Service Guide for Refugees

This Guide is valid as of September 2015
Address in Amman: 319-Wasfi Al-Tal St. Musa George Fram Corner (opposite to Paradise Bakery)

UNHCR Helpline: 06 400 8000
open from 8am-5pm
Address in Irbid: Zebdeh Farkouh, next to King Abdullah II School for Excellence

UNHCR Helpline: 06 400 8000
open from 8am-5pm
Address in Mafraq: Housing and Urban Development, near the new military hospital, behind the Directorate of Health of Mafraq Governance

UNHCR Helpline: 06 400 8000
open from 8:30am-3pm
UNHCR HELPLINE
06 400 8000
Phone line for general inquiries
8am - 5pm | Sunday - Thursday

UNHCR CHILD PROTECTION/
SEXUAL & GENDER BASED
VIOLENCE DUTY PHONE
079 554 6383
Phone line for cases of violence against women
and children
8:30am - 3pm | Sunday - Thursday

UNHCR DETENTION LINE
079 674 2200
Phone line for cases of detention of refugees
9am - 3:30pm | Sunday – Thursday
HOW TO REACH UNHCR

AMMAN  MoSa Center – Um Nawara (East Amman) | Sunday and Wednesdays (twice a week)
ONLY giving registration/renewal appointments and counseling services
Door cards are issued from 8am to 3pm | Sunday-Thursday
All registration, renewal and counselling services

IRBID  UNHCR Office - Irbid
8am - 10:30am | Sunday-Thursday
Community services
8am - 2pm | Sunday-Thursday
All registration and renewal services

MAFRAQ  UNHCR Office - Mafraq
8:30am - 3pm | Sunday & Wednesday
All registration, renewal and counselling services

ZARQA  JHAS Clinic – Hai Ma’soum
9am - 2pm | Sunday-Thursday
ONLY issuance of registration / renewal appointments and counselling services

SALT  Mousa Al-Saket Sociality (near civil defence office)
9am - 2pm | Tuesday (twice a month)
ONLY registration/renewal appointments and counselling services.

AJLOUN  Women’s Union building (2nd floor), next Municipality, Central Ajloun
9am-2pm Wednesday (twice a month)
ONLY giving registration/renewal appointments and counseling services
JERASH  NRC center in Thaher Al-Sarou area Prince Hamzeh St. near Bab Amman traffic signal (notification SMS)
9am-2pm Wednesday (twice a month)
ONLY giving registration/renewal appointments and counseling services.

MADABA  Princess Basma Centre
9am - 2pm | Tuesday (twice a month)
ONLY registration/renewal appointments and counselling services.

TAFILEH  JOHUD Princess Basma Center
9:30am - 2pm | Monday (once a month)
ONLY registration/renewal appointments and counselling services.

KARAK  Princess Basma Centre - Mazar
9:30am - 2pm | Monday (twice a month)
ONLY registration/renewal appointments and counselling services.

MA’AN  Ma’an Governorate Building
8am - 2pm | Monday (once a month)
ONLY issuance of registration / renewal appointments and counselling services

AQABA  JRC – old town
8am to 2pm | Monday (once a month)
ONLY registration/renewal appointments and counselling services.

RAMTHA  JHAS Clinic, Near Bus Station
9am - 2pm | Tuesday (twice a month)
ONLY giving registration/renewal appointments and counseling services

Counselling services include counselling on protection issues, cash assistance and community services.
### SERVICES FOR WOMEN AND CHILDREN

#### Family Protection Department

Provision of protection, mental health and legal services to victims of violence

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Contact</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amman</td>
<td>Rawnaq St., 7th Circle, behind Cozmo</td>
<td>06 581 5738</td>
<td></td>
</tr>
<tr>
<td>Zarqa</td>
<td>near Dawa’er complex</td>
<td>05 398 2952</td>
<td></td>
</tr>
<tr>
<td>Mafraq</td>
<td>Shwaikeh neighborhood, Mazze</td>
<td>02 623 5511</td>
<td></td>
</tr>
<tr>
<td>Irbid</td>
<td>Aidoun, Princess Basma Community Centre, next to Mlezan hospital</td>
<td>02 702 2347</td>
<td></td>
</tr>
<tr>
<td>Ramtha</td>
<td>after Petra traffic light, the second alley way on the right</td>
<td>02 702 2347</td>
<td></td>
</tr>
<tr>
<td>Karak</td>
<td>Muta University Traffic Lights</td>
<td>03 230 0800</td>
<td></td>
</tr>
</tbody>
</table>

