><b>NHF/IFH</b> <i>Saturday –Thursday 08:00 – 16:00</i></p> <p><u>Focal Point</u> Duaa Barakat: 0788558456</p> <p><b>Khawla Bint Al Azwar Charitable Society</b></p> <p><u>Focal Point:</u></p> <p>Ayshah Khalfah Mobile: 078 642 8039 Tel: 05 393 0999</p>	<p><b>Protection/Registration:</b></p> <p><b>UNHCR</b> – 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><b>UNRWA - Registration &amp; Protection</b> (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><b>UNHCR –</b></p> <p>Infoline <i>Sunday - Wednesday 08.30 – 15.30</i></p> <p>Tel: 06 550 2141</p> <p><b>UNRWA –</b> (Material assistance for Palestinian refugees)</p> <p><u>Focal Point:</u> Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org</p> <p><b>NFI:</b></p> <p><b>Family Awareness &amp; Counselling Centre</b></p> <p><u>Focal Point:</u></p> <p>Inas Dirgham Tel: 05 386 5144 Mobile: 077 557 4847</p>

<p><b>Reproductive Services:</b></p> <p><b>MoH Zarqa Governmental Hospital</b> <i>Open 24 hour</i></p> <p>Tel: 05 398 2604</p> <p><b>JHAS</b> <i>Saturday – Thursday 09:00-16:00</i></p> <p>Focal Point:</p> <p>Dr.Hanan Jarrar Mobile: 079 558 9419</p> <p><b>UNRWA</b> ( Primary health care and referral to secondary services for Palestinian refugees</p> <p>Focal Point:</p> <p>Zarqa Office: Ziyad Mousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org</p> <p><b>NHF/IFH</b> <i>Saturday –Thursday 08:00 – 16:00</i></p> <p><b>Focal Point</b> Dr. Abeer Habarneh 0798584058</p> <p><b>Mental Health Services:</b></p> <p><b>IMC</b></p> <p>Focal Point: <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Randa Hussain Mobile: 079 544 7464 Tel: 05 399 4105</p> <p>Duty phone: 079 578 5095</p> <p><b>The Center for Victims of Torture</b> - Mobile Unit for Zarqa and Rusiefa</p> <p>Focal Point:</p> <p>Adrienne Carter Mobile: 079 680 3582 Email: Acarter@cvtjo.org</p>	<p><b>PSS Services for Children:</b></p> <p><b>IMC</b></p> <p>Focal Point: <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Randa Hussain Mobile: 079 544 7464 Tel: 05 399 4105</p> <p>Duty phone: 079 578 5095</p> <p><b>Women’s Centers:</b></p> <p><b>JWU</b> <i>Saturday – Thursday 08:30 – 15:30</i></p> <p>Focal Point:</p> <p>Rana Adel Yousra Tourkmani Tel: 05 397 0886 Mobile: 079 8501198 Email: rana.saleh1@hotmail.com</p> <p><b>AWO</b> <i>Sunday – Thursday 09:00-16:00</i></p> <p>Focal Point:</p> <p>Dhleil center: Amal Athamat Mobile: 079 766 1310</p> <p>Rusaifah center: Wafaa Shawaqfeh Mobile: 079 5934755</p> <p><b>Child Friendly Spaces:</b></p> <p><b>SCI –</b></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>Focal point: Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaheed@savethechildren.org</p>	<p><b>Shelter/Safe house:</b></p> <p><b>FPD through UNHCR</b></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><b>JWU- Amman</b> <i>Saturday – Thursday 08:30 – 17:00</i></p> <p>Focal Point:</p> <p><i>Alia Hijjawi</i> Najjiyyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729</p>	<p><b>Food Assistance:</b></p> <p><b>WFP Food – Voucher assistance</b> <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <a href="#">Hotline</a> mobile:</p> <p>079 777 8841 079 777 8851</p> <p><b>Education:</b></p> <p><b>Save the Children Jordan</b></p> <p>Formal education and children out of school <i>Sunday - Thursday 09:00 - 16:00</i> Focal Point Noor Elkhairy <a href="mailto:nelkhairy@savethechildren.org">nelkhairy@savethechildren.org</a></p> <p>Mobile: 0775464978</p> <p><b>Informal education services</b></p> <p><b>SCI –</b></p> <p>Child and Family Centres,</p> <p><i>Sunday-Thursday 9:00-15:00</i></p> <p>Focal point: Mohammad Al-Saeed Mobile:0777384077 Email: <a href="mailto:mohammad.alsaheed@savethechildren.org">mohammad.alsaheed@savethechildren.org</a></p>
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## 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	
<p><b>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</b></p> <ul style="list-style-type: none"> <li>▪ Provide a safe, caring response</li> <li>▪ Respect the confidentiality and wishes of the child/caregiver</li> <li>▪ Provide information about available case management services</li> <li>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents</li> <li>▪ For child survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care</li> <li>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest</li> </ul>	<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><b>Save the Children Jordan</b> - Outreach &amp; support to register children in schools  <i>Sunday – Thursday 08:30 – 16:00</i></p> <p><u>Focal point:</u>                      AroubaYassin                      Mobile: 077 670 2426                      Email: AYaseen@savethechildren.org.jo</p> <p><u>Hotline:</u>                      077 670 2426,                      0800 22766,                      0800 00111</p>	<p><b>IMC</b>  <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>                      Ahmad Bawaneh                      Mobile: 079 851 6131</p> <p>Email: <a href="mailto:abawaneh@InternationalMedicalCorps.org">abawaneh@InternationalMedicalCorps.org</a></p> <p><b>JRF</b>  <i>Sunday- Thursday 09:00-19:00</i></p> <p><u>Focal Point:</u>                      Samia Bishara                      Tel: 06 491 4999                      Email: s.bishara@jrf.org.jo</p> <p><i>24 hours</i>                      Helpline: 110</p>	<p><b>JRF</b>  <i>Sunday- Thursday 09:00-19:00</i></p> <p><u>Focal Point:</u>                      Samia Bishara                      Tel: 06 491 4999                      Email: s.bishara@jrf.org.jo</p> <p><i>24 hours</i>                      Helpline: 110</p> <p><b>UNHCR</b>  <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><b>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</b></p> <p><i>24 hours (afterhours answering machine)</i>                      Hotline                      Toll Free No: 0800 222 08                      Email: hotline@mol.gov.jo</p>	<p><u>Refer first to: UNHCR</u></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>                      Diana Suleiman                      Mobile: 077 728 1911                      Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><b>JRF</b>  <i>Sunday- Thursday 09:00-19:00</i></p> <p><u>Focal Point:</u>                      Samia Bishara                      Tel: 06 491 4999                      Email: s.bishara@jrf.org.jo</p> <p><i>24 hours</i>                      Helpline: 110</p> <p><b>UNRWA</b>                      Open 24 hours</p>	<p><b>NHF/IFH:</b>                      (Rehabilitative services for disabled persons)                      Opening hours:  <i>Sunday – Thursday 9:00-17:00</i></p> <p><u>Focal Point:</u>                      Sweileh:                      Huda Dahbour                      Tel: 06 534 4190/2  <a href="mailto:h.dahbour@ifh-jo.org">h.dahbour@ifh-jo.org</a></p> <p>Hashemi:                      Jihad Mallah                      Tel: 06 490 8310  <a href="mailto:j.mallah@ifh-jo.org">j.mallah@ifh-jo.org</a></p> <p><b>UNHCR Community Services</b>  <u>Focal point:</u>                      Hasan Mohammed,                      Mobile: 079 909 8537                      Email: mohammeh@unhcr.org</p> <p><b>Handicap</b></p>	<p><b>In North Amman, refer to Juvenile Police Department</b>  <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><b>For refugee cases also refer to UNHCR</b>  <i>Sunday-Thursday 8:00 - 15:30</i>                      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> <p><i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u>                      Diana Suleiman                      Mobile: 077 728 1911                      Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p>



		<b>Focal point:</b> Shereen Al-Taeib 079 758 7583 Email: <a href="mailto:altaeib_shereen@hotmail.com">altaeib_shereen@hotmail.com</a> / <a href="mailto:altaeib_shereen@yahoo.com">altaeib_shereen@yahoo.com</a>	<b>Focal Point:</b> <b>North Amman Office</b> Wafa Nuwwara <a href="mailto:w.nuwwara@unrwa.org">w.nuwwara@unrwa.org</a> Protection Duty phone: 079 710 0496  <b>South Amman Office</b>  Haifa Al-Wheidi <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a> Protection Duty phone: 079 899 8890	<b>International</b> Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.  <i>Sunday -Thursday 9:00 – 17:00</i>  Mobile : 07 80 48 10 16 Email : <a href="mailto:dvfp.intake.opamm@gmail.com">dvfp.intake.opamm@gmail.com</a>	<b>UNRWA</b> <i>Open 24 hours</i>  <b>Focal Point:</b> <b>North Amman, Office</b> Wafa Nuwwara <a href="mailto:w.nuwwara@unrwa.org">w.nuwwara@unrwa.org</a> Protection Duty phone: 079 710 0496  <b>South Amman Office</b> Haifa Al-Wheidi <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a> Protection Duty phone: 079 899 8890
<b>Case managers refer to services below if:</b> <ul style="list-style-type: none"> <li>a. Child/caregiver wants to receive protection, legal or police services;</li> <li>b. Child/caregiver consents to share the information on grave violations against children (UNICEF);</li> <li>c. There are immediate safety and security risks to others; or</li> <li>d. It is in the best interest of the child because of:           <ul style="list-style-type: none"> <li>▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);</li> <li>▪ Risk of imminent forced/early marriage (UNHCR)</li> <li>▪ Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)</li> <li>▪ Severe neglect (UNHCR/FPD)</li> <li>▪ Sexual exploitation and abuse by humanitarian personnel (UNHCR)</li> <li>▪ Children requiring BID (UNHCR)</li> </ul> </li> </ul>					
<b>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</b>					
<b>UNHCR – Protection</b> <i>Sunday – Thursday, 08.00 – 15.30</i> Duty phone: 079 554 6383  <i>After hours and weekends (24 hours)</i> Protection Hotline: 079 710 9194  <i>Sunday – Thursday 08:00 – 15:30</i>  <b>Focal point:</b>  Diana Suleiman Mobile: 077 728 1911 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a>  UNRWA- Protection Amani Zaqout: <a href="mailto:a.zaqout@unrwa.org">a.zaqout@unrwa.org</a>					
<b>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</b>  <i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a>					
<b>UNICEF:</b> Case managers refer cases of grave violations <sup>1</sup> (MRM) to UNICEF when refugee child/caregiver consents  <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a>					

<b>STEP 3: Referral to other services</b>				
<b>Health Care</b>	<b>CP Psychosocial Services / Case Management</b>	<b>Protection, Security, and Justice</b>	<b>Other Basic Services</b>	<b>Education<sup>1</sup></b>
<p><b>IMC</b> – Mental health services <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Ahmad Bawaneh Mobile: 079 851 6131</p> <p><b>JHAS</b> – Primary health care and mental health services <i>9:00-16:00</i></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><b>Caritas</b> – Primary health care and referral to secondary services <i>Sunday-Thursday 9:00-16:00</i></p> <p>Al Hashmi Clinic Tel: 06 491 8601 /06 492 0951 8:00-14:00</p> <p><b>MOH</b> – Primary health care and mental health services <i>Saturday-Thursday 8:00-15:00</i></p> <p>Primary health care Al Bashir Hospital Tel: 06 474 4430</p> <p><u>Focal Point:</u> <i>Sunday – Thursday 08:00 – 16:00</i></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><b>JWU</b> <i>Saturday- Thursday 09:00-17:00</i></p>	<p><b>Consultative Clinic/ MOH</b> – PSS services <i>Sunday-Thursday 8:00-15:30</i></p> <p>077 674 0519</p> <p><b>Al Hashmi Centre / MOH</b> – PSS services <i>8:00-15:30</i></p> <p>Mobile: 077 674 0518</p> <p><b>IFH</b> – PSS, PFA &amp; group support adapted to men &amp; boys. <i>Opening hours: Sunday – Thursday 8:00-17:30 (Sweileh):</i> Ayat khatatneh Tel: 06 534 4190</p> <p>(Hashemi): Shaden Abu Hammour Tel:06 490 8310</p> <p><b>JWU</b>- PSSservices, CFSSs, recreational and life skills activities for families <i>Saturday – Thursday 08:30 – 16:30</i></p> <p><u>Focal Point:</u></p> <p>Najjiyyeh Zoabi Kefah Al Jabir Tel: 06 567 5729 Mobile: 079 820 2353 Email: najjaha.zo3by@yahoo.com</p> <p>Several locations in Amman (Jabal Hussein, Hussein Camp, Wahdat Camp)</p> <p><b>Jordan Red Crescent</b> – PSS services <i>Saturday-Thursday 9:00-16:00</i></p> <p>Tel: 06 490 8588 Mobile: 079 959 2092 079 703 0495 079 938 8312</p> <p><b>JRF</b> – PSS services for women and children through the Queen Rania Family &amp; Child Center <i>Sunday – Thursday 08:00 – 16:00</i></p> <p>Tel: 06 492 5096 orHelp Line: 110</p> <p><b>IMC</b> – PSS services <i>Sunday-Thursday 9:00-17:00</i></p>	<p><b>UNHCR</b> – Registration, legal services and protection for refugees <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><b>UNRWA</b> – - 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><b>North Amman Office</b> Wafa Nuwwara w.nuwwara@unrwa.org Protection Duty phone: 079 710 0496</p> <p><b>South Amman Office</b> Haifa Al-Wheidi h.wheidi@unrwa.org Protection Duty phone: 079 899 8890</p> <p><b>Emergency:</b> <u>Focal Point:</u></p> <p>Sheerin Al-Araj Email: s.al-araj2@unrwa.org Mobile: 079 654 7220</p> <p><b>FPD</b> - Protection Hotline: 911 Tel: 06 581 5738</p> <p><b>JWU</b>- Legal services <i>Saturday – Thursday 08:30 – 16.30</i></p> <p><u>Focal Point:</u></p> <p>Najjiyyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729</p> <p><b>JRF</b> – Shelter for child survivors (including PSS, protection, education &amp; medical services) <i>Sunday – Thursday 09:00 – 19:00</i></p> <p>Tel: 06 523 4652 Helpline: 110</p> <p><b>ARDD-Legal Aid</b> –</p>	<p>UNHCR – Registration, support to vulnerable children &amp; 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 7:30- 15:00 pm</i> 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 8:00-16:00</i></p> <p>Tel: 06 5651488</p> <p>Islamic Charitable Centre – NFI <i>Saturday-Thursday 7:30-15:30</i></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><b>SC Jordan</b> (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@SaveTheChildren.Org.Jo</p> <p><b>Questscope</b> – Non-formal and informal education <i>Sunday-Thursday 9:00-17:00</i></p> <p><u>Focal Point:</u></p> <p><i>Rasha Abu Zeinah,</i> Mobile: 079 853 6893</p> <p><b>JRS</b> – Informal education for youth and adults. (English, art, music, sports &amp; life skills). Pre-primary (kindergarten) Ashrafiyeh, East Amman</p> <p><u>Focal point:</u></p> <p>Tamim Arif Mobile: 079 871 3981</p> <p><b>Caritas</b>- Informal education service, life skills, youth leadership development and training, pre-school education services</p> <p><b>Mercy Corps</b> – Special education services for persons with disabilities</p> <p><b>UNRWA</b> –</p> <p><u>Focal Points:</u></p> <p><b>North Amman Office</b> Wafa Nuwwara w.nuwwara@unrwa.org Duty phone: 079 710 0496</p> <p><b>South Amman Office</b> Haifa Al-Wheidi h.wheidi@unrwa.org Duty phone: 079 899 8890</p> <p><b>SCI</b>- Informal education Services <i>Sunday-Thursday 9:00-15:00</i></p>

