Section 3: 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

<table>
<thead>
<tr>
<th>TELLING SOMEONE AND SEEKING HELP (DISCLOSING)</th>
<th>IMMEDIATE RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 &quot;entry point&quot;.</td>
<td>Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</td>
</tr>
<tr>
<td></td>
<td>Provide reliable and comprehensive information on the available services and support to survivors of GBV</td>
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<td></td>
<td>If agreed and requested by survivor, obtain informed consent and make referrals</td>
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<td></td>
<td>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</td>
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<tr>
<td></td>
<td>Accompany the survivor to assist him/her in accessing services</td>
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<tr>
<td></td>
<td>For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</td>
</tr>
</tbody>
</table>

**Medical/Health Care:**

**JHAS**
Saturday - Thursday 09:00-16:00
Focal Point:
Dr. Hanan Jarrar
Mobile: 079 558 9419
Dr. Ola Al Tebawi
Mobile: 077 500 6027
Email: [pc@jordanhealthaid.org](mailto:pc@jordanhealthaid.org)

**NHF / IFH**
Sunday – Thursday 08:00 – 15:30
Sweileh center: 06 534 4193/ 2
Hashmi Center: 06 490 8310
Focal Point:
Sweileh Provide CMR services
Dr. Nesreen Barakat - Mobile: 079 731 9450
Email: [dr.nesreen@ifh-jo.org](mailto:dr.nesreen@ifh-jo.org)
Hashmi - Provide CMR services
Dr. Hiba Al Mallah
Mobile: 06 490 8310
Email: [m.badawi@ifh-jo.org](mailto:m.badawi@ifh-jo.org)
Dr. Hiba Al Fayouni
Tel: 06 490 8310

**Case Manager (including immediate psychosocial support):**

**Adults (over 18)**

**JWU**
Saturday – Thursday 08:30 – 16:30
Focal Point:
Najiyyeh Zoabi
Kefah Al Jabir
Tel: 06 567 5729
Mobile: 079 820 2353
Email: [najiha.zo3by@yahoo.com](mailto:najiha.zo3by@yahoo.com)

**NHF / IFH**
Sunday – Thursday 08:00 – 15:30
Focal Point:
Hashmi Center
Shaden Abu Hamour Mobile: 06490 8310
Email: [s.nizar@ifh-jo.org](mailto:s.nizar@ifh-jo.org)
Sweileh Center
Haya Al Badri
Mobile: 079 652 6167
Email: [c.lab@ifh-jo.org](mailto:c.lab@ifh-jo.org)

**JRF**
Sunday- Thursday 08:00-16:00
Focal Point:
Muntaha Al Harasis
Tel: 06 491 4999
Email: [m.alharasis@jrf.org.jo](mailto:m.alharasis@jrf.org.jo)
Samia Bishara
Tel: 06 5933211
Email: [s.bishara@jrf.org.jo](mailto:s.bishara@jrf.org.jo)

**UNHCR Field Office Amman:**
Sunday- Thursday 08:00-16:00
Focal Point:
Diana Suleiman
Mobile/dutyphone: 079 7151469
Email: [suleiman@unhcr.org](mailto:suleiman@unhcr.org)
Back Up:
May Hatlith
Mobile/dutyphone: 0797145307
Email: [hatlith@unhcr.org](mailto:hatlith@unhcr.org)
After working hours and weekends UNHCR Duty Phone for partners: 079710 9194

**Children (under 18)**

**IMC**
24 hours
Duty phone: 079 578 5095
Focal Point:
Hala Abu Al Khair,
hkhair@InternationalMedicalCorps.org
Mobile: 079 022 4029
Duty Phone: 079 578 5095

**JRF**
Sunday- Thursday 08:00-16:00
Focal Point:
Muntaha Al Harasis
Tel: 06 491 4999
Email: [m.alharasis@jrf.org.jo](mailto:m.alharasis@jrf.org.jo)
Samia Bishara
Tel: 06 5933211
Email: [s.bishara@jrf.org.jo](mailto:s.bishara@jrf.org.jo)

**UNHCR Field Office Amman:**
Sunday- Thursday 08:00-16:00
Focal Point:
Diana Suleiman
Mobile/dutyphone: 079 7151469
Email: [suleiman@unhcr.org](mailto:suleiman@unhcr.org)
Back Up:
May Hatlith
Mobile/dutyphone: 0797145307
Email: [hatlith@unhcr.org](mailto:hatlith@unhcr.org)
After working hours and weekends UNHCR Duty Phone for partners: 079710 9194
### 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

| **May Hafidh** | Mobile/duty phone: 0797145307 | Email: hafith@unhcr.org |
| **After working hours and weekends** | UNHCR Duty Phone for partners: 079 710 9194 |

### UNRWA

| **Focal Point:** |  |
| **North Amman Office:** | Wafa Nuwwara |
| **Mobile/hotline:** 079 710 0496 | Email: w.nuwwara@unrwa.org |
| **South Amman Office:** | Haila Wheidi |
| **Mobile/hotline:** 079 899 8890 | Email: h.wheidi@unrwa.org |

**IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/Legal Action - OR - IF IN THE BEST INTEREST OF THE CHILD - OR - IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, REFER AND WHEN POSSIBLE ACCOMPANY SURVIVOR TO POLICE/SECURITY - OR - TO LEGAL ASSISTANCE PROTECTION OFFICERS FOR INFORMATION AND ASSISTANCE WITH REFERRAL TO POLICE IF CHILD/CAREGIVER CONSENTS TO SHARE INFORMATION ON GRAVE VIOLATIONS AGAINST CHILDREN, REFER TO MRM**

### Protection, Security, Police:

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

- **Sunday** – **Thursday** 08:00 – 15:30

**Focal Point:**

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

**Back Up:**

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

**Legal Assistance Counsellors:**

**UNHCR**

- **Sunday** – **Thursday** 08:00 – 15:30

**Focal Point:**

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

**Back Up:**

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

**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

### Security:

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

### ARDD-Legal Aid

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

**Focal Point:**

- **Souzan Mohareb**
  - Tel: 06 4617477
  - Mobile: 0775777077
  - Email: consult.amman@arddlegalaid.org
  - Emergency Line (24/7): 0777387221

### JWU

- **Saturday** – **Thursday** 08:30 – 16:30

**Focal Point:**

- **Intesar Al-Amer Ilham Al-Shawwa**
  - Tel: 06 567 5729
  - Mobile: 079 820 2353
  - Email: intesara.majeed@yahoo.com
**Protection, Security, Police:**

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

- **Sunday – Thursday 08:00 – 15:30**
- **Focal Point:**
  - Diana Suleiman
  - Mobile/dutyphone: 079 7151469
  - Email: suleiman@unhcr.org
- **Back Up:**
  - May Hafidh
  - Mobile/dutyphone: 0797145307
  - Email: hafidh@unhcr.org
- **After working hours and weekends:**
  - UNHCR Duty Phone for partners: 079 710 9194

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

- **Open 24 hours**
- **Focal Point:**
  - Sadiq Al-Omari
  - Tel: 06 461 2144
  - Hotline: 911
- **Email:** familypd@accessme.com.jo

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

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

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

**Legal Assistance Counsellors:**

**UNHCR**

- **Sunday – Thursday 08:00 – 15:30**
- **Focal Point:**
  - Diana Suleiman
  - Mobile/dutyphone: 079 7151469
  - Email: suleiman@unhcr.org
- **Back Up:**
  - May Hafidh
  - Mobile/dutyphone: 0797145307
  - Email: hafidh@unhcr.org
- **After working hours and weekends:**
  - UNHCR Duty Phone for partners: 079 710 9194

**ARDD-Legal Aid**

- **Sunday-Thursday (9:00-5:00)**
- **Focal Point:**
  - Souzan Mohareb
  - Tel: 06-4617477
  - Mobile: 0775777077
  - Email: consult.amman@ardd-legalaid.org
  - **Emergency Line (24/7):** 0777387221

**JWU**

- **Saturday – Thursday 08:30 – 16:30**
- **Focal Point:**
  - Intesar Al-Amer
  - Ilham Al-Shawwa
  - Tel: 6 567 5729
  - Mobile: 079 820 2353
  - Email: intesara.majeed@yahoo.com
<table>
<thead>
<tr>
<th>Health Care</th>
<th>Psychosocial Services</th>
<th>Protection, Security, and Justice</th>
<th>Basic Needs (Cash, NFI, etc)</th>
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</thead>
<tbody>
<tr>
<td><strong>Primary Health Care:</strong></td>
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<tr>
<td>MoH Al Bashir Hospital</td>
<td>Open 24 hour</td>
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<tr>
<td>Tel: 06 474 4430</td>
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<tr>
<td>JHAS Saturday - Thursday 09:00-16:00</td>
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<tr>
<td>Tel: 06 523 6674</td>
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<tr>
<td><strong>NHF/IFH</strong> Sunday – 08:00 – 15:30</td>
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<tr>
<td>Focal Point: Hashmi Center Dr: Hiba Al Mallah</td>
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<tr>
<td>Mobile: 06 490 8310 Email: <a href="mailto:m.badawi@ifh-jo.org">m.badawi@ifh-jo.org</a></td>
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<tr>
<td>Sweileh Center Haya Al-Badri</td>
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<tr>
<td>Mobile: 079 652 6167 Email: <a href="mailto:c.lab@ifh-jo.org">c.lab@ifh-jo.org</a></td>
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<tr>
<td>East Amman Clinic Dr: Areen Khreisat Bilal Zawateen</td>
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</tr>
<tr>
<td>Mobile: 079 6525866</td>
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<tr>
<td><strong>JWU</strong> Saturday- Thursday 09:00-17:00</td>
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<td>Focal Point:</td>
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<tr>
<td>Dr. Aws Shaker Mobile: 079 612 5506 Tel: 06 567 4285</td>
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<tr>
<td><strong>UNRWA</strong> - Primary health care and referral to secondary services for Palestinian refugees Sunday – Thursday 07:30 – 13:45</td>
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<tr>
<td>North Amman Office: Wafa Nuwwara Mobile:079 710 0496 Email: <a href="mailto:w.nuwwara@unrwa.org">w.nuwwara@unrwa.org</a></td>
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<td>South Amman Office: Haifa Wheidi Mobile: 079 899 8890 Email: <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a></td>
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<tr>
<td><strong>PSS Services for Adults:</strong></td>
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<tr>
<td>JWU Saturday – Thursday 08:30 – 16:30</td>
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<tr>
<td>Focal Point: Alia Hijawi Najiyyeh Zoabi Ketah Al Jabir Tel: 06 587 5729 Mobile: 079 820 2353 Email: <a href="mailto:najiha.zo3by@yahoo.com">najiha.zo3by@yahoo.com</a></td>
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<tr>
<td><strong>Protection/Registration:</strong></td>
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<tr>
<td>UNHCR Sunday-Thursday 8:00 to 15:30 Focal Point: Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></td>
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<td><strong>Shelters/Safe houses:</strong></td>
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<tr>
<td><strong>FPD through UNHCR</strong> Sunday-Thursday 08:00 to 15:30 Focal Point: Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></td>
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<td><strong>Back Up :</strong> May Halidi Mobile/dutyphone: 0797145307 Email: <a href="mailto:halidi@unhcr.org">halidi@unhcr.org</a></td>
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<tr>
<td>After working hours and weekends UNHCR Duty Phone for partners: 079 710 9194</td>
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<tr>
<td><strong>Education:</strong></td>
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<tr>
<td><strong>Save the Children Jordan</strong> Formal education and children out of school Sunday - Thursday 08:00 - 16:00 Focal Point Noor Elkhairy <a href="mailto:pelkhairy@savethechildren.org">pelkhairy@savethechildren.org</a> Mobile: 0775454978</td>
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<tr>
<td><strong>Basic Needs (Cash, NFI, etc)</strong></td>
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<tr>
<td><strong>UNHCR</strong></td>
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<tr>
<td>Helpline: 064008000. Sunday - Wednesday 08:00 – 17:00 Tel: 06 550 2141</td>
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<tr>
<td><strong>UNRWA - Material assistance for Palestinian refugees</strong></td>
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<tr>
<td>Sunday – Thursday 07:30 – 15:00 North Amman: Tel: 06 565 1132 South Amman: Tel: 06 478 3791</td>
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<tr>
<td><strong>Cash/NFIs:</strong></td>
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<tr>
<td><strong>CARE International Sunday - Thursday 8:00 - 16:00</strong> Tel: 06-5651488</td>
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<td><strong>Food Assistance:</strong></td>
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<tr>
<td><strong>WFP Food – Voucher assistance</strong> Sunday – Thursday 8:00 am – 5:00 pm Focal Point: Ammar AlTaee: 079 9937686 Email: <a href="mailto:ammar.altaee@wfp.org">ammar.altaee@wfp.org</a> Hotline number: 079 7778851 079 7778841</td>
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<tr>
<td><strong>Jordan Red Crescent</strong></td>
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<tr>
<td>Tel: 06 490 8588 Cell: 079 959 2092 079 703 0495 079 938 8312</td>
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<td><strong>JRF</strong></td>
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<tr>
<td>Sunday- Thursday 08:0016:00 Tel: 06-4925096</td>
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<tr>
<td>Sunday-Thursday 09:0019:00 Help line: 110</td>
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<tr>
<td><strong>FPD through UNHCR</strong></td>
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<tr>
<td>Sunday-Thursday 08:00 to 15:30 Focal Point: Diana Suleiman Mobile/dutyphone: 079 7151469 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></td>
<td></td>
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<tr>
<td><strong>Back Up :</strong> Yasmeen Al-Rashdan Mobile/dutyphone: 0797159208 Email: <a href="mailto:alrashdy@unhcr.org">alrashdy@unhcr.org</a></td>
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<tr>
<td>After working hours and weekends UNHCR Duty Phone for partners: 079 710 9194</td>
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<tr>
<td><strong>WEF Food Assistance:</strong></td>
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<tr>
<td><strong>CARE International Sunday - Thursday 8:00 - 16:00</strong> Tel: 06-5651488</td>
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</tbody>
</table>
Reproductive Health Services:

MoH
Al Bashir Hospital
Open 24 hour
Tel: 06 474 4430

JHAS
Saturday - Thursday
09:00- 16:00
Focal Point:
Dr. Hanan Jarar
Mobile: 079 558 9419
Dr. Ola Al Tebawi Mobile: 077 500 6027
Email: pc@jordanhealthaid.org

IFH/UNFPA
Sunday – Thursday
08:00 – 15:30
Focal Point:
Haya Al Badri
Mobile: 079 652 6167
Email: c.lab@ifh-jo.org

Hashmi Center East Amman Clinic
Dr. Areen Khreisat Bilal Zawateen
Mobile: 079 6525866

Aman Society
Tel: 06 582 1578
Tel: 06 402 5275
Tel: 06 505 5466

UNRWA – Reproductive health care
Sunday – Thursday
07:30 – 13:45
North Amman Office:
Wafa Nuwwara
Mobile:079 710 0496
Email: w.nuwwara@unrwa.org

South Amman Office:
Haifa Wheidi
Mobile:079 899 8890
Email: h.wheidi@unrwa.org

PSS Services for Children:

JRF
Sunday- Thursday
08:00- 16:00
Tel: 06-4925096
Thursday 09:00- 19:00
Help line: 110
Focal Point:
Muntha Al Harasis
Tel: 06 491 4999
Email: m.alharasis@jrf.org.jo
Samia Bishara
Tel: 06 5933211
Email: s.bishara@jrf.org.jo

Child Friendly Spaces:

JRF
Sunday- Thursday 08:00- 16:00 Tel: 06-4925096
Sunday-Thursday 09:00- 19:00 Help line: 110
Focal Point:
Muntha Al Harasis
Tel: 06 491 4999
Email: m.alharasis@jrf.org.jo
Samia Bishara
Tel: 06 491 4999
Email: s.bishara@jrf.org.jo

SCI
Child and Family Centres,
Community based Child Protection Committees
Sunday-Thursday 9:00-15:00
Focal Point:
Mohammad Al-Saeed
Mobile:0777384077
Email:mohammad.alsaeed@savethechildren.org

INTERSOS/JOHUD
Saturday – Thursday 8:30- 4:30 Queen Zein Al Sharaf Institute for Development
Focal Point:
George Theodory
Mobile: 079 9379831
E-mail: cp.jordan@intersos.org
### Mental Health Services:

**IMC**  
*Sunday – Thursday 09:00 – 17:00*

**Focal Point:**  
Tawfiq Al Khouli, tkhouli@InternationalMedicalCorp.org  
Mobile: 079 021 8843  
Duty Phone: 079 578 5095

**The Center for Victims of Torture (CVT)** - Mental health and physiotherapy rehabilitative services; Social services referrals/Case management for war trauma and torture survivors.  
*Amman Center*
*Sunday – Thursday 09:00 - 17:00*

**Focal Point:**  
Moath Asfoor  
Tel (public): 06 505 9455  
Email: info@cvt.org  
Email: masfoor@cvt.org
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)

<table>
<thead>
<tr>
<th>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”:</th>
<th>Survivor self-reports to a medical/health or case manager/psychosocial “entry point”:</th>
</tr>
</thead>
</table>

### IMMEDIATE RESPONSE

- Provide a safe, caring environment and respect the confidentiality and wishes of the survivor
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- If agreed and requested by survivor, obtain informed consent and make referrals
- When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child
- Accompany the survivor to assist his/her in accessing services
- For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care

### Medical/health care:

**IMC**

Primary Health / Reproductive Health care (Village 6 clinic)

- 24 hours / 7 days a week

**Focal point:**

- Lina Hamidi
- Mobile 1 : 079 024 8397
- Mobile 2 : 079 756 8310
- Email: lhamidi@internationalmedicalcorps.org

**Village 6 Clinic:**

- 7 days per week 9:00-16:00

**Village 3 Clinic:**

- Sunday/Thurs 9:00-16:00

### Mental health

**Focal Point:**

- Loay Al Husieni
- Email: ihusieni@internationalmedicalcorps.org
- Mobile: 079 022 1961

- Mohammad Abulawi
- Email: mabulawi@internationalmedicalcorps.org
- Mobile: 079 847 0926

**PSS for adolescents and adults**

**Focal Point:**

- Reine Musharbash
- rmusharbash@internationalmedicalcorps.org
- Mobile: 079 022 4010
- Duty Phone: 079 847 0926

**UNHCR**

**Focal Point**

- Shurouq Irani
- Email: irani@unhcr.org
- Mobile: 0797158523

**Legal Assistance Counsellors:**

**UNHCR**

**Legal services**

**Focal Point**

- Mounir Maalouli
- Mobile: 079592 2836
- Email: mmaalouli@unhcr.org

- Hafez Najjar
- Mobile: 079 549 32 27
- Email: NAJAR@unhcr.org

**ARDD – Legal Aid**

**Legal services (referral through UNHCR)**

**Focal Points**

- Ramzi - Alazab
- Email: alazabr@unhcr.org
- Mobile: 0797158361

- Shurouq Irani
- Email: irani@unhcr.org
- Mobile: 0797158523
**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**

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

**Focal Point**
Ahmad Al-Wazani  
**Mobile:** 0790119156  
**Email:** alwazani@unhcr.org

Shurouq Irani  
**Mobile:** 0797158523  
**Email:** irani@unhcr.org

**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

---

### AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES

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

<table>
<thead>
<tr>
<th>Health Care</th>
<th>Psychosocial Services</th>
<th>Protection, Security, and Justice</th>
<th>Basic Needs (Cash, NFI, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary health care:</td>
<td></td>
<td></td>
<td>UNHCR – Food, NFI, Cash for Work, Shelter, Ration cards for GBV related cases</td>
</tr>
<tr>
<td>Mental Health Care:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>IMC</td>
<td>Women’s Centers:</td>
<td>Protection/Registration:</td>
<td></td>
</tr>
<tr>
<td>Sunday- Thursday 9:00 to 16:00</td>
<td>IMC/UNFPA Sunday-Thursday 09:00 to 16:00</td>
<td>UNHCR Sunday-Thursday 8:00 to 15:30</td>
<td></td>
</tr>
<tr>
<td>Focal Point:</td>
<td>Duty phone: 079 8470 926</td>
<td>Focal points:</td>
<td></td>
</tr>
<tr>
<td>Loay Al Husieni</td>
<td>Focal Point: Reine Musharbash Mobile: 079 022 4010 <a href="mailto:rmusharbash@InternationalMedicalCorps.org">rmusharbash@InternationalMedicalCorps.org</a></td>
<td>Hanane Fellahi Email: <a href="mailto:FELLAHIH@UNHCR.ORG">FELLAHIH@UNHCR.ORG</a> Mobile: 079 716 04 28</td>
<td></td>
</tr>
<tr>
<td>Mobile: 079 022 1961 <a href="mailto:ihusieni@InternationalMedicalCorps.org">ihusieni@InternationalMedicalCorps.org</a></td>
<td>Child Friendly Spaces:</td>
<td>Shelter/Safe house:</td>
<td></td>
</tr>
<tr>
<td>Primary health &amp; Reproductive Health care:</td>
<td>Mercy Corps Saturday- Thursday 09:00 - 15:00</td>
<td>FPD through UNHCR Sunday-Thursday 8:00 to 15:30</td>
<td></td>
</tr>
<tr>
<td>IMC /UNHCR/UNFPA</td>
<td>Focal point: Abdeirazaq Banihani</td>
<td>Focal point:</td>
<td></td>
</tr>
<tr>
<td>Village 6 clinic: Open 24 hours / 7 days a week</td>
<td>Mobile: 077 606 0041 Email: <a href="mailto:abanihani@jo.mercycorps.org">abanihani@jo.mercycorps.org</a></td>
<td>Ahmad Al-Wazani Mobile: 0790119156 Email: <a href="mailto:alwazani@unhcr.org">alwazani@unhcr.org</a></td>
<td></td>
</tr>
<tr>
<td>Village 3 clinic: Sunday to Thursday 9:00 – 16:00</td>
<td>Shelter/Safe house:</td>
<td>Shurouq Irani Mobile: 0797158523</td>
<td></td>
</tr>
<tr>
<td>Focal point: Lina Hamidi Mobile1: 0790248397 Mobile 2: 0779766310 Email: lhamidi@internationalm</td>
<td>Food:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hezaker Goze Ozdemir Email: <a href="mailto:OZDEMIRH@unhcr.org">OZDEMIRH@unhcr.org</a> Mobile: 079 -715 24 03</td>
<td></td>
<td></td>
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<tr>
<td>Food:</td>
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</tr>
<tr>
<td>Focal point:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ammar AlTaee: 079 9937686 Email: <a href="mailto:ammar.altaee@wfp.org">ammar.altaee@wfp.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Handicap International (HI)
Rehabilitation services for persons with disability and persons with injury, children and adults & provision of prosthesis, orthotics & mobility aids.
Sunday-Thursday: 8:00 – 16:00
Focal Point: TBC Email: fieldco.mafraq@hiemergency.org