#### Jordan River Foundation

Empower children and families to promote social welfare and protect children in Jordan

Psychological and social services for women and children

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Contact</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amman</td>
<td>Marka Janoubiyah, Nadi Sibaq, Nadwa Park, Building No. 40</td>
<td>Free helpline: 110</td>
<td>9am - 7pm</td>
</tr>
</tbody>
</table>

#### Noor Al-Hussein Foundation

Child protection services, and outreach activities on related protection issues

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Contact</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amman</td>
<td>Institute for Family Health Care (Hasheme) in addition to the field work team</td>
<td>06 490 8310</td>
<td>8am-3:30pm</td>
</tr>
</tbody>
</table>
**Save the Children / Jordan**

**Free Help Line for education services and protection inside schools**

**Amman** | Jabal al-Nazha, Saad al-Ali St., Building No.83, behind al-Istiqlal Mall | 8:30am - 4pm | Sunday-Thursday

Help Desk: 077 670 2426
General inquiries: 08 000 0111 (Zain) 08 002 2766 (Orange)

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**International Rescue Committee**

**Services for Sexual & Gender Based Violence survivors**

24-hour hotline: 077 507 7792

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**International Medical Corps**

**Child Protection Services**

24-hour hotline: 079 578 5095

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**Ministry of Labour**

**Reporting/taking advice on any issues related to child labour.**

08 002 2208
077 758 0666 (Orange)
078 560 2666 (Umniah)
079 658 0666 (Zain)
Legal Aid

### Legal aid services and legal information

<table>
<thead>
<tr>
<th>Legal Aid</th>
<th>Location and Details</th>
<th>Contact</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>**Legal Aid</td>
<td>Amman**</td>
<td>Jabal Amman, Third Circle, Khalil Mardam str., Building No. 8, 2nd floor</td>
<td>Tel: 06 461 7477</td>
</tr>
<tr>
<td>**Legal Aid</td>
<td>Zarqa**</td>
<td>Army str., in front of The Great Arab Revolution School and Khaled Markets</td>
<td>Tel: 05 385 4647</td>
</tr>
<tr>
<td>**Legal Aid</td>
<td>Mafraq**</td>
<td>Dubbat District, Abd al-Hamid al-Nahimi Circle, turn around the circle and back, take the first street on the right, in front of Abdallah bin Rwaha School for boys</td>
<td>Tel: 02 623 6634</td>
</tr>
<tr>
<td>**Legal Aid</td>
<td>Irbid**</td>
<td>Zebda, the street on the right from Badiah Hospital, then take the first street on the left from the intersection after al-Rabia Markets</td>
<td>Tel: 02 725 6634</td>
</tr>
<tr>
<td>**Legal Aid</td>
<td>Kerak**</td>
<td>Abu Hammour Area, reach the circle, then u-turn at the first on the left, then take the street on the right, near “Al-Hoot” for cars</td>
<td>Tel: 03 238 6634</td>
</tr>
</tbody>
</table>

**For urgent referrals** | 24 hours/7 days a week | 077 738 7221 |
UNHCR would like to note that any information concerning to refugees and asylum seekers is only done through its official channels, namely:

- By SMS: tagged by UNHCR
- By Telephone call from: 064007000
- On Talking With Refugees portal: help.unhcr.jo
- On Facebook.com/UNHCRJo
- By official announcements in newspapers
- When you call UNHCR Helpline: 064008000

Any information NOT coming from UNHCR and must be considered false any similar activities in giving false information to refugees will be classified as criminal act punished by the Jordanian law.
Health Services Guide

Primary, secondary and some tertiary health care services are available to all registered Syrians at subsidized highly subsidized prices at Public Health Centres and Governmental Hospitals (to get subsidized subsidized prices for hospital services a referral from public health centres is necessary, except for emergencies).