<p><b>Focal Point:</b></p> <p>Dr. Aws Shaker Mobile: 079 612 5506 Tel: 06 567 4285</p> <p><b>Islamic Charitable Centre</b> - Primary health care <i>Saturday-Thursday 7:30-15:30</i></p> <p><b>Focal Point:</b></p> <p>Khalid Hamdan Tel: 06 438 7910 Mobile: 079 692 5733</p> <p><b>NHF/ IFH</b> – 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><b>Focal Point:</b></p> <p><b>In Sweileh:</b> Dr. Nesreen Barakat Mobile: 079 731 9450 Email: dr.nesreen@ifh-jo.org</p> <p><b>In Hashmi:</b> Dr. Mona Badawi Tel: 06-4908310 Email: m.badawi@ifh-jo.org</p> <p><b>The Center for Victims of Torture (CVT)</b> – 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><b>Focal point:</b></p> <p>Tel: <b>(public):</b> 06 505 9455 info@cvt.org or masfoor@cvt.org</p> <p><b>UNRWA</b> – Basic health services for Palestinian refugees <i>Sunday-Thursday 07:45-14:00</i></p> <p><b>Focal Point:</b></p>	<p><b>Focal Point:</b></p> <p>Ahmad Bawaneh Mobile: 079 851 6131</p> <p><b>CARE International</b> – PSS services <i>Sunday-Thursday 8:00-16:00</i></p> <p>Tel: 06 565 1488</p> <p><b>Islamic Charitable Centre</b> – Safe spaces for children and youth <i>Saturday-Thursday 7:30-15:30</i></p> <p><b>Focal Point:</b></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><b>INTERSOS/JOHUD</b> – CFPs and PSS services for children, adolescents and their families</p> <p><i>Saturday – Thursday 8:30-4:30</i></p> <p>Queen Zein Al Sharaf Institute for Development <b>Focal Point:</b> George Theodory Mobile: 079 9379831 E-mail: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></p> <p><b>SCI</b> –</p> <p>Child and Family Centres,</p> <p>Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i></p> <p><b>Focal Point:</b></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org</p> <p><b>WVI</b> - 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><b>Focal Point:</b></p> <p>Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org</p> <p>Emergency line: <i>(open 24/7)</i> 077 738 7221</p>	<p>WFP Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <b>Focal Point:</b></p> <p>Rabab Musleh – 079 7300145 Hotline mobile: 079 777 8841</p> <p>079 777 8851</p> <p>SCI- Livelihood activities(cash assistance, vocational training)</p> <p><b>Focal point:</b></p> <p>Suzan Albuheisi Mobile:077664329</p> <p>Email:suzan.albuhasi@savethechildren.org</p> <p><b>INTERSOS/JOHUD</b> – 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 <b>Focal Point:</b> George Theodory Mobile: 079 9379831 E-mail: cp.jordan@intersos.org</p>	<p><b>Focal Point:</b></p> <p>Mohammad Al-Saeed Mobile:0777384077 Email:mohammad.alsaeed@savethechildren.org</p>
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<p><b>North Amman Office</b> Wafa Nuwwara Protection Duty phone: 079 710 0496 w.nuwwara@unrwa.org</p> <p><b>South Amman Office</b> Haifa Al-Wheidi Protection Duty phone: 079 899 8890</p>	<p><u>Focal Point:</u> Abed Rabbo Mobile: 0777 148540</p> <p>Wala'a Ali Ababneh Mobile: 077 8440736</p>			
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### 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

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

<b>STEP 2: Case management services</b>					
Violence against children in schools	GBV against children including sexual violence and early marriage (see GBV referral pathway)	All other CP cases including violence against children in the home & community and child labour	Unaccompanied & separated children	Children with disabilities	Children in conflict with the law <sup>1</sup>
<p><b>Save the Children Jordan</b></p> <p>Outreach &amp; 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><b>Focal Point:</b> Kareem Makkawi</p> <p><b>Mobile:</b> 077 546 4970</p> <p><b>Email:</b> KMakkawi@Savethechildren.org.jo</p> <p><b>Zain Network Hotline:</b> 077 670 2426 0800 22 766 0800 00111</p>	<p><b>IMC</b></p> <p>Specialized in child protection and mental health</p> <p><i>24 hours/ 7 days a week</i></p> <p><b>Focal Point</b> Mohammad Abulawi</p> <p><b>Duty phone:</b> 079 847 0926</p> <p><b>Mobile:</b> 079 796 8750</p> <p><b>Email:</b> mabulawi@InternationalMedicalCorps.org</p>	<p><b>IMC</b></p> <p>Specialized in child protection and mental health</p> <p><i>24 hours/ 7 days a week</i></p> <p><b>Focal Point</b> Mohammad Abulawi</p> <p><b>Duty phone:</b> 079 847 0926</p> <p><b>Mobile:</b> 079 796 8750</p> <p><b>Email:</b> mabulawi@InternationalMedicalCorps.org</p>	<p><b>IRC</b></p> <p>Unaccompanied children and Separated children</p> <p><i>24 hours/ 7 days a week</i></p> <p><b>Duty Phone:</b> 077 848 631</p> <p><b>Email :</b> UASC-CM-AZRAQ@rescue.org</p> <p><b>Focal point:</b> Mustafa Hassan</p> <p><b>Mobile:</b> 077 506 6653</p> <p><b>Email:</b> mustafa.hassan@rescue.org</p>	<p><b>Handicap International</b></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></p> <p><b>Mobile :</b> 07 87 92 52 45</p> <p><b>Email :</b> dvfp.intake.mafr aq@gmail.com</p>	<p><b>Refer First to: Juvenile Police Department</b></p> <p><i>Saturday-Thursday 7.30 – 15.00</i></p> <p><b>Focal Point:</b> TBC</p> <p><b>Mobile:</b></p> <p><b>Email:</b></p> <p><i>JPD will inform UNICEF for advocacy purposes.</i></p> <p><b>Focal point:</b> Dana Dodeen</p> <p><b>Mobile:</b> 079 893 7190</p> <p><b>Email:</b> ddodeen@unicef.org</p> <p><b>UNHCR</b></p> <p><i>Sunday-Thursday 8:00 to 15:30</i></p> <p><b>Duty Phone:</b> 0795564383</p> <p><b>Detention emergency line:</b> 079 674 2200</p>

<sup>1</sup> UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.

			<p><b>Refer to UNHCR (registration and database follow up)</b></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><b>Case managers refer to services below if:</b></p> <ol style="list-style-type: none"> <li>Child/caregiver wants to receive protection, legal or police services;</li> <li>Child/caregiver consents to share the information on grave violations against children (UNICEF);</li> <li>There are immediate safety and security risks to others; or</li> <li>It is in the best interest of the child because of: <ul style="list-style-type: none"> <li>Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);</li> <li>Risk of imminent forced/early marriage (UNHCR)</li> <li>Risk of <i>refoulement</i> or voluntary return in cases of children associated with armed groups/forces (UNHCR)</li> <li>Severe neglect (UNHCR/FPD)</li> <li>Sexual exploitation and abuse by humanitarian personnel (UNHCR)</li> <li>Children requiring BID (UNHCR)</li> </ul> </li> </ol> <p><b>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</b></p>					
<p><b>UNHCR– Protection</b></p> <p><u>Focal Point:</u> Mounir Maalouli; maalouli@unhcr.org; 079 592 2836 Ahmad Al-Wazani: <a href="mailto:alwazani@unhcr.org">alwazani@unhcr.org</a>; 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><b>FPD –</b> 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><b>UNICEF:</b> Case managers refer cases of grave violations<sup>2</sup> (MRM) to UNICEF when refugee child/caregiver consents <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></p>					

<sup>2</sup> Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>3</sup>
<p><b>Mental Health Care:</b></p> <p><b>IMC</b></p> <p><i>Sunday- Thursday 9:00-16:00</i></p> <p><u>Focal Point:</u> Loay Al Husieni Mobile: 079 022 1961</p> <p>ihusieni@InternationalMedicalCorps.org</p> <p><b>Primary health &amp; Reproductive Health care:</b></p> <p><b>IMC /UNHCR/UNFPA</b></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</p> <p>Email: <a href="mailto:lhamidi@internationalmedicalcorps.org">lhamidi@internationalmedicalcorps.org</a></p>	<p><b>IMC</b>-Provision of focused and structured psychosocial support including case management , <i>Sunday-Thursday 09:00 - 16:00</i></p> <p><u>Focal Point:</u> Mohammad Abulawi</p> <p><u>Duty Phone</u> 079 847 0926 Mobile:079 796 8750 <u>Email:</u> mabulawi@InternationalMedicalCorps.org</p> <p><b>Mercy Corps / UNICEF-</b> 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,</p> <p><u>Mobile</u> : 077 606 0041</p> <p><u>Email:</u> abanihani@jo.mercycorps.org.</p> <p><b>CARE International / UNHCR-</b> Community-based psychosocial activities</p> <p><i>Sunday- Thursday 9.00- 16.00</i></p> <p><u>Focal Points:</u></p> <p>Marten Mylius</p> <p><u>Email:</u>marten.mylus@jo.care.org <u>Mobile:</u> 077 840 0424</p>	<p><b>UNHCR</b> - 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><b>Shelter/Safe house:</b></p> <p><b>FPD through UNHCR</b></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><b>UNHCR</b> – 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><b>WFP - Food</b></p> <p><u>Focal point:</u> Ryan Beech</p> <p><u>Mobile:</u> 079 993 6879 <u>Email:</u> ryan.beech@wfp.org</p> <p><b>UNICEF – WASH</b></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><b>UNHCR – WASH</b></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><b>UNICEF</b>-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><b>Save the Children Jordan</b> – Outreach &amp; support to register children in schools / Social worker and psychologist available in-school help desk office</p> <p><u>Focal point:</u> Kareem Makkawi <u>Mobile:</u>077 546 4970 <u>Email:</u> KMakkawi@Savethechildren.org.jo</p> <p><b>Relief International –</b> 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>

<sup>3</sup> Definitions:

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

**Informal education:** Educational activities that range from recreational activities to literacy numeracy, 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><b>Handicap International (HI)</b>- Rehabilitation services for persons with disability and persons with injury, children and adults &amp; provision of prosthesis, orthotics &amp; 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.mafrq@hi-emergency.org</p>				<p><b>NRC</b> <b>Informal education for children/NRC</b></p> <p><i>Saturday.- Thursday 09:00 - 17:00 TBC</i></p> <p><u>Focal point:</u> Reem Shamout</p> <p><u>Mobile:</u> 0796487663</p> <p><b>Informal Education for Youth/NRC:</b></p> <p><u>Focal point :</u> Dina Ala'Eddin Julia Al-Zoubi</p> <p><u>Mobile :</u> 079 826 1225 (Dina)</p> <p><u>Email :</u> dina.ala.ddin@nrc.no</p> <p><u>Mobile:</u> 079 896 5688 (Julia)</p> <p><u>Email:</u> julia.al-zoubi@nrc.no</p> <p><b>Mercy Corps –</b> 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>
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### Child Protection Referral Pathway – Cyber City