Psychosocial Services for Adolescent and Adults:
IMC
Sunday – Thursday 09:00 – 16:00
Duty phone: 079 847 0926
Email: rmusharbash@InternationalMedicalCorps.org

Psychosocial Services for Children:
IMC
Sunday - Thursday 09:00 - 16:00
Duty phone: 079 847 0926 Email: mabulawi@InternationalMedicalCorps.org

Community Spaces:
CARE International / UNHCR
Community-based psychosocial activities
Sunday- Thursday 9.00- 16.00
Focal Points: Marten Mylius
Mobile: 077 840 0424
Email: marten.mylius@jo.care.org

Email: irani@unhcr.org

Hotline number:
079 7778851
079 7778841

Education:
NRC
Informal education for children/NRC
Saturday - Thursday
09:00 - 17:00 TBC
Focal point: Reem Shamout
Mobile: 0796487663

Informal Education for Youth/NRC:
Focal point: Dina Alia Eddin
Julia Al-Zoubi
Mobile: 079 826 1225
(Dina)
Email: dina.alia.eddin@nrc.no
Mobile: 079 896 5688
(Julia)
Email: julia.alzoubi@nrc.no
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)**

<table>
<thead>
<tr>
<th>Telling Someone</th>
<th>Seeking Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>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”;</td>
<td>Survivor self-reports to a medical/health or case manager/psychosocial “entry point”</td>
</tr>
</tbody>
</table>

**IMMEDIATE RESPONSE**

- Provide a safe, caring environment and respect the confidentiality and wishes of the survivor
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- If agreed and requested by survivor, obtain informed consent and make referrals
- When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child
- Accompany the survivor to assist his/her in accessing services
- For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care

**Medical/health care:**

**IMC Mental Health**

- Focal Point: Manar Awad
  - mawwad@internationalmedicalcorps.org
  - Mobile: 079 986 1491
  - Duty Phone: 079 578 5095

**JHAS**

- Saturday – Thursday 09:00-16:00

- Focal Point:
  - Fatheya Ayaad
    - Mobile: 078 855 0625
  - Dr. Ola Al Tebawi
    - Mobile: 077 500 6027
    - Email: pc@jordanhealthaid.org

**Case Manager (including immediate psychosocial support):**

**Adults (Over 18)**

**UNHCR**

- Abd Al Nour Jaradat
  - Mobile: 079 956 7318
  - Email: jaradata@unhcr.org

**IFH/UNFPA**

- Saturday - Thursday 08:00 – 16:30

- Focal Point:
  - Hassan Al Shurman
    - Mobile: 079 211691
  - Bilal Zawateen
    - Mobile: 079 652 5866
    - Email: b.zawateen@ifh-jo.org
  - Ahlam Mahamdeh
    - Mobile: 078 667 3655

**Children (Under 18)**

**UNHCR**

- Abd Al Nour Jaradat
  - Mobile: 079 956 7318
  - Email: jaradata@unhcr.org

**Legal Assistance Counsellors:**

**UNHCR**

- Sunday-Thursday 08:00 to 15:30
  - Duty Phone: 079 554 6383
  - Tel: 02 623 5511
  - Ramtha branch

**ARDD-Legal Aid**

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

- Focal Point:
  - Souzan Mohareb
    - Tel: 06 4617477
    - Mobile: 0775777077
    - Email: consult.amman@ardd-legalaid.org
**UNRWA - Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)**

**Focal Point:** Hotline (24 - 7): Riyad Mansi
Mobile: 079 540 8680
Email: r.mansi@unrwa.org

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

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

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

**Emergency Line (24/7): 0777387221**

### AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES

<table>
<thead>
<tr>
<th>Health Care</th>
<th>Psychosocial Services</th>
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<tr>
<td><strong>Primary Health:</strong></td>
<td></td>
<td></td>
<td><strong>UNHCR</strong></td>
</tr>
<tr>
<td>JHAS Saturday – Thursday 09:00-16:00</td>
<td></td>
<td>Protection/Registration: UNHCR</td>
<td><strong>Sunday - Wednesday 08.30 – 15.30</strong></td>
</tr>
<tr>
<td><strong>Reproductive Health:</strong></td>
<td></td>
<td><strong>Focal Point:</strong> Hussam Mayas Mobile: 079 033 7163 Email: <a href="mailto:mayas@unhcr.org">mayas@unhcr.org</a></td>
<td><strong>UNHCR Infoline:</strong> 06 550 2141</td>
</tr>
<tr>
<td>JHAS Saturday – Thursday 09:0016:00</td>
<td>Focal Point: Fatheya Ayaad Mobile: 078 855 0625</td>
<td><strong>Focal point:</strong> Osama Al Omari Mobile: 079 914 43 42 Email:<a href="mailto:alomari@unhcr.org">alomari@unhcr.org</a></td>
<td><strong>UNRWA - Material assistance for Palestinian refugees</strong></td>
</tr>
<tr>
<td><strong>Focal Point:</strong> Bilal Zawateen Mobile: 079 652 5866 Email: <a href="mailto:b.zawateen@ifh-jo.org">b.zawateen@ifh-jo.org</a></td>
<td>Ahlam Mahamdeh Mobile: 078 667 3655</td>
<td>Sunday -Thursday 8:00 to 15:30 Duty Phone: 079 554 6383</td>
<td><strong>Focal Point:</strong> Riyad Mansi Mobile: 079 540 8680 Email: <a href="mailto:r.mansi@unrwa.org">r.mansi@unrwa.org</a></td>
</tr>
<tr>
<td><strong>PSS Services for Adults:</strong></td>
<td><strong>PSS Services for Children:</strong></td>
<td><strong>UNWRA - Registration &amp; Protection (including cases of risk of arrest, detention or refoulement)</strong></td>
<td><strong>Food Assistance:</strong></td>
</tr>
<tr>
<td>IFH/UNFPA Saturday - Thursday 08:00 – 16:00</td>
<td>IRC Sunday – Thursday 09:00 – 17:00</td>
<td><strong>Focal Point:</strong> Riyad Mansi Mobile: 079 540 8680 Email: <a href="mailto:r.mansi@unrwa.org">r.mansi@unrwa.org</a></td>
<td><strong>WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm</strong></td>
</tr>
<tr>
<td>Focal Point: Hassan Al Shurman Mobile: 079 0211691</td>
<td>Focal Point: Sara Al- Khatib Mobile: 079 582 4390</td>
<td></td>
<td><strong>Focal Point:</strong> Rabab Mosleh 079 8674636 Email: <a href="mailto:rabab.mosleh@wfp.org">rabab.mosleh@wfp.org</a></td>
</tr>
<tr>
<td></td>
<td>Ahlam Mahamdeh Mobile: 078 667 3655</td>
<td></td>
<td>Alt. Naser Bardaghawi: 079 9870517 Email: <a href="mailto:naser.bardaghawi@wfp.org">naser.bardaghawi@wfp.org</a></td>
</tr>
<tr>
<td><strong>Child Friendly Spaces:</strong></td>
<td><strong>Shelter/Safe house:</strong></td>
<td></td>
<td><strong>Focal Point:</strong> Anas Abdelwahid: 079 8997549 Email: <a href="mailto:anas.abdelwahid@wfp.org">anas.abdelwahid@wfp.org</a></td>
</tr>
<tr>
<td>Child and Family Centres, Community based Child Protection Committees</td>
<td>FPD through UNHCR</td>
<td><strong>Focal Point:</strong> Anas Abdelwahid: 079 8997549 Email: <a href="mailto:anas.abdelwahid@wfp.org">anas.abdelwahid@wfp.org</a></td>
<td><strong>Hotline number:</strong> 079 7778851 079 7778841</td>
</tr>
<tr>
<td><strong>Focal point:</strong></td>
<td><strong>Education:</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Alaa Al-Faidi Mobile: 0775475969 Email: <a href="mailto:alaa.faidi@savethechildren.org">alaa.faidi@savethechildren.org</a></td>
<td><strong>Save the Children Jordan</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NHF / IFH Sunday - Saturday 09:30 – 17:30</td>
<td>Formal education and children out of school Sunday - Thursday 09:00 - 16:00 Focal Point Noor Elkhairy <a href="mailto:nelkhairy@savethechildren.org">nelkhairy@savethechildren.org</a> Mobile: 0775464978</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Focal Point:</strong> Abeer Tahtamouni Mobile: 079 0211691</td>
<td>Informal education services SCI Child and Family Centres, Saturday – Thursday 09:00 – 15:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ahlam Mahamdeh Mobile: 078 667 3655</td>
<td><strong>Focal point:</strong> Alaa Al-Faidi Mobile: 0775475969 Email: <a href="mailto:alaa.faidi@savethechildren.org">alaa.faidi@savethechildren.org</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Women’s Centers:</strong> IFH/UNFPA Sunday - Thursday 08:00 – 16:00</td>
<td><strong>Focal Point:</strong> Ahlam Mahamdeh Mobile: 078 667 3655</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Focal Point:</strong> Ahlam Mahamdeh Mobile: 078 667 3655</td>
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<tr>
<td><strong>Education:</strong></td>
<td></td>
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</tr>
</tbody>
</table>
### 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.

<table>
<thead>
<tr>
<th><strong>TELLING SOMEONE AND SEEKING HELP (DISCLOSING)</strong></th>
<th><strong>IMMEDIATE RESPONSE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Survivor tells family, friend, community member, general</strong></td>
<td><strong>• Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</strong>&lt;br&gt;<strong>service provider or at refugee registration services; that person accompanies survivor to the health or case</strong>&lt;br&gt;<strong>manager/psychosocial entry point:</strong></td>
</tr>
<tr>
<td><strong>Survivor self-reports to a medical/health or case</strong>&lt;br&gt;<strong>manager/psychosocial entry point:</strong></td>
<td><strong>• 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 MPM.</strong></td>
</tr>
</tbody>
</table>

### Medical/health care:

- **IMC (International Medical Corps)**
  - **Mental Health Care**
    - **Sunday – Thursday 09:00-15:00**
    - **Focal Point:** Loay Al-Husaini
    - **Email:** ihusieni@internationalmedicalcorps.org
    - **Mobile:** 079 022 1961
  - **Mohammad Abulawi**
    - **mabulawi@internationalmedicalcorps.org**
    - **Mobile:** 079 847 0926
- **UNHCR**
  - **Saturday – Wednesday 09:00 – 17:00**
  - **Focal Point:** Manal Hashem
    - **Mobile:** 079 554 6383
    - **Email:** hashem@unhcr.org
  - **Sunday-Thursday 8:00 to 15:30**
    - **Duty Phone:** 079 556 4383
  - **After working hours and weekends**
    - **UNHCR Hotline:** 079 710 9194
- **Clinical Management of Rape Services:**
  - **IFH/UNFPA**
    - **Sunday – Thursday 09:00 – 16:00**
    - **Focal Point:** Ibrahim Khawaldeh
      - **Mobile:** 079 0211695
    - **Dr. Wafa Sawalmeh**
      - **Mobile:** 079 0211695
  - **UNHCR**
    - **Saturday – Wednesday 09:00 – 17:00**
    - **Focal Point:** Manal Hashem
      - **Mobile:** 079 554 6383
      - **Email:** hashem@unhcr.org
    - **Sunday-Thursday 8:00 to 15:30**
      - **Duty Phone:** 079 556 4383
    - **After working hours and weekends**
      - **UNHCR Hotline:** 079 710 9194

### Case Manager (including immediate psychosocial support):

- **Adults (Over 18)**
  - **IFH/UNFPA**
    - **Sunday – Thursday 9:00 – 16:00**
  - **Focal Point:** Ibrahim Khawaldeh
    - **Mobile:** 079 0211695
  - **Bahaa Moheidat**
    - **Mobile:** 079 6525937

- **Children (Under 18)**
  - **IFH**
    - **Sunday – Thursday 9:00 – 16:00**
  - **Focal Point:** Ibrahim Khawaldeh
    - **Mobile:** 079 0211695
  - **Bahaa Moheidat**
    - **Mobile:** 079 6525937

### Protection, Security, Police:

- **UNHCR**
  - **– Protection (including cases of risk of arrest, detention or refoulement)**
    - **Focal Point:** Mounir Maalouli; maalouli@unhcr.org; 079 592 2836
    - **Manal Hashem; hashem@unhcr.org; 079 873 8160**
  - **FPD**
    - **Police**
      - **(survivors can go directly to FPD, while service providers should refer only through UNHCR)**
        - **Hotline:** 911

### Security:

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

### Legal Assistance Counsellors:

- **UNHCR**
  - **Sunday-Thursday 08:00 to 15:30**
    - **Duty Phone:** 079 554 6383
  - **After working hours and weekends**
    - **UNHCR Hotline:** 079 710 9194
- **ARDD-Legal Aid**
  - **Sunday-Thursday:** 9:00-5:00
UNICEF: Case managers can refer cases of grave violations¹ (MRM) to UNICEF when refugee child/caregiver consents

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

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<table>
<thead>
<tr>
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<th>Protection, Security, and Justice</th>
<th>Basic Needs (Cash, NFI, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Health:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UAE RC - Emergency</td>
<td>PSS Services for Adults: Adults (Over 18)</td>
<td>Protection/Registration: UNHCR</td>
<td>UAE RC - Food, NFI, Shelter, Cash for work</td>
</tr>
<tr>
<td>Saturday.- Thursday 09:00 - 17:00 TBC</td>
<td>IFH/UNFPA Sunday – Thursday 9:00 – 16:00</td>
<td>Focal Point: Manal Hashem (<a href="mailto:hashem@unhcr.org">hashem@unhcr.org</a>) 07 9873 0160</td>
<td>Saturday.: Thursday 09:00 - 17:00 TBC</td>
</tr>
<tr>
<td>Focal point:</td>
<td>Focal Point: Ibrahim Khawaldeh Mobile: 079 0211695</td>
<td>Focal point: Abdallah, Abou Hamad Mobile: 0796859861</td>
<td></td>
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<tr>
<td>Dr. Saif / Dr. Hamad</td>
<td></td>
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<tr>
<td>Mobile: Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274</td>
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</tr>
<tr>
<td><strong>UAE RC - Primary Health Care:</strong></td>
<td>PSS Services for Children:</td>
<td>Shelter/Safe house:</td>
<td>Education</td>
</tr>
<tr>
<td>Saturday.- Thursday 09:00 - 17:00 TBC</td>
<td>THD Sunday.- Thursday 09:00 - 17:00</td>
<td>FPD through UNHCR</td>
<td></td>
</tr>
<tr>
<td>Focal point:</td>
<td>Focal point: Ali Ababneh Mobile: 079 684 0903</td>
<td>Sunday-Thursay 8:00 to 15:30</td>
<td></td>
</tr>
<tr>
<td>Dr. Saif / Dr. Hamad</td>
<td></td>
<td>Duty Phone: 079 554 6383</td>
<td></td>
</tr>
<tr>
<td>Mobile: Dr. Hamad 079 076 9242 Dr. Saif 079 864 6274</td>
<td>After working hours and week ends</td>
<td>UNHCR Hotline: 079 710 9194</td>
<td></td>
</tr>
<tr>
<td>Mental Health- MH</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Duty Phone: 0790218774</td>
<td></td>
<td></td>
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<tr>
<td>Monday- Wednesday-Thursday 09:00-15:00</td>
<td></td>
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<tr>
<td><strong>Focal Point</strong></td>
<td><strong>Child Friendly Spaces:</strong></td>
<td><strong>Women’s Centers:</strong></td>
<td>Save the Children Jordan</td>
</tr>
<tr>
<td>Duha Allassaf</td>
<td>THD Sunday.- Thursday 09:00 - 17:00</td>
<td>Adults (Over 18)</td>
<td>Formal education and children out of school</td>
</tr>
<tr>
<td>Mobile: 0790218774 <a href="mailto:dalassaf@internationalmedicalcorp.org">dalassaf@internationalmedicalcorp.org</a></td>
<td>Focal point: Sundus Derbi Mobile: 0798809846</td>
<td>IFH/UNFPA Sunday – Thursday 9:00 – 16:00</td>
<td>Saturday.: Thursday 09:00 - 17:00 TBC</td>
</tr>
<tr>
<td><strong>Focal point:</strong></td>
<td><strong>Focal Point:</strong> Ibrahim Khawaldeh Mobile: 079 0211695</td>
<td>Focal Point: Rasha Alzein Kareen Makkawi</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:Kmakkawi@savethechildren.org.jo">Kmakkawi@savethechildren.org.jo</a></td>
<td>Email: <a href="mailto:Knhass@savechildren.org.jo">Knhass@savechildren.org.jo</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mobile: 0775744015</td>
<td>Mobile: 0775744015</td>
</tr>
</tbody>
</table>

¹ Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children
<table>
<thead>
<tr>
<th>IFH/UNFPA – Reproductive Health &amp; Family Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday – Thursday 9:00 – 16:00</td>
</tr>
<tr>
<td>Focal point:</td>
</tr>
<tr>
<td>Dr. Wafa Sawalmeh</td>
</tr>
<tr>
<td>Mobile: 079 0211695</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>UNICEF</td>
</tr>
<tr>
<td>Focal point:</td>
</tr>
<tr>
<td>Ruba Mukbel</td>
</tr>
<tr>
<td>Mobile: 079 950 1306</td>
</tr>
<tr>
<td>Email: <a href="mailto:rmukbel@unicef.org">rmukbel@unicef.org</a></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>TELLING SOMEONE AND SEEKING HELP (DISCLOSING)</th>
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<tr>
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</tr>
<tr>
<td>• For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</td>
</tr>
</tbody>
</table>

### Medical/Health Care:

#### IMC

**Mental Health**

**Focal Point:**

Mustafa Abu Serdaneh, maseradneh@InternationalMedicalCorps.org
Mobile: 079 022 1956
Duty Phone: 079 578 5095

**JHAS**

Saturday – Thursday 09:00-16:00

**Focal Point:**

Dr. Hanan Jarrar
Mobile: 079 558 9419

Dr. Ola Al Tebawi
Mobile: 077 500 6027
Email: pc@jordanhealthaid.org

#### Case Manager (including immediate psychosocial support):

**Adults (over 18)**

**IMC**

**Focal Point:**

Alaa’ Al-Masri (Irbid)
amasri@InternationalMedicalCorps.org
Mobile: 079 635 2005
Duty Phone: 079 578 5095

**UNHCR**

Sunday – Thursday 08:30 – 16:00

Abd Al Nour Jaradat
Mobile: 079 855 7318
Email: jaradata@unhcr.org

**IRC**

Sunday – Thursday 08:30 – 17:00

**Focal Point:**

Nawal Mohammad (Irbid)
Mobile: 079 678 5864
Email: nawal.mohammad@rescue.org

Rana Al Mutairi (Ramtha)
Mobile: 079 889 8332
Email: Rana.AlMutairi@rescue.org

Farah Qadoura
Mobile: 077 607 0609
Email: Farah.qadoura@rescue.org

**NHF/IFH**

Saturday – Thursday 08:00 – 16:00

**Focal Point**

Hanan Megdadi
079 573 8150

**JWU**

Saturday - Thursday 08:30 – 16:30

**Focal Point:**

Irbid
Rasha Khazaleh
Muntaha Tayyem
Tel: 02 724 1342
Mobile: 079 820 2344

#### Children (under 18)

**UNHCR**

Sunday – Thursday 08:30 – 16:00

Abd Al Nour Jaradat
Mobile: 079 855 7318
Email: jaradata@unhcr.org

**IMC**

24 hours
Duty phone: 079 578 5095

**Focal Point:**

Sunday – Thursday 09:00 – 17:00

**Focal Point:**

Alaa’ Al-Masri (Irbid)
amasri@InternationalMedicalCorps.org
Mobile: 079 635 2005
Duty Phone: 079 578 5095

**IRC**

Sunday – Thursday 08:30 – 17:00

**Focal Point:**

Nawal Mohammad (Irbid)
Mobile: 079 678 5864
Email: nawal.mohammad@rescue.org

Rana Al Mutairi (Ramtha)
Mobile: 079 889 8332
Email: Rana.AlMutairi@rescue.org

Farah Qadoura
Mobile: 077 607 0609
Email: farah.qadoura@rescue.org
Email: rasha_mk@yahoo.com  
Email: montaha.tayyem@gmail.com  
Ramtha  
Firyal Al-Zoubi Taghreed al-Ghazaleh  
Mobile: 079 820 2354  
Email: muna.khaled606@yahoo.com

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

### Protection, Security, Police:

**UNHCR** – Protection (including cases of risk of arrest, detention or refoulement)  
**Sunday-Thursday** 8:00 to 15:30  
**Duty Phone:** 079 554 6383

**Sunday – Thursday 08:00 – 15:30**  
**Focal point:** Serin Bitar  
Mobile: +962 79 500 4947  
Email: bitar@unhcr.org

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

**Open 24 hours**  
**Focal Point:** Major Ra’ed Al Hamaida  
Tel: 02 702 2348  
Hotline: 911. Email: familypd@accessme.com.jo

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

**UNICEF**: Case managers can refer cases of grave violations (MMR) to UNICEF when refugee child/caregiver consents and when possible  
**Sunday – Thursday 08:00 – 15:30 Duty phone:** 079 021 4149  
Email: jochildprotect@unicef.org

### Legal Assistance Counsellors:

**UNHCR** - Legal Services  
**Sunday-Thursday** 8:00 to 15:30  
**Duty Phone:** 079 554 6383

**After working hours and weekends**  
**UNHCR Hotline:** 079 710 9194

**ARDD-Legal Aid** – Legal assistance  
**Sunday-Thursday** (9:00-5:00)  
**Focal Point:**  
Souzan Mohareb  
Tel: 06 461 7477  
Mobile: 0775777077  
Email: consult.amman@ardd-legalaid.org  
Emergency Line (24/7): 077 738 7221  
Emergency line: 077 738 7221

**JWU**  
**Saturday - Thursday** 08:30 – 16:30  
**Focal Point:**  
Irbid  
Jamal Jeat  
Tel: 02 724 1342  
Mobile: 079 820 2344  
Email: jet-jamal@hotmail.com  
Ramtha  
Firyal Al-Zoubi  
Mobile: 079 820 2354  
Email: jwu.ramtha@yahoo.com

### AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES

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

<table>
<thead>
<tr>
<th>Health Care</th>
<th>Psychosocial Services</th>
<th>Protection, Security, and Justice</th>
<th>Basic Needs (Cash, NFI, etc)</th>
</tr>
</thead>
</table>
| **Primary Health Care:**  
MoH  
Princess Rahma/Badia Hospital  
Open 24 hour  
Tel: 02 710 1978 | **PSS Services for Adults:**  
JWU  
Saturday - Thursday 08:30 – 16:30 | **Protection/Registration:**  
UNHCR  
**Sunday-Thursday** 8:00 to 15:30  
**Duty Phone:** 0795546383  
Helpdesk in Ramtha at JHAS clinic  
Tel: 02 725 8510 Tuesday 09:00 – 14:00 | **Cash/NFIs:**  
UNHCR  
Infoline  
**Sunday - Wednesday** 08:30 – 15:30  
Tel: 06 550 2141 |
MoH  
Princess Basma Hospital  
Open 24 hour  
Tel: 02 727 1747