Governmental health services are available through public health care centers and governmental hospitals that cover all governorates, thus; you can identify services near to your residency by asking your neighbors. There are no governmental hospitals in the governorates of Aqaba and Tafileh, however you can access hospital services in the Royal Medical Service hospitals in these governorates (Prince Hashem Hospital in Aqaba and Prince Zeid Hospital in Tafileh).

Patients must present a valid UNHCR registration certificate and security card in order to receive services at subsidized subsidized prices.

Note that if the UNHCR registration certificate is expired, the refugee will have to pay for the service provided at the foreigner’s rate and you will not be able to get the subsidized subsidized rate.

UNHCR will be able to cover the cost of treatment for patients through JHAS clinics if:

- Patient cannot afford to pay for the treatment at PHCs and governmental hospitals (the case have been evaluated as a vulnerable case).
- Patient cannot get a subsidized price for the treatment needed at PHCs and governmental hospitals (hold invalid UNHCR certificate or invalid security card).
A. Primary Health Services

Primary health care services are available to all registered Syrians at subsidized prices at Public Health Centres and Governmental Hospitals if they present a valid UNHCR certificate and MoI card.

Primary health services are available in UNHCR supported clinics as per the conditions outlined above.

B. Pregnancy and Delivery Services

Delivery services are available at subsidized prices in all governmental hospitals for Syrians holding a valid UNHCR registration and security card.

Pregnant Syrian women whose UNHCR registration will expire before the expected delivery date are kindly requested to visit UNHCR registration center to arrange for the registration renewal. UNHCR unfortunately can no longer cover the costs of deliveries for women whose registration has expired more than one month prior to the delivery.

The coverage of the delivery services for Pregnant Syrian women eligible to be covered by UNHCR is going to be through arrangement in advance with JHAS clinics, and no longer be covered through notifying JHAS after delivery within 48 hours.

C. Emergency Health Care

Emergency services are available free of charge in all governmental hospitals for Syrians holding a valid UNHCR registration and security card.

If you have a medical emergency which necessitate urgent admission to a public hospital, and do not have a valid UNHCR registration card then you must notify the nearest JHAS clinic within 48 hours.

In Aqaba and Tafileh only, in case of an emergency including delivery you can access RMS hospitals as they are the only available hospital services in these governorates. You must inform the JHAS MMU within 48 hours of admission by calling on 077-5006028

- In cases requiring non-urgent hospital services, you must visit public health centers and follow normal referral procedure.

If you have any problem with the security card, you can be assisted through Legal Aid at 06 4617474
D. Tertiary Health Care (for Registered Refugees)

Treatment for costly tertiary care requires pre-approval from UNHCRs Exceptional Care Committee (ECC), which is held on a monthly basis. You can find out if you are eligible for this service through any JHAS clinic.

E. Mental Health Services

Mental health services are provided for registered Syrians in all JHAS clinics listed below. These services are provided through the International Medical Corps (IMC).

F. Nutrition support services

Nutrition support for children suffering from malnutrition is available free of charge through all JHAS clinics listed below.

Very Important note:

UNHCR strongly recommends keeping your documents (UNHCR registration and Security card) up to date in order to benefit from health services at subsidized rates provided by MOH facilities.
<table>
<thead>
<tr>
<th>Center Name</th>
<th>Available To</th>
<th>Address</th>
<th>Phone No.</th>
<th>Open Hours</th>
</tr>
</thead>
</table>
| JHAS Clinics (Jordan Health Aid Society) | Only UNHCR registered refugees            | Mafraq Clinic  
Beginning of Baldyeh st., opposing to Hadeel Pharmacy  
Third floor | 02-6232329 | 08:00 am – 04:00 pm  
Saturday to Thursday |
|                                |                                           | Ramtha Clinic  
Next to Ramtha Buses station, behind Al Fardous Taxi company | 02-7380150 | 08:00 am – 04:00 pm  
Saturday to Thursday |
|                                |                                           | Irbid Clinic  
Hay Badeea, opposite to Princess Rahma Hospital, next to Al Hasad water shop | 02-7258510 | 9:00 am – 04:00 pm  
Saturday to Thursday |
|                                |                                           | Zarqa Clinic  
Ma'soum Area, Behind Zein Al Abdein Mosque | 05-3994105 | 9:00 am- 04:00 pm  
Saturday to Thursday |
|                                |                                           | One Mobile Medical Unit (MMU) covering the South governorates-             | 077-8414019 | 08:00 am – 04:00 pm  
Saturday to Thursday |
HEALTH SERVICES
• For Iraqi and Other refugees (Non-Syrian)