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

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

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><b>Save the Children Jordan</b> - Outreach &amp; support to register children in schools <i>Saturday – Thursday</i> 8:30- 15:30</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><b>IRC</b> <i>Sunday – Thursday</i> 08:30 – 17:00</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><b>UNHCR</b> <i>Sunday-Thursday</i> 8:00 to 15:30</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</i> UNHCR Hotline: 079 710 9194</p> <p><b>For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit</b></p> <p>24 hours (afterhours answering machine) Hotline Toll Free No: 0800 22208 Email: hotline@mol.gov.jo</p>	<p><b>Refer first to: UNHCR</b> <i>Sunday-Thursday</i> 8:00 - 15:30</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</i> UNHCR Hotline: 079 710 9194</p> <p><b>IRC Unaccompanied children</b> <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><b>Handicap International</b> 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</i> 9:00 – 17:00 Mobile : 07 87 27 53 99 Email : dvfp.intake.irbid@gmail.com</p> <p><b>UNHCR</b> <i>Two days per week</i> 8:00 - 15:30 Isra'a Mas'ad Mobile: <b>079 720 7389</b> Email:masad@unhcr.org</p> <p>UNHCR Help Desk: 06 550 2141</p>	<p><b>UNHCR</b> <i>Sunday-Thursday</i> 8:00 to 15:30</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</i> Protection Hotline: 079 710 9194</p> <p><i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i></p> <p><b>UNRWA</b> <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><b>NHF/ IFH – Separated children</b> Focal Point: 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>	
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**Refer to service below if:**

**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 best interest of the child.**

**UNHCR– Protection**

Focal Point:

*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

**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](#) contacts above)

*Open 24 hours, 7 days a week*

Hotline: 911. Tel: 06 581 5738

Focal Point: Major Sadeq Al Omari, email: [familypd@accessme.com.jo](mailto:familypd@accessme.com.jo)

**UNICEF:** Case managers refer cases of grave violations<sup>1</sup> (MRM) to UNICEF when refugee child/caregiver consents

*Sunday – Thursday 08:00 – 15:30*

Duty phone: 079 021 4149

Email: [jochildprotect@unicef.org](mailto:jochildprotect@unicef.org)

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

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>2</sup>
<p><b>JHAS</b> Saturday – Thursday 09:00-16:00</p> <p><u>Focal Point:</u></p> <p>FatheyAyaad Mobile: 0788550625</p> <p>Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org</p> <p><b>MoH mobile team/UNICEF –</b> 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><b>Handicap International –</b> Rehabilitation services for persons with disability and persons with injury , children and adults &amp; provision of prosthesis, orthotics &amp; mobility aids</p> <p>Cell: 078 727 5399 Email: <a href="mailto:dvfp.intake.irbid@gmail.com">dvfp.intake.irbid@gmail.com</a></p> <p><b>Mental Health/ IMC</b> <u>Focal Point:</u> Manar Awwad 0799861491 Duty Phone 079 5785095</p>	<p><b>SCI –</b> 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><b>IFH –CFSS, YFSS</b> Sunday – Thursday 09:00 – 15:00</p> <p><u>Focal Point:</u></p> <p>BilalMobile; 078 889 8778</p> <p><b>Handicap International- PSS</b> groups for children with disability/injury and their family</p> <p><u>Focal point:</u> Cell: 078 727 5399 Email: <a href="mailto:dvfp.intake.irbid@gmail.com">dvfp.intake.irbid@gmail.com</a></p>	<p><b>UNHCR –</b> 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><i>After working hours and weekends</i> UNHCR Hotline: 079 710 9194</p> <p><b>UNRWA</b> <i>Open 24 hours</i></p> <p><u>Focal Point:</u></p> <p>Riyad Mansi Mobile: 079 540 8680 Email: r.mansi@unrwa.org</p> <p><b>ARDD-Legal Aid</b> Sunday-Thursday 9:00-18:00</p>	<p><b>UNHCR –</b> Registration, support to vulnerable children &amp; 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><i>After working hours and weekends</i> Protection Duty phone: 079 554 6383</p> <p><u>Focal Point:</u></p> <p><b>WFP Food –</b> Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm <u>Hotline</u> mobile: 079 777 8841</p> <p>079 777 8851</p>	<p><b>Save the Children Jordan- SC Jordan</b> (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: tfraij@savethechildren.org.jo</p> <p>Hotline : 077 670 2426 0800 22 766 0800 00111</p> <p><b>Mafraq</b> 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>

<sup>2</sup>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>Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org</p>		<p><u>Focal Point:</u>  Souzan Mohareb Tel: 06 461 7277 Mobile: 077 577 7077 Email: somohareb@ar dd-legalaid.org  Emergency line: 077 738 7221</p>		
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### 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><b>General service providers, UNHCR registration services or community members identify child protection case. Immediate response includes:</b></p> <ul style="list-style-type: none"> <li>▪ Provide a safe, caring response</li> <li>▪ Respect the confidentiality and wishes of the child/caregiver</li> <li>▪ Provide information about available case management services</li> <li>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents</li> <li>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> <li>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest</li> </ul>	Child or caregiver goes directly to case manager

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><b>Save the Children Jordan</b> <u>Focal point</u></p> <p>Rasha Alzein Kareem Makkawi <u>Mobile: 077 574 4015</u></p> <p><b>Tdh-Lausanne</b> (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: 079 842 6245</u></p> <p>Alternate: Ali Ababneh <u>Mobile: 079 684 0903</u> <u>Email: Ali.ababneh@tdh.ch</u></p> <p><b>UNHCR</b></p> <p><u>Focal Point:</u></p> <p>Patric Mansour <u>Mobile: 079 983 6321</u> <u>Email: Mansour@unhcr.org</u></p>	<p><b>UNHCR</b></p> <p><u>Focal Point:</u> Manal Hashem (hashem@unhcr.org) 07 9873 8160 <i>Sunday-Thursday 8:00 to 15:30</i></p> <p><u>Duty Phone:</u> 0795564383</p> <p><i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 0797109194</p>	<p><b>Tdh-Lausanne</b></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: 079 842 6245 and Lujain Ajluni 0798063223</u></p> <p>Alternate: Ali Ababneh <u>Mobile: 079 684 0903</u> <u>Email: Ali.ababneh@tdh.ch</u></p> <p><b>UNHCR</b></p> <p><u>Focal point:</u></p> <p>Manal Hashem <u>Mobile: 079 554 6383</u> <u>Email: hashem@unhcr.org</u></p>	<p><b>UNHCR<sup>1</sup></b></p> <p><i>Sunday-Thursday 8:00 to 15:30</i> <u>Focal Point:</u></p> <p>Manal Hashem <u>Mobile: 079 554 6383</u> <u>Email: hashem@unhcr.org</u></p> <p><u>Duty Phone: 079 556 4383</u></p> <p><i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194</p>	<p><b>Refer to: Tdh-Lausanne</b></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: 079 84 26245</u></p> <p>Alternate:</p> <p>Ali Ababneh <u>Mobile: 079 684 0903</u> <u>Email: Ali.ababneh@tdh.ch</u></p> <p><b>Emergency (UAE RC)</b></p> <p><i>Sunday – Thursday 10:00 – 16:00</i></p> <p><u>Focal Point:</u> Abdallah, Abou Hamad <u>Mobile: 079 6 859 861</u></p>	<p><b>Refer to: UNHCR</b></p> <p><u>Focal point:</u></p> <p>Manal Hashem <u>Mobile: 079 554 6383</u> <u>Email: hashem@unhcr.org</u></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: 079 893 7190</u> <u>Email: ddodeen@unicef.org</u></p>

<sup>1</sup> UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.

Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org					
<p><b>Case managers refer to services below if:</b></p> <ul style="list-style-type: none"> <li>a. Child/caregiver wants to receive protection, legal or police services;</li> <li>b. Child/caregiver consents to share the information on grave violations against children (UNICEF);</li> <li>c. There are immediate safety and security risks to others; or</li> <li>d. It is assessed to be in the best interest of the child because of: <ul style="list-style-type: none"> <li>▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);</li> <li>▪ Risk of imminent forced/early marriage (UNHCR)</li> <li>▪ Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)</li> <li>▪ Severe neglect (UNHCR/FPD)</li> <li>▪ Sexual exploitation and abuse by humanitarian personnel (UNHCR)</li> <li>▪ Children requiring BID (UNHCR)</li> </ul> </li> </ul> <p><b>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</b></p> <p><b>UNHCR</b>– 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>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><b>FPD</b> – 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 Open 24 hours Hotline: 911</p> <p><b>UNICEF</b>: Case managers can refer cases of grave violations<sup>2</sup> (MRM) to UNICEF when refugee child/caregiver consents Sunday – Thursday 08:00 – 15:30 Duty phone: 079 021 4149 Email: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></p>					

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>3</sup>
<p><b>UAE RC</b> - Emergency Saturday.- Thursday 09:00 - 17:00 TBC Focal point:</p> <p>Dr. Saif / Dr. Hamad Mobile: Dr. Hamad 079 076 9242 Mobile: Dr. Saif 079 864 6274</p>	<p><b>Tdh-Lausanne</b></p> <p>PSS services for children, Child Friendly Spaces, CPC and awareness raising on CP</p> <p>Sunday .- Thursday 09:00 - 17:00</p>	<p><b>UNHCR</b> - Registration, protection and legal services</p> <p>Liaison done by UNHCR protection Manal Hashem Mobile: 079 554 6383 Email: hashem@unhcr.org</p>	<p><b>UAE RC</b> - Food, NFI, Shelter, Cash for work Saturday.- Thursday 09:00 - 17:00 TBC</p> <p>Focal point: Abdallah, Abou Hamad</p> <p>Mobile: 079 685 9861</p>	<p><b>NRC</b></p> <p><b>Informal education for children/NRC</b> Saturday.- Thursday 09:00 - 17:00 TBC</p> <p>Focal point: Reem Shamout Mobile: 0796487663</p>

<sup>2</sup> Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

<sup>3</sup> Definitions:

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

**Informal education:** Educational activities that range from recreational activities to literacy numeracy, 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><b>UAE RC - Primary Health Care</b> <i>Saturday.- Thursday 09:00 - 17:00</i></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><b>UAE RC Mafraq Hospital - Secondary care or tertiary</b> <i>Saturday.- Thursday 09:00 - 17:00 TBC</i></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><b>Mental Health- MH</b></p> <p>Duty Phone: 079 021 8774</p> <p><i>Monday- Wednesday- Thursday 09:00-15:00</i></p> <p>Focal Point Duha Alassaf</p> <p>Mobile: 079 021 8774</p> <p>dalassaf@international medicalcorp.org</p> <p><b>UAE RC - Reproductive Health</b> <i>Saturday.- Thursday 09:00 - 17:00</i></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>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><i>Sunday-Thursday 8:00 to 15:30 Duty Phone:</i> 079 554 6383</p> <p><i>After working hours and weekends</i> <u>UNHCR Hotline:</u> 079 710 9194</p> <p><b>PSD - Camp Security</b> <i>Saturday.- Thursday 09:00 - 17:00 TBC</i></p> <p><u>Focal point:</u></p> <p>Lt. Col : Abdullah Amoush PSD <u>Mobile:</u> 079 019 2777</p>		<p><b>Informal Education for Youth programs/NRC:</b></p> <p><u>Focal point :</u> Dina Ala'Eddin Ruba Abu Namous <u>Mobile :</u> 079 826 1225 (Dina) <u>Email :</u> <a href="mailto:dina.ala.ddin@nrc.no">dina.ala.ddin@nrc.no</a></p> <p><u>Mobile:</u> 0790223740</p> <p>(Ruba) <u>Email:</u> <a href="mailto:ruba.namous@nrc.no">ruba.namous@nrc.no</a></p> <p><b>Save the Children Jordan</b></p> <p>Formal education and children out of school <i>Saturday.- Thursday 09:00 - 17:00 TBC</i> <u>Focal Point</u></p> <p>Rasha Alzein Kareem Makkawi <u>Mobile:</u> 077 574 4015</p> <p><b>UNICEF</b></p> <p><u>Focal point:</u> Ruba Mukbel <u>Mobile:</u> 0799501306 <u>Email:</u> <a href="mailto:rmukbel@unicef.org">rmukbel@unicef.org</a></p>
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### Child Protection Referral Pathway – Irbid

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

#### STEP 1: Identification of child protection cases

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

- 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><b>Save the Children Jordan</b> - Outreach &amp; support to register children in schools <i>Sunday – Thursday 08:30 – 15:30</i></p> <p><b>Focal point:</b></p> <p>Samah Al Bdour Mobile 077 546 4972 Email: sbdour@savethechildren.org.jo</p> <p>Alaa' Alquraan Mobile: 077 575 4077 Email: aquran@savethechildren.org.jo</p> <p><b>Hotline:</b> 077 670 2426 080 022 766 080 000 111</p> <p><b>Tel:</b> 077 546 4972 077 575 4077</p> <p><b>UNRWA</b> <b>Focal Point:</b></p> <p>Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p>	<p><b>IMC</b> - 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><b>Focal Point:</b></p> <p><b>Mustafa Abu Serdaneh</b> maseradneh@InternationalMedicalCorps.org</p> <p><b>IRC<sup>1</sup></b> - Specialized in GBV <i>Sunday - Thursday 08:30 – 17:00</i></p> <p><b>Focal Point:</b></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><b>IMC</b> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><i>24 hours</i> <b>Duty phone: 079 578 5095</b></p> <p><b>Focal Point:</b></p> <p><b>Mustafa Abu Serdaneh</b> Email: maseradneh@InternationalMedicalCorps.org</p> <p><b>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</b></p> <p><i>24 hours (afterhours answering machine)</i> <b>Hotline</b> Toll Free No: 0800 22208 Email: hotline@mol.gov.jo</p> <p><b>Focal point:</b></p> <p>Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com</p>	<p><b>Refer first to: UNHCR</b> <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><b>UNHCR</b> <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><b>Focal point:</b></p> <p>Serin Bitar <b>Mobile</b> +962 79 500 4947 Email: bitar@unhcr.org</p> <p><b>IMC</b> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><i>24 hours</i> <b>Duty phone: 079 578 5095</b></p> <p><b>Focal Point:</b></p> <p><b>Mustafa Abu Serdaneh</b> Email: maseradneh@InternationalMedicalCorps.org</p>	<p><b>Handicap International</b> 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><b>UNHCR</b> <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><b>UNHCR</b> <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><b>Focal point:</b></p> <p>Serin Bitar <b>Mobile</b> +962 79 500 4947 Email: bitar@unhcr.org</p> <p><b>UNRWA</b> <b>Focal Point:</b></p> <p>Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p>