JWU (Irbid)  
Saturday - Thursday 08:30 - 16:30

Focal Point:  
May Al Shyab  
Tel: 02 724 1342  
Mobile: 079 820 2344

MOH  
Princess Rahma/Badiaa Hospital - Irbid  
Tel: 02710 1978

UNRWA – Primary and reproductive health care and referral to secondary services for Palestinian refugees - Sunday, Thursday 07:45 - 14:00

Focal Point:  
Irbid Office:  
Arwa Qasem  
Mobile: 079 085 5131  
Email: a.qasem@unrwa.org

Reproductive Health:

MoH  
Princess Rahma/Badia Hospital  
Open 24 hour  
Tel: 02 710 1978

PSS Services for Children:

JHAS  
Saturday – Thursday 09:00:16:00

Focal Point:  
Dr.Hanan Jarrar  
Mobile: 079 558 9419

MoH  
Princess Basma Hospital  
Open 24 hour  
Tel: 02 727 1747

NHF/IFH  
Saturday – Thursday 08:00 – 16:00

Focal Point:  
Dr Heba Jbara  
Mobile +962 79 573 8150

Helpdesk in Jerash at Princess Basma Center  
Wednesday 09.00 – 14.00

Helpdesk in Ajloun at Qima Palace for events  
Wednesday 09.00 – 14.00

UNRWA - Registration & Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)

Focal Point:  
Irbid Office:  
Arwa Qasem  
Mobile: 079 085 5131  
Email: a.qasem@unrwa.org

Shelter/Safe house:

FPD through UNHCR

Sunday-Thursday 8:00 to 15:30

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

JWU- Amman  
Saturday – Thursday 08:30 – 17:00

Focal Point:  
Alia Hijjawi  
Najjyyeh Zoabi  
Hotline: 079 820 2353  
Tel: 06 567 5729

UNRWA - Material Assistance for Palestinian refugees

Focal Point:  
Irbid Office:  
Arwa Qasem  
Mobile: 079 085 5131  
Email: a.qasem@unrwa.org

IRC  
Sunday - Thursday 08:30 - 17:00

Lisa DiPangrazio Mobile: 077 840 5352  
Email: lisa.dipangrazio@rescue.org

TdH  
Sunday – Thursday 08.00.17.30

Focal Point - Irbid:  
Banan Al Jarah  
Mobile: 079 965 4277

Focal Point - Al RamthaShajara:  
Baidaa Al Shyoukh  
Mobile: 079 886 9853  
Mobile: 079 766 6934

Food Assistance:

WFP Food – Voucher assistance  
Sunday – Thursday 8:00 am – 5:00 pm

Focal Point:  
Rabab Mosleh:  
079 8674636  
Email: rabab.mosleh@wfp.org  
Alt. Naser Bardaghawi:  
079 9870517  
Email: naser.bardaghawi@wfp.org

Focal Point: Anas Abdelwahid:  
079 8997549  
Email: anas.abdelwahid@wfp.org

Hotline number:  
079 7778851 079 7778841

Education:

Save the Children Jordan

Formal education and children out of school  
Sunday - Thursday 09:00 - 16:00

Focal Point Noor Elkhairy  
nelkhairy@savethechildren.org.jo

Mobil: 0775464978

Informal education

SCI –  
Child and Family Centres,  
Sunday – Thursday 09:00 - 15:00
<table>
<thead>
<tr>
<th><strong>UNRWA</strong></th>
<th><strong>Women’s Centers:</strong></th>
<th><strong>Focal Point:</strong></th>
</tr>
</thead>
</table>
| – Primary and reproductive health care and referral to secondary services for Palestinian refugees  
Sunday–Thursday 07:45 - 14:00  
Focal Point:  
Irbid Office: Anwa Qasem  
Mobile: 079 085 5131  
Email: a.qasem@unrwa.org  
**Mental Health Services:**  
**IMC**  
Focal Point:  
Sunday – Thursday 09:00 – 17:00  
Ahmad Bawanah Mobile: 079 851 6131  
Email: abawanah@internationalmedicalcorps.org  
Duty phone: 079 578 5095 | **JWU**  
Saturday - Thursday 08:30 – 16:30  
**Irbid**  
Rasha Khazaleh  
Muntaha Tayyem Tel: 02 724 1342  
Mobile: 079 820 2344  
Email: rasha_mk@yahoo.com  
Email: montaha.tayyem@gmail.com  
**Ramtha**  
Taghreed al Ghazaleh  
Mobile: 079 820 2354  
Email: jwu.ramtha@yahoo.com  
**Child Friendly Spaces:**  
**SCI**  
Child and Family Centres,  
Community based Child Protection Committees  
Sunday – Thursday 09:00 - 15:00  
**Focal Point:**  
Rami Enkhili  
Mobile: 0776702418  
Email: rami.inkheili@savethechildren.org  
**TdH**  
Sunday – Thursday 08:30-17:30  
**Focal Point:**  
Heba Abdo  
Mobile: 079 828 7896  
**INTERSOS/JOHUD**  
Saturday – Thursday 8:304:30  
Sheikh Hussein Centre for Human Development  
Mansoura Centre for Human Development  
Aydoun Center for Human Development  
**Focal Point:**  
George Theodory Mobile: 079 9379831  
Email: cp.jordan@intersos.org | **Focal Point:**  
Rami Enkhili Mobile: 0776702418  
Email: rami.inkheili@savethechildren.org |
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)

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</tr>
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### IMMEDIATE RESPONSE

- Provide a safe, caring environment and respect the confidentiality and wishes of the survivor
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- If agreed and requested by survivor, obtain informed consent and make referrals
- When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child
- Accompany the survivor to assist his/her in accessing services
- For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care

### Medical/health care:

**IMC**
- **Mental Health**
  - **Focal Point:**
    - Manar Awwad
    - mawwad@internationalmedicalcorps.org
    - Mobile: 079 986 1491
    - Duty Phone: 079 578 5095

**JHAS**
- **Once a week**
  - **Focal Point:**
    - Fatheya Ayaad
    - Mobile: 078 855 0625
    - Dr. Ola Al Tebawi Mobile: 077 500 6027
    - Email: pc@jordanhealthaid.org

### Case Manager (including immediate psychosocial support):

**Adults (over 18)**
- **UNHCR**
  - Abd Al Nour Jaradat
  - Mobile: 079 895 7318
  - Email: jaradata@unhcr.org

**IFH/UNFPA**
- **Sunday – Thursday 09:00 – 16:00**
  - **Focal Point:**
    - Bilal Zawateen
    - Mobile: 079 652 5866
    - Email: b.zawateen@ifh-jo.org
    - Taqwa Tahtamouni
    - Mobile: 079 555 1232

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

| UNHCR – Protection (including cases of risk of arrest, detention or refoulement) |
| Sunday-Thursday 8:00 - 15:30 |
| Focal Point: Abd Al Nour Jaradat |
| Mobile: 079 895 7318 |
| Email: jaradata@unhcr.org |
| Sunday-Thursday 08:00 to 15:30 |
| Duty Phone: 079 554 6383 |
| After working hours and weekends UNHCR Hotline: 079 710 9194 |
| FPD – Police (survivors can go directly to FPD, while service providers should refer only through UNHCR) |
| Hotline: 911 |
| Email: familypd@accessme.com.jo |
| Tel: 02 623 5511 |

**Legal Assistance Counsellors:**

| Legal Assistance Counsellors |
| UNHCR |
| Sunday-Thursday 08:00 to 15:30 |
| Duty Phone: 079 554 6383 |
| After working hours and weekends UNHCR Hotline: 079 710 9194 |
| ARDD–Legal Aid |
| Focal Point: |
| Souzan Mohareb |
| Tel: 06 4617477 |
| Mobile: 077 577 077 |
| Email: consult.amman@ardd |

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

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

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

**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) |
| Primary Health: | PSS Services for Adults: | Protection/Registration: | UNHCR |
| MOH | IFH/UNFPA Sunday – Thursday 09:00 – 16:00 | UNHCR |
| JHAS Once per week | Focal Point: Taqwa Tahtamouni Mobile: 079 555 1232 | Sunday-Thursday 8:00 - 15:30 |
| Reproductive Health: | PSS Services for Children: | Focal Point: | Hussam Mayas |
| MOH | IRC Sunday – Thursday 09:00 – 17:00 | Osama Al Omari |
| JHAS Once per week | Focal Point: Sara Al- Khatib Mobile: 079 582 4390 | Mobile: 079 914 43 42 |
| Mental Health: | SCI – Child and Family Centres, Community based Child Protection Committees | Email:alomari@unhcr.org |
| IMC | | Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 |
| Focal Point: | | After working hours and weekends UNHCR Hotline: 079 710 9194 |
| Manar Awad | | Shelter/Safe house: |
| | | FPD through UNHCR |
| | | Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 |
| | | After working hours and |

<p>| Food Assistance: |
| WFP Food – Voucher assistance |
| Sunday – Thursday 8:00 am – 5:00 pm |</p>
<table>
<thead>
<tr>
<th>Focal Point</th>
<th>Mobile</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alaa Al-Faidi</td>
<td>0775475969</td>
<td><a href="mailto:alaa.faidi@savethechildren.org">alaa.faidi@savethechildren.org</a></td>
</tr>
<tr>
<td>Lubna Khaza'leh</td>
<td>079 0211 692</td>
<td></td>
</tr>
<tr>
<td>Taqwa Tahtamouni</td>
<td>079 555 1232</td>
<td></td>
</tr>
</tbody>
</table>

**Women’s Centers:**

**IFH/UNFPA**

Sunday – Thursday 09:00 – 16:00

Focal Point: Lubna Khaza’leh Mobile: 079 0211 692

Taqwa Tahtamouni Mobile: 079 555 1232

**UNHCR Hotline:** 079 710 9194

Focal Point:

Rabab Mosleh:

079 8674636

Email: rabab.mosleh@wfp.org

Alt. Naser Bardaghawi:

079 9870517

Email: naser.bardaghawi@wfp.org

Focal Point:

Anas Abdelwahid: 079 8997549

Email: anas.abdelwahid@wfp.org

Hotline number:

079 7778851

079 7778841

**Education:**

Save the Children Jordan

Formal education and children out of school Sunday - Thursday 09:00 - 16:00

Focal Point Noor Elkhairy

nelkhairy@savethechildren.org.jo

Mobile: 0775464978

**Informal education services**

SCI – Child and Family Centres,

Saturday – Thursday 09:00 – 15:00

Focal point:

Alaa Al-Faidi Mobile: 0775475969 Email: alaa.faidi@savethechildren.org
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)

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### Medical/Health Care:

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</tr>
</thead>
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<td>Mental Health</td>
<td></td>
</tr>
<tr>
<td>Focal Point:</td>
<td>Nour Said</td>
</tr>
<tr>
<td><a href="mailto:nsaid@InternationalMedicalCorps.org">nsaid@InternationalMedicalCorps.org</a></td>
<td></td>
</tr>
<tr>
<td>Mobile: 079 898 7976</td>
<td></td>
</tr>
<tr>
<td>Focal Point:</td>
<td>Ahmad Jaran</td>
</tr>
<tr>
<td><a href="mailto:ajaran@internationalmedicalcorps.org">ajaran@internationalmedicalcorps.org</a></td>
<td></td>
</tr>
<tr>
<td>Mobile: 079 830 1230</td>
<td></td>
</tr>
<tr>
<td>Duty Phone: 079 578 5095</td>
<td></td>
</tr>
<tr>
<td>JHAS</td>
<td></td>
</tr>
<tr>
<td>Saturday – Thursday 09:00-16:00</td>
<td></td>
</tr>
<tr>
<td>Focal Point:</td>
<td>Dr. Rema Diab</td>
</tr>
<tr>
<td>Mobile: 077 219 2294</td>
<td></td>
</tr>
<tr>
<td>Balqees Bani Hani</td>
<td></td>
</tr>
<tr>
<td>Mobile: 077 500 6017</td>
<td></td>
</tr>
<tr>
<td>Dr. Ola Al Tebawi</td>
<td></td>
</tr>
<tr>
<td>Mobile: 077 500 6027</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:pc@jordanhealthaid.org">pc@jordanhealthaid.org</a></td>
<td></td>
</tr>
<tr>
<td>IRC</td>
<td></td>
</tr>
<tr>
<td>Sunday – Thursday 08:30 – 17:00</td>
<td></td>
</tr>
<tr>
<td>Focal Point:</td>
<td>Moath Badi</td>
</tr>
<tr>
<td>Mobile: 077 510 0092</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:Moath.badi@rescue.org">Moath.badi@rescue.org</a></td>
<td></td>
</tr>
<tr>
<td>UNHCR</td>
<td></td>
</tr>
<tr>
<td>Focal point:</td>
<td></td>
</tr>
<tr>
<td>Sunday – Thursday 08:30 – 16:00</td>
<td></td>
</tr>
<tr>
<td>Focal point:</td>
<td>Mays Zatari</td>
</tr>
<tr>
<td>Mobile: 079 874 0342</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:zatari@unhcr.org">zatari@unhcr.org</a></td>
<td></td>
</tr>
<tr>
<td>Back up:</td>
<td>Ramzi Suliman</td>
</tr>
<tr>
<td>Mobile: 79 714 3988</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:sulimann@unhcr.org">sulimann@unhcr.org</a></td>
<td></td>
</tr>
<tr>
<td>Hotline phone (24 hours):</td>
<td>0791420249</td>
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<td>IRC</td>
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<td>Sunday – Thursday 08:30 – 17:00</td>
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<tr>
<td>Focal Point:</td>
<td>Sawsan Hishaq</td>
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<tr>
<td>Mobile: 079 027 4674</td>
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</tr>
<tr>
<td>Email: <a href="mailto:sawsan.lshag@rescue.org">sawsan.lshag@rescue.org</a></td>
<td></td>
</tr>
<tr>
<td>Farah Qadura</td>
<td></td>
</tr>
<tr>
<td>Mobile: 077 607 0609</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:Farah.qadura@rescue.org">Farah.qadura@rescue.org</a></td>
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<tr>
<td>JWU (Khaldiyya)</td>
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<td>Saturday – Thursday 08:30 – 17:00</td>
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<tr>
<td>Focal Point:</td>
<td>Safa Abu Kaff</td>
</tr>
<tr>
<td>Mobile: 079 820 2349</td>
<td></td>
</tr>
<tr>
<td>Tel: 06 490 8310</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:etehadalkhadeya@yahoo.com">etehadalkhadeya@yahoo.com</a></td>
<td></td>
</tr>
</tbody>
</table>

### Case Manager (including immediate psychosocial support):

| Adults (over 18) |   |
| UNHCR |   |
| Sunday – Thursday 08:30 – 16:00 |   |
| Focal point: | Mays Zatari |
| Mobile: 079 874 0342 |   |
| Email: zatari@unhcr.org |   |
| Back up: | Ramzi Suliman |
| Mobile: 79 714 3988 |   |
| Email: sulimann@unhcr.org |   |
| Hotline phone (24 hours): | 0791420249 |   |
| IRC |   |
| Sunday – Thursday 08:30 – 17:00 |   |
| Focal Point: | Sawsan Hishaq |
| Mobile: 079 027 4674 |   |
| Email: sawsan.lshag@rescue.org |   |
| Farah Qadura |   |
| Mobile: 077 607 0609 |   |
| Farah.qadura@rescue.org |   |
| JWU (Khaldiyya) |   |
| Saturday – Thursday 08:30 – 17:00 |   |
| Focal Point: | Safa Abu Kaff |
| Mobile: 079 820 2349 |   |
| Tel: 06 490 8310 |   |
| Email: etehadalkhadeya@yahoo.com |   |

| Children (under 18) |   |
| UNHCR |   |
| Sunday – Thursday 08:30 – 16:00 |   |
| Focal point: | Mays Zatari |
| Mobile: 079 874 0342 |   |
| Email: zatari@unhcr.org |   |
| Back up: | Ramzi Suliman |
| Mobile: 79 714 3988 |   |
| Email: sulimann@unhcr.org |   |
| Hotline phone (24 hours): | 0791420249 |   |
| IRC |   |
| Sunday – Thursday 08:30 – 17:00 |   |
| Focal Point: | Sawsan Hishaq |
| Mobile: 079 027 4674 |   |
| Email: sawsan.lshag@rescue.org |   |
| Farah Qadura |   |
| Mobile: 077 607 0609 |   |
| Farah.qadura@rescue.org |   |
| JWU (Khaldiyya) |   |
| Saturday – Thursday 08:30 – 17:00 |   |
| Focal Point: | Safa Abu Kaff |
| Mobile: 079 820 2349 |   |
| Tel: 06 490 8310 |   |
| Email: etehadalkhadeya@yahoo.com |   |

| Case Manager (including immediate psychosocial support): |   |
| IMC |   |
| Mental Health |   |
| 24 hours |   |
| Duty phone: 079 578 5095 |   |
| Focal Point: | Omar Mneizel |
| omneizel@InternationalMedicalCorps.org |   |
| Mobile: 079 830 1259 |   |
| Duty Phone: 079 578 5095 |   |
| IRC |   |
| Sunday – Thursday 08:30 – 17:00 |   |
| Focal Point: | Sawsan Hishaq |
| Mobile: 079 027 4674 |   |
| Email: sawsan.lshag@rescue.org |   |
| Farah Qadura |   |
| Mobile: 077 607 0609 |   |
| Farah.qadura@rescue.org |   |

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[176]
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/Legal action - OR - IF IN THE BEST INTEREST OF THE CHILD - OR - IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. If child/caregiver consents to share information on grave violations against children, refer to MRM

Protection, Security, Police:

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

Sunday-Thursday 8:30 to 16:00
Reception at Mafraq office every Sunday and Wednesday

Focal point:
Omar Saleh
Mobile: 079 632 4697
Email: saleho@unhcr.org

After working hours and weekends
Hotline phone (24 hours): 0791420249

FPD – Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR – see contacts above) Open 24 hours

Hotline: 911. Email: familypdi@accessme.com.jo
Tel: 02 702 2347

Focal Point:
Major Jom’a Al Haishah
Tel: 02 623 5511

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

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

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

Legal Assistance Counsellors:

UNHCR

Sunday-Thursday 8:30 to 16:00
Reception at Mafraq office every Sunday and Wednesday

Focal point:
Omar Saleh
Mobile: 079 632 4697
Email: saleho@unhcr.org

After working hours and weekends
Duty phone (24 hours): 0791420249

ARDD-Legal Aid – Legal assistance

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

Emergency Line (24/7): 0777387221

JWU (Khaldiyya) – Legal assistance and representation Saturday – Thursday 08:30 – 17:00

Focal Point:
Nahla Zreiqat
Mobile: 079 820 2349
Tel: 06 490 8310

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

<table>
<thead>
<tr>
<th>Health Care</th>
<th>Psychosocial Services</th>
<th>Protection, Security, and Justice</th>
<th>Basic Needs (Cash, NFI, etc)</th>
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<tbody>
<tr>
<td><strong>Annexes</strong></td>
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<tr>
<td><strong>Primary Health Care:</strong></td>
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</tbody>
</table>
| MoH  
Al Mafraq Health Directorate  
Open 24 hour  
Tel: 02 6231087 |
| JHAS  
Saturday – Thursday 09:00-16:00  
Focal Point:  
Ahmad Masarweh  
Mobile: 077 500 7012  
Tel: 02 623 2329 |
| **Psychological Services for Adults:** |
| IRC  
Sunday-Saturday: 8.30 am-5.30 pm  
Focal Point:  
Sawsan Hishaq Mobile: 079 027 4674 Email: sawsan.ishaq@rescue.org |
| **Protection/Registration:** |
| UNHCR  
Sunday-Thursday 8:30 to 16:00  
Reception at Mafraq office every Sunday and Wednesday  
Focal point SGBV: Mays Zatari  
Mobile: 079 874 0342  
Email: zatari@unhcr.org  
Focal point detention/refoulement: Omar Saleh  
Mobile: 079 632 4697  
Email: saleho@unhcr.org |
| **UNHCR** |
| Focal point:  
Mays Zatari  
Mobile: 079 874 0342  
Email: zatari@unhcr.org |
| Back up:  
Ramzi Suliman  
Mobile: 79 714 3988  
Email: sulimanr@unhcr.org |
| UNRWA – (Material Assistance for Palestinian refugees) |
**UNRWA** – Primary health care and referral to secondary services for Palestinian refugees

**Focal Point:**
Irbid Office: Arwa Qasem  
Mobile: 0798638331  
Email: a.qasem@unrwa.org

Zarqa Office: Ziyad Mousa  
Mobile: 079 576 3643  
Email: z.mousa2@unrwa.org

**Reproductive Health:**

MoH  
Al Mafraq Health Directorate  
Open 24 hour  
Tel: 02 6231087

**JHAS**  
Saturday – Thursday 09:00-16:00

**Focal Point:**  
Dr. Rema Diab  
Mobile: 077 219 2294  
Email: rema.diab@unrwa.org

**Psychological Services for Children:**

**TdH**  
Sunday – Thursday 08:00 – 17:00

**Women’s Centers:**

**JWU** - Khaldiyya  
Saturday – Thursday 08:30 – 17:00

**After working hours and weekends**  
Duty phone (24 hours): 0791420249

**UNRWA** - Protection  
(including cases of risk of arrest, detention or refoulement for Palestinian refugees)

**JWU - Amman**  
Saturday – Thursday 08:30 – 17:00

**Shelter/Safe house:**

**FPD through UNHCR**  
Sunday-Thursday 8:00 to 15:30  
Duty Phone: 0795546383

**After working hours and weekends**  
UNHCR Hotline: 079 710 9194

**JWU - Khaldiyya**  
Saturday – Thursday 08:30 – 17:00

**Focal Point:**
Irbid Office: Arwa Qasem  
Mobile: 0798638331  
Email: a.qasem@unrwa.org

Zarqa Office: Ziyad Mousa  
Mobile: 079 576 3643  
Email: z.mousa2@unrwa.org

**Cash Assistance:**

**IRC**

**Focal Point:**
Lisa DiPangrazio  
Mobile: 077 840 5352  
Email: lisa.dipangrazio@rescue.org

**UNRWA** - Protection
(including cases of risk of arrest, detention or refoulement for Palestinian refugees)

**FPD through UNHCR**

Sunday-Thursday 8:00 to 15:30

Duty Phone: 0795546383

**After working hours and weekends**

UNHCR Hotline: 079 710 9194

**JWU - Khaldiyya**

Saturday – Thursday 08:30 – 17:00

**Focal Point:**
Irbid Office: Arwa Qasem  
Mobile: 0798638331  
Email: a.qasem@unrwa.org

Zarqa Office: Ziyad Mousa  
Mobile: 079 576 3643  
Email: z.mousa2@unrwa.org

**House Renovations/NFIs:**

**Christian & Missionary Alliance Church / Mercy Corps**

**Focal Point:**
Rev. Nour Sahawneh  
Tel: 02 6233716  
Cell: 0795126236

**ICMC**

**Focal Point:**
Nasser Obeidat  
Cell: 079 640 4380  
Tel: 02 623 2355

**NFIs:**

**Jesuit Refugee Services (JRS)**

**Focal Point:**
Yahya  
Cell: 079 575 5316

**Tdh**

Sunday – Thursday 08:30-17:00

**Focal Point:**
Heba Zreiqat  
Cell: 079 620 1408

**UNRWA** - Protection
(including cases of risk of arrest, detention or refoulement for Palestinian refugees)

**FPD through UNHCR**

Sunday-Thursday 8:00 to 15:30

Duty Phone: 0795546383

**After working hours and weekends**

UNHCR Hotline: 079 710 9194

**JWU - Khaldiyya**

Saturday – Thursday 08:30 – 17:00

**Focal Point:**
Irbid Office: Arwa Qasem  
Mobile: 0798638331  
Email: a.qasem@unrwa.org

Zarqa Office: Ziyad Mousa  
Mobile: 079 576 3643  
Email: z.mousa2@unrwa.org

**Cash Assistance:**

**IRC**

**Focal Point:**
Lisa DiPangrazio  
Mobile: 077 840 5352  
Email: lisa.dipangrazio@rescue.org

**ICMC**

**Focal Point:**
Nasser Obeidat  
Cell: 079 640 4380  
Tel: 02 623 2355

**NFIs:**

**Jesuit Refugee Services (JRS)**

**Focal Point:**
Yahya  
Cell: 079 575 5316

**Tdh**

Sunday – Thursday 08:30-17:00

**Focal Point:**
Heba Zreiqat  
Cell: 079 620 1408
## INTERSOS/JOHUD

**Saturday – Thursday**
8:30 - 4:30

- Khalidiah Center for Human Development
- The Albaj Center for Human Development
- Rehab Center for Human Development
- Za’atari Centre for Human Development