A. Primary Healthcare Services

Primary healthcare services are available for all Refugees (Non-Syrian) in the clinics listed below for free. Depending on the clinic, the primary healthcare services might include: medical consultations and treatment, health education, medications for management of chronic health conditions, mental health and psychosocial support, dental health services, antenatal care, postnatal care, family planning, infant and young child feeding (IYCF) and other nutrition services.

<table>
<thead>
<tr>
<th>Centre Name</th>
<th>Address</th>
<th>Phone No.</th>
<th>Available Health services</th>
<th>Open Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>JHAS Clinics (Jordan Health Aid Society)</td>
<td>JHAS Al Madina (Downtown) clinic Downtown – behind Mahata Station – near to Jordan Bank</td>
<td>06-4651771 06-4651772</td>
<td>Primary, secondary, and tertiary health care services</td>
<td>09:00 am – 04:00 pm Saturday to Thursday</td>
</tr>
<tr>
<td></td>
<td>Mafraq Clinic Beginning of Baldyeh st., opposing to Hadeel Pharmacy Third floor</td>
<td>02-6232329</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ramtha Clinic Next to Ramtha Buses station, behind Al Fardous Taxi company</td>
<td>02-7380150</td>
<td>Primary, secondary, and tertiary health care services reproductive health services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Irbid Clinic Hay Badeea, opposite to Princess Rahma Hospital, next to Al Hasad water shop</td>
<td>02- 7258510</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Zarqa Clinic Ma'soum Area, Behind Zein Al Abdein Mosque</td>
<td>05- 3994105</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>One Mobile Medical Unit (MMU) covering the South governorates-</td>
<td>077-5006028</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NHF/IFH</td>
<td>Amman - Sweileh</td>
<td>Women's Clinic Family planning services, counseling services, Reproductive Health services, antenatal and postnatal care, general gynecological care. Clinical management of Rape survivors Children's clinic: Vaccines, growth and development examinations, general treatment services. Other General Medicine clinic, Family Medicine clinic, Physical Therapy, Nutrition clinic, Dentist, Laboratory -Psychosocial, Case management and counseling services</td>
<td>06-4908310 06-534190</td>
<td>8:00am -3:30pm Sunday-Thursday</td>
</tr>
<tr>
<td>Caritas for Iraqis only</td>
<td><strong>Amman - Al Hashimi Al Shamali Area - close to Naqawa circle</strong></td>
<td>06-4918601, 06-4920951, 06-4920953</td>
<td>Primary and Secondary healthcare services Limited tertiary healthcare services</td>
<td>09:00 am – 04:00 pm (Saturday, Monday – Thursday)</td>
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<tr>
<td><strong>Amman- Downtown- Inside the Italian Hospital</strong></td>
<td>06- 4744101</td>
<td></td>
<td></td>
<td>09:00 am – 04:00 pm (Saturday, Monday – Thursday)</td>
</tr>
<tr>
<td>IMC</td>
<td><strong>Amman - Tla’a Al Ali Clinic - Um Al Husein primary health center</strong></td>
<td>0797643895, 0797679841</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Al-Salt clinic - Al Bqea’ comprehensive health center</strong></td>
<td>0791047093</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td><strong>Al Zarqa clinic -Prince Hamzeh primary health center</strong></td>
<td>0798990418</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Al Mafraq Clinic - Al Mafraq primary health center</strong></td>
<td>0790218861</td>
<td>Mental health and case management services</td>
<td>9 am – 4 pm Sunday - Thursday</td>
</tr>
<tr>
<td></td>
<td><strong>Irbid Clinic - Al Sareh Comprehensive Health Center</strong></td>
<td>0796352005</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Ramtha Clinic - Al Ramtha Comprehensive Health Center</strong></td>
<td>0796352005</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Ajloun Clinic - Ishtafina primary health center</strong></td>
<td>0799861491</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Jerash clinic - Jerash comprehensive health center</strong></td>
<td>0799861491</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td><strong>Al Karak clinic - Al Mazar Al Janobi comprehensive health center</strong></td>
<td>0791535688</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Al Tafileh clinic - Tafileh comprehensive health center</strong></td>
<td>0791535688</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NHF/IFH</td>
<td>Amman - Hashmi Shamali - St. Shaheed Abdullah al Azzam Building Number 6</td>
<td>06-4908310</td>
<td>Women's Clinic Family planning services, counseling services, Reproductive Health services, antenatal and postnatal care, general gynecological care, clinical management of rape survivors Children's clinic: Vaccines, growth and development examinations, general treatment services Other General Medicine clinic, Family Medicine clinic, Physical Therapy, Nutrition clinic, Dentist, Laboratory -Psychosocial, Case management and counseling services</td>
<td>8:00am -3:30pm Sunday-Thursday</td>
</tr>
<tr>
<td>Center</td>
<td>Address</td>
<td>Telephone</td>
<td>Services</td>
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</tr>
</tbody>
</table>
| NHF/IFH | East Amman (Quwaysmeh) | 079-5742298 | Women's Clinic  
Family planning services,  
counseling services,  
Reproductive Health services,  
antenatal and postnatal care, general gynecological care, clinical management of Rape survivors  
Psychosocial, Case management  
and counseling services |
| CVT | Building number (7), Talha Bin Ebid' Allah street, Abdali, Amman | 06-5601443 | Mental Health Counseling  
(group, individual, and family counseling)  
Physical Therapy  
Social Referrals of Complex Cases and Case Management |