<sup>1</sup> If case also involves parent/caregiver being subject to GBV, refer parent and child to IRC



	<p>Farah Qadura Mobile: 077 607 0609 <a href="mailto:Farah.qadura@rescue.org">Farah.qadura@rescue.org</a></p> <p><b>UNRWA</b> Focal Point:</p> <p>Arwa Qasem Mobile: 079 085 5131 <a href="mailto:a.qasem@unrwa.org">a.qasem@unrwa.org</a></p>	<p><b>UNRWA</b> Focal Point:</p> <p>Arwa Qasem Mobile: 079 085 5131 <a href="mailto:a.qasem@unrwa.org">a.qasem@unrwa.org</a></p>	<p><b>UNRWA</b> Focal Point:</p> <p>Arwa Qasem Mobile: 079 085 5131 <a href="mailto:a.qasem@unrwa.org">a.qasem@unrwa.org</a></p>		
<p><b>Case managers refer to services below if:</b></p> <ol style="list-style-type: none"> <li>Child/caregiver wants to receive protection, legal or police services;</li> <li>Child/caregiver consents to share the information on grave violations against children (UNICEF);</li> <li>There are immediate safety and security risks to others; or <ul style="list-style-type: none"> <li>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);</li> <li>Risk of imminent forced/early marriage (UNHCR)</li> <li>Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)</li> <li>Severe neglect (UNHCR/FPD)</li> <li>Sexual exploitation and abuse by humanitarian personnel (UNHCR)</li> <li>Children requiring BID (UNHCR)</li> </ul> </li> </ol> <p><b>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</b></p> <p><b>UNHCR</b>– 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 href="mailto:a.zaqout@unrwa.org">a.zaqout@unrwa.org</a></p> <p><b>FPD</b> – 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 (<a href="#">see</a> contacts above)</p> <p><i>Open 24 hours, 7 days a week</i> Hotline: 911. Tel: 06 581 5738 Focal Point: Major Sadeq Al Omari, email: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a></p> <p><b>UNICEF:</b> Case managers refer cases of grave violations<sup>2</sup> (MRM) to UNICEF when refugee child/caregiver consents</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></p>					

<sup>2</sup> Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>3</sup>
<p><b>IMC – Mental health services &amp; case management</b> <b>Sunday – Thursday 09:00 – 17:00</b></p> <p>24 hours Duty phone: 079 578 5095</p> <p><u>Focal Point:</u> Mustafa Abu Serdaneh Email: maseradneh@InternationalMedicalCorps.org</p> <p><b>MOH Princess Rahma/Badia Hospital</b> Open 24 hour</p> <p>Tel: 02 710 1978</p> <p><u>Focal Point:</u> Sunday – Thursday 08:00 – 16:00</p> <p>Dr. Abed Kareem Dalalah Mobile: 078 598 8249</p> <p><b>MoH – Secondary health care</b></p> <p><b>Princess Basma Hospital</b> Open 24 hour</p> <p>Tel: 02 727 1747</p> <p><u>Focal Point:</u> Sunday – Thursday 08:00 – 16:00</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><b>IMC – PSS case management, PFA, training community-based protection committees</b> <b>Sunday – Thursday 09:00 – 17:00</b></p> <p><u>Focal Point:</u> Mustafa Abu Serdaneh Email: maseradneh@InternationalMedicalCorps.org</p> <p><b>TdH – PSS &amp; CFSs</b> <b>Sunday – Thursday 08:30 – 17:00</b></p> <p><u>Focal Point:</u> Banan Hussain AlJarrah Mobile: 079 965 4277</p> <p><b>SCI –</b> Child and Family Centres, Community based Child Protection Committees</p> <p><b>Sunday – Thursday 09:00 – 15:00</b></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><b>UNHCR –</b> Registration, legal services and protection for refugees</p> <p><b>Sunday-Thursday 8:00 - 15:30</b> Duty Phone: 079 554 6383</p> <p><b>After working hours and weekends</b> UNHCR Hotline: 079 710 9194</p> <p>Helpdesk in Ramtha at JHAS clinic <b>Monday 09.00 – 15.00 phone number</b> Tel: 02 725 8510</p> <p><b>UNRWA –</b> Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees) <b>Sunday-Thursday 07:00-:1500</b> <b>24 hours</b></p> <p><u>Focal Point:</u> Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p>	<p><b>UNHCR –</b> Registration, support to vulnerable children &amp; families through NFI/cash assistance</p> <p>Infoline <b>Sunday - Wednesday 08.30 – 15.30</b> Tel: 06 400 8000</p> <p><b>After working hours and weekends</b> Protection Duty phone: 079 554 6383</p> <p><b>UNRWA –</b> Basic assistance and registration services for Palestinian refugees <b>Sunday-Thursday 07:30 - 15:00</b></p> <p><u>Focal Point:</u> Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p> <p><b>Tdh –</b> NFI provision <b>Sunday – Thursday 8.30 - 5.00</b> <u>Focal Point Irbid:</u> Banan Hussain AlJarrah Mobile: 079 965 4277</p> <p><u>Focal Point Al-Ramtha Shajara:</u> Baidaa Al-Shyoukh Mobile: 079 886 9853 Mobile: 079 766 6934</p> <p><b>SCI –</b> Livelihoods (cash assistance) <b>Sunday – Thursday 09:00 - 15:00</b></p> <p>Focal point: Tahani Jaghoub Mobile:0776702451 Email:Tahani.jaghoub@savethechildren.org</p>	<p><b>SC Jordan</b> (formal education)– hotline for children not in schools, information about education and protection services in schools</p> <p><u>Focal Point:</u> 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><b>Questscope –</b> Non-formal education and Informal education <b>Sunday-Thursday 9:00 - 17:00</b></p> <p><u>Focal Point:</u> <u>Rasha Abu Zeinah,</u> <u>Mobile: 079 853 6893</u></p> <p><b>Al Farouk Charitable Society –</b> Educational programmes for children who have dropped out <b>Sunday-Thursday 08:00-16:00</b></p> <p><u>Focal Point:</u> Maysoun Al Araj Mobile: 078 574 1261</p> <p><b>Family &amp; Childhood Protection –</b> Non-formal education <b>Sunday – Thursday 09:00 – 18:00</b></p> <p>Tel: 02 725 0481</p>

<sup>3</sup> **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><b>JHAS</b> – Secondary health care through a mobile clinic &amp; mental health services <i>Saturday – Thursday 09:00 – 16:00</i></p> <p><u>Focal Point:</u> Mobile: 077 500 6017 Tel: 02 725 8510</p> <p><b>Al Farouk Charitable Society</b>– Medical centre &amp; pharmacy / Medical services for women and children &amp; referral to RH services <i>24 hours</i></p> <p><u>Focal Point:</u> Maysoon Mrouj Mobile: 078 574 1261</p> <p><b>Islamic Centre Charitable Society</b> – Primary health care <i>Saturday-Thursday 07:30-15:30</i></p> <p><u>Focal Point:</u> Abdel Kader Al Malkawi Mobile: 078 878 7869 Tel:</p> <p><b>Kitab Sunna</b> – Primary health care Sunday-Thursday <i>08:00 - 16:00</i></p> <p><u>Focal point:</u> Ahmad Sagggar Mobile: 078 801 5165 Email: saggggar@yahoo.com</p> <p><b>HI</b> – Rehabilitation services for persons with disabilities &amp; persons with injuries (children &amp; adults) &amp; provision of prosthesis &amp; mobility aids <i>Sunday – Thursday 08:30 – 17:00</i></p> <p>Mobile: 078 727 5399 Email: Outreach.jd@hi-emergency.org</p> <p><b>UNRWA</b> – Basic health services for Palestinian refugees <i>Sunday-Thursday 07:45 - 14:00</i></p> <p><u>Focal Point:</u> Arwa Qasem Mobile: 079 085 5131 a.qasem@unrwa.org</p> <p><b>JWU</b> <i>Saturday-Thursday 8.30 - 16.30</i></p> <p>May Al-Shyab Mobile: 079 820 2344 Tel: 02 724 1342</p>	<p><b>IRC</b> – Community based protection committees Sunday-Thursday <i>08:30 - 17:00</i></p> <p><b>Princess Basma Hospital – MOH</b> – PSS services</p> <p>Cell: 077 674 0517</p> <p><b>NHF / IFH</b> – PSS and community services <u>Focal Point:</u> Rawan Dababneh Tel: 06 534 4193 Email: <a href="mailto:r.dababneh@ifh-jo.org">r.dababneh@ifh-jo.org</a></p> <p><b>Family &amp; Childhood Protection Society</b> – Referrals to mental health services &amp; provision of PSS services for survivors of domestic violence</p> <p><u>Focal Point:</u> Kathim Kfeiri Tel: 02 725 0481</p> <p><b>HI</b> – PSS services <i>Sunday – Thursday 08:30 – 17:00</i></p> <p>Mobile: 078 727 5399 Email: <a href="mailto:Outreach.jd@hi-emergency.org">Outreach.jd@hi-emergency.org</a></p> <p><b>NTERSOS/JOHUD</b> – CFPs and PSS services for children, adolescents and their families</p> <p><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: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></p> <p><b>WVI</b> - CFSs for children, AFSSs 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><b>FPD</b> - Protection Hotline: 911 Tel: 02 702 2347</p> <p><b>ARDD-Legal Aid</b> – Legal assistance</p> <p><u>Focal Point:</u> Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org</p> <p>Emergency line: <i>(open 24/7)</i> 077 738 7221</p> <p><b>JWU</b>– Legal counseling <i>Saturday - Thursday 08:30 - 16:30</i></p> <p><u>Focal Point:</u> Irbid: Muntaha Tayyem Rasha Khazaleh Jamal Jeet Tel: 02 724 1342 079 820 2344</p> <p>Ramtha: Muna Gharaibeh Taghreed Al Ghazaleh 079 820 2354</p>	<p><b>Islamic Charitable Centre Society</b> – NFI (food &amp; shelter) Saturday-Thursday <i>07:30 - 15:30</i></p> <p><u>Focal Point:</u> Abd Al Qader Malkawi Mobile: 078 878 7869 Tel: 02 727 9589</p> <p><b>HI</b> – Rehabilitation for disabled persons &amp; provision of aids, equipment &amp; prostheses <i>Sunday – Thursday 08:30 – 17:30</i></p> <p>Mobile: 078 727 5399 Email: Outreach.jd@hi-emergency.org</p> <p><b>Al Sanabel</b> – Food</p> <p><b>Kitab Sunna</b> – NFI Sunday-Thursday <i>08:00-16:00</i></p> <p><u>Focal point:</u> Ahmad Sagggar</p> <p>Mobile: 078 801 5165 Email: saggggar@yahoo.com</p> <p><b>IRC</b> – Cash assistance <i>Sunday – Thursday 08:30 - 17:00</i></p> <p><u>Focal point:</u> Farah Qadoura Mobile: 077 607 0609 Email:farah.qadura@rescue.org</p> <p><b>ICMC</b> – NFI, cash assistance</p> <p><b>WFP</b> Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <u>Hotline</u> mobile: 079 777 8841</p> <p>079 777 8851 <b>INTERSOS/JOHUD</b> – CFPs and PSS services for children, adolescents and their families <i>Saturday – Thursday 8:30-4:30</i> 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: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></p>	<p><b>SCI- Informal education Services:</b> <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><b>WVI</b> (formal education)– Remedial Education, Ctc Activities in Schools,</p> <p><u>Focal Point:</u> Lna Sawalha 0779 178 618 Email: Lna_Sawalha@wvi.org</p> <p>Mayadah Qashou 077 8440710</p> <p>Email: mayadah_qashou@wvi.org</p>
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## Child Protection Referral Pathway – King Abdullah Park (KAP)