Focal Point:
George Theodory
Mobile: 079 9379831
E-mail: cp.jordan@intersos.org

---

## Food Assistance:

**WFP Food – Voucher assistance**

**Sunday – Thursday**
8:00 am – 5:00 pm

Focal Point:
Rabab Mosleh
079 8674536
Email: rabab.mosleh@wfp.org

Alt. Naser Bardaghawi:
079 9870517
Email: naser.bardaghawi@wfp.org

Focal Point:
Anas Abdelwahid: 079 8997549
Email: anas.abdelwahid@wfp.org

Hotline number:
079 7778851
079 7778841

---

## Education:

**Save the Children Jordan**

Formal education and children out of school **Sunday – Thursday** 09:00 - 16:00

Focal Point Noor Elkhairy
nelkhairy@savethechildren.org.jo
Mobile: 0775464978

---

**Informal Education services**

SCI Child and Family Centres,

**Sunday - Thursday**
9:00-15:00

Focal Point:
Natalie Habaq
Mobile: 077 524446
Email: Natalie.habaq@savethechildren.org
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

- Provide a safe, caring environment and respect the confidentiality and wishes of the survivor
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- If agreed and requested by survivor, obtain informed consent and make referrals
- When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child
- Accompany the survivor to assist his/her in accessing services
- For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care

Medical/Health Care:

IMC

Mental Health

Focal Point:

Bader Al Nammur
bnammur@InternationalMedicalCorps.org
Mobile: 079 022 4024

JHAS – Mobile Unit

Focal Point:

Dr. Zainab Basil
Mobile: 079 929 2413

Dr. Ola Al Tebawi
Mobile: 077 500 6027

Case Manager (including immediate psychosocial support):

Adults (over 18)

JWU/Al-Anwar Charity Association - Maan

Sunday – Thursday 08:00 – 14:30

Focal Points:

Nuha Hamaden
Lubna Jbarat

Mobile : 077 222 0523 - 077 753 3950
Email: alanwar.maan@yahoo.com

UNHCR Field Office Amman:
Sunday- Thursday 08:00-15:30

Focal Point:

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

Back Up :

Yasmeen Al-Rashdan
Mobile/dutyphone: 0797159208
Email: airashdy@unhcr.org

After working hours and weekends
UNHCR Duty Phone for partners: 079 710 9194

UNRWA

Focal Point:

South Amman Office: Haifa Wheidi
Mobile/hotline: 079 899 8890
Email: h.wheidi@unrwa.org

Case Manager (including immediate psychosocial support):

Children (under 18)

IMC

24 hours
Duty phone: 079 578 5095

UNHCR

Focal Point:

Sunday – Thursday 09:00 – 17:00

Bader Al Nammur
bnammur@InternationalMedicalCorps.org
Mobile: 079 022 4024

UNRWA

Focal Point:

South Amman Office: Haifa Wheidi
Mobile/hotline: 079 899 8890
Email: h.wheidi@unrwa.org

UNHCR Field Office Amman:
Sunday- Thursday 08:00-15:30

Focal Point:

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

Back Up :

Yasmeen Al-Rashdan
Mobile/dutyphone: 0797159208
Email: airashdy@unhcr.org

After working hours and weekends
UNHCR Duty Phone for partners: 079 710 9194
IF ADULT SURVIVOR OR CHILD SURVIVOR/CAREGIVER WANT TO PURSUE POLICE/LEGAL ACTION - OR - IF IN THE BEST INTEREST OF THE CHILD – OR – IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS, refer and when possible accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police if child/caregiver consents to share information on grave violations against children, refer to MRM

Protection, Security, Police:

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

UNHCR Field Office Amman: Sunday- Thursday 08:00-15:30

Focal Point: Diana Suleiman
Mobile/dutyphone: 079 7151469
Email: suleiman@unhcr.org

Back Up: Yasmeen Al-Rashdan
Mobile/dutyphone: 0797159208
Email: alrashdy@unhcr.org

After working hours and weekends
UNHCR Duty Phone for partners: 079 710 9194

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

Focal Point: Karak and Tafileh
Major Qeis Al Gharaibeh
Tel: 03 2387069. Email: familypd@accessme.com.jo

Focal Points: Aqaba and Maan
Major Mohammad Al Btoosh
Tel: 03 205 0317

Open 24 hours
Hotline: 911

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

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

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

Legal Assistance Counsellors:

UNHCR

UNHCR Field Office Amman:
Sunday- Thursday 08:00-15:30

Focal Point:
Diana Suleiman
Mobile/dutyphone: 079 7151469
Email: suleiman@unhcr.org

Back Up:
Yasmeen Al-Rashdan
Mobile/dutyphone: 0797159208
Email: alrashdy@unhcr.org

After working hours and weekends
UNHCR Duty Phone for partners: 079 710 9194

ARDD-Legal Aid

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

Emergency Line (24/7): 0777387221

JWU/Al-Anwar Charity Association - Maan

Sunday – Thursday 08:00 – 14:30

Focal Points:
Nuha Hamaden
Lubna Jbarat

Mobile : 077 222 0523 - 077 753 3950
Email: alanwar.maan@yahoo.com

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

Health Care | Psychosocial Services | Protection, Security, and Justice | Basic Needs (Cash, NFI, etc)
### Primary Health Care:
**MOH**
- **Focal Point:**
  - Tel: 03 238 6190

**JWU/Al-Anwar Charity Association**
- **Focal Point:**
  - Tel: 077 500 6028

**UNRWA**
- **Focal Point:**
  - Tel: 08.00 – 14.30

### PSS Services:
**JWU/Al-Anwar Charity Association**
- **Focal Point:**
  - Tel: 077 500 6028

### Protection/Registration:
**UNHCR**
- **Focal Point:**
  - Tel: 079 715 9208

### Focal Points:
- **Nuha Hamaden**
  - Mobile: 077 753 3950
- **Lubna Jbarat**
  - Mobile: 077 222 0523

### Women’s Centers:
**JWU/UPP (Maan)**
- **Focal Point:**
  - Mobile: 077 222 0523

**JWU/Al-Anwar Charity Association**
- **Focal Point:**
  - Mobile: 077 222 0523

### SCI –
**Child and Family Centres**
- **Focal Point:**
  - Mobile: 077 753 3950

### Child Friendly Spaces:
**INTEROS/JOHUD (Karak)**
- **Focal Point:**
  - Mobile: 077 753 3950

### Food Assistance:
**WFP**
- **Focal Point:**
  - Mobile: 079 993 7686

### Education:
**UNRWA**
- **Focal Point:**
  - Mobile: 079 710 9194

### 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
<table>
<thead>
<tr>
<th>Location</th>
<th>Organization</th>
<th>Focal Point</th>
<th>Contact Details</th>
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</thead>
<tbody>
<tr>
<td>Karak</td>
<td>Qatarne Center for Human Development</td>
<td>George Theodory Mobile</td>
<td>079 9379831 E-mail: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></td>
</tr>
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<td>INTERSOS/JOHUD (Maan)</td>
<td></td>
<td>Saturday – Thursday 8:30:30</td>
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<td></td>
<td>Princess Basma Centre in Shobak</td>
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<td>Princess Basma Centre in Ma’an</td>
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<td>Shelter/Safe house: FPD through UNHCR</td>
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<td>After working hours and weekends UNHCR Hotline: 079 710 9194</td>
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<tr>
<td></td>
<td>South Amman Office: Haifa Wheidi</td>
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<td>Mobile: 079 899 8890 Email: <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a></td>
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<td>Focal point:</td>
<td>Mohammad Al-Saeed Mobile: 0777384077 Email:</td>
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<td></td>
<td>George Theodory Mobile</td>
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<td>Mobile: 079 899 8890 Email: <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a></td>
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</tbody>
</table>
**GBV REFERRAL PATHWAY – ZAATARI**

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

<table>
<thead>
<tr>
<th>TELLING SOMEONE AND SEEKING HELP (DISCLOSING)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>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”</strong></td>
</tr>
</tbody>
</table>

**IMMEDIATE RESPONSE**

- Provide a safe, caring environment and respect the confidentiality and wishes of the survivor.
- Provide reliable and comprehensive information on the available services and support to survivors of GBV.
- If agreed and requested by survivor, obtain informed consent and make referrals.
- When family/guardians make a decision on behalf of a child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child.
- Accompany the survivor to assist him/her in accessing services.
- For survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care.
<table>
<thead>
<tr>
<th>Medical/health care</th>
<th>Case management (including immediate psychosocial support)</th>
<th>Case management (including immediate psychosocial support)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMC</td>
<td>ADULTS (over 18)</td>
<td>CHILDREN (under 18)</td>
</tr>
<tr>
<td>Mental health</td>
<td>IRC/UNFPA Sunday-Thursday, 09:00-16:00</td>
<td>IMC/UNICEF Sunday-Thursday, 09:00-17:00</td>
</tr>
<tr>
<td>Focal Point:</td>
<td>Focal Point(s):</td>
<td>Duty phone (24 hours):</td>
</tr>
<tr>
<td>Daed Mnaizel</td>
<td>Waed Shraa (IRC) 0799489151</td>
<td>0798559517</td>
</tr>
<tr>
<td><a href="mailto:dmnaizel@InternationalMedicalCorps.org">dmnaizel@InternationalMedicalCorps.org</a></td>
<td>Farah Khazaleh (IRC) 0772499643</td>
<td>Focal Point(s):</td>
</tr>
<tr>
<td>Mobile: 079 929 6326</td>
<td>UNHCR Sunday-Thursday, 09:00-15:30</td>
<td>For children</td>
</tr>
<tr>
<td>Duty Phone: 079 855 9517</td>
<td>Focal Point(s):</td>
<td>Ahmad Jaran</td>
</tr>
<tr>
<td>WOMEN AND GIRLS</td>
<td>Dr Reema Diab 077 675 5914</td>
<td>Duty phone: 0798559517</td>
</tr>
<tr>
<td>JHAS/UNFPA</td>
<td>Dr Ola AlTebawi 0775006027</td>
<td>Mobile: 0798301230</td>
</tr>
<tr>
<td>Open 24 hours</td>
<td>After working hours and weekends</td>
<td><a href="mailto:ajaran@internationalmedicalcorps.org">ajaran@internationalmedicalcorps.org</a></td>
</tr>
<tr>
<td>Saturday-Thursday, 09:00-16:00</td>
<td>Duty gynecologist/midwife</td>
<td>Focal Point:</td>
</tr>
<tr>
<td>Focal point(s):</td>
<td>Emergency hotline: 0779985085</td>
<td>Dena Arafeh</td>
</tr>
<tr>
<td>Dr Reema Diab</td>
<td>UNHCR Emergency Protection hotline: 0791420242</td>
<td><a href="mailto:darafih@InternationalMedicalCorps.org">darafih@InternationalMedicalCorps.org</a></td>
</tr>
<tr>
<td>077 675 5914</td>
<td></td>
<td>Mobile: 079 628 3909</td>
</tr>
<tr>
<td>Dr Ola AlTebawi</td>
<td></td>
<td>UNHCR Emergency Protection Hotline: 0791420242</td>
</tr>
<tr>
<td>0775006027</td>
<td></td>
<td>Child survivors who self disclose or express preference can access IRC case management services.</td>
</tr>
<tr>
<td>MEN AND BOYS</td>
<td></td>
<td>JIRC/UNFPA</td>
</tr>
<tr>
<td>JHAS/UNHCR</td>
<td></td>
<td>Sunday-Thursday, 09:00 – 16:00</td>
</tr>
<tr>
<td>Open 24 hours</td>
<td></td>
<td>Focal point(s):</td>
</tr>
<tr>
<td>Focal point(s):</td>
<td></td>
<td>Leila Al Zhgoul (IRC) 0775001407</td>
</tr>
<tr>
<td>Duty GP</td>
<td></td>
<td><a href="mailto:leila.alzhgoul@rescue.org">leila.alzhgoul@rescue.org</a></td>
</tr>
<tr>
<td>Emergency hotline: 0779985085</td>
<td>After working hours and weekends</td>
<td></td>
</tr>
</tbody>
</table>

**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 Hajiji 079 683 0493 Hajiji@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.dana98@yahoo.com and 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):**
- Suna Ateiah 079 856 0084 ateiah@unhcr.org
- Mohammed Hajiji 079 683 0493 Hajiji@unhcr.org

After working hours and weekends

**UNHCR Emergency Protection hotline:** 0791420242

**ARDD – Legal Aid** (referral through UNHCR)

Survivors can benefit from the ARDD-Legal Aid services in Zaatari camp through calling for legal consultation on Service Line: 077 8489012 from Sunday to Thursday (10:00am – 2:00pm).

For individual legal counseling, survivors can approach the office in the Services Area from Sunday to Thursday (10:00am – 3:00pm).

**Focal Point:**
- Susan Mohareb

Agencies should refer through the below email address:
  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:

<table>
<thead>
<tr>
<th>Health Care</th>
<th>Psychosocial Services</th>
<th>Protection, Security, and Justice</th>
<th>Basic Needs (Cash, NFIs, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary health care:</strong> JHAS/UNHCR Saturday – Thursday, 09:00 – 16:00</td>
<td><strong>Women’s centers:</strong> IRC/UNFPA Saturday – Thursday, 09:00 – 16:00</td>
<td><strong>Protection/registration:</strong> UNHCR After working hours and weekends UNHCR hotline: 079 710 9194</td>
<td><strong>Food, NFIs:</strong> UNHCR Sunday – Thursday, 08:00 – 15:30</td>
</tr>
<tr>
<td>Emergency hotline: 077 998 5668</td>
<td><strong>Focal Point:</strong> Waed Shraa (IRC) 079 948 9151</td>
<td></td>
<td><strong>Focal Point:</strong> Suna Ateiah 079 856 0084 <a href="mailto:ateiah@unhcr.org">ateiah@unhcr.org</a></td>
</tr>
<tr>
<td><strong>Reproductive Health:</strong> JHAS/UNFPA Saturday – Thursday, 09:00 – 16:00</td>
<td><strong>Farah Khazaleh (IRC) 0772499643</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Annexes

#### Mental Health Care:
**ICM**
- **Sunday – Thursday, 09:00 – 17:00**

**Focal Point:** Ahmad Jaran  
- Duty phone: 079 855 9517  
- Mobile: 079 830 1230  
- ajaran@internationalmedicalcorps.org

**Child Friendly Spaces:**
**SAVE THE CHILDREN INT'L/UNICEF**
- **Saturday – Thursday, 09:00 – 17:00**

**Focal Point:** Sohaib Shtaiat  
- 077 575 4944  
- sohaib.shtaiat@savethechildren.org

**IMC/UNICEF**
- **Youth-friendly spaces**
- **Sunday – Thursday, 09:00 – 17:00**

**Focal point:** Ahmad Jaran  
- Duty phone: 079 855 9517  
- Mobile: 079 830 1230  
- ajaran@internationalmedicalcorps.org

**IMC/UNICEF**
- **Playgrounds, adolescent-friendly spaces**
  
  **Focal point:** Osama  
  - Telfah  
  - 077 849 8258  
  - otelfah@jo.mercycorps.org

**WFP**
- **Food – Voucher assistance**
  
  **Focal Point:** Rabab Mosleh  
  - 079 867 3580  
  - Email: rabab.mosleh@wfp.org

Alt. Naser Bardaghawi: 079 987 3580  
- Email: naser.bardaghawi@wfp.org

**UNWOMEN**
- **Cash for work**
  
  **Focal Point:** Ghada Ali  
  - 079 967 3580  
  - Email: ghada.ali@unwomen.org

**Education:**
**SCJ/UNICEF**
- **Focal point:** 9:00 – 4:00  
  - Noor Al Zeben  
  - 077 575 3933  
  - nzaben@savethechildren.org.jo

Kareem Mikkawi  
- 077 546 4970  
- kmakkawi@savethechildren.org.jo

Hind Omer (UNICEF)  
- 079 871 8315  
- homer@unicef.org

**QUESTSCOPE**
- **Informal education (literacy, critical thinking) and mentoring**
  
  **Focal point:** Ashraf Abu Al Halaweh  
  - 079 572 0292  
  - ashraf@questscope.org

**NRC**
- **Informal education for children aged 9 - 17 years old (D110)**
  
  **Focal point:**  
  - Suna Ateiah  
  - 079 856 0084  
  - Ateiah@unhcr.org

Mohammed Hajji  
- 079 683 0493  
- Hajji@unhcr.org

UNHCR Protection Hotline: 079 1400242

**Tambi Zokha**  
- 079 967 3580  
- Email: tambi.zokha@unhcr.org

**Sunday – Thursday, 08:00 - 15:30**
- Duty Phone: 079 554 6383
Community Spaces:
IRD/UNHCR
*Communal spaces, community groups, recreational activities*

**Focal Point:**
Bersan Boulad
079 889 9493
b.boulad@ird-jo.org

**Focal Point:**
Walaa AlHusban
Mobile: 0795404594
Email: walaa.alhusban@nrc.no
NRC
Informal education for Youth aged 15—32

**Focal Point (D10):**
Mai Jaradat
Mobile: 0795424591
Mai.jaradat@nrc.no

**Focal point (D8):**
Raed Sawalha 0798534272
Raed.sawalha@nrc.no

FINN CHURCH AID
Informal education, literacy, Physical activities and livelihood skills
Hours 9:00 - 5:00

**Focal point:**
Mohammed Al Hadid
077 500 1161
Mohammad.al.hadid@kua.fi

SAVE THE CHILDREN INT'L
Hour: 9:00 - 3:00

**Focal point (Early childhood development):**
Baria Shnaneh
077 572 4977
Baria.shnaneh@savethechildren.org

**Focal point (Informal Education):**
Alaa Faidi
077 547 5969
alaa.faidi@savethechildren.org

Murad Sriheen
077 579 6611
murad.alsriheen@savethechildren.org

RELIEF INTERNATIONAL
Remedial education and Informal education

**Focal point:**
Rawan Rabieideh
079 606 8056
rawan.rabieideh@ri.org

Nicola West
079 031 4028
nicolawest@ri.org
<table>
<thead>
<tr>
<th>Annexes</th>
</tr>
</thead>
</table>

| RD/UNHCR |
| Educational activities |
| **Focal Point:** |
| Bersan Boulad |
| 079 889 9493 |
| b.boulad@ird—jo.org |
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)

<table>
<thead>
<tr>
<th>Telling Someone and Seeking Help (Disclosing)</th>
<th>Immediate Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>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”:</td>
<td>Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</td>
</tr>
<tr>
<td>Survivor self-reports to a medical/health or case manager/psychosocial “entry point”</td>
<td>Provide reliable and comprehensive information on the available services and support to survivors of GBV</td>
</tr>
<tr>
<td></td>
<td>If agreed and requested by survivor, obtain informed consent and make referrals</td>
</tr>
<tr>
<td></td>
<td>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</td>
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<tr>
<td></td>
<td>Accompany the survivor to assist his/her in accessing services</td>
</tr>
<tr>
<td></td>
<td>For survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</td>
</tr>
</tbody>
</table>

### Medical/Health Care: IMC

**Mental Health**

**Focal Point:** Tawfiq Al Khouli, tkhouli@InternationalMedicalCorp.org
Mobile: 079 021 8843  
Duty Phone: 079 578 5095

**JHAS**  
Saturday – Thursday 09:00-16:00

**Focal Point:** Dr. Hanan Jarrar  
Mobile: 079 558 9419

**Dr. Ola Al Tebawi**  
Mobile: 077 500 6027  
Email: pc@jordanhealthaid.org

### Case Manager (including immediate psychosocial support):

**Adults (over 18)**

**JWU**  
Saturday – Thursday 08:30 – 15:30

**Focal Point:** Rana Adel  
Yousra Tourkmani  
Tel: 05 397 0886  
Mobile: 079 8501198  
Email: rana.saleh1@hotmail.com

**NHF/IFH**  
Saturday – Thursday 08:00 – 16:00

**Focal Point:** Duaa  
Barakat: 0788558456

### Case Manager (including immediate psychosocial support):

**Children (under 18)**

**IMC**  
24 hours  
Duty phone: 079 578 5095

**Focal Points:**

Sunday – Thursday 09:00 – 17:00  
PSS for children

Hala Abu Al Khair  
hkhair@InternationalMedicalCorps.org  
Mobile: 079 022 4029  
Duty Phone: 079 578 5095

**UNHCR**

Protection, Security, Police:

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

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

After working hours and weekends UNHCR  
Hotline: 079 710 9194

Sunday – Thursday 08:00 – 15:30

**Focal point:**

Suna Ateiah  
Mobile: +962 79 856 0084  
Email: ateiah@unhcr.org

### Legal Assistance Counsellors:

**UNHCR**

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

After working hours and weekends UNHCR Hotline: 079 710 9194

**ARDD-Legal Aid** –

**Focal Point:**

Sunday–Thursday (9:00-5:00)