**B. Secondary and tertiary Health Care**

Iraqi and other refugees will be charged the foreigners rate to access Ministry of Health Hospital services. UNHCR will support secondary and tertiary hospital services for refugees if they are referred through JHAS and the referral meets UNHCR's referral criteria.

If you or your family member need non-urgent hospital services, please visit a JHAS clinic or Caritas clinic (for Iraqis only) where usual referral procedures apply.
If you or your family member need secondary health services (such as referral to a specialist, X-ray, laboratory tests), you will be referred from JHAS clinics or Caritas clinics (Iraqis only) to one of the affiliated hospitals.

If you choose yourself to go to a private hospital, unfortunately UNHCR will not be able to cover the cost.

If you or your family member need surgery, you should submit the medical reports you have received from the hospital back to JHAS clinics.

Treatment for costly tertiary care requires pre-approval from UNHCR’s Exceptional Care Committee (ECC). All applications to ECC must be done through one of the JHAS clinics. JHAS will inform you of the result once the committee has reviewed your medical records. Also, note that the approval is valid for only one month. The ECC decisions can either be approved, pending or denied. Pending means that the case needs more investigations to confirm decisions. There is no need to submit your medical reports to UNHCR. UNHCR can only receive the medical reports through JHAS.

There are some surgeries and medications that are not covered by UNHCR such as organ transplant surgeries, advanced thalassemia management, cosmetic surgeries and very expensive operations or brand medications that have a local alternative.

C. Pregnancy, Delivery and Obstetric complications Services

UNHCR-supported services: if you or your family member need a non-emergency pregnancy related or delivery service, please arrange with JHAS beforehand and they will provide you with the appropriate advice and referral. In case of an obstetric emergency, please approach the nearest governmental hospital and inform the nearest JHAS clinic within a maximum of 48 hours of admission.

Non-UNHCR supported services: deliveries can be partially covered by Caritas for Iraqis.

D. Emergency Health Care

In case of an emergency, such as bleeding, injuries and chest pain or others, you can call 911 to ask for an ambulance from the Civil Defence. The emergency care cost will be covered by UNHCR for emergency admissions at all governmental hospitals, and Luzmilla in Amman as long as you or your family informs JHAS within 48 hours of admission.
E. Mental Health Services

Mental health services are provided through IMC clinics which are located inside JHAS clinics.