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

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

<b>STEP 2: Case management services</b>					
<b>Violence against children in schools</b>	<b>GBV against children including sexual violence and early marriage</b>	<b>All other CP cases including violence against children in the home &amp; community; child labour</b>	<b>Unaccompanied &amp; separated children</b>	<b>Children with disabilities</b>	<b>Children in conflict with the law</b>
<p><b>Save the Children Jordan</b> - Outreach &amp; support to register children in schools <i>Saturday – Thursday</i> 8:30- 15:30</p> <p><u>Focal point:</u></p> <p>Taghreed Freij Mobile: 077 546 4973 Email: tfraij@savethechildren.org.jo</p> <p>Hotline : 077 670 2426 0800 22 766 0800 00111</p>	<p><b>NHF / IFH</b></p>	<p><b>UNHCR(violence in the home)</b> <i>Sunday-Thursday</i> 8:00 - 15:30</p> <p><u>Focal Point:</u></p> <p>Abd Al Nour Jaradat Mobile: 079 895 7318 Email; <a href="mailto:jaradata@unhcr.org">jaradata@unhcr.org</a></p> <p>Protection Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> Protection Hotline 079 710 9194</p> <p><b>For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit</b></p> <p>24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 22208 Email: <a href="mailto:hotline@mol.gov.jo">hotline@mol.gov.jo</a></p>	<p><b>Refer first to UNHCR</b> <i>Sunday-Thursday</i> 8:00 to 15:30</p> <p><u>Focal Point:</u></p> <p>Abd Al Nour Jaradat Mobile: 079 895 7318 Email; <a href="mailto:jaradata@unhcr.org">jaradata@unhcr.org</a> Protection Duty Phone: 079 554 6383</p> <p><i>After working hours and weekends</i> Protection Hotline: 079 710 9194</p> <p><b>IRC Unaccompanied children</b> <i>Sunday – Thursday</i> 08:30 – 17:00</p> <p><u>Focal Points:</u></p> <p>Lubna Jarrar Mobile: 077 507 7793 Email: <a href="mailto:Lubna.Jarrar@rescue.org">Lubna.Jarrar@rescue.org</a></p>	<p><b>Handicap International</b> 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</i> 9:00 – 17:00 Mobile : 07 87 27 53 99 Email : <a href="mailto:dvfp.intake.irbid@gmail.com">dvfp.intake.irbid@gmail.com</a></p> <p><b>UNHCR</b> <i>Sunday-Thursday</i> 8:00 to 15:30</p> <p><u>Focal point:</u> Isra'a Mas'ad Mobile: 079 720 7389 Email:<a href="mailto:masad@unhcr.org">masad@unhcr.org</a></p> <p>UNHCR Help Desk; 06 550 2141</p>	<p><b>UNHCR</b> <i>Sunday-Thursday</i> 8:00 to 15:30</p> <p><u>Focal point:</u></p> <p>Abd Al Nour Jaradat Mobile: 079 895 7318 Email; <a href="mailto:jaradata@unhcr.org">jaradata@unhcr.org</a></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>

		<b>Focal point:</b> Shereen Al-Taeib 079 758 7583 Email:altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com	<b>NHF / IFH Separated children</b> <b>Focal Point:</b> Duaa Al Omari 079 549 5774		
<b>Case managers refer to services below if:</b> <ol style="list-style-type: none"> <li>Child/caregiver wants to receive protection, legal or police services;</li> <li>Child/caregiver consents to share the information on grave violations against children (UNICEF);</li> <li>There are immediate safety and security risks to others; or</li> <li>It is in the best interest of the child because of:           <ul style="list-style-type: none"> <li>▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);</li> <li>▪ Risk of imminent forced/early marriage (UNHCR)</li> <li>▪ Risk of refolement or voluntary return in cases of children associated with armed groups/forces (UNHCR)</li> <li>▪ Severe neglect (UNHCR/FPD)</li> <li>▪ Sexual exploitation and abuse by humanitarian personnel (UNHCR)</li> <li>▪ Children requiring BID (UNHCR)</li> </ul> </li> </ol>					
<b>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</b>					
<b>UNHCR – Protection</b> <i>Sunday-Thursday 8:00 to 15:30</i> Abd Al Nour Jaradat: Mobile: 079 895 7318, Email; jaradata@unhcr.org  Protection Duty Phone: 079 554 6383  <i>After working hours and weekends</i> Protection Hotline: 079 710 9194  <b>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</b>  <i>Open 24 hours</i> Hotline: 911. Ramtha branch Tel: 02 623 5511. Email: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a> <b>UNICEF:</b> Case managers refer cases of grave violations <sup>1</sup> (MRM) to UNICEF when refugee child/caregiver consents  <i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a>					

<b>STEP 3: Referral to other services</b>				
<b>Health Care</b>	<b>CP Psychosocial Services / Case Management</b>	<b>Protection, Security, and Justice</b>	<b>Other Basic Services</b>	<b>Education</b>
<b>MOH – Primary Health</b>  <b>JHAS – Primary Health</b> <i>Once a week</i>  <b>Focal Point:</b>  FatheyaAyaad Mobile: 078 855 0625	<b>IFH - PSS</b> <i>Sunday – Thursday 9:00 – 15:00</i>  <b>Focal Point:</b>  Bilal Zwateen: Mobile:079 738 0792	<b>UNHCR – Protection, Registration andlegal services for refugees</b>  <i>Sunday-Thursday 8:00 - 15:30</i>	<b>UNHCR – Registration, support to vulnerable children &amp; families through NFI/cash assistance</b>  <i>Sunday - Wednesday 8.30 – 15.30</i>	<b>SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools</b> <i>Saturday – Thursday 8:30- 15:30</i>

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

<p>Dr. Ola Al Tebawi Mobile: 077 500 6027 Email: pc@jordanhealthaid.org</p> <p><b>IMC – Mental Health</b> Sunday-Thursday 9:00-16:00</p> <p><u>Focal Point:</u></p> <p>Manar Awad Mobile: 079 986 1491 Email: mawwad@InternationalMedicalCorps.org</p> <p><b>MoH mobile team/UNICEF – Vaccinations</b></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><b>Handicap International – Rehabilitation services for persons with disability and persons with injury , children and adults &amp; provision of prosthesis, orthotics &amp; mobility aids</b></p> <p>Mobile: 078 727 5399 Email: dvfp.intake.irbid@gmail.com</p>	<p>Taqwa Tahtamouni Duty Phone: 079 549 5774</p> <p><b>IRC - UAM and Child GBV</b> <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><b>SCI –</b> 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><b>Mercy Corps – Playground</b></p> <p><u>Focal point:</u></p> <p>Ahlam Awamleh Mobile: 077 500 2544 Email: a.awamleh@jo.mercycorps.org</p> <p><b>Finn Church Aid</b> 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><b>Handicap International:</b> PSS groups for children with disability/injury and their family</p> <p>Mobile: 078 727 5399 Email: <a href="mailto:dvfp.intake.irbid@gmail.com">dvfp.intake.irbid@gmail.com</a></p>	<p><u>Focal point:</u></p> <p>Faris Al Talib 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><b>ARDD-Legal Aid</b> <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@arddllegalaid.org</p> <p>Emergency line: 077 738 7221</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><i>After working hours and weekends</i> Protection Duty phone: 079 554 6383</p> <p><b>WFP Food – Voucher assistance</b> <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <u>Hotline mobile:</u> 079 777 8841</p> <p>079 777 8851</p>	<p><u>Focal point:</u></p> <p>Taghreed Freij Mobile: 077 546 4973 Email : tfraij@savethechildren.org.jo</p> <p>Hotline : 077 670 2426 0800 22 766 0800 00111</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-Faidi Mobile : 0775475969 Email:alaa.faidi@savethechildren.org</p>
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### 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><b>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</b></p> <ul style="list-style-type: none"> <li>▪ Provide a safe, caring response</li> <li>▪ Respect the confidentiality and wishes of the child/caregiver</li> <li>▪ Provide information about available case management services</li> <li>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents</li> <li>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> <li>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest</li> </ul>	Child or caregiver goes directly to case manager

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><b>Save the Children Jordan</b> - Outreach &amp; support to register children in schools <i>Saturday – Thursday 08:30- 15:30</i></p> <p><u>Focal Point:</u> Taghreed Freij Mobile : 077 546 4973 Email: tfraij@savethechildren.org.jo</p> <p>Hotline : 077 670 2426 0800 22 766 0800 00111</p>	<p><b>IMC</b> - Specialized in child protection and mental health</p> <p><u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Hanadi Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@InternationalMedicalCorps.org</p> <p>Ahmad Jaran Mobile: 079 830 1230</p> <p>Duty Phone: 079 554 6383</p> <p><b>IRC<sup>1</sup></b>– Specialized in GBV <i>Sunday – Thursday 08:30 – 17:00</i></p>	<p><b>IMC</b> <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Hanadi Al Qaryouti Mobile: 079 965 3787 Email: halqaryouti@InternationalMedicalCorps.org</p> <p>Ahmad Jaran Mobile: 079 830 1230</p> <p>Duty Phone: 079 554 6383</p> <p><b>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</b></p> <p>24 hours (afterhours answering machine) <u>Hotline</u> Toll Free No: 0800 222 08 Email: hotline@mol.gov.jo</p>	<p><b>Refer first to: UNHCR</b> <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><b>UNHCR</b> <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u> Mohammad Hajji Mobile+962 77 740 7576 Email: hajji@unhcr.org</p> <p><b>UNRWA</b> <u>Focal Point:</u> ZiyadMousa Mobile: 079 576 3643 z.mousa2@unrwa.org</p>	<p><b>Handicap International</b> 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><b>UNHCR</b> <i>Sunday-Thursday 8:00 - 15:30</i></p> <p>UNHCR Help Desk 06 550 2141</p> <p><b>UNHCR</b> <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u> Mohammad Hajji Mobile+962 77 740 7576 Email: hajji@unhcr.org</p>	<p><b>UNHCR</b> <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><b>UNHCR</b> <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u> Mohammad Hajji Mobile+962 77 740 7576 Email: hajji@unhcr.org</p>

<sup>1</sup>If case also involves parent/caregiver being subject to GBV, refer parent and child to IRC

	<p><b>Focal Point:</b></p> <p>Sawsan Hishaq Mobile: 079 027 4674 Email: <a href="mailto:sawsan.lshaq@rescue.org">sawsan.lshaq@rescue.org</a></p> <p>Farah Qadura Mobile: 077 607 0609 Email: <a href="mailto:Farah.qadura@rescue.org">Farah.qadura@rescue.org</a></p> <p><b>UNRWA</b></p> <p><b>Focal Point:</b></p> <p>ZiyadMousa Mobile: 079 576 3643 <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></p>	<p><b>Focal point:</b></p> <p>Shereen Al-Taeib 079 758 7583 Email: <a href="mailto:altaeib_shereen@hotmail.com">altaeib_shereen@hotmail.com</a> <a href="mailto:hereen@yahoo.com">hereen@yahoo.com</a></p> <p><b>UNHCR</b> <i>Sunday – Thursday 08:00 – 15:30</i></p> <p><b>Focal point:</b></p> <p>Mohammad Hajji Mobile+962 777407576 Email: <a href="mailto:hajji@unhcr.org">hajji@unhcr.org</a></p> <p><b>UNRWA</b></p> <p><b>Focal Point:</b></p> <p>ZiyadMousa Mobile: 079 576 3643 <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></p>	<p><b>IMC</b></p> <p><b>Focal Point:</b></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><b>UNRWA</b></p> <p><b>Focal Point:</b></p> <p>ZiyadMousa Mobile: 079 576 3643 <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></p>	<p><b>UNRWA</b></p> <p><b>Focal Point:</b></p> <p>ZiyadMousa Mobile: 079 576 3643 <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></p>
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**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](mailto:a.zaqout@unrwa.org)

**FPD –** Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible –see above contact

*Open 24 hours, 7 days a week*

Hotline: 911. Tel: 02 623 5511

Focal Point: Major Jom'a Al Heasah, email: [familypd@accessme.com.jo](mailto:familypd@accessme.com.jo)

**UNICEF:** Case managers refer cases of grave violations<sup>2</sup> (MRM) to UNICEF when refugee child/caregiver consents

*Sunday – Thursday 08:00 – 15:30*

Duty phone: 079 021 4149

Email: [jochildprotect@unicef.org](mailto:jochildprotect@unicef.org)

<sup>2</sup> Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children



STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>3</sup>
<p><b>IMC</b> – Mental health services <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u> Ammar Al Tamimi Mobile 079 963 3745 Ahmad Jaran Mobile: 079 830 1230</p> <p><b>MOH</b> - Primary &amp; secondary health care in clinics &amp; 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><b>JHAS</b> – Secondary health care through a mobile clinic, and mental health services <i>Saturday – Thursday 09:00-16:00</i></p>	<p><b>IMC</b> <u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Ammar Al Tamimi Mobile 079 963 3745 Ahmad Jaran Mobile: 079 830 1230</p> <p>Duty Phone: 079 554 6383</p> <p><b>TdH</b> –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><b>SCI</b> – Child and Family Centres, Community based Child Protection Committees <i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal Point:</u> Natalie Habaq Mobile: 077 5724446 Email:Natalie.habaq@savet hechildren.org <b>HI</b> – 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><b>UNHCR</b> – 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><b>UNWRA</b>- Protection (including cases of risk or arrest, detention or refoulement for 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><b>UNHCR</b> – Registration, support to vulnerable children &amp; families through NFI/cash assistance <i>Sunday - Wednesday 8.30 – 15.30</i></p> <p>UNHCR Infoline: 06 550 2141</p> <p><i>After working hours and weekends</i> Protection Duty phone: 079 549 0122</p> <p><b>SCI</b> – 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@savet hechildren.org</p> <p><b>UNRWA</b> – 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.org</p> <p><b>Jesuit Refugee Services (JRS)</b> – NFI services <i>Sunday -Thursday 10:00-14 :00</i></p>	<p><b>SC Jordan</b> (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><b>Questscope</b> – Informal and non-formal education and life skills.</p> <p><u>Focal Point:</u> <i>Rasha Abu Zeinah,</i> <i>Mobile: 079 853 6893</i></p> <p><b>Caritas</b> – Informal education, life skills, youth leadership training and pre-school education services.</p> <p><b>HI</b> – Special education services for PWD's</p> <p><b>UNHCR</b> Community services Duty line: 06 550 2140 06 550 2141</p> <p><b>UNRWA</b> <u>Focal Point:</u> ZiyadMousa Mobile: 079 576 3643 Email: z.mousa2@unrwa.org</p> <p><b>SCI</b>- informal education services <i>Sunday-Thursday 9:00-15:00</i></p>