**Focal Point:**

Souzan Mohareb  
Tel: 06-4617477  
Mobile: 0775777077  
Email: consult.amman@ardd-legalaid.org
FPD - Police (survivors can go directly to FPD; service providers, when the survivor consents and when possible, refer through/inform UNHCR – See contacts above

Open 24 hours

Focal Point:
Major Abdullah Alawar Tel: 05 398 2952
Hotline: 911. Email: familypd@accessme.com.jo

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

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

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

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

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<thead>
<tr>
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<th>Protection, Security, and Justice</th>
<th>Basic Needs (Cash, NFI, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Health Care:</strong></td>
<td><strong>PSS Services for Adults:</strong></td>
<td><strong>Protection/Registration:</strong></td>
<td><strong>UNHCR</strong></td>
</tr>
<tr>
<td>MoH</td>
<td>JWU</td>
<td>UNHCR – Protection (including cases of risk of arrest, detention or refoulement)</td>
<td></td>
</tr>
<tr>
<td>Zarqa Governamental</td>
<td>Saturday – Thursday 08:30 – 15:30</td>
<td>UNHCR Hotline: 079 710 9194</td>
<td></td>
</tr>
<tr>
<td>Hospital</td>
<td>Focal Point: Rana Adel</td>
<td>Helpdesk in Zarqa at JHAS clinic Thursday 9.00 – 15.00</td>
<td></td>
</tr>
<tr>
<td>Open 24 hour</td>
<td>Yousra Tourkmani: Tel: 05 397 0886 Mobile: 079 850 1198 Email: <a href="mailto:rana.saleh1@hotmail.com">rana.saleh1@hotmail.com</a></td>
<td>Tel: 05 399 4105</td>
<td></td>
</tr>
<tr>
<td>Tel: 05 398 2604</td>
<td>Focal Point: Duaa Barakat:</td>
<td><strong>UNRWA</strong> – Registration &amp; Protection (including cases of risk of arrest, detention or refoulement for Palestinian refugees)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Khawla Bint Al Azwar:</td>
<td><strong>Focal Point:</strong> Ziyad Mousa Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Charitable Society:</td>
<td></td>
<td><strong>Focal Point:</strong> Ziyad Mousa Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></td>
</tr>
<tr>
<td></td>
<td>Focal Point: Inas Dirgham</td>
<td></td>
<td><strong>NFI:</strong></td>
</tr>
<tr>
<td></td>
<td>Tel: 05 386 5144</td>
<td></td>
<td><strong>Focal Point:</strong> Inas Dirgham Tel: 05 386 5144 Mobile: 077 557 4847</td>
</tr>
<tr>
<td></td>
<td><strong>Family Awareness &amp; Counselling Centre</strong></td>
<td></td>
<td><strong>UNRWA</strong> – (Material assistance for Palestinian refugees)</td>
</tr>
<tr>
<td></td>
<td><strong>Focal Point:</strong> Ziyad Mousa</td>
<td></td>
<td><strong>Focal Point:</strong> Ziyad Mousa Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></td>
</tr>
<tr>
<td></td>
<td>Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Reproductive Services:</th>
<th>PSS Services for Children:</th>
<th>Shelter/Safe house:</th>
<th>Food Assistance:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MoH Zarqa Governamental Hospital</strong>&lt;br&gt;Open 24 hour&lt;br&gt;Tel: 05 398 2604&lt;br&gt;JHAS Saturday – Thursday 09:0016:00&lt;br&gt;Focal Point: Dr. Hanan Jarrar Mobile: 079 558 9419</td>
<td><strong>IMC</strong>&lt;br&gt;Focal Point: Sunday – Thursday 09:00 – 17:00&lt;br&gt;Focal Point: Hala Abu Al Khair.&lt;br&gt;<a href="mailto:hkhir@InternationalMedicalCorps.org">hkhir@InternationalMedicalCorps.org</a> Mobile: 079 022 4029&lt;br&gt;Duty Phone: 079 578 5095</td>
<td><strong>FPD through UNHCR</strong>&lt;br&gt;Sunday-Thursday 8:00 to 15:30&lt;br&gt;Duty Phone: 079 554 6383&lt;br&gt;After working hours and weekends&lt;br&gt;UNHCR Hotline: 079 710 9194</td>
<td><strong>WFP Food – Voucher assistance</strong>&lt;br&gt;Sunday – Thursday&lt;br&gt;8:00 am – 5:00 pm&lt;br&gt;Focal Point: Ammar AlTaee: 079 9937686&lt;br&gt;Email: <a href="mailto:ammar.altaee@wfp.org">ammar.altaee@wfp.org</a>&lt;br&gt;Hotline number: 079 7778851 079 7778841</td>
</tr>
<tr>
<td><strong>UNRWA (Primary health care and referral to secondary services for Palestinian refugees)</strong>&lt;br&gt;Focal Point: Zarqa Office: Ziyad Mousa Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></td>
<td><strong>Women’s Centers:</strong>&lt;br&gt;<strong>JWU</strong>&lt;br&gt;Saturday – Thursday 08:30 – 15:30&lt;br&gt;Focal Point: Rana Adel Yousra Tourkmani&lt;br&gt;Tel: 05 397 0886 Mobile: 079 8501198 Email: <a href="mailto:rana.saleh1@hotmail.com">rana.saleh1@hotmail.com</a></td>
<td><strong>JWU– Amman</strong>&lt;br&gt;Saturday – Thursday 08:30 – 17:00&lt;br&gt;Focal Point: Alia Hijjawi Najyhye Zabi&lt;br&gt;Hotline: 079 820 2353 Tel: 06 567 5729</td>
<td><strong>Save the Children Jordan</strong>&lt;br&gt;Formal education and children out of school&lt;br&gt;Sunday - Thursday 09:00 - 16:00&lt;br&gt;Focal Point Noor ElKhairy <a href="mailto:nelkhairy@savethechildren.org">nelkhairy@savethechildren.org</a>&lt;br&gt;Mobile: 0775464978</td>
</tr>
<tr>
<td><strong>NHF/IFH</strong>&lt;br&gt;Saturday – Thursday 08:00 – 16:00</td>
<td><strong>IMC</strong>&lt;br&gt;Focal Point: Sunday – Thursday 09:00 – 17:00&lt;br&gt;Focal Point: Randa Hussain Mobile: 079 544 7464 Tel: 05 399 4105&lt;br&gt;Duty phone: 079 578 5095&lt;br&gt;The Center for Victims of Torture - Mobile Unit for Zarqa and Rusiefa&lt;br&gt;Focal Point: Adrienne Carter Mobile: 079 680 3582 Email: <a href="mailto:Acarter@cvtjo.org">Acarter@cvtjo.org</a></td>
<td><strong>Children’s Centers</strong>&lt;br&gt;<strong>SCI</strong>&lt;br&gt;Sunday - Thursday 9:00 -15:00&lt;br&gt;Focal point: Mohammad Al-Saeed Mobile:0777384077 Email: <a href="mailto:Mohammad.Al-Saeed@savethechildren.org">Mohammad.Al-Saeed@savethechildren.org</a></td>
<td><strong>Informal education services</strong>&lt;br&gt;SCI – Child and Family Centres,&lt;br&gt;Sunday-Thursday 9:00-15:00&lt;br&gt;Focal point: Mohammad Al-Saeed Mobile:0777384077 Email: <a href="mailto:Mohammad.Al-Saeed@savethechildren.org">Mohammad.Al-Saeed@savethechildren.org</a></td>
</tr>
</tbody>
</table>
## 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

<table>
<thead>
<tr>
<th>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>• Provide a safe, caring response</strong></td>
</tr>
<tr>
<td><strong>• Respect the confidentiality and wishes of the child/caregiver</strong></td>
</tr>
<tr>
<td><strong>• Provide information about available case management services</strong></td>
</tr>
<tr>
<td><strong>• For child survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care</strong></td>
</tr>
<tr>
<td><strong>• In case of immediate safety or security risk to the child, consult child protection case manager to determine child’s best interest</strong></td>
</tr>
</tbody>
</table>

| Child or caregiver goes directly to case manager |

### STEP 2: Case management services

<table>
<thead>
<tr>
<th>Violence against children in schools</th>
<th>GBV against children including sexual violence and early marriage (see GBV referral pathway)</th>
<th>All other CP cases including violence against children in the home &amp; community and child labour</th>
<th>Unaccompanied &amp; separated children</th>
<th>Children with disabilities</th>
<th>Children in conflict with the law</th>
</tr>
</thead>
</table>
| **Save the Children Jordan - Outreach & support to register children in schools**
  **Sunday – Thursday 08:30 – 16:00**
  **Focal point:**
  Arouba Yassin
  Mobile: 077 670 2426
  Email: AYaseen@savethechildren.org.jo
  Hotline: 077 670 2426, 0800 22766, 0800 00111 |
| **IMC**
  **Sunday – Thursday 09:00 – 17:00**
  **24 hours Duty phone:** 079 578 5095
  **Focal Point:**
  Ahmad Bawaneh
  Mobile: 079 851 6131
  Email: abawaneh@InternationalMedicalCorps.org |
| **JRF**
  **Sunday – Thursday 09:00 – 19:00**
  **Focal point:**
  Samia Bishara Tel: 06 491 4999
  Email: s.bishara@jrf.org.jo
  **24 hours Helpline:** 110 |
| **UNHCR**
  **Sunday – Thursday 08:00 – 15:30**
  **Mobile:** 079 554 6383
  **After Hours and Weekends Hotline:** 079 710 9194 |
| **For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit**
  **24 hours (afterhours answering machine) Hotline**
  **Toll Free No:** 0800 222 08 Email: hotline@mol.gov.jo |
| **Referral to:**
  **UNHCR**
  **Sunday – Thursday 08:00 – 15:30**
  **Focal point:**
  Huda Dahbour
  Mobile: 06 534 4190/2
  Email: h.dahbour@fth-jo.org |
| **JPD**
  **Sunday – Thursday 08:00 – 19:00**
  **Focal point:**
  Diana Suleiman
  Mobile: 077 728 1911 Email: suleiman@unhcr.org |
| **JRF**
  **Sunday – Thursday 09:00 – 19:00**
  **Focal point:**
  Samia Bishara Tel: 06 491 4999
  Email: s.bishara@jrf.org.jo
  **24 hours Helpline:** 110 |
| **UNRWA**
  **Open 24 hours**
  **Focal Point: North Amman** |
| **NHF/IFH:**
  **(Rehabilitative services for disabled persons) Opening hours:**
  **Sunday – Thursday 9:00 – 17:00**
  **Focal point:**
  Hashemi
  Jihad Mallah Tel: 06 490 8310
  Email: j.mallah@ifh-jo.org |
| **UNHCR Community Services**
  **Focal point:**
  Hasan Mohammed,
  Mobile: 079 909 8537
  Email: mohammeh@unhcr.org |
| **In North Amman, refer to Juvenile Police Department**
  **Saturday – Thursday 7:30 – 15:00**
  **Hotline 24 hours**
  06 534 9827 06 533 6452 06 532 0859
  **JPD will inform UNICEF for advocacy purposes.** |
| **For refugee cases also refer to UNHCR**
  **Saturday – Thursday 8:00 – 15:30**
  **Detention emergency line:** 079 674 2200 |
| **After working hours and weekends Protection Hotline:**
  079 710 9194 |
| **UNHCR will arrange legal representation by Jordanian Bar Association when needed** |
| **Sunday – Thursday 08:00 – 15:30**
  **Focal point:**
  Diana Suleiman
  Mobile: 077 728 1911 Email: suleiman@unhcr.org |
| **UNRWA** |
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

Sunday – Thursday 08:00 – 15:30
Focal point:
Diana Suleiman
Mobile: 077 728 1911
Email: suleiman@unhcr.org

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. Tel: 06 581 5738
Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo

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

Sunday – Thursday 08:00 – 15:30
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org
### STEP 3: Referral to other services

<table>
<thead>
<tr>
<th>Health Care</th>
<th>CP Psychosexual Services / Case Management</th>
<th>Protection, Security, and Justice</th>
<th>Other Basic Services</th>
<th>Education¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMC – Mental health services Sunday – Thursday 09:00 – 17:30</td>
<td>Consultative Clinic/ MOH – PSS services Sunday-Thursday 8:00-15:30 077 674 0519</td>
<td>UNHCR – Registration, legal services and protection for refugees Sunday-Thursday 8:00 - 15:30 Duty Phone: 079 554 8383 After working hours and weekends UNHCR Hotline: 079 710 1914</td>
<td>UNHCR – Registration, support to vulnerable children &amp; families through NFI/cash assistance Sunday - Wednesday 08.30 – 15.30 UNHCR Hotline: 06 550 2141 After working hours and weekends Protection Duty phone: 079 554 8383</td>
<td></td>
</tr>
<tr>
<td>Focal Point: Tawfiq Al Khouli, <a href="mailto:tkhouli@InternationalMedicalCorp.org">tkhouli@InternationalMedicalCorp.org</a> Mobile: 079 021 8843 Duty Phone: 079 578 5095</td>
<td>Al Hashmi Centre / MOH – PSS services 8:00-15:30 Mobile: 077 674 0518</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>JHAS – Primary health care and mental health services 9:00-16:00</td>
<td>IFH – PSS, PFA &amp; group support adapted to men &amp; boys, Opening hours: Sunday – Thursday 8:00-17:30 (Sweileh): Ayat Khatatneh Tel: 06 534 4190</td>
<td></td>
<td></td>
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<tr>
<td>Primary health care Tel: 06 523 6674</td>
<td>(Hashemi): Shaden Abu Hamour Tel:06 490 8310</td>
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</tr>
<tr>
<td>Mental health services City Clinic Tel: 06 465 1772 Mobile: 077 500 6025</td>
<td>Several locations in Amman (Jabal Hussein, Hussein Camp, Wahdat Camp)</td>
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</tr>
<tr>
<td>Abu Nseir Clinic Tel: 06 523 6674</td>
<td>Jordan Red Crescent – PSS services Saturday-Thursday 9:00-16:00 Tel: 06 490 8588 Mobile: 079 959 2092 079 703 0495 079 938 8312</td>
<td></td>
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</tr>
<tr>
<td>Caritas – Primary health care and referral to secondary services Sunday-Thursday 9:00-16:00</td>
<td>JRF – PSS services for women and children through the Queen Rania Family &amp; Child Center Sunday – Thursday 08:00 – 16:00 Tel: 06 492 5096 or Help Line: 110</td>
<td></td>
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</tr>
<tr>
<td>MOH – Primary health care and mental health services Saturday-Thursday 8:00-15:00</td>
<td>JRF – Shelter for child survivors (including PSS, protection, education &amp; medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652 Helpline: 110</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary health care Al Bashir Hospital Tel: 06 474 4430</td>
<td>ARDD-Legal Aid – Focal Point: Halla Abu Al Khair, <a href="mailto:hkhair@InternationalMedicalCorps.org">hkhair@InternationalMedicalCorps.org</a> Mobile: 079 022 4029 Duty Phone: 079 578 5095</td>
<td></td>
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</tr>
<tr>
<td>Dr. Bilal Talal Ibrahim Mobile: 078 506 3855</td>
<td>JRF – Shelter for child survivors (including PSS, protection, education &amp; medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652 Helpline: 110</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sahab Hospital Dr. Jamil Tutanji Tel: 06 402092</td>
<td>ARDD-Legal Aid – Focal Point: Halla Abu Al Khair, <a href="mailto:hkhair@InternationalMedicalCorps.org">hkhair@InternationalMedicalCorps.org</a> Mobile: 079 022 4029 Duty Phone: 079 578 5095</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental health MOH Consultative Clinic Mobile: 0776740519</td>
<td>JRF – Shelter for child survivors (including PSS, protection, education &amp; medical services) Sunday – Thursday 09:00 – 19:00 Tel: 06 523 4652 Helpline: 110</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Al Hashmi Centre Mobile: 077 674 0518</td>
<td>ARDD-Legal Aid – Focal Point: Halla Abu Al Khair, <a href="mailto:hkhair@InternationalMedicalCorps.org">hkhair@InternationalMedicalCorps.org</a> Mobile: 079 022 4029 Duty Phone: 079 578 5095</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JWU – Saturday- Thursday 09:00-17:00</td>
<td>Focal Point: Halla Abu Al Khair, <a href="mailto:hkhair@InternationalMedicalCorps.org">hkhair@InternationalMedicalCorps.org</a> Mobile: 079 022 4029 Duty Phone: 079 578 5095</td>
<td></td>
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</tbody>
</table>

### SC Jordan (formal education)-- hotline for children not in schools, information about education and protection services in schools Sunday – Thursday 08:30 – 16:00 Hotline: 077 670 2426

<table>
<thead>
<tr>
<th>Focal Point</th>
<th>Rawan Abushaikha Mobile: 077 573 6336 Email: <a href="mailto:RShakha@SaveTheChildren.Org.Jo">RShakha@SaveTheChildren.Org.Jo</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Questscope – Nonformal and informal education Sunday-Thursday 9:00-17:00</td>
<td></td>
</tr>
<tr>
<td>Focal Point</td>
<td>Ramsha Zeinah, Mobile: 079 853 6893</td>
</tr>
<tr>
<td>JRS – Informal educationfor youth and adults. (English, art, music, sports &amp; life skills). Preprimary (kindergarten) Ashrafieh, East Amman</td>
<td></td>
</tr>
<tr>
<td>Focal point:</td>
<td>Tamim Arif Mobile: 079 871 3981</td>
</tr>
<tr>
<td>Caritas- Informal education service, life skills, youth, education and training, pre-school education services</td>
<td></td>
</tr>
<tr>
<td>Focal Points:</td>
<td>Rasha Abu Zeinah, Mobile: 079 853 6893</td>
</tr>
<tr>
<td>Mercy Corps – Special education services for persons with disabilities</td>
<td></td>
</tr>
<tr>
<td>UNRWA –</td>
<td>Focal Points:</td>
</tr>
<tr>
<td>North Amman Office Wafa Nuwwara <a href="mailto:w.nuwwara@unrwa.org">w.nuwwara@unrwa.org</a> Protecton Duty phone: 079 710 0496</td>
<td></td>
</tr>
<tr>
<td>South Amman Office Halla Al-Wheidi <a href="mailto:h.wheidi@unrwa.org">h.wheidi@unrwa.org</a> Protection Duty phone: 079 899 8890</td>
<td></td>
</tr>
<tr>
<td>Emergency:</td>
<td>Care International – Emergency cash assistance, cash coupons, and healers. Sunday-Thursday 8:00-16:00</td>
</tr>
<tr>
<td>Focal Point:</td>
<td>Tel: 06 5651488</td>
</tr>
<tr>
<td>Islamic Charitable Centre – NFI Saturday-Thursday 7:30-15:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel: 06 5615873</td>
</tr>
<tr>
<td></td>
<td>Sunday 08:30 – 16:30</td>
</tr>
<tr>
<td></td>
<td>Focal Point:</td>
</tr>
<tr>
<td></td>
<td>Halla Al-Kassam Centre Abdul Rahman Ma’adi Mobile: 079 666 7235</td>
</tr>
<tr>
<td></td>
<td>Izz Al Din Al Kassam Centre Abdul Rahman Ma’adi Mobile: 079 931 7222</td>
</tr>
<tr>
<td></td>
<td>WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm</td>
</tr>
<tr>
<td></td>
<td>Focal Point:</td>
</tr>
<tr>
<td></td>
<td>Ammar AlTaee: WFP Food – Voucher assistance Sunday – Thursday 8:00 am – 5:00 pm</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¹ Education: Formal education-- hotline for children not in schools, information about education and protection services in schools Sunday – Thursday 08:30 – 16:00 Hotline: 077 670 2426.
<table>
<thead>
<tr>
<th><strong>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</strong></th>
</tr>
</thead>
</table>
| **Islamic Charitable Centre** – Primary health care Saturday-Thursday 7:30-15:30  
Focal Point:  
Khalid Hamdan  
Tel: 06 438 7910  
Mobile: 079 692 5733  
**NHF/ IFH** – Rehabilitation of disabled persons including physiotherapy, speech therapy, special education and medical aids  
Sunday – Thursday 8:00am – 15:30  
Tel: 06 565 1488  
Islamic Charitable Centre – Safe spaces for children and youth  
Saturday-Thursday 7:30-15:30  
Focal Point:  
Izz Al Din Al Kassam Centre  
Abdal Rahman Ma’ady  
Mobile: 079 931 7222  
Al Anwar Centre Mohammad Suleiman  
Mobile: 079 555 1009  
**INTEROS/JOHUD** – CFPs and PSS services for children, adolescents and their families  
Saturday – Thursday 8:30-4:30  
Queen Zein Al Sharaf Institute for Development  
Focal Point:  
George Theodory  
Mobile: 079 9379831  
E-mail: cp.jordan@intersos.org |
| **CARE International** – PSS services  
Sunday-Thursday 8:00-16:00  
Tel: 06 565 1488  
**SCI –**  
Focal Point:  
Mohammad Al-Saeed  
Mobile: 0777384077  
Email: mohammad.alsaeed@savethechildren.org  
**SCI**- Informal education Services  
Saturday-Thursday 9:00-15:00  
Focal Point:  
Mohammad Al-Saeed  
Mobile: 0777384077  
Email: mohammad.alsaeed@savethechildren.org |
| **Islamic Charitable Centre** – Mental health and physiotherapy rehabilitative services; Social services referrals/Case management for war trauma and torture survivors.  
Open Sunday-Thursday 9:00-17:00  
Focal point:  
Tel: (public): 06 505 9455 info@cvt.org or masfoor@cvt.org  
Queen Zein Al Sharaf Institute for Development  
Focal Point:  
George Theodory  
Mobile: 079 9379831  
E-mail: cp.jordan@intersos.org |
| **WVI** – CFSs for children, AFSSs for Adolescents, and PSS services  
Strengthening Community based protection committees  
Saturday – Thursday 09:00 - 15:00  
Focal Point:  
Abed Rabbo  
Mobile: 0777 148540  
Wala’a Ali Ababneh  
Mobile: 077 8440736 |
| **WVJ**| **UNRWA** – Basic health services for Palestinian refugees  
Sunday-Thursday 07:45-14:00  
Focal Point:  
North Amman Office  
Wafa Nuwwara  
Protection Duty phone: 079 710 0496  
w.nuwwara@unrwa.org  
South Amman Office  
Hafa Al-Wheidi  
Protection Duty phone: 079 899 8890  
**SCI** – Livelihood activities (cash assistance, vocational training)  
Focal point:  
Suzan Albuheisi  
Mobile: 077 664329  
Email: suzan.albuheisi@savethechildren.org  
**SCI** - Livelihood activities (cash assistance, vocational training)  
Focal point:  
Suzan Albuheisi  
Mobile: 077 664329  
Email: suzan.albuheisi@savethechildren.org  
**SCI** - Informal education Services  
Saturday-Thursday 8:30-4:30  
Queen Zein Al Sharaf Institute for Development  
Focal Point:  
George Theodory  
Mobile: 079 9379831  
E-mail: cp.jordan@intersos.org |
# Child Protection Referral Pathway – AZRAQ

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

## STEP 1: Identification of child protection cases

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

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

Child or caregiver goes directly to case manager.