F. Vaccinations

The routine vaccination services are available free of charge at any public health centre related to the Ministry of Health. Please call UNHCR Helpline if the parents went to the public health centre and their children did not receive the relevant vaccinations.

If you need guidance regarding health services you can contact

**UNHCR Helpline:** 8:00 – 5:00, Sunday - Thursday
**JHAS Infoline:** 0775006028 - 24/7
0778414019 - 24/7
06-5851632 9:00 – 5:00 Saturday - Thursday
Noor al-Hussein Foundation (NHF)  
Institute of Family Health Care (IFC)

Physiotherapy, Assessment of intelligence, Speech and language assessment, Special education, Evaluation and follow-up of all cases, Follow up of the psychological condition of people with disabilities (motor, mental, sensory and dual)

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Working Hours</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amman</td>
<td>Sweileh, al-Hai al-Sharqi, Main Street, Alley to Rio Jordan Hotel</td>
<td>8am-3:30pm</td>
<td>Sunday-Thursday</td>
</tr>
<tr>
<td>Amman</td>
<td>Hashmi Shamali, Yazeed bin Hakam St., behind Abdallah Azzam Mosque</td>
<td>8am-3:30pm</td>
<td>Sunday-Thursday</td>
</tr>
</tbody>
</table>

Handicap International

Services for persons with special needs, people who suffer from injuries and people who suffer from chronic diseases

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Working Hours</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Irbid (Irbid, Ramtha, Ajloun, Jerash)</td>
<td>8:30am - 5:30pm</td>
<td>Sunday-Thursday</td>
<td>078 727 5399</td>
</tr>
<tr>
<td>Al-Mafraq (Za’atari refugee camp, Zarqa’a, Mafraq)</td>
<td>8:30am - 5:30pm</td>
<td>Sunday-Thursday</td>
<td>078 792 5245</td>
</tr>
<tr>
<td>Amman (Aqila Hospital, Dhaleel, Dar Al-Salam, Al-Jazeera)</td>
<td>8:30am - 5:30pm</td>
<td>Sunday-Thursday</td>
<td>078 048 1016</td>
</tr>
</tbody>
</table>
Queen Zein al-Sharaf Institute for Development (ZENID)

Services for Refugees of all ages, including elderly, suffering from any disability

Amman (Hashmi Shamali) | Free phone number: 06 505 2431
Marfaq & Irbid | 06 505 5693
Mobile clinics in all governorates |

UNICEF

The Government of Jordan allows Syrian refugee children to access public schools free of charge, provided there is available space in schools. Please contact the education helpdesk at the below numbers to find out how to register your children in school. The helpdesk can also provide advice about other educational and child protection services in your community, including remedial education to help children who are not performing/underachieving.

General inquiries: 077 670 246v
Free help line for education services:
Zain lines 08 000 0111
Orange lines 08 002 2766
Opening hours: 8:30am - 4pm

Children under the age of five can obtain regular vaccines and the dietary supplement, Vitamin A, for free. Please visit the nearest maternal and child health care centre or Ministry of Health centre.
<table>
<thead>
<tr>
<th>Education Services</th>
<th>Description</th>
<th>Target Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formal Education</td>
<td>Certified education services provided by the Ministry of Education public schools (grade 1-12) in addition to schools of Private Education Sector, UNRWA and Armed Forces Culture.</td>
<td>6-17 years old</td>
</tr>
<tr>
<td></td>
<td>Kindergarten: Second year of Kindergarten stage (KG2) for those children who were born from Jan 1st until Dec. 31st, provided that the child’s age is not over 5 years.</td>
<td>5 years old</td>
</tr>
<tr>
<td></td>
<td>Lower Primary Education: This includes the first 3 grades (First, Second, and Third)</td>
<td>6-8 years old</td>
</tr>
<tr>
<td></td>
<td>The eligibility of students for first grade includes those children who were born between Jan 1st - Dec. 31st, provided that the child’s age does not exceed 10 years on 31/12 for the same year.</td>
<td>9-15 years old</td>
</tr>
<tr>
<td></td>
<td>Higher Primary Education: This includes grades 4 to 10</td>
<td>16-18 years old</td>
</tr>
<tr>
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<td>Secondary Education: This includes grades 11 and 12 for all branches</td>
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<td></td>
<td>Remedial education: Supplementary education classes to support children to be able to follow formal schooling through tutoring classes following the public school curriculum.</td>
<td>6-17 years old</td>
</tr>
<tr>
<td></td>
<td>Remarks: Students who have dropped-out of school can go back to formal education, provided that there is no more than 3-year- age difference between them and the other students in the grade they will be admitted in. This is to be decided based on the average date of birth of the students in that grade (from 1 Jan to 31 Dec), and based on the admission age in the first grade as a base year.</td>
<td></td>
</tr>
</tbody>
</table>
Most Syrian refugees registered with UNHCR in communities in Jordan are eligible to receive WFP’s food assistance when funding is sufficient to provide it. For more information on WFP food assistance, please call the WFP helpline at