<sup>3</sup> 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><u>Focal Point:</u></p> <p>Ahmad Masarweh Mobile: 077 500 7012 Tel: 02 623 2329</p> <p><b>HI</b> – Provision of assistive tools and rehabilitative services and family counselling <i>Sunday-Thursday 08:30-17:00</i></p> <p><u>Focal Point:</u></p> <p>Razan Al Nabulsi Mobile: 078 727 5399 Email: Dvfp.po.irbid@gmail.com</p> <p><b>UAE Red Crescent</b> – Primary &amp; secondary health care</p> <p><b>UAE &amp; Jordan Field Hospital</b></p> <p><b>UNRWA</b> – Primary health care and referral to secondary services for Palestinian refugees when needed</p> <p><u>Focal Point:</u></p> <p>Riad Mansi Mobile: 079 540 8680</p>	<p><b>JWU-</b> (Khaldiyya) CFSs, community based child protection, recreational and life skills activities for families <i>Sunday – Thursday 08:30 – 16:30</i></p> <p><u>Focal point:</u> Safa Abu Kaff Najah Al Maghareez Tel: 06 490 8310</p> <p>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families <i>Saturday – Thursday 8:30-4:30</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><u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></p> <p><b>WVI</b> - CFSs for children, AFSs for Adolescents, and PSS services</p> <p>Strengthening Community based protection committees <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><u>Emergency:</u></p> <p>Sheerin Al-Araj Mobile: 0796547220</p> <p><b>FPD</b> - Protection including shelters <i>Open 24 hours</i> Hotline: 911 Tel: 02 623 5511</p> <p><b>JWU--</b>(Shelter Amman) <i>Saturday-Thursday 8:30-16:30</i></p> <p><u>Focal Point:</u></p> <p>Najiyeh Zoabi Hotline: 079 820 2353 Tel: 06 567 5729</p> <p><b>ARDD-Legal Aid</b> <i>Sunday – Thursday 09:00 – 18:00</i></p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org Emergency line: 077 738 7221</p>	<p><u>Focal Point:</u></p> <p>Yahya Mobile: 079 575 5316</p> <p><b>Christian &amp; Missionary Alliance Church / Mercy Corps</b> – Renovation of houses &amp; NFI <i>Monday-Wednesday-Thursday 08:00-10:00</i></p> <p><u>Focal Point:</u></p> <p>Rev. Nour Sahawneh Tel: 02 623 3716 Mobile: 079 512 6236</p> <p><b>ICMC</b> – Rent assistance, baby packages, winterization &amp; house renovation <u>Focal Point:</u></p> <p>Nasser Obeidat Mobile: 079 640 4380 Tel: 02 623 2355</p> <p><b>TdH</b> – NFI provision <i>Sunday – Thursday 08:30 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Heba Zreiqat Mobile: 079 620 1408</p> <p><b>WFP</b> Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <u>Hotline</u> mobile: 079 777 8841 079 777 8851</p> <p>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families <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><u>Focal Point:</u> George Theodory Mobile: 079 9379831 E-mail: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></p>	<p><u>Focal Point:</u></p> <p>Natalie Habaq Mobile: 077 5724446 Email: Natalie.habaq@savethechildren.org</p> <p><b>WVI</b> (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>
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### 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><b>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</b></p> <ul style="list-style-type: none"> <li>Provide a safe, caring response</li> <li>Respect the confidentiality and wishes of the child/caregiver</li> <li>Provide information about available case management services</li> <li>Facilitate referral to relevant case management services (see below) when child/caregiver consents</li> <li>For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> <li>In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest</li> </ul>	<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><b>Save the Children Jordan -</b> Outreach &amp; support to register children in schools <i>Sunday – Thursday 08:30 – 16:00</i></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><b>IMC -</b> Specialized in child protection &amp; 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> Bader Al Nammur Mobile: 079 022 4024 Email: bnammur@InternationalMedicalCorps.org</p>	<p><b>IMC -</b> Specialized in child protection &amp; 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> Bader Al Nammur Mobile: 079 022 4024 Email: bnammur@InternationalMedicalCorps.org</p> <p><b>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</b></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> Shereen Al-Taeib 079 758 7583 Email: altaeib_shereen@hotmail.com/altaeib_shereen@yahoo.com</p>	<p><b>UNHCR</b> <i>08:00-15:30</i></p> <p><u>Focal Point:</u></p> <p><i>Sunday – Thursday 08:00 – 15:30</i></p> <p><u>Focal point:</u> Diana Suleiman <u>Mobile:</u> 077 728 1911 <u>Email:</u> <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></p> <p><i>After hours and weekends</i> Protection Hotline: 079 710 9194</p>	<p><b>UNHCR</b> <i>08:00-15:30</i></p> <p><u>Focal Point:</u> Huda Al-Shabsough 079 730 6108 Email: Alshabso@unhcr.org</p> <p><b>UNRWA</b> <i>Open 24 hours</i></p> <p><u>Focal Point:</u> Haifa A-Whaidi Protection hotline: 079 899 8890</p>	<p><b>UNHCR</b> <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><b>UNRWA</b> <i>Open 24 hours</i></p> <p><u>Focal Point:</u> 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.
- d. There are immediate safety and security risks to others; or
- e. 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 Albutoosh, email: [familypd@accessme.com.jo](mailto:familypd@accessme.com.jo)

Kerak and Tafleeh. Tel: 03 238 7069. Focal Point Major Qeis Al-Gharaibah, email: [familypd@accessme.com.jo](mailto:familypd@accessme.com.jo)

**UNICEF:** Case managers refer cases of grave violations<sup>1</sup> (MRM) to UNICEF when refugee child/caregiver consents

Sunday – Thursday 08:00 – 15:30

Duty phone: 079 021 4149

Email: [jochildprotect@unicef.org](mailto:jochildprotect@unicef.org)

**STEP 3: Referral to other services**

Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>2</sup>
<p><b>MOH</b> – Primary &amp; secondary health care (Karak)</p> <p>Tel: 03-2386190</p>	<p><b>JWU</b> JWU/Al-Anwar Charity Association - Maan Sunday – Thursday 8:00 – 14:30</p>		<p><b>UNHCR</b> – Support to vulnerable children &amp; families (NFI)/Cash assistance (Maan/Aqaba/Karak)</p>	

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

<sup>2</sup> Definitions:

**Formal education:** Certified education services provided by the Ministry of Education's 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><b>JHAS</b> – 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><b>For Mental health (Karak, Tafilah)</b> <b>IMC</b> 24 hours Duty phone: 079 578 5095</p> <p><u>Focal Point:</u></p> <p>Bader Al Nammur Mobile: 079 022 4024 Email: bnammur@InternationalMedicalCorps.org</p> <p><b>UNRWA</b></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><b>JWU/Al-Anwar Charity Association</b> - 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 &amp; community-based 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><b>SCI</b> –</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.alsaheed@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: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></p>	<p><b>UNHCR</b> – Protection, registration and legal services for refugees <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 Ma'an at Jordan Youth Commission <i>1st Monday every month 9.00 – 15.00</i> 03 213 4817</p> <p><b>UNRWA</b> – 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 <a href="mailto:araj2@unrwa.org">araj2@unrwa.org</a></p> <p><b>FPD</b> - 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 Albutoosh, Email: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a></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 <a href="mailto:Alshabso@unhcr.org">Alshabso@unhcr.org</a></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><b>UNRWA</b> – Basic assistance and services for Palestinian refugees</p> <p><u>Focal Point:</u> Haifa A-Whaidi 0798998890</p> <p><b>WFP</b> Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <u>Hotline</u> mobile: 079 777 8841</p> <p>079 777 8851</p> <p><b>SCI-</b> Livelihood activities(cash assistance, vocational training)</p> <p><i>Sunday-Thursday 9:00-15:00</i></p> <p><u>Focal point:</u></p> <p>Suzan Albuheisi Mobile:077664329 Email:<a href="mailto:suzan.albuhaisi@savethechildren.org">suzan.albuhaisi@savethechildren.org</a></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>Princess Basma Centre in Shobak Princess Basma Centre</p>	<p><b>SC Jordan</b> (formal education)– hotline for children not in schools, information about education and protection services in schools (Karak) 24 hours</p> <p>Hotline: 0800 22766</p> <p><b>Questscope</b>– Non-formal &amp; 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> <i>Mobile: 079 853 6893</i></p> <p><b>JWU/Al-Anwar</b> 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><b>SCI-</b> 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.alsaheed@savethechildren.org</p>
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		<p>Kerak and Tafleh. Tel: 03 238 7069.</p> <p><u>Focal Point</u></p> <p>Major Qeis Al-Gharaibah, Email: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a></p> <p><b>ARDD- Legal Aid</b> <i>Sunday-Thursday</i> <i>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><b>JRF – Shelter for child survivors</b> (including PSS, protection, education &amp; 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</p> <p>Mobile: 079 9379831</p> <p>E-mail: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></p>	
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## 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><b>General service providers, UNHCR registration services or community members identify child protection cases. Immediate response includes:</b></p> <ul style="list-style-type: none"> <li>▪ Provide a safe, caring response.</li> <li>▪ Respect the confidentiality and wishes of the child/caregiver.</li> <li>▪ Provide information about available case management services.</li> <li>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents.</li> <li>▪ For child survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care.</li> <li>▪ In case of immediate safety or security risks to the child, consult child protection case manager to determine child's best interests.</li> </ul>	<p><b>Child or caregiver goes directly to case manager</b></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><b>SAVE THE CHILDREN</b> Outreach &amp; support to register children in schools; violence in schools</p> <p>Sunday – Thursday, 09:00 - 16:00</p> <p><b>Focal Point(s):</b></p> <p><b>Kareem Makkawi</b> 077 546 4970 <a href="mailto:KMakkawi@Savethechildren.org.jo">KMakkawi@Savethechildren.org.jo</a></p> <p><b>Noor Zaben</b> 077 575 3933 <a href="mailto:NZaben@savethechildren.org.jo">NZaben@savethechildren.org.jo</a></p> <p>Zain Network Hotline: 0800 00 22</p>	<p><b>IMC</b> <i>Specialized in child protection and mental health</i></p> <p>Sunday – Thursday, 09:00 - 17:00</p> <p><b>24-hour duty phone:</b> 079 855 9517</p> <p><b>Focal point:</b></p> <p><b>Ahmad Jaran</b> Mobile: 079 830 1230 <a href="mailto:ajaran@internationalmedicalcorps.org">ajaran@internationalmedicalcorps.org</a></p> <p><b>IRC/UNFPA</b> Child survivors who self-disclose or express preference can access IRC case management services.</p> <p>Sunday – Thursday, 09:00 - 16:00</p>	<p><b>IMC</b> <i>All child protection cases above</i></p> <p>Sunday – Thursday, 09:00 - 17:00</p> <p><b>24-hour duty phone:</b> 079 855 9517</p> <p><b>Focal point:</b></p> <p><b>Ahmad Jaran</b> Mobile: 079 830 1230 <a href="mailto:ajaran@internationalmedicalcorps.org">ajaran@internationalmedicalcorps.org</a></p>	<p><b>Save the Children International</b> <i>Initial screening for child labour cases and drop-in center</i></p> <p>Saturday – Thursday, 09:00 - 15:00</p> <p><b>Focal point(s):</b></p> <p><b>Mahmoud Alazeh</b> 077 991 9117 <a href="mailto:Mahmoud.Alazeh@savethechildren.org">Mahmoud.Alazeh@savethechildren.org</a></p> <p><b>IMC</b> <i>Case management for child labour cases</i></p> <p>Sunday – Thursday, 09:00 - 17:00</p> <p><b>24-hour duty phone:</b> 079 855 9517</p>	<p><b>UNHCR<sup>2</sup></b> <i>Saturday – Wednesday, 09:00 - 17:00</i></p> <p><b>Focal Point(s):</b></p> <p><b>Mohammed Haijji</b> 079 683 0493 <a href="mailto:Haijji@unhcr.org">Haijji@unhcr.org</a></p> <p>Sunday – Thursday, 08:00 - 15:30</p> <p><b>Duty phone:</b> 079 554 6383</p> <p><i>After working hours and weekends</i></p> <p><b>UNHCR hotline:</b> 079 710 9194</p> <p><b>IRC</b> <b>24-hour duty phone:</b> 077 507 7792</p> <p><b>Focal Point:</b></p> <p><b>Adel Aldahein</b> 077 500 9593 <a href="mailto:adel.aldahein@rescue.org">adel.aldahein@rescue.org</a></p>	<p><b>Handicap International</b> 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 : <a href="mailto:dvfp.intake.mafr.aq@gmail.com">dvfp.intake.mafr.aq@gmail.com</a></p> <p><b>UNHCR</b> Sunday – Thursday, 08:00 - 15:30</p> <p><b>Focal Point:</b></p> <p><b>Tambi Zokha</b> 079 967 3580 <a href="mailto:zokha@unhcr.org">zokha@unhcr.org</a></p>	<p><b>JUVENILE POLICE DEPARTMENT</b></p> <p>Saturday – Thursday, 07:30 - 15:00</p> <p><b>Focal Point(s):</b></p> <p><b>Captain Bilal Bani Issa</b> <b>/0772571771</b> <i>JPD will inform UNICEF for advocacy purposes.</i></p> <p><b>UNICEF</b> 24h/ 7 days</p> <p><b>Focal Point(s):</b></p> <p><b>Dana Dodeen</b> 0798937190 <a href="mailto:ddodeen@unicef.org">ddodeen@unicef.org</a></p> <p><b>Maha Homs</b> 079 682 7772 <a href="mailto:mhoms@unicef.org">mhoms@unicef.org</a></p>