## STEP 2: Case management services

<table>
<thead>
<tr>
<th>Violence against children in schools</th>
<th>GBV against children including sexual violence and early marriage (see GBV referral pathway)</th>
<th>All other CP cases including violence against children in the home &amp; community and child labour</th>
<th>Unaccompanied &amp; separated children</th>
<th>Children with disabilities</th>
<th>Children in conflict with the law</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save the Children Jordan</td>
<td>IMC</td>
<td>IMC</td>
<td>IRC</td>
<td>Handicap International</td>
<td>Refer First to: Juvenile Police Department</td>
</tr>
<tr>
<td>Outreach &amp; support to register children in schools / Social worker and psychologist available in-school help desk office</td>
<td>Specialized in child protection and mental health 24 hours/ 7 days a week Focal Point Mohammad Abulawi <a href="mailto:mabulawi@internationalmedicalcorps.org">mabulawi@internationalmedicalcorps.org</a> Mobile: 079 847 926 Email: <a href="mailto:mabulawi@InternationalMedicalCorps.org">mabulawi@InternationalMedicalCorps.org</a></td>
<td>Specialized in child protection and mental health 24 hours/ 7 days a week Focal Point Rawan Mamkigh <a href="mailto:rmamkigh@internationalmedicalcorps.org">rmamkigh@internationalmedicalcorps.org</a> Mobile: 079 022 1954</td>
<td>Unaccompanied children and Separated children 24 hours/ 7 days a week Duty Phone: 077 848 631 Email: <a href="mailto:UASC-CM-AZRAQ@rescue.org">UASC-CM-AZRAQ@rescue.org</a> Focal point: Mustafa Hassan Mobile: 077 506 6653 Email: <a href="mailto:mustafa.hassan@rescue.org">mustafa.hassan@rescue.org</a></td>
<td></td>
<td>Saturday-Thursday 7:30 – 15:00 Focal Point: TBC Mobile: Email: JPD will inform UNICEF for advocacy purposes. Focal point: Dana Dodeen Mobile: 079 893 7190 Email: <a href="mailto:ddodeen@unicef.org">ddodeen@unicef.org</a></td>
</tr>
<tr>
<td>Zain Network</td>
<td></td>
<td></td>
<td></td>
<td>Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.</td>
<td>Refer First to: Juvenile Police Department</td>
</tr>
<tr>
<td>Hotline: 077 670 2426 0800 22 766 0800 00111</td>
<td></td>
<td></td>
<td></td>
<td>Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.</td>
<td>Refer First to: Juvenile Police Department</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Refer to UNHCR (registration and database follow up)</th>
<th>After working hours and weekends</th>
<th>UNHCR will arrange legal representation by Jordanian Bar Association when needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday-Thursday 8:00 to 15:30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duty Phone: 079 556 4383</td>
<td>UNHCR Hotline: 079 710 9194</td>
<td></td>
</tr>
<tr>
<td>After working hours and weekends</td>
<td>Focal Point: Mounir Maalouli</td>
<td></td>
</tr>
<tr>
<td>UNHCR Hotline: 079 710 9194</td>
<td>Mobile: 079 592 2836</td>
<td></td>
</tr>
<tr>
<td>Focal Point: Mounir Maalouli</td>
<td>Email: <a href="mailto:maalouli@unhcr.org">maalouli@unhcr.org</a></td>
<td></td>
</tr>
<tr>
<td>Mobile: 079 592 2836</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:maalouli@unhcr.org">maalouli@unhcr.org</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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/FPD);
  - 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

Focal Point:
Mounir Maalouli; maalouli@unhcr.org; 079 592 2836
Ahmad Al-Wazani: alwazani@unhcr.org; 079 624 5880 (focal point for referral to FPD)

Sunday-Thursday 8:00 to 15:30
Duty Phone: 079 556 4383

After working hours and weekends
UNHCR Hotline: 079 710 9194

FPD – Cases of sexual violence, family violence and neglect (child/caregiver or community members can go directly to FPD; service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible (see contacts above) Open 24 hours Hotline: 911.

UNICEF: Case managers refer cases of grave violations\(^3\) (MRM) to UNICEF when refugee child/caregiver consents
Sunday – Thursday 08:00 – 15:30
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

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\(^3\)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

<table>
<thead>
<tr>
<th>Health Care</th>
<th>CP Psychosocial Services / Case Management</th>
<th>Protection, Security, and Justice</th>
<th>Other Basic Services</th>
<th>Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Care: IMC</td>
<td>IMC - Provision of focused and structured psychosocial support including case management, Sunday-Thursday 09:00 - 16:00</td>
<td>UNHCR - Registration, protection and legal services Sunday-Thursday 8:00 to 15:30</td>
<td>UNHCR - Food, NFI, Cash for Work, Shelter</td>
<td>UNICEF - Provision of Formal Education</td>
</tr>
<tr>
<td>Focal Point: Rawan Mamkigh</td>
<td>Focal Point: Mounir Maalouli Mobile: 079 592 2836 Duty Phone: 079 554 6383 Email: <a href="mailto:maalouli@unhcr.org">maalouli@unhcr.org</a></td>
<td>Focal Point: Nyi Lynn Htet Mobile: 079 514 4925 Email: <a href="mailto:nhntn@unhcr.org">nhntn@unhcr.org</a></td>
<td>Focal point: Ms. Hind Omer Mobile: 079 871 8315 Email: <a href="mailto:homer@unicef.org">homer@unicef.org</a></td>
<td>Focal point: Ms. Seema Alzibdeh Mobile: 079 570 9574 Email: <a href="mailto:saizibdeh@unicef.org">saizibdeh@unicef.org</a></td>
</tr>
<tr>
<td>IMC /UNHCR/UNFPA</td>
<td>Mercy Corps / UNICEF - CFs, youth friendly spaces, FSS, community based protection Saturday – Thursday 09:00-15:00</td>
<td>After working hours and weekends UNHCR Hotline: 0797109194</td>
<td>WFP - Food Focal point: Ammar AlTaaee: 079 9937986 Email: <a href="mailto:ammara.attaee@wfp.org">ammara.attaee@wfp.org</a> and WFP hotline number: 079 7778851 079 7778841</td>
<td>Save the Children Jordan – Outreach &amp; support to register children in schools / Social worker and psychologist available in-school help desk office Focal point: Kareem Makkawi Mobile:077 546 4970 Email: <a href="mailto:KMakkawi@Savethechildren.org.jo">KMakkawi@Savethechildren.org.jo</a></td>
</tr>
<tr>
<td>Primary health &amp; Reproductive Health care:</td>
<td>Village 6 clinic: Open 24 hours / 7 days a week</td>
<td>Shelter/Safe house: FPD through UNHCR Sunday-Thursday 8:00 to 15:30 Duty Phone: 079 554 6383 After working hours and weekends UNHCR Hotline: 079 91194</td>
<td>UNICEF – WASH Focal point: Ahmed Ali Mobile: 079 555 0481 Email: <a href="mailto:ahman@unicef.org">ahman@unicef.org</a></td>
<td>Relief International – Remedial classes for school age children. Informal education activities, literacy, numeracy and English classes for 12-18 year olds. Focal point: Ms. Rosi Greenberg Mobile: 077 544 6241 Email: <a href="mailto:rosi.greenberg@ri.org">rosi.greenberg@ri.org</a></td>
</tr>
<tr>
<td>IMC</td>
<td>Village 6 clinic: Open 24 hours / 7 days a week</td>
<td>CARE International / UNHCR - Community-based psychosocial activities Sunday- Thursday 09:00-16:00</td>
<td>CARE International / UNHCR Community-based psychosocial activities Sunday- Thursday 09:00-16:00</td>
<td>CARE International / UNHCR Community-based psychosocial activities Sunday- Thursday 09:00-16:00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Focal Points: Marten Mylius Email: <a href="mailto:marten.mylius@jocare.org">marten.mylius@jocare.org</a> Mobile: 077 840 0424</td>
<td></td>
</tr>
</tbody>
</table>

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**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 a 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.

<table>
<thead>
<tr>
<th>Handicap International (HI)</th>
<th>NRC Informal education for children/NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Saturday: 09:00 - 17:00 TBC</td>
</tr>
<tr>
<td>Sunday-Thursday: 8:00 - 16:00</td>
<td></td>
</tr>
<tr>
<td>Duty phone: 078 723 9624</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:fieldco.mafraq@hiemergency.org">fieldco.mafraq@hiemergency.org</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Focal point:</td>
</tr>
<tr>
<td></td>
<td>Reem Shamout</td>
</tr>
<tr>
<td></td>
<td>Mobile: 0796487663</td>
</tr>
</tbody>
</table>

| Informal Education for Youth/NRC: |
| Focal point: |
| Dina Ala’Eddin |
| Julia Al-Zoubi |
| Mobile: 079 826 1225 (Dina) |
| Email: dina.ala.ddin@nrc.no |
| Mobile: 079 896 5688 (Julia) |
| Email: julia.al-zoubi@nrc.no |

| Mercy Corps – Integration and support of students with disabilities into school. |
| Focal point: |
| Hazem Salman |
| Mobile: 077 665 2004 |
| Email: hsalman@jo.mercycorps.org |
### 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

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

<table>
<thead>
<tr>
<th>Violence against children in schools</th>
<th>GBV against children including sexual violence and early marriage (see GBV referral pathway)</th>
<th>All other CP cases including violence against children in the home &amp; community and child labour</th>
<th>Unaccompanied &amp; separated children</th>
<th>Children with disabilities</th>
<th>Children in conflict with the law</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Save the Children</strong>&lt;br&gt;Jordan - Outreach &amp; support to register children in schools Saturday – Thursday 8:30-15:30&lt;br&gt;Focal point: TaghreedFreij&lt;br&gt;Mobile: 077 546 4973&lt;br&gt;Email: <a href="mailto:tfraij@savethechildren.org.jo">tfraij@savethechildren.org.jo</a>&lt;br&gt;Hotline: 077 670 2426 0800 22766 0800 00111&lt;br&gt;Mafraq&lt;br&gt;Tel: 077 546 4973</td>
<td><strong>IRC</strong>&lt;br&gt;Sunday – Thursday 08:30 – 17:00&lt;br&gt;Focal Point: Lubna Jarrar&lt;br&gt;Mobile: 077 507 7793&lt;br&gt;Email: <a href="mailto:Lubna.Jarrar@rescue.org">Lubna.Jarrar@rescue.org</a>&lt;br&gt;SitNour Ali&lt;br&gt;Mobile: 077 666 2200&lt;br&gt;Email: <a href="mailto:SitNour.Ali@rescue.org">SitNour.Ali@rescue.org</a></td>
<td><strong>UNHCR</strong>&lt;br&gt;Sunday-Thursday 8:00 to 15:30&lt;br&gt;Focal Point: Abd Al Nour Jaradat&lt;br&gt;Mobile: 079 895 7318&lt;br&gt;Email: <a href="mailto:jaradata@unhcr.org">jaradata@unhcr.org</a>&lt;br&gt;Protection Duty Phone: 079 554 6383&lt;br&gt;After working hours and weekends UNHCR Hotline: 079 710 9194</td>
<td><strong>Refer first to:</strong>&lt;br&gt;<strong>UNHCR</strong>&lt;br&gt;Sunday-Thursday 8:00 - 15:30&lt;br&gt;Focal Point: Abd Al Nour Jaradat&lt;br&gt;Mobile: 079 895 7318&lt;br&gt;Email: <a href="mailto:jaradata@unhcr.org">jaradata@unhcr.org</a>&lt;br&gt;Protection Duty Phone: 079 554 6383&lt;br&gt;After working hours and weekends UNHCR Hotline: 079 710 9194</td>
<td><strong>Handicap International</strong>&lt;br&gt;Global and short term rehabilitation services (physio and occupational Therapy, psychosocial service) for person with physical disability and/or injury.&lt;br&gt;Sunday Thursday 9:00 – 17:00 Mobile: 07 67 27 53 99 Email: <a href="mailto:dvfp.intake.irbid@gmail.com">dvfp.intake.irbid@gmail.com</a></td>
<td><strong>UNHCR</strong>&lt;br&gt;Sunday-Thursday 8:00 to 15:30&lt;br&gt;Focal Point: Isra’a Mas’ad&lt;br&gt;Mobile: 079 720 7389&lt;br&gt;Email: <a href="mailto:masad@unhcr.org">masad@unhcr.org</a>&lt;br&gt;UNHCR Help Desk: 06 550 2141</td>
</tr>
<tr>
<td><strong>UNHCR</strong>&lt;br&gt;Two days per week 8:00 - 15:30&lt;br&gt;Protective Duty&lt;br&gt;Protection Duty Phone: 079 554 6383&lt;br&gt;After working hours and weekends UNHCR Hotline: 079 710 9194&lt;br&gt;For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit 24 hours (afterhours answering machine)&lt;br&gt;Hotline Toll Free No: 0800 22008 Email: <a href="mailto:hotline@mol.gov.jo">hotline@mol.gov.jo</a></td>
<td><strong>IRC</strong>&lt;br&gt;Unaccompanied children Focal Point:&lt;br&gt;Lubna Jarrar&lt;br&gt;Mobile: 077 507 7793&lt;br&gt;Email: <a href="mailto:Lubna.Jarrar@rescue.org">Lubna.Jarrar@rescue.org</a>&lt;br&gt;SitNour Ali&lt;br&gt;Mobile: 077 666 2200&lt;br&gt;Email: <a href="mailto:SitNour.Ali@rescue.org">SitNour.Ali@rescue.org</a></td>
<td><strong>UNHCR</strong>&lt;br&gt;Two days per week 8:00 - 15:30&lt;br&gt;Protective Duty&lt;br&gt;Protection Duty Phone: 079 554 6383&lt;br&gt;After working hours and weekends UNHCR Hotline: 079 710 9194&lt;br&gt;For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit 24 hours (afterhours answering machine)&lt;br&gt;Hotline Toll Free No: 0800 22008 Email: <a href="mailto:hotline@mol.gov.jo">hotline@mol.gov.jo</a></td>
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<td><strong>UNHCR</strong>&lt;br&gt;Two days per week 8:00 - 15:30&lt;br&gt;Protective Duty&lt;br&gt;Protection Duty Phone: 079 554 6383&lt;br&gt;After working hours and weekends UNHCR Hotline: 079 710 9194&lt;br&gt;For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit 24 hours (afterhours answering machine)&lt;br&gt;Hotline Toll Free No: 0800 22008 Email: <a href="mailto:hotline@mol.gov.jo">hotline@mol.gov.jo</a></td>
<td><strong>UNHCR</strong>&lt;br&gt;Two days per week 8:00 - 15:30&lt;br&gt;Protective Duty&lt;br&gt;Protection Duty Phone: 079 554 6383&lt;br&gt;After working hours and weekends UNHCR Hotline: 079 710 9194&lt;br&gt;For child labour cases, report employers using child labour to Ministry of Labour, Child Labour Unit 24 hours (afterhours answering machine)&lt;br&gt;Hotline Toll Free No: 0800 22008 Email: <a href="mailto:hotline@mol.gov.jo">hotline@mol.gov.jo</a></td>
</tr>
</tbody>
</table>

**UNHCR**<br>Arrange legal representation by Jordanian Bar Association when needed

**UNRWA**<br>Open 24 hours

**Focal Point:** Riyad Mansi

Mobile: +962 5408880 Email: s.al-r.mansi@unrwa.org
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

**UNICEF**: Case managers refer cases of grave violations* (MRM) to UNICEF when refugee child/caregiver consents  
*Sunday – Thursday 08:00 – 15:30*  
Duty phone: 079 021 4149  
Email: jochildprotect@unicef.org

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

### STEP 3: Referral to other services

| Health Care | CP Psychosocial Services / Case Management | Protection, Security, and Justice | Other Basic Services | Education
---|---|---|---|---
JHAS | Saturday – Thursday 09:00-16:00 |  |
**Focal Point:**  
Fatheya Ayyad  
Mobile: 0798850625  
MoH mobile team/UNICEF – Vaccinations  
Dr. Ola Al Tebawi  
Mobile: 077 500 6027  
Email: pc@jordanhealthaid.org

| SCI – Child and Family Centres, Community based Child Protection Committees | UNHCR – Protection, Registration and legal services for refugees  
Saturday-Thursday 8:00 to 15:30 | UNHCR – Registration, support to vulnerable children & families through NFI/cash assistance  
Sunday - Wednesday 08:30 – 15:30 | Save the Children Jordan– SC Jordan (formal education)– hotline for children not in schools, information about education and protection services in schools  
Saturday – Thursday 08:30-15:30

| IFH –CFSs, YFSs Sunday – Thursday 09:00 – 15:00 | Faris Al Talib  
Mobile: 079 603 1297  
Email: altalib@unhcr.org | Hussam Mayas  
Mobile: 079 033 7163  
Email: mayas@unhcr.org | Taghreed Freij Mobile: 077 549 1973 Email: tfraij@savethechildren.org.jo

| Focal point: Alaa Al-Faidi  
Mobile: 077 547 5969  
Email: alaa.faidi@savethechildren.org | Focal point:  
Tel: 077 546 4973 Email: taghreed.freij@savethechildren.org.jo | Focal point:  
Tel: 077 546 4973 Email: taghreed.freij@savethechildren.org.jo |

| Handicap International – Rehabilitation services for persons with disability and persons with injury, children and adults & provision of prostheses, orthotics & mobility aids  
Cell: 078 727 5399  
Email: dvfp.intake.irkbid@gmail.com | Handicap International- PSS groups for children with disability/injury and their family  
Focal point:  
Cell: 078 727 5399 Email: dvfp.intake.irkbid@gmail.com | UNRWA Intake 24 hours | SCI – Informal education service  
Saturday – Thursday 08:30 – 15:00

| Mental Health/IMC  
Focal Point:  
Manar Awwad  
079 986 1491  
Duty Phone 079 578 0959  
Dr. Ola Al Tebawi  
Mobile: 077 500 6027  
Email: pc@jordanhealthaid.org | UNRWA Open 24 hours  
Focal Point:  
Riyad Mansi  
Mobile: 079 540 9680  
Email: r.mansi@unrwa.org | WFP Food – Voucher assistance  
Sunday – Thursday 6:00 am – 5:00 pm | Focal point:  
Alaa Al-Faidi  
Mobile: 077 547 5969  
Email: alaa.faidi@savethechildren.org

| ARDD-Legal Aid  
Sunday– Thursday 9:00-18:00 | ARDD-Legal Aid  
Sunday– Thursday 9:00-18:00 | ARDD-Legal Aid  
Sunday– Thursday 9:00-18:00 | ARDD-Legal Aid  
Sunday– Thursday 9:00-18:00

| Focal Point:  
Souzan Mohareb  
Tel: 06 461 7277  
Mobile: 077 577 7077 Email: somohareb@arddd-legalaid.org | Focal Point:  
Souzan Mohareb  
Tel: 06 461 7277  
Mobile: 077 577 7077 Email: somohareb@arddd-legalaid.org | Focal Point:  
Souzan Mohareb  
Tel: 06 461 7277  
Mobile: 077 577 7077 Email: somohareb@arddd-legalaid.org | Focal Point:  
Souzan Mohareb  
Tel: 06 461 7277  
Mobile: 077 577 7077 Email: somohareb@arddd-legalaid.org

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5 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 are not specifically bound to certain age or target groups. Non–formal education: Certified education services following MOE’s NFE curricula (2 year course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participant will receive a certificate which equals to a public school 10th grade completion.
Child Protection Referral Pathway – EJC

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

STEP 1: Identification of child protection cases

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

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

Child or caregiver goes directly to case manager

STEP 2: Case management services

<table>
<thead>
<tr>
<th>Violence against children in schools</th>
<th>GBV against children including sexual violence and early marriage</th>
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<th>Children with disabilities</th>
<th>Children in conflict with the law</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save the Children Jordan Focal point</td>
<td>UNHCR Focal Point: Manal Hashem (<a href="mailto:hashem@unhcr.org">hashem@unhcr.org</a>) 07 9873 8160 Sunday-Thursday 09:00 to 15:30 Duty Phone: 0795564383 After working hours and weekends UNHCR Hotline: 0797109194</td>
<td>Tdh-Lausanne Saturday – Thursday 09:00 – 17:00 Focal Point: Sunday – Thursday 09:00 – 17:00 Mohanad Al-Akash Mobile: 079 842 6245 and Lujain Aljumi 0796063223 Alternate: Ali Ababneh Mobile: 079 684 0903 Email: <a href="mailto:Ali.ababneh@tdh.ch">Ali.ababneh@tdh.ch</a></td>
<td>UNHCR Sunday – Thursday 8:00 to 15:30 Focal Point: Manal Hashem Mobile: 079 554 6383 Email: <a href="mailto:hashem@unhcr.org">hashem@unhcr.org</a> Duty Phone: 079 556 4383 After working hours and weekends UNHCR Hotline: 0797109194</td>
<td>Refer to: Tdh-Lausanne Sunday–Thursday 09:00 – 17:00 Focal Point: Manal Hashem Mobile: 079 554 6383 Email: <a href="mailto:hashem@unhcr.org">hashem@unhcr.org</a></td>
<td>Refer to: UNHCR Tdh-Lausanne Sunday-Thursday 09:00 – 17:00 Focal Point: Mohanad Al-Akash Mobile: 079 84 26245 Alternate: Ali Ababneh Mobile: 079 684 0903 Email: <a href="mailto:Ali.ababneh@tdh.ch">Ali.ababneh@tdh.ch</a></td>
</tr>
<tr>
<td>Tdh-Lausanne (for children not enrolled in school) Sunday Thursday 09:00 – 17:00 Focal Point: Mohanad Al-Akash Mobile: 079 84 6245 Alternate: Ali Ababneh Mobile: 079 684 0903 Email: <a href="mailto:Ali.ababneh@tdh.ch">Ali.ababneh@tdh.ch</a></td>
<td>UNHCR Focal point: Manal Hashem Mobile: 079 554 6383 Email: <a href="mailto:hashem@unhcr.org">hashem@unhcr.org</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNHCR Focal point: Patric Mansour Mobile: 079 983 6321</td>
<td>UNHCR 24/7 UNHCR Detention emergency line: 079 674 2200 UNHCR will arrange legal representation by Jordanian Bar Association when needed Inform UNICEF for advocacy purposes Focal point: Dana Dodeen Mobile: 079 893 7190 Email: <a href="mailto:ddodeen@unicef.org">ddodeen@unicef.org</a></td>
<td></td>
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</tr>
</tbody>
</table>