**WFP helpline at 079 777 88 41 or 079 777 88 51.**

All Syrian refugees living in camps in Jordan are currently eligible to receive WFP’s food assistance.

**Implementing Partners**

| Islamic Relief (Irbid, Mafraq, Ramtha, Jerash) | 078 719 4131 |
| 8am - 4pm | Sunday-Thursday |

| Save the Children (Amman and Zarqa) | Help Desk: 077 670 2426 |
| 8:30am - 4pm | Sunday-Thursday |
| General inquiries (Zain) 08 000 0111 (Orange) 08 002 2766 |

| Human Relief Foundation (Ajloun, Balqa, Madaba, Karak, Tafileh, Ma’an and Aqaba) | 079 751 3210 |
| 9am - 4pm | Every day |
WHO CAN GET IT?

Resettlement is not a right and the selection of refugees for resettlement is based on global criteria and only the most vulnerable refugees will be considered.

WHO DECIDES?

The decision to accept a refugee for resettlement is made by the Resettlement country and not UNHCR. If your case is rejected by one resettlement country, UNHCR will re-assess your case and decide whether to re-submit your case to another resettlement country.

- Resettlement is not based on applications but on identification carried out by UNHCR. Applications for resettlement placed in UNHCR complaint boxes will NOT be processed. Refugees identified as in need of resettlement are contacted by UNHCR and only by UNHCR.

- The resettlement process is directly handled by UNHCR and does not involve any fees or third parties involvement. It is ALWAYS free of charge. Anyone approaching you offering services against a fee to assist you with resettlement is breaking the law. If you are victim of such “agents”, you should contact UNHCR to report.

- If you want to get any information from embassies (immigration, family reunification, visa applications) please communicate directly with the embassies.
IMPORTANT INFORMATION

All UNHCR Services are provided FOR FREE

PLEASE BE AWARE OF FRAUD
Please be reminded that all UNHCR services are free of charge, including resettlement services. If anyone (UNHCR staff or an outside party) offers UNHCR resettlement assistance of any kind in exchange for money or other benefits, this person may be breaking the law and could be charged with a crime. If you are approached by anyone seeking money in exchange for resettlement or you have been paying for resettlement assistance, please report the incident immediately, by including a complaint in the Complaints Box or by contacting the Helpline. You can also contact a Senior UNHCR Staff Member.

IF YOU CHANGE YOUR PHONE NUMBER, please inform UNHCR as soon as possible, as this is our only means to contact you.
UNHCR is grateful to donors who have provided un-earmarked and broadly earmarked funds to UNHCR programmes worldwide and to the following donors for their support to UNHCR refugee response in Jordan: Australia | Bahrain | Canada | Czech Republic | Denmark | European Union | Finland | France | Germany | Ireland | Italy | Japan | Kuwait | Luxembourg | Netherlands | Norway | Oman | Qatar | Republic of Korea | Saudi Arabia | Spain | Sweden | Switzerland | United Arab Emirates | United Nations | United Kingdom | United States of America | and private donors.
Do not pay money for any service
All UNHCR services are FREE