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

	<p><b>Focal Point(s):</b></p> <p><b>Leila Al Zghoul</b> 077 500 1407  <a href="mailto:Leila.alzghoul@rescue.org">Leila.alzghoul@rescue.org</a></p> <p><b>UNHCR<sup>1</sup></b>  <i>Saturday – Wednesday, 09:00 - 17:00</i>  <b>Focal Point(s):</b></p> <p><b>Suna Ateiah</b>  0798560084  <a href="mailto:Ateiah@unhcr.org">Ateiah@unhcr.org</a></p> <p><b>Mohammed Hajji</b>  079 683 0493  <a href="mailto:Hajji@unhcr.org">Hajji@unhcr.org</a>  <i>Sunday – Thursday, 08:00 - 15:30</i></p> <p><b>Duty phone:</b>  079 554 6383</p> <p><i>After working hours and weekends</i>  <b>UNHCR hotline:</b>  079 710 9194</p>		<p><b>Focal point:</b></p> <p><b>Ahmad Jaran</b>  Mobile: 079 830 1230  <a href="mailto:ajaran@internationalmedicalcorps.org">ajaran@internationalmedicalcorps.org</a></p>			<p><b>Also refer to UNHCR</b>  <i>Sunday – Thursday, 08:00 - 15:30</i></p> <p><b>Focal Point(s):</b></p> <p><b>Mohammed Hajji</b>  079 683 0493  <a href="mailto:Hajji@unhcr.org">Hajji@unhcr.org</a></p> <p><b>Detention emergency line:</b>  079 674 2200</p> <p><i>After working hours and weekends</i>  <b>Protection Hotline:</b>  079 710 9194</p> <p><i>UNHCR will arrange legal representation by Jordanian Bar Association when needed</i></p>
<p><b>Case managers refer to services below if:</b></p> <ol style="list-style-type: none"> <li>Child/caregiver wants to receive protection, legal or police services;</li> <li>Child/caregiver consents to share the information on grave violations against children (UNICEF);</li> <li>There are immediate safety and security risks to others; or</li> <li>It is assessed to be in the best interest of the child because of: <ul style="list-style-type: none"> <li>▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);</li> <li>▪ Risk of imminent forced/early marriage (UNHCR)</li> <li>▪ Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)</li> <li>▪ Severe neglect (UNHCR/FPD)</li> <li>▪ Sexual exploitation and abuse by humanitarian personnel (UNHCR)</li> <li>▪ Children requiring BID (UNHCR)</li> </ul> </li> </ol>						
<p><b>Always assess the consequences this action could have in order to minimize risks and ensure the best interests of the child are served.</b></p>						
<p><b>UNHCR</b></p> <p><b>Focal Point:</b>  <i>Saturday – Wednesday, 09:00 - 17:00</i>  <b>Mohammed Hajji (child non-GBV cases)</b>  079 683 0493 <a href="mailto:Hajji@unhcr.org">Hajji@unhcr.org</a></p> <p><b>Suna Atatieh (child GBV cases)</b>  079 856 0084  ateiah@unhcr.org</p> <p><i>Sunday – Thursday, 08:00 - 15:30</i>  <b>Duty phone:</b> 079 554 6383</p> <p><i>After hours and weekends (24 hours)</i></p>			<p><b>FPD</b> (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><b>Via UNHCR focal point (see focal points to left)</b></p> <p><b>Focal point:</b></p> <p><b>Captain Suliman Al-Omari</b>  077 235 6956  <a href="mailto:da.dana96@yahoo.com">da.dana96@yahoo.com</a> or  <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a></p> <p><b>24-hour hotline:</b> 911</p>			

<sup>1</sup> UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child's best interest.



<p><b>Protection hotline:</b> 079 710 9194</p> <p><b>UNICEF:</b> Case managers can refer cases of grave violations<sup>3</sup> (MRM) to UNICEF when refugee child/caregiver consents</p> <p><i>Sunday – Thursday 08:00 – 15:30</i> Duty phone: 079 021 4149 Email: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></p>	
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STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>4</sup>
<p><b>IMC</b> <i>Mental health care</i> <i>Sunday – Thursday, 09:00 – 17:00</i></p> <p><b>Focal point:</b></p> <p><b>Ahmad Jaran</b> <b>Duty phone:(24 hours):</b> 079 855 9517 Mobile: 079 830 1230</p> <p><b>JHAS/UNHCR</b> <i>Primary health care</i> <i>Saturday – Thursday, 09:00 – 16:00</i></p> <p><b>Emergency hotline:</b> 077 500 6031</p> <p><b>MdM</b> <i>Primary health care</i></p> <p><b>Focal point:</b></p> <p><b>Dr Luis</b> 079 637 25 92</p> <p><b>MOROCCAN HOSPITAL</b> <i>Emergency, secondary or tertiary care</i></p> <p><b>Focal point:</b></p> <p><b>Dr Alarbi</b> 077 603 6079</p>	<p><b>IMC</b> <i>Psychosocial services for children; youth-friendly spaces</i> <i>Sunday – Thursday, 09:00 – 17:00</i></p> <p><b>Focal point(s):</b></p> <p><b>Ahmad Jaran</b> <b>Duty phone:(24 hours):</b> 079 855 9517 Mobile: 079 830 1230</p> <p><b>SCI/UNICEF</b> <i>Child Friendly Spaces, CPC and CP awareness-raising</i> <i>Saturday – Thursday, 09:00 – 15:00</i></p> <p><b>Focal point(s):</b></p> <p><b>Sohaib Shtaiat</b> 077 575 4944 <a href="mailto:sohaib.shtaiat@savethechildren.org">sohaib.shtaiat@savethechildren.org</a></p> <p><b>Hadeel Qunaibi</b> 077 575 4535 <a href="mailto:Hadeel.Qunaibi@savethechildren.org">Hadeel.Qunaibi@savethechildren.org</a></p> <p><b>IRC / UNFPA</b> <i>Youth-friendly spaces, women’s centres</i> <i>Saturday – Thursday, 09:00 – 16:00</i></p>	<p><b>UNHCR</b> <i>Registration, protection and legal services</i> <i>24 hours</i></p> <p><b>Duty phone:</b> <i>Sunday – Thursday, 08:00 – 15:30</i> 079 554 6383</p> <p><i>After working hours and weekends</i> <b>UNHCR hotline:</b> 079 710 9194</p> <p><b>Legal Aid</b> <i>Legal services</i> Refer through UNHCR above</p> <p><b>Family Protection Department</b> <i>Family and sexual violence, community awareness-raising on child protection &amp; GBV</i> <b>Refer via UNHCR above:</b></p> <p><b>Captain Suliman Al-Omari</b> 077 235 6956 <a href="mailto:da.dana96@yahoo.com">da.dana96@yahoo.com</a> or <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a></p> <p><b>24-hour hotline:</b> 911</p>	<p><b>UNHCR</b> <i>NFIs, shelter</i> <i>Hours 8:00-15:30</i></p> <p><b>Focal point(s):</b></p> <p><i>Sunday-Thursday 08:00-15:30</i></p> <p><b>Tambi Zokha</b> 079 967 3580 <a href="mailto:zokha@unhcr.org">zokha@unhcr.org</a></p> <p><b>WFP Food – Voucher assistance</b> <i>Sunday – Thursday 8:00 am – 5:00 pm</i></p> <p><b>Focal Point:</b></p> <p><b>Rabab Musleh</b> Mobile: 079 730 0145 <b>Hotline</b> mobile: 079 777 8841</p> <p>079 777 8851</p> <p><b>SAVE THE CHILDREN INT’L</b> <i>Food and cash-for-work</i></p> <p><b>Focal point:</b></p> <p><b>Ghandi Bakkar</b> 077 670 2441 Email: <a href="mailto:Ghandi.bakkar@savethechildren.org">Ghandi.bakkar@savethechildren.org</a></p>	<p><b>SCI/UNICEF</b> <i>Education</i></p> <p><b>Focal point(s):</b></p> <p><b>Abeer Ziadeh (SCI)</b> 077 575 3838 <i>08:30-16:00</i></p> <p><b>Hind Omer (UNICEF)</b> 0798718315 <a href="mailto:homer@unicef.org">homer@unicef.org</a></p> <p><b>RELIEF INTERNATIONAL</b> <i>Remedial Education</i> <i>Sunday – Thursday, 08:30 – 15:00</i></p> <p><i>Informal Education (numeracy &amp; literacy, English, computing)</i> <i>Sunday – Thursday, 15:15 – 17:15</i></p> <p><b>Focal point(s):</b></p> <p><b>Rawan Rabieideh</b> 079 606 8056 <a href="mailto:rawan.rabieideh@ri.org">rawan.rabieideh@ri.org</a></p> <p><b>Nicola West</b> 079 031 4028 <a href="mailto:nicolawest@ri.org">nicolawest@ri.org</a></p> <p><b>Questscope – Non-formal and informal education</b> <i>Sunday-Thursday 9:00-17:00</i></p>

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

<sup>4</sup> Definitions:

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

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

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

<p><b>JHAS/UNFPA</b> <i>Reproductive health</i></p> <p><i>Saturday – Thursday, 09:00 - 16:00</i></p> <p><b>Focal point:</b></p> <p>Dr Reema Diab 077 675 5914</p> <p><b>MoH MOBILE TEAM / UNICEF</b> <i>Vaccinations</i></p> <p><b>Focal point(s):</b></p> <p><b>Mohammed Amiri</b> 079 949 3683</p> <p><b>Buthayna Al-Khatib</b> 079 906 0498</p>	<p><b>Focal point:</b> <b>Leila Al Zhgoul</b> 077 500 1407 <a href="mailto:leila.alzhgoul@rescue.org">leila.alzhgoul@rescue.org</a></p> <p><b>UNICEF</b> <i>Child protection</i></p> <p><i>24h/ 7days</i></p> <p><b>Focal point:</b> <b>Ve Catling</b> 0798638359 <a href="mailto:scatling@unicef.org">scatling@unicef.org</a></p> <p><b>UN WOMEN</b> <i>Youth-friendly spaces, women’s centres</i></p> <p><b>Focal point:</b> Maha Alnimer <a href="mailto:Maha.alnimer@unwomen.org">Maha.alnimer@unwomen.org</a> 077 84 84 913</p> <p><b>MERCY CORPS</b> <i>Playgrounds, CFS, adolescent-friendly space (including adolescents at risk)</i></p> <p><b>Focal point:</b></p> <p><b>Ahlam Awamleh</b> <b>077 500 2544</b> <a href="mailto:aawamleh@jo.mercycorps.org">aawamleh@jo.mercycorps.org</a></p> <p><b>Maha Al- Saad</b> <b>077 849 8245</b> <a href="mailto:malsaad@jo.mercycorps.org">malsaad@jo.mercycorps.org</a></p> <p><b>HANDICAP INT’L</b> <i>PSS groups for children with disability/injury and their family</i></p> <p><b>Focal point:</b></p> <p><b>Olivia Biernacki</b> 078 796 3226 <a href="mailto:outreach.jd@hi-emergency.org">outreach.jd@hi-emergency.org</a></p> <p><b>IRD/UNHCR</b> <i>Communal spaces, community groups, and educational/recreational activities</i></p> <p><i>Sunday –Thursday 9:00 am – 3:00 pm</i></p>		<p><b>NRC – NFIs</b> <i>Hours</i> <i>9:00 – 15:00</i></p> <p><b>Focal point:</b> <b>Ahmad salamin</b> <a href="mailto:Ahmad.al-salamin@nrc.no">Ahmad.al-salamin@nrc.no</a> 0798533485</p> <p><b>Fares mismark</b> <a href="mailto:Fares.mismar@nrc.no">Fares.mismar@nrc.no</a> 0795029512</p> <p><b>UNICEF – WASH</b></p> <p><b>Focal point:</b></p> <p><b>Habib Ur-Rahman</b> 079 513 6126 <a href="mailto:hrehman@unicef.org">hrehman@unicef.org</a></p> <p><b>OXFAM – WASH</b></p> <p><b>Focal point:</b></p> <p><b>Jeff Silverman</b> 077 673 8591</p> <p><b>ACTED – WASH</b></p> <p><b>Focal point:</b></p> <p><b>Suranga Mallawa</b> 079 881 2496 <a href="mailto:Suranga.mallawa@acted.org">Suranga.mallawa@acted.org</a></p> <p><b>UN WOMEN</b> <i>Cash for work</i></p> <p><i>Hours 10:00 – 15:00</i></p> <p><b>Focal point:</b></p> <p><b>Ghada Ali</b> 078 517 6424 <a href="mailto:ghada.ali@unwomen.org">ghada.ali@unwomen.org</a></p> <p><b>LUTHERAN WORLD FEDERATION – NFIs</b></p> <p><b>Focal point:</b></p> <p><b>Nader</b> 079 735 1622</p>	<p><b>Focal Point:</b> <b>Rasha Abu Zeinah,</b> <i>Mobile: 079 853 6893</i></p> <p><b>NRC</b> <i>Informal education for children aged 9 -17 years old.(D10)</i></p> <p><b>Focal point:</b> <i>Sunday – Thursday, 08:00 -4:00.</i></p> <p><b>Walaa AlHusban</b> 0795404594 Email : <a href="mailto:walaa.alhhusban@nrc.no">walaa.alhhusban@nrc.no</a></p> <p><b>NRC</b> <i>Informal education for Youth aged 15-32</i></p> <p><b>Focal Point (D10)</b> <b>Mai Jaradat</b> 0795424591 <a href="mailto:Mai.jaradat@nrc.no">Mai.jaradat@nrc.no</a></p> <p><b>Focal point (D8)</b> <b>Raed Sawalha</b> 0798534272 <a href="mailto:Raed.sawalha@nrc.no">Raed.sawalha@nrc.no</a></p> <p><b>FINN CHURCH AID</b> <i>Informal education / literacy, physical activities and livelihood skills</i></p> <p><b>Focal point:</b></p> <p><b>Mohammed Al hadid</b> 077 500 1161 Email <a href="mailto:Mohammad.al-hadid@kua.fi">Mohammad.al-hadid@kua.fi</a></p> <p><b>SAVE THE CHILDREN INT’L</b> <i>Early childhood development, KGs</i></p> <p><i>Hours 9:00 – 15:00</i></p> <p><b>Focal point:</b></p> <p><b>Sohaib Shtaiat</b> <b>077 575 4944</b> <a href="mailto:sohaib.shtaiat@savethechildren.org">sohaib.shtaiat@savethechildren.org</a></p>
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	<p><b>Focal point:</b></p> <p><b>Bersan Boulad</b> 079 889 9493 <a href="mailto:b.boulad@ird-jo.org">b.boulad@ird-jo.org</a></p> <p><b>Questscope</b> <i>Psychosocial activities and mentoring for children and youth</i></p> <p><i>7 days/week</i> <i>09:00 - 18:00</i></p> <p><b>Focal point(s):</b></p> <p><i>Ashraf Abu Al-Halaweh</i> 079 572 0292 <a href="mailto:ashraf@questscope.org">ashraf@questscope.org</a></p>			<p><b>Mahmoud AL-Azzeh</b> <b>0779919117</b> <a href="mailto:Mahmoud.alazze@save-thechildren.org">Mahmoud.alazze@save-thechildren.org</a></p> <p><i>Informal education (literacy/numeracy, skills-building activities, life skills-based sports and games)</i></p> <p><b>Focal point(s):</b></p> <p><b>Alaa Faidi</b> 077 547 5969 <a href="mailto:Alaa.faidi@savethechildren.org">Alaa.faidi@savethechildren.org</a></p> <p><b>Murad Sriheen</b> 077 579 6611 <a href="mailto:Murad.Alsriheen@savethechildren.org">Murad.Alsriheen@savethechildren.org</a></p>
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### 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