6 UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child’s best interest.
Email: Mansour@unhcr.org  
Manal Hashem  
Mobile: 079 554 6383  
Email: hashem@unhcr.org  
079 6 859 861

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 assessed to be 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  
Saturday – Wednesday 09:00 – 17:00  
Focal Point: Manal Hashem; hashem@unhcr.org; 079 873 8160

Mounir Maalouli; maalouli@unhcr.org; 079 592 2836

Sunday–Thursday 8:00 to 15:30 Duty  
Phone: 079 556 4383

After working hours and weekends  
UNHCR Hotline: 079 710 9194

FPD – Cases of sexual violence, family violence and neglect service providers should refer refugee cases through UNHCR when the refugee child/caregiver consents and when possible – Zeina Jadaan: jadaan@unhcr.org  
Open 24 hours

UNICEF: Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents  
Sunday – Thursday 08:00 – 15:30  
Duty phone: 079 021 4149  
Email: jochildprotect@unicef.org

STEP 3: Referral to other services

<table>
<thead>
<tr>
<th>Health Care</th>
<th>CP Psychosocial Services / Case Management</th>
<th>Protection, Security, and Justice</th>
<th>Other Basic Services</th>
<th>Education⁸</th>
</tr>
</thead>
</table>
| UAE RC - Emergency  
Saturday - Thursday  
09:00 - 17:00 TBC  
Focal point:  
Dr. Saif / Dr. Hamad  
Mobile: 079 076 9242  
Mobile: Dr. Saif 079 864 6274  
Tdh-Lausanne  
PSS services for children, Child Friendly Spaces, CPC and awareness raising on CP  
Sunday - Thursday  
09:00 - 17:00 |
| UNHCR - Registration, protection and legal services  
Liaison done by UNHCR protection  
Manal Hashem; Mobile: 079 554 6383  
Email: hashem@unhcr.org  
UAE RC - Food, NFI,  
Shelter, Cash for work  
Saturday - Thursday  
09:00 - 17:00 TBC  
Focal point:  
Abdallah, Abou Hamad  
Mobile: 079 685 9861  
NRC  
Informal education for children/NRC  
Saturday - Thursday  
09:00 - 17:00 TBC  
Focal point:  
Reem Shamout  
Mobile: 0796487663 |

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

8 Definitions:  
Formal education: Certified education services provided by the Ministry of 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.
<table>
<thead>
<tr>
<th>UAE RC - Primary Health Care</th>
<th>Sunday-Thursday 8:00 to 15:30</th>
<th>Informal Education for Youth programs/NRC:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday.- Thursday 09:00 - 17:00</td>
<td>Duty Phone: 079 554 6983</td>
<td>Focal point: Dina Ala Eddin</td>
</tr>
<tr>
<td>Focal point: Dr. Saif / Dr. Hamad</td>
<td>After working hours and weekends</td>
<td>Ruba Abu Namous Mobile: 079 826 1225</td>
</tr>
<tr>
<td>Mobile: Dr. Safe 079 076 9242</td>
<td>UNHCR Hotline: 079 710 9194</td>
<td>Email: <a href="mailto:dina.ala.edin@nrc.no">dina.ala.edin@nrc.no</a></td>
</tr>
<tr>
<td>Dr. Hamad 079 864 6274</td>
<td></td>
<td>Mobile: 0790223740</td>
</tr>
<tr>
<td></td>
<td>PSD - Camp Security</td>
<td>(Ruba)</td>
</tr>
<tr>
<td></td>
<td>Saturday.- Thursday 09:00 - 17:00 TBC</td>
<td>Email: <a href="mailto:ruba.namous@nrc.no">ruba.namous@nrc.no</a></td>
</tr>
<tr>
<td></td>
<td>Focal point: Lt. Col : Abdullah Amoush PSD</td>
<td>Save the Children Jordan</td>
</tr>
<tr>
<td></td>
<td>Mobile: 079 019 2777</td>
<td>Formal education and children out of school</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Saturday.- Thursday 09:00 - 17:00 TBC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Focal Point</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rasha Alzein Kareem Makkawi Mobile: 077 574 4015</td>
</tr>
<tr>
<td></td>
<td></td>
<td>UNICEF</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Focal point: Ruba Mukbel Mobile: 0799501306 Email: <a href="mailto:rmukbel@unicef.org">rmukbel@unicef.org</a></td>
</tr>
<tr>
<td>UAE RC Mafraq Hospital - Secondary care or tertiary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday.- Thursday 09:00 - 17:00 TBC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Focal point: Dr. Saif / Dr. Hamad</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile: Dr. Safe 079 076 9242</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dr. Hamad 079 864 6274</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental Health- MH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duty Phone: 079 021 8774</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monday- Wednesday- Thursday 09:00-15:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Focal Point</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duha Allassaf</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile: 079 021 8774</td>
<td></td>
<td></td>
</tr>
<tr>
<td>dalassaf@international medicalcorp.org</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Mental Health- MH | | |
| Duty Phone: 079 021 8774 | | |
| Monday- Wednesday- Thursday 09:00-15:00 | | |
| Focal Point | | |
| Duha Allassaf | | |
| Mobile: 079 021 8774 | | |
| dalassaf@international medicalcorp.org | | |

| Mental Health- MH | | |
| Duty Phone: 079 021 8774 | | |
| Monday- Wednesday- Thursday 09:00-15:00 | | |
| Focal Point | | |
| Duha Allassaf | | |
| Mobile: 079 021 8774 | | |
| dalassaf@international medicalcorp.org | | |
**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/UNRWA 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
- Provide information about available case management services
- Respect the confidentiality and wishes of the child/caregiver
- Provide a safe, caring response
- In case of immediate safety or security risk to the child, consult child protection case manager to determine child’s best interest

### STEP 2: Case Management Services

<table>
<thead>
<tr>
<th>Violent against children in schools</th>
<th>GBV against children including sexual violence and early marriage (see GBV referral pathway)</th>
<th>All other CP cases including violence against children in the home &amp; Community; child labour.</th>
<th>Unaccompanied &amp; separated children</th>
<th>Children in conflict with the law</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Save the Children Jordan</strong> - Outreach &amp; support to register children in schools – Sunday – Thursday 08:30 – 15:30</td>
<td><strong>IMC</strong> - specialized in child protection, and mental health support Sunday – Thursday 09:00 – 17:00 24 hours  Duty phone: 079 578 5095  Focal Point: Mustafa Abu Serdanbeh  <a href="mailto:maseradneh@InternationalMedicalCorps.org">maseradneh@InternationalMedicalCorps.org</a>  Mobile: 079 022 1956  Duty Phone: 079 578 5095</td>
<td><strong>IMC</strong>  Sunday – Thursday 09:00 – 17:00  24 hours  Duty phone: 079 578 5095  Focal Point: Mustafa Abu Serdanbeh  Email: <a href="mailto:maseradneh@InternationalMedicalCorps.org">maseradneh@InternationalMedicalCorps.org</a>  Mobile: 079 022 1956  Duty Phone: 079 578 5095</td>
<td><strong>IMC</strong>  Sunday – Thursday 09:00 – 17:00  24 hours  Duty phone: 079 578 5095  Focal Point: Mustafa Abu Serdanbeh  Email: <a href="mailto:maseradneh@InternationalMedicalCorps.org">maseradneh@InternationalMedicalCorps.org</a>  Mobile: 079 022 1956  Duty Phone: 079 578 5095</td>
<td><strong>IMC</strong>  Sunday – Thursday 09:00 – 17:00  24 hours  Duty phone: 079 578 5095  Focal Point: Mustafa Abu Serdanbeh  Email: <a href="mailto:maseradneh@InternationalMedicalCorps.org">maseradneh@InternationalMedicalCorps.org</a>  Mobile: 079 022 1956  Duty Phone: 079 578 5095</td>
</tr>
<tr>
<td><strong>IRC</strong> - Specialized in GBV Sunday - Thursday 08:30 – 17:00  Focal Point: Dina Khaza’leh  Mobile: 077 503 9578  Email: <a href="mailto:dina.dinaalkhazali@rescue.org">dina.dinaalkhazali@rescue.org</a>  Na’awal Mohammad  Mobile: 079 678 5864  Email: na’<a href="mailto:awal.mohammad@rescue.org">awal.mohammad@rescue.org</a></td>
<td><strong>Refer first to:</strong>  <strong>UNHCR</strong>  Sunday-Thursday 08:00 to 15:30  Duty Phone: 079 554 6383  After working hours and weekends UNHCR Hotline: 079 710 9194  <strong>IMC</strong>  Sunday – Thursday 09:00 – 17:00  24 hours  Duty phone: 079 578 5095  Focal Point: Mustafa Abu Serdanbeh  Email: <a href="mailto:maseradneh@InternationalMedicalCorps.org">maseradneh@InternationalMedicalCorps.org</a>  Mobile: 079 022 1956  Duty Phone: 079 578 5095</td>
<td><strong>UNHCR</strong>  Sunday – Thursday 08:00 to 15:30  Duty Phone: 079 554 6383  After working hours and weekends UNHCR Hotline: 079 710 9194</td>
<td><strong>Handicap International</strong>  Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.  <strong>UNHCR</strong>  Sunday – Thursday 08:00 to 15:30  Duty Phone: 079 554 6383  After working hours and weekends UNHCR Hotline: 079 710 9194</td>
<td><strong>UNHCR</strong>  Sunday – Thursday 08:00 to 15:30  Duty Phone: 079 554 6383  After working hours and weekends UNHCR Hotline: 079 710 9194</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>UNHCR – Protection</th>
<th>Sunday – Thursday, 08.00 – 15.30</th>
</tr>
</thead>
<tbody>
<tr>
<td>After hours and weekends (24 hours) Protection</td>
<td></td>
</tr>
<tr>
<td>Hotline: 079 710 9194</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNRWA – Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amari Zaqout: <a href="mailto:a.zaqout@unrwa.org">a.zaqout@unrwa.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>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)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open 24 hours, 7 days a week Hotline: 911, Tel: 06 581 5738</td>
</tr>
<tr>
<td>Focal Point: Major Sadeq Al Omari, email: <a href="mailto:familypd@accessme.com.jo">familypd@accessme.com.jo</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNICEF: Case managers refer cases of grave violations(^{10}) (MRM) to UNICEF when refugee child/caregiver consents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday – Thursday 08:00 – 15:30</td>
</tr>
<tr>
<td>Duty phone: 079 021 4149</td>
</tr>
<tr>
<td>Email: <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></td>
</tr>
</tbody>
</table>

\(^{10}\)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
<table>
<thead>
<tr>
<th>Health Care</th>
<th>CP Psychosocial Services / Case Management</th>
<th>Protection, Security, and Justice</th>
<th>Other Basic Services</th>
<th>Education[1]</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMC – Mental health services &amp; case management</td>
<td>IMC – PSS case management, PFA, training community-based protection committees</td>
<td>UNHCR – Registration, legal services and protection for refugees</td>
<td>UNHCR – Registration, support to vulnerable children &amp; families through NFI/cash assistance</td>
<td>SC Jordan (formal education) – hotline for children not in schools, information about education and protection services in schools</td>
</tr>
<tr>
<td>Sunday – Thursday 09:00 – 17:00</td>
<td>Sunday – Thursday 09:00 – 17:00</td>
<td>Sunday/Thursday 8:00 – 15:30 Duty Phone: 079 554 6383</td>
<td>Intoline Sunday - Wednesday 08:30 – 15:30 Tel: 06 400 8000</td>
<td>Focal Point: Samah Al Bdour 077 546 4972 Email: <a href="mailto:sbbdour@savethechildren.org.jo">sbbdour@savethechildren.org.jo</a></td>
</tr>
<tr>
<td>24 hours Duty phone: 079 578 5095</td>
<td>Focal Point: Mustafa Abu Serdaneh Email: <a href="mailto:maseradnehe@InternationalMedicalCorps.org">maseradnehe@InternationalMedicalCorps.org</a> Mobile: 079 022 1956 Duty Phone: 079 578 5095</td>
<td>After working hours and weekends UNHCR Hotline: 079 710 9194</td>
<td>After working hours and weekends Protection Duty phone: 079 554 6383</td>
<td>Aala‘ Aquraan 077 575 4077 Email: <a href="mailto:aquran@savethechildren.org.jo">aquran@savethechildren.org.jo</a></td>
</tr>
<tr>
<td>MOH – Secondary health care</td>
<td>Tdh – PSS &amp; CFs Sunday – Thursday 08:30 – 17:00</td>
<td>Helpdesk in Ramtha at JHAS clinic Monday 09:00 – 15:00 phone number Tel: 02 725 8510</td>
<td>UNRWA – Basic assistance and registration services for Palestinian refugees Sunday-Thursday 07:30 – 15:00</td>
<td>Focal Point: Rasha Abu Zeinah, Mobile: 079 853 6893</td>
</tr>
<tr>
<td>Princess Basma Hospital Open 24 hour</td>
<td>Focal Point: Banan Hussain AlJarrah Mobile: 079 965 4277</td>
<td></td>
<td>Focal Point: Anwa Qasem Mobile: 079 085 5131 <a href="mailto:a.qasem@unrwa.org">a.qasem@unrwa.org</a></td>
<td>Questscope – Nonformal education and Informal education Sunday-Thursday 9:00 - 17:00</td>
</tr>
<tr>
<td>Tel: 02 710 1978</td>
<td>SCI – Child and Family Centres, Community based Child Protection Committees</td>
<td></td>
<td>Focal Point:</td>
<td>Focal Point: Rasha Abu Zeinah, Mobile: 079 853 6893</td>
</tr>
<tr>
<td>Focal Point:</td>
<td>Sunday – Thursday 09:00 - 15:00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dr. Abed Kareem Dalalah Mobile: 078 598 8249</td>
<td>Focal Point:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MoH – Secondary health care</td>
<td>Wael Saliba Mobile: 0775724545 Email:<a href="mailto:wael.saliba@savethechildren.org">wael.saliba@savethechildren.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Focal Point:</td>
<td>Saturday-Thursday 08:30 – 16:30</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dr. Mohammed Ababneh Mobile: 079 501 0502</td>
<td>Irbid Tel: 02 724 1342 079 820 2344 Ramtha Tel: 079 820 2354</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental health services Saturday-Thursday 08:00 - 14:00 Mobile: 077 674 0517</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[1] 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 certified by the Ministry of Education and not specifically bound to certain age or target group.
Nonformal 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.
JHAS – Secondary health care through a mobile clinic & mental health services
Saturday – Thursday 09:00 - 16:00
Focal Point:
Mobile: 079 500 6017
Arwa Qasem
Mobile: 077 574 1261
Islamic Centre Charitable Society – Primary health care Saturday–Thursday
07:30–15:30
Focal Point:
Maysoon Mrour
Mobile: 077 738 7477
UNRWA – Basic health services for Palestinian refugees
Sunday–Thursday 07:45 - 14:00
Focal Point:
Awra Qasem
Mobile: 079 085 5131
a.qasem@unrwa.org
JWU Saturday–Thursday 8:30 - 16:30
May Al-Shyab
Mobile: 079 820 2344
Tel: 02 724 1342
IRGC – Community based protection committees
Sunday–Thursday 08:30 - 17:00
Princess Basma Hospital – MOH – PSS services
Cell: 077 674 0517
NHF / IFH – PSS and community services
Focal Point:
Rawan Dababneh
Tel: 06 534 4193
Email: r.dababneh@ifh@jo.org
Family & Childhood Protection Society – Referrals to mental health services & provision of PSS services for survivors of domestic violence
Focal Point:
Kathim Kfreir
Tel: 02 725 0481
HI – PSS services
Sunday – Thursday 08:30 – 17:00
Mobile: 078 727 5399 Email: Outreach.jd@hiemergency.org
INTERSO/JOHUD – CFPs and PSS services for children, adolescents and their families
Saturday – Thursday 8:30-4:30
Sheikh Hussein Centre for Human Development
Mansoura Centre for Human Development
Aydoun Center for Human Development
Focal Point:
George Theodory
Mobile: 079 820 5163
Email: sagggar@yahoo.com
JUWU – Legal counseling
Saturday - Thursday 08:30 - 16:30
Focal Point:
Iribid: Muntha Tawaym Rasha Khazaleh Jamal Jeet
Tel: 02 724 1342
079 820 2344
Ramtha: Muna Gharibeh Taghreed Al Ghazaleh
079 820 2354
Islamic Charitable Centre Society – NFI (food & shelter)
Saturday–Thursday 07:30 - 15:30
Focal Point:
Abd Al Qader Malkawi
Mobile: 078 870 7869
Tel: 02 727 9589
HI – Rehabilitation for disabled persons & provision of aids, equipment & prostheses
Sunday – Thursday 08:30 – 17:30
Mobile: 078 727 5399 Email: Outreach.jd@hiemergency.org
Al Sanabel – Food
Kitab Sunna – NFI
Sunday–Thursday 08:00-16:00
Focal point:
Abd Al Qader Malkawi
Mobile: 078 870 7869
Kitab Sunna – Primary health care Sunday–Thursday 08:00 - 16:00
Focal point:
Ahmad Saggar
Mobile: 078 801 5165
Email: sagggar@yahoo.com
HI – Rehabilitation services for persons with disabilities & persons with injuries (children & adults) & provision of prosthesis & mobility aids
Sunday – Thursday 08:30 – 17:00
Mobile: 078 727 5399 Email: Outreach.jd@hiemergency.org
INTERSO/JOHUD – CFPs and PSS services for children, adolescents and their families
Saturday – Thursday 8:30-4:30
Sheikh Hussein Centre for Human Development
Mansoura Centre for Human Development
Aydoun Center for Human Development
Focal Point:
George Theodory
Mobile: 079 937 9831 E:
cp.jordan@intersos.org
UNRWA – NFI, cash assistance
Thursday 08:30-4:30
NFI (food & shelter)
Sunday-Thursday 08:00-4:30
Focal Point:
Waled El Khatib
Email:rami.inkheili@savetchildren.org
INTERSO/JOHUD – CFPs and PSS services for children, adolescents and their families
Saturday – Thursday 8:30-4:30
Sheikh Hussein Centre for Human Development
Mansoura Centre for Human Development
Aydoun Center for Human Development
Focal Point:
George Theodory
Mobile: 079 820 2344
WFP Food – Voucher assistance
Sunday – Thursday 08:00 am – 5:00 pm
Focal Point:
Rabab Mosleh
Mobile: 079 867 4636 Email: rabab.mosleh@wfp.org
IRC – Cash assistance
Sunday – Thursday 08:30 - 17:00
Focal point:
Farah Qadoura
Mobile: 077 607 0609 Email: farah.qadoura@rescue.org
ICMC – NFI, cash assistance
WFP Food – Voucher assistance
Sunday – Thursday 08:00 am – 5:00 pm
Focal Point:
Rabab Mosleh
Mobile: 079 867 4636 Email: rabab.mosleh@wfp.org
Alt. Naser Bardaghawi: 079 967 0517 Email: naser.bardaghawi@wfp.org
INTERSO/JOHUD – CFPs and PSS services for children, adolescents and their families
Saturday – Thursday 8:30-4:30
Sheikh Hussein Centre for Human Development
Mansoura Centre for Human Development
Aydoun Center for Human Development
Focal Point:
George Theodory
Mobile: 079 820 2344
WFP Food – Voucher assistance
Sunday – Thursday 08:00 am – 5:00 pm
Focal Point:
Rabab Mosleh
Mobile: 079 867 4636 Email: rabab.mosleh@wfp.org
INTERSO/JOHUD – CFPs and PSS services for children, adolescents and their families
Saturday – Thursday 8:30-4:30
Sheikh Hussein Centre for Human Development
Mansoura Centre for Human Development
Aydoun Center for Human Development
Focal Point:
George Theodory
Mobile: 079 820 2344
Child Protection Referral Pathway – King Abdullah Park (KAP)

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

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

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

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

Child or caregiver goes directly to case manager

**STEP 2: Case management services**

<table>
<thead>
<tr>
<th>Violence against children in schools</th>
<th>GBV against children including sexual violence and early marriage</th>
<th>All other CP cases including violence against children in the home &amp; community; child labour</th>
<th>Unaccompanied &amp; separated children</th>
<th>Children with disabilities</th>
<th>Children in conflict with the law</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save the Children Jordan - Outreach &amp; support to register children in schools Saturday – Thursday 8:30-15:30</td>
<td>Focal point: Taghreed Freij Mobile: 077 546 4973 Email: <a href="mailto:tfraij@savethechildren.org.jo">tfraij@savethechildren.org.jo</a> Hotline: 077 670 2426 0800 22 766 0800 00111</td>
<td>NHF / IFH</td>
<td>UNHCR(violence in the home) Sunday-Thursday 8:00-15:30</td>
<td>Focal Point: 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 After working hours and weekends: Protection Hotline: 079 710 9194</td>
<td>IRC Unaccompanied children Sunday – Thursday 08:30 – 17:00</td>
</tr>
</tbody>
</table>
Case managers refer to services below if:

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

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

UNHCR – Protection
Sunday-Thursday 8:00 to 15:30
Abd Al Nour Jaradat: Mobile: 079 895 7318, Email: jaradata@unhcr.org
Protection Duty Phone: 079 554 6383

After working hours and weekends Protection
Hotline: 079 710 9194

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

Open 24 hours
Hotline: 911. Ramtha branch Tel: 02 623 5511. Email: familypd@accessme.com.jo

UNICEF: Case managers refer cases of grave violations\(^{12}\) (MRM) to UNICEF when refugee child/caregiver consents
Sunday – Thursday 08:00 – 15:30
Duty phone: 079 021 4149
Email: jochildprotect@unicef.org

STEP 3: Referral to other services

<table>
<thead>
<tr>
<th>Health Care</th>
<th>CP Psychosocial Services / Case Management</th>
<th>Protection, Security, and Justice</th>
<th>Other Basic Services</th>
<th>Education(^{13})</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOH – Primary Health</td>
<td>IFH - PSS Sunday – Thursday 9:00 – 15:00</td>
<td>UNHCR – Protection, Registration and legal services for refugees</td>
<td>UNHCR – Registration, support to vulnerable children &amp; families through NFI/cash assistance</td>
<td>SC Jordan (formal education) – hotline for children not in schools, information about education and protection services in schools Saturday – Thursday 8:30- 15:30</td>
</tr>
<tr>
<td>JHAS – Primary Health Once a week</td>
<td>Focal Point: Bharat Saheb</td>
<td>Sunday-Thursday 8:00 - 15:30</td>
<td>Sunday - Wednesday 8:30 - 15:30</td>
<td>Focal point: Taghreed Freij Mobile: 077 546 4973 Email : <a href="mailto:tfraij@savethechildren.org.jo">tfraij@savethechildren.org.jo</a></td>
</tr>
<tr>
<td>Focal Point: Fatheya Ayaad Mobile: 078 855 0625 Dr. Ola Al Trebaoui Mobile: 077 500 6027 Email: <a href="mailto:pc@jordanhealthaid.org">pc@jordanhealthaid.org</a></td>
<td>Taqwa Tahtamouni Duty Phone: 079 549 5774</td>
<td>Faris Al Talib</td>
<td>Hussam Mayas</td>
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<tr>
<td>IRC - UAM and Child GBV</td>
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\(^{12}\) Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children