<p><b>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</b></p> <ul style="list-style-type: none"> <li>▪ Provide a safe, caring response</li> <li>▪ Respect the confidentiality and wishes of the child/caregiver</li> <li>▪ Provide information about available case management services</li> <li>▪ Facilitate referral to relevant case management services (see below) when child/caregiver consents</li> <li>▪ For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</li> <li>▪ In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest</li> </ul>	<p>Child or caregiver goes directly to case manager</p>
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#### 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><b>Save the Children Jordan</b> - Outreach &amp; 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: <a href="mailto:iqudsi@savethechildren.org.jo">iqudsi@savethechildren.org.jo</a></p> <p>Hotline: 077 670 2426 080 022 766 080 000 111 077 574 4011</p>	<p><b>IMC</b>- Specialized in child protection &amp; mental health <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Tawfiq Al Khouli 790218843</p> <p><b>JRF</b> <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><b>UNRWA</b> <i>Open 24 hours</i></p> <p><u>Focal Point:</u></p> <p>Ziyad Mousa Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></p>	<p><b>IMC</b> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal point:</u></p> <p>Tawfiq Al Khouli 079 021 8843</p> <p><b>JRF</b> <i>Opening hours: Sunday – Thursday 9:00 am-7:00 pm</i></p> <p>Helpline: 110</p> <p><u>Focal point:</u></p> <p><u>Samia Bishara</u> Tel: 06-4914999</p> <p><b>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</b></p> <p>24 hours (afterhours answering machine) <b>Hotline</b> Toll Free No: 080022208 Email: <a href="mailto:hotline@mol.gov.jo">hotline@mol.gov.jo</a></p> <p><u>Focal point:</u></p> <p>Shereen Al-Taeib 079 758 7583 Email: <a href="mailto:altaeib_shereen@hotmail.com">altaeib_shereen@hotmail.com</a>/<a href="mailto:altaeib_shereen@yahoo.com">altaeib_shereen@yahoo.com</a></p>	<p><b>Refer first to: UNHCR</b> <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 <u>Mobile: 077 728 1911</u> <u>Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></u></p> <p><b>IMC</b> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal point:</u></p> <p>Tawfiq Al Khouli 079 021 8843</p>	<p><b>Handicap International</b> 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 : <a href="mailto:dvfp.intake.opamman@gmail.com">dvfp.intake.opamman@gmail.com</a></p>	<p><b>UNHCR</b> <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><b>UNRWA</b> <i>Open 24 hours</i></p> <p><u>Focal Point:</u></p> <p>Ziyad Mousa Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a> <u>Emergency:</u></p>

			<b>UNRWA</b> <i>Open 24 hours</i>  <b>Focal Point:</b>  Ziyad Mousa Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a>	
<p><b>Case managers refer to services below if:</b></p> <p><b>a.</b> Child/caregiver want to receive protection, legal or police services;</p> <p><b>b.</b> Child/caregiver consents to share the information on grave violations against children (UNICEF);</p> <p><b>c.</b> There are immediate safety and security risks to others; or</p> <p><b>d.</b> It is in the best interest of the child because of:</p> <ul style="list-style-type: none"> <li>▪ Immediate safety or security risks to the child that require protection/police services (UNHCR/FPD);</li> <li>▪ Risk of imminent forced/early marriage (UNHCR)</li> <li>▪ Risk of refoulement or voluntary return in cases of children associated with armed groups/forces (UNHCR)</li> <li>▪ Severe neglect (UNHCR/FPD)</li> <li>▪ Sexual exploitation and abuse by humanitarian personnel (UNHCR)</li> <li>▪ Children requiring BID (UNHCR)</li> </ul> <p><b>Always assess the consequences this could have to minimize risks and ensure the best interest of the child.</b></p>				
<p><b>UNHCR</b>– 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 href="mailto:a.zaqout@unrwa.org">a.zaqout@unrwa.org</a></p> <p><b>FPD</b> – 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: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a></p> <p><i>Open 24 hours, 7 days a week</i>          Hotline: 911. Tel: 06 581 5738</p> <p>Focal Point: Major Sadeq Al Omari, email: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a></p> <p><b>UNICEF:</b> Case managers refer cases of grave violations<sup>1</sup> (MRM) to UNICEF when refugee child/caregiver consents</p> <p><i>Sunday – Thursday 08:00 – 15:30</i>          Duty phone: 079 021 4149</p> <p>Email: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></p>				

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

STEP 3: Referral to other services				
Health Care	CP Psychosocial Services / Case Management	Protection, Security, and Justice	Other Basic Services	Education <sup>2</sup>
<p><b>JHAS</b> – Primary &amp; secondary health care &amp; RH services &amp; 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><b>MOH</b> – Primary &amp; secondary health care</p> <p>Al Zarqa Hospital Tel: 05 398 2604</p> <p><b>IMC</b> – Mental health services <i>Sunday – Thursday 09:00 – 17:00</i></p> <p><u>Focal Point:</u></p> <p>Tawfiq Al Khouli 079 021 8843</p> <p>Duty Phone: 079 554 6383</p> <p><b>Islamic Charitable Centre</b> – 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><b>IMC</b> – PSS and PFA</p> <p><u>Focal Point:</u> <i>Sunday – Thursday 09:00 – 17:00</i></p> <p>Tawfiq Al Khouli 079 021 8843</p> <p>Duty Phone: 079 554 6383</p> <p><b>Princess Salma Centre</b> – PSS</p> <p><b>Family Guidance &amp; Awareness Centre</b> – Individual &amp; group counseling <i>Sunday – Thursday 08:00 – 15:00</i></p> <p>Tel: 05 386 5144 Mobile: 077 727 7194</p> <p><b>JWU</b> <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><b>Khawla Bint Al Azwar</b> – 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><b>UNHCR</b> – 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>Helpdesk in Zarqa at JHAS clinic <i>Thursday 9.00 – 15.00</i> 05 399 4105</p> <p><b>UNRWA</b> - Protection (including cases of risk of 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><b>FPD</b> - Protection <i>Open 24 hours</i></p> <p>Hotline: 911 Tel: 05 393 1483</p> <p><b>ARDD-Legal Aid</b> –</p> <p><u>Focal Point:</u></p> <p>Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email: somohareb@ardd-legalaid.org</p> <p>Emergency line: (<i>open 24/7</i>) Mobile: 077 738 7221</p>	<p><b>UNHCR</b> – Registration, support to vulnerable children &amp; 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> Protection Duty phone: 079 554 6383</p> <p><b>UNRWA</b> – 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><b>Islamic Charitable Centre</b> – NFI (food stuffs)</p> <p><u>Focal Point:</u></p> <p>Majid Abu Zenid Mobile: 079 569 5157 Tel: 05 396 5335</p> <p><b>Family Guidance &amp; Awareness Centre</b> – 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><b>SCI</b> – 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><b>SC Jordan</b> (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><b>Questscope</b>– Non formal education, informal education and mentoring for children &amp; youth</p> <p>Tel: 06 461 8951</p> <p><b>Family Guidance &amp; Awareness Centre</b> – non-formal education for children 6-12 years old</p> <p><u>Focal point:</u></p> <p>Inas Dirgham Tel: 05 386 5144</p>

<sup>2</sup> 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><b>NHF / IFH –</b> Rehabilitation of persons with disability through a mobile clinic &amp; special education <i>Sunday – Thursday 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: <a href="mailto:r.dababneh@ifh-jo.org">r.dababneh@ifh-jo.org</a></p> <p><b>HI –</b> Rehabilitation services for persons with disability and persons with injury, children and adults &amp; provision of prostheses, orthosis &amp; mobility aids</p> <p><u>Focal point:</u></p> <p>Mobile: 078 727 5399 Email: outreach.jd@hi-emergency.org</p> <p><b>UNRWA –</b> Basic health services for Palestinian refugees <i>Sunday - Thursday 07:45 - 14:00</i></p> <p><u>Focal point:</u></p> <p>Ziad Mousa Mobile: 079 576 3643</p> <p><b>The Center for Victims of Torture (CVT) –</b> Mental health and physiotherapy rehabilitative services; Social services referrals/Case management for war trauma and torture survivors.</p> <p>Zarqa Center <i>Sunday – Thursday 9:00 - 17:00</i></p> <p><u>Focal point:</u></p> <p>Moath Asfoor Email: masfoor@cvt.org Tel (public): 06 505 9455</p>	<p><b>SCI –</b> 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.alsaee d@savethechildren.org</p> <p><b>Islamic Charitable Centre –</b> 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><b>NHF / IFH –</b> PSS services <i>Sunday – Thursday 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: <a href="mailto:r.dababneh@ifh-jo.org">r.dababneh@ifh-jo.org</a></p> <p><b>Al Shua’a for Woman &amp; Child Development –</b> PSS for host populations</p> <p><u>Focal Point:</u></p> <p>Ibtisam Al Majali Mobile: 077 744 3630</p> <p><b>HI –</b> PSS services Mobile: 078 727 5399 Email: outreach.jd@hi-emergency.org</p> <p><b>NICCOD</b> Counseling Service <i>Sunday – Thursday 10:00-17:00</i></p> <p>Email: niccod.zarqa.center@gmail.com Mobile : 079 519 3231 Helpline: 110</p>	<p><b>JWU</b> <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><b>Khawla Bint Al Azwar</b></p> <p><u>Focal Point:</u></p> <p>Aysha Khalfah Mobile: 078 642 8039 Tel: 05 393 0999</p> <p><b>JRF –</b> Shelter for child survivors (including PSS, protection, education &amp; medical services) Tel: 06-523 4652</p>	<p><b>Questscope –</b> NFI (gas heaters, gas bottles, etc).</p> <p><u>Focal Point:</u></p> <p><i>Rasha Abu Zeinah,</i> <i>Mobile: 079 853 6893</i></p> <p><b>WFP</b> Food – Voucher assistance <i>Sunday – Thursday 8:00 am – 5:00 pm</i> <u>Hotline</u> mobile: 079 777 8841 079 777 8851</p> <p><b>SCI-</b> Livelihood activities(cash assistance, vocational training)</p> <p><u>Focal point:</u></p> <p>Suzan Albuheisi Mobile:077664329 Email:suzan.albuhaisi@savethechildren.org</p>	<p><b>Khawla Bint Al Azwar –</b> Literacy programmes, non-formal education &amp; 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><b>JWU-</b> Informal education for boys and girls (functional literacy, computer courses, food preparation courses) <i>Saturday – Thursday 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><b>SCI-</b> 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.alsaee d@savethechildren.org</p> <p><b>WVI</b> (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 Email: mayadah_qashou@wvi.org</p>
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<p><b>JWU</b>  <i>Saturday - Thursday</i>  <i>11:00 - 17:00</i></p> <p><u>Focal point:</u></p> <p>Dr Mahmoud Nimer          Mobile :          079 820 2252          Tel: 05 397 0886</p>	<p><b>WVI</b> - 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>			
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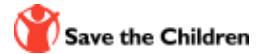
RESCUE



United Nations Population Fund  
Jordan Office



UNHCR  
The UN  
Refugee Agency



Child Protection  
Subcommittee



SGBV  
Sub-committee



Alianza por la  
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TORTURE



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RELIEF  
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Save the Children  
Jordan



Terre des hommes  
Helping children and families



triangle



UN  
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World Food Programme  
مكتب برنامج الأغذية العالمي



World Vision