\(^{13}\) Definitions: Formal education: Certified education services provided by the Ministry of Education’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 certified 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.
### IMC – Mental Health Sunday-Thursday 9:00-16:00

**Focal Point:**
Manar Awwad
mawwad@internationalmedicalcorps.org
Mobile: 079 986 1491
Duty Phone: 079 576 5095

**MoH mobile team/UNICEF — Vaccinations**

**Focal point:**
Mohammed Amiri Mobile: 079 949 3683
Buthayna Al-Khatib Mobile: 079 906 0498

**Handicap International — Rehabilitation services for persons with disability and persons with injury, children and adults & provision of prosthesis, orthotics & mobility aids**
Mobile: 078 727 5399 Email: dvfp.intake.irbid@gmail.com

---

### Sunday – Thursday 09:00 – 17:00

**Focal Point:**
Sara Al-Khatib
Mobile: 079 582 4390

**SCI —**
Child and Family Centres,
Community based Child Protection Committees

**Saturday – Thursday**
09:00 – 15:00

**Focal point:**
Alaa Al-Faidi Mobile: 0775475969
Email: alaa.faidi@savethechildren.org

**Mercy Corps – Playground**

**Focal point:**
Ahlam Awamleh
Mobile: 077 500 2544
Email: a.awamleh@jo.mercycorps.org

**Finn Church Aid**
Psychosocial activities for adolescents Sunday-Thursday 9:00-17:00

**Focal Point:**
Aiman Nazzal Mobile: 077 566 6610 Email: aiman.nazaal@kua.fi

**Handicap International: PSS groups for children with disability/injury and their family**
Mobile: 078 727 5399
Email: dvfp.intake.irbid@gmail.com

**Mobile:** 079 603 1297
**Email:** altalib@unhcr.org
**Duty Phone:** 079 554 6383
**After working hours and weekends Protection Hotline:** 079 710 9194

**ARDD-Legal Aid**
Sunday-Thursday 9:00-18:00

**Focal Point:**
Souzan Mohareb Tel: 06 461 7277
Mobile: 077 577 7077
Email: somohareb@aradd-legalaid.org

**Mercy Corps – Playground**

**Focal point:**
Ahlam Awamleh
Mobile: 077 500 2544
Email: a.awamleh@jo.mercycorps.org

**Finn Church Aid**
Psychosocial activities for adolescents Sunday-Thursday 9:00-17:00

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**ARDD-Legal Aid**
Sunday-Thursday 9:00-18:00

**Focal Point:**
Souzan Mohareb Tel: 06 461 7277
Mobile: 077 577 7077
Email: somohareb@aradd-legalaid.org

---

### SCI – Informal education service

**Saturday – Thursday**
09:00 – 15:00

**Focal point:**
Alaa Al-Faidi
Mobile: 0775475969
Email: alaa.faidi@savethechildren.org

**WFP Food – Voucher assistance**
Sunday – Thursday 8:00 am – 5:00 pm

**Focal Point:**
Rabab Mosleh: 079 8674636
Email: rabab.mosleh@wfp.org
Alt. Naser Bardaghawi: 079 9870517
Email: naser.bardaghawi@wfp.org

**Handicap International: PSS groups for children with disability/injury and their family**
Mobile: 078 727 5399
Email: dvfp.intake.irbid@gmail.com

---

### ARDD-Legal Aid

**Focal Point:**
Souzan Mohareb Tel: 06 461 7277
Mobile: 077 577 7077
Email: somohareb@aradd-legalaid.org

**Emergency line:**
077 738 7221

---

### WFP Food – Voucher assistance

**Focal Point:**
Rabab Mosleh: 079 8674636
Email: rabab.mosleh@wfp.org
Alt. Naser Bardaghawi: 079 9870517
Email: naser.bardaghawi@wfp.org

---

### ARDD-Legal Aid

**Focal Point:**
Souzan Mohareb Tel: 06 461 7277
Mobile: 077 577 7077
Email: somohareb@aradd-legalaid.org

**Emergency line:**
077 738 7221

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### SCI – Informal education service

**Saturday – Thursday**
09:00 – 15:00

**Focal point:**
Alaa Al-Faidi
Mobile: 0775475969
Email: alaa.faidi@savethechildren.org

### SCI – Informal education service

**Saturday – Thursday**
09:00 – 15:00
Child Protection Referral Pathway – Mafraq

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

<table>
<thead>
<tr>
<th>General service providers, UNHCR/UNWRA registration services or community members identify child protection case. Immediate response includes:</th>
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</thead>
<tbody>
<tr>
<td>• Provide a safe, caring response</td>
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<tr>
<td>• Respect the confidentiality and wishes of the child/caregiver</td>
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<tr>
<td>• Provide information about available case management services</td>
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<tr>
<td>• Facilitate referral to relevant case management services (see below) when child/caregiver consents</td>
</tr>
<tr>
<td>• For child survivors of sexual violence ensure immediate (within 72 hrs) access to medical care</td>
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<tr>
<td>• In case of immediate safety or security risk to the child, consult child protection case manager to determine child’s best interest</td>
</tr>
</tbody>
</table>

| Child or caregiver goes directly to case manager |

<table>
<thead>
<tr>
<th>Save the Children Jordan - Outreach &amp; support to register children in schools Saturday – Thursday 08:30-15:30</th>
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</thead>
<tbody>
<tr>
<td><strong>Focal Point:</strong> Taghreed Freij Mobile: 077 546 4073 Email: tfrai@savethech dren.org.jo Hotline: 077 670 2426 0800 22 766 0800 00111</td>
</tr>
<tr>
<td><strong>Focal Point:</strong> IMC - Specialized in child protection and mental health</td>
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<td><strong>Focal Point:</strong> 24 hours (afterhours answering machine) Hotline TOLL Free No: 0800 222 08 Email: <a href="mailto:hotline@mol.gov.jo">hotline@mol.gov.jo</a></td>
</tr>
<tr>
<td><strong>IMC Focal Point:</strong> Sunday – Thursday 09:00 – 17:00</td>
</tr>
<tr>
<td><strong>Focal Point:</strong> Omar Mneizel <a href="mailto:omneizel@InternationalMedicalCorps.org">omneizel@InternationalMedicalCorps.org</a> Mobile: 0798301259 Duty Phone: 079 578 5095</td>
</tr>
<tr>
<td><strong>Omar Mneizel</strong></td>
</tr>
<tr>
<td><strong>Focal Point:</strong> 5095 Day Phone: 079 578 5095 Mobile: 079 830 1259 Email: <a href="mailto:OMneizel@InternationalMedicalCorps.org">OMneizel@InternationalMedicalCorps.org</a></td>
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<td><strong>IMC Focal Point:</strong> Sunday – Thursday 09:00 – 17:00</td>
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<td><strong>Focal Point:</strong> Mohammad Hajiji Mobile: 079 710 9194 Email: <a href="mailto:hajiji@unhcr.org">hajiji@unhcr.org</a></td>
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<tr>
<td><strong>Focal point:</strong> Sunday 9:00 – 17:00 Mobile: 078 87 92 52 45 Email: <a href="mailto:dvp.intake.mafraq@gmail.com">dvp.intake.mafraq@gmail.com</a></td>
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</tbody>
</table>

### STEP 2: Case management services

<table>
<thead>
<tr>
<th>Violence against children in schools</th>
<th>GBV against children including sexual violence and early marriage (see GBV referral pathway)</th>
<th>All other CP cases including violence against children in the home &amp; community and child labour</th>
<th>Unaccompanied &amp; separated children</th>
<th>Children with disabilities</th>
<th>Children in conflict with the law</th>
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</thead>
<tbody>
<tr>
<td>Save the Children Jordan - Outreach &amp; support to register children in schools Saturday – Thursday 08:30-15:30</td>
<td><strong>IMC</strong> - Specialized in child protection and mental health</td>
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<tr>
<td><strong>Focal Point:</strong> For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</td>
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<tr>
<td><strong>Focal Point:</strong> Ziyad Mousa Mobile: 079 576 3643 <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a></td>
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14 If case also involves parent/caregiver being subject to GBV, refer parent and child to IRC
Case managers refer to services below if:

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

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

**UNHCR – Protection**

- **Sunday – Thursday, 08.00 – 15.30**
- Duty phone: 079 554 6383
- After hours and weekends (24 hours) Protection Hotline: 079 710 9194

**UNRWA – Protection**

- Amani Zaqout: a.zaqout@unrwa.org

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

- Open 24 hours, 7 days a week
- Hotline: 911. Tel: 02 623 5511
- Focal Point: Major Jom’a Al Heasah, email: familypd@accessme.com.jo

**UNICEF:** Case managers refer cases of grave violations\(^{15}\) (MRM) to UNICEF when refugee child/caregiver consents

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

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\(^{15}\)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

<table>
<thead>
<tr>
<th>Health Care</th>
<th>CP Psychosocial Services / Case Management</th>
<th>Protection, Security, and Justice</th>
<th>Other Basic Services</th>
<th>Education*</th>
</tr>
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<tr>
<td>IMC – Mental health services&lt;br&gt;Sunday – Thursday 09:00 – 17:00&lt;br&gt;Focal Point:</td>
<td>IMC&lt;br&gt;Focal Point: Sunday – Thursday 08:00 – 17:00&lt;br&gt;Duty Phone: 079 554 6383&lt;br&gt;After working hours and weekends&lt;br&gt;UNHCR Hotline: 079 710 9194</td>
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<td>Focal Point: Nour Said&lt;br&gt;<a href="mailto:nsaid@InternationalMedicalCorps.org">nsaid@InternationalMedicalCorps.org</a>&lt;br&gt;Mobile: 0798987976&lt;br&gt;MOH - Primary &amp; secondary health care in clinics &amp; hospitals&lt;br&gt;Mafraq Hospital – MOH&lt;br&gt;Tel: 02 6231076&lt;br&gt;Obstetrics Hospital&lt;br&gt;Tel: 02 623 6204</td>
<td>Focal Point: Omar Mneizel&lt;br&gt;<a href="mailto:omneizel@InternationalMedicalCorps.org">omneizel@InternationalMedicalCorps.org</a>&lt;br&gt;Mobile: 079 830 1259&lt;br&gt;Duty Phone: 079 578 5095&lt;br&gt;Tdh – PSS, CFs parents support groups&lt;br&gt;Sunday – Thursday 08:00 – 17:00&lt;br&gt;Focal Point: Heba Abdo&lt;br&gt;Mobile: 079 828 7896</td>
<td>Tdh – PSS, CFs parents support groups&lt;br&gt;Sunday – Thursday 08:00 – 17:00&lt;br&gt;Focal Point:</td>
<td>Rasha Abu Zeinah&lt;br&gt;Mobile: 079 853 6893&lt;br&gt;Questroscope – Informal and non-formal education and life skills.&lt;br&gt;Focal Point:</td>
<td></td>
</tr>
<tr>
<td>Dr Amal Abdalkareem&lt;br&gt;Mabruk&lt;br&gt;Mobile: 079 553 102&lt;br&gt;Tel: 02 623 1087&lt;br&gt;JHAS – Secondary health care through a mobile clinic, and mental health services&lt;br&gt;Saturday – Thursday 09:00:16:00</td>
<td>Focal Point: Sunday - Thursday 9:00:15:00&lt;br&gt;Riadmansi&lt;br&gt;Mobile: 0795408880&lt;br&gt;UNWRA – Protection (including cases of risk arrest, detention or refoulement of Palestinian refugees) 24 hours&lt;br&gt;Focal point: ZiyadMousa&lt;br&gt;Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a>&lt;br&gt;Mobile: 0795763643&lt;br&gt;SC – Livelihood activities&lt;br&gt;(cash assistance)&lt;br&gt;Sunday – Thursday 9:00 – 15:00&lt;br&gt;Focal Point: Tahani Jaghoub or&lt;br&gt;Mobile: 0776702451&lt;br&gt;Email:<a href="mailto:Tahani.jaghoub@shechildren.org">Tahani.jaghoub@shechildren.org</a></td>
<td>UNRWA – Basic assistance and registration services for Palestinian refugees&lt;br&gt;Sunday - Thursday 7:30–15:00&lt;br&gt;Focal Point: ZiyadMousa&lt;br&gt;Mobile: 079 576 3643&lt;br&gt;Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a>&lt;br&gt;Other Basic Services&lt;br&gt;Refoulement &amp; families through NFI/ca assistance&lt;br&gt;Sunday - Wednesday 8:30 – 15:30&lt;br&gt;UNHCR Infoline: 06 550 1414&lt;br&gt;After working hours and weekends&lt;br&gt;Protection Duty phone: 0 549 0122</td>
<td>Jesuit Refugee Services (JRS) – NFI services&lt;br&gt;Sunday - Thursday 10:00:14:00&lt;br&gt;SCI – informal education services&lt;br&gt;Sunday-Thursday 9:00:15:00</td>
<td></td>
</tr>
</tbody>
</table>

* Definitions: Formal education: Certified education services provided by the Ministry of Educations public schools (grade 1–12).<br>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.<br>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.
| Annexes |

**Focal Point:** Ahmad Masarweh  
Mobile: 077 500 7012  
Tel: 02 623 2329

**HI – Provision of assistive tools and rehabilitative services and family counselling**  
Sunday - Thursday 08:30 – 16:30

**Focal point:** Safa Abu Kaff  
Najah Al Maghareez  
Tel: 06 490 8310

**INTEROS/JOHUD – CFPs and PSS services for children, adolescents and their families**  
Saturday – Thursday 8:30:4:30

**Focal Point:** George Theodory  
Mobile: 079 9379831  
Email: cp.jordan@intersos.org

**Emergency:**  
Sheerin Al-Araj  
Mobile: 0796547220

**FPD - Protection including shelters**  
Open 24 hours  
Hotline: 911  
Tel: 02 623 551

**JWU-(Shelter Amman)**  
Saturday/Thursday 8:30/16:30

**Focal Point:** Najjeyeh Zoabi  
Hotline: 079 820 2353  
Tel: 06 567 5729

**ARDD-Legal Aid**  
Sunday – Thursday 09:00 – 18:00

**Focal Point:** Souzan Mohareb  
Mobile: 077 461 7477  
Tel: 077 577 7077  
Email: somohareb@ardd-legalaid.org  
Emergency line: 077 738 7221

**WVI - CFSs for children, AFSs for Adolescents, and PSS services**  
Strengthening Community based protection committees

**Focal point:** Lna Sawalha  
Mobile: 0779 178 618  
Email: Lna_Sawalha@wvi.org

**WVI (formal education)**  
Remedial Education, CIC Activities in Schools.

**Focal Point:** Natalie Habaq  
Mobile: 077 572 4446  
Email: Natalie.habaq@savethechildren.org

**WVI**  
Lna Sawalha 0779 178 618  
Email: Lna_Sawalha@wvi.org

**Focal Point:** Mayadah Qashou  
077 8440710  
Email: mayadah_qashou@wvi.org

**UNRWA – Primary health care and referral to secondary services for Palestinian refugees when needed**

**Focal Point:** Fadak Mansi  
Mobile: 079 540 8580

**JWU (Khalidiyya) CFSs, community based child protection, recreational and life skills activities for families**  
Sunday – Thursday 08:30 – 16:30

**Focal point:** Safa Abu Kaff  
Najah Al Maghareez  
Tel: 06 490 8310

**INTEROS/JOHUD – CFPs and PSS services for children, adolescents and their families**  
Saturday – Thursday 8:30:4:30

**Focal Point:** George Theodory  
Mobile: 079 9379831  
Email: cp.jordan@intersos.org

**Christian & Missionary Alliance Church / Mercy Corps – Renovation of houses & NFI**  
Monday-Wednesday/Thursday 08:00-10:00

**Focal Point:** Rev. Nour Saharaheb  
Tel: 02 623 3716  
Mobile: 079 512 6236

**ICMC – Rent assistance, baby packages, winterization & house renovation**

**Focal Point:** Nasser Obeidat  
Mobile: 079 640 4380  
Tel: 02 623 2355

**TdH – NFI provision**  
Sunday – Thursday 08:30 – 17:00

**Focal Point:** Hiba Zreigat  
Mobile: 079 620 1408

**WFP Food – Voucher assistance**  
Sunday – Thursday 8:00 am – 5:00 pm

**Focal Point:** Rabab Mosleh: 079 8674636  
Email: rabab.mosleh@wfp.org  
Alt. Naser Bardaghawi: 079 9870517  
Email: nasr.bardaghawi@wfp.org

**Focal Point:** Anas Abdelwahid: 079 8997549  
Email: anas.abdelwahid@wfp.org  
Hotline number: 079 7778851 079 7778841

**INTEROS/JOHUD – CFPs and PSS services for children, adolescents and their families**  
Saturday – Thursday 8:30-4:30

**Focal Point:** George Theodory  
Mobile: 079 9379831  
Email: cp.jordan@intersos.org

**Khalidiyyah Center for Human Development**  
The Albaj Center for Human Development  
Rehab Center for Human Development  
Za’atari Centre for Human Development

**Focal Point:** George Theodory  
Mobile: 079 9379831  
Email: cp.jordan@intersos.org

**UNRWA**  
Rent assistance, baby packages, winterization & house renovation

**Focal Point:** Nasser Obeidat  
Mobile: 079 640 4380  
Tel: 02 623 2355

**Focal Point:** Heba Zreigat  
Mobile: 079 620 1408

**Focal Point:** Lna Sawalha 0779 178 618  
Email: Lna_Sawalha@wvi.org

**Mayadah Qashou 077 8440710**

**Emergency line:** 079 7778851 079 7778841

**INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families**  
Saturday – Thursday 8:30-4:30

**Focal Point:** George Theodory  
Mobile: 079 9379831  
Email: cp.jordan@intersos.org
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

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

<table>
<thead>
<tr>
<th>Violence against children in schools</th>
<th>GBV against children including sexual violence and early marriage (see GBV referral pathway)</th>
<th>All other CP cases including violence against children in the home &amp; community and child labour</th>
<th>Unaccompanied &amp; separated children</th>
<th>Children with disabilities</th>
<th>Children in conflict with the law</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save the Children Jordan - Outreach &amp; support to register children in schools Sunday – Thursday 08:30 – 16:00</td>
<td>IMC - Specialized in child protection &amp; mental health Sunday – Thursday 09:00 – 17:00</td>
<td>IMC - Specialized in child protection &amp; mental health Sunday – Thursday 09:00 – 17:00</td>
<td>UNHCR 08:00-15:30</td>
<td>UNHCR 08:00-15:30</td>
<td>UNHCR Sunday-Thursday 8:00 - 15:30</td>
</tr>
<tr>
<td>Focal Point: Arouba Yassin 077 670 2460 Email: <a href="mailto:ayaseen@savethechildren.org.jo">ayaseen@savethechildren.org.jo</a> Hotline: 077 670 246 0800 22 766 0800 00111</td>
<td>24 hours Duty phone: 079 576 5095 Focal Point:</td>
<td>24 hours Duty phone: 079 576 5095 Focal Point:</td>
<td>Focal Point:</td>
<td>Focal Point:</td>
<td>Focal Point:</td>
</tr>
<tr>
<td></td>
<td>Bader Al Nammur <a href="mailto:bnammur@InternationalMedicalCorps.org">bnammur@InternationalMedicalCorps.org</a> Mobile: 079 022 4024</td>
<td>Bader Al Nammur Mobile:079 0224024 Email: <a href="mailto:bnammur@InternationalMedicalCorps.org">bnammur@InternationalMedicalCorps.org</a></td>
<td>Focal Point:</td>
<td>Focal Point:</td>
<td>Focal Point:</td>
</tr>
<tr>
<td></td>
<td>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit</td>
<td>Diana Suleiman Mobile: 077 728 1911 Email: <a href="mailto:suleiman@unhcr.org">suleiman@unhcr.org</a></td>
<td>Focal Point:</td>
<td>Focal Point:</td>
<td>Focal Point:</td>
</tr>
<tr>
<td></td>
<td>24 hours (afterhours answering machine) Hotline Toll Free No: 0800 22208 Email: <a href="mailto:hotline@mol.gov.jo">hotline@mol.gov.jo</a> Focal point:</td>
<td>After hours and weekends Protection Hotline: 079 710 9194</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shereen Al-Taeb 079 758 7583 Email: <a href="mailto:altaeib_shereen@yahoo.com">altaeib_shereen@yahoo.com</a></td>
<td>UNHCR Protection hotline: 079 899 8890</td>
<td>UNHCR Protection hotline: 079 899 8890</td>
<td>UNHCR will refer refugee cases for legal representation by Jordanian Bar Association lawyers</td>
<td>UNRWA Open 24 hours Focal Point: Haifa A-Whaidi Protection hotline: 079 899 8890</td>
</tr>
<tr>
<td></td>
<td></td>
<td>UNHCR Open 24 hours Focal Point:</td>
<td></td>
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<td></td>
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<td>UNRWA Open 24 hours Focal Point:</td>
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</tr>
</tbody>
</table>
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 Zaquot: a.zaquot@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 Albooth, email: familypd@accessme.com.jo
Karak and Tafileh: Tel: 03 238 7069. Focal Point Major Qeis Al-Gharaiibah, email: familypd@accessme.com.jo

UNICEF: Case managers refer cases of grave violations17 (MRM) to UNICEF when refugee child/caregiver consents

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

STEP 3: Referral to other services

<table>
<thead>
<tr>
<th>Health Care</th>
<th>CP Psychosocial Services / Case Management</th>
<th>Protection, Security, and Justice</th>
<th>Other Basic Services</th>
<th>Education18</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOH – Primary &amp; secondary health care (Karak)</td>
<td>JWU JWU/Al-Anwar Charity Association - Maan Sunday – Thursday 8:00 – 14:30</td>
<td></td>
<td>UNHCR – Support to vulnerable children &amp; families (NFI)/Cash assistance (Maan/Aqaba/Karak)</td>
<td></td>
</tr>
<tr>
<td>Tel: 03-2386190</td>
<td></td>
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</tbody>
</table>

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

18 Definitions: Formal education: Certified education services provided by the Ministry of Education’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.
<table>
<thead>
<tr>
<th>JHAS – Primary health care (Ma'an)</th>
<th>Available once a week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focal Point:</td>
<td></td>
</tr>
<tr>
<td>Nuha Hamaden</td>
<td></td>
</tr>
<tr>
<td>Lubna Jbarat</td>
<td></td>
</tr>
<tr>
<td>Mobile: 077 222 0523</td>
<td></td>
</tr>
<tr>
<td>077 753 3950</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:alanwar.maan@yahoo.com">alanwar.maan@yahoo.com</a></td>
<td></td>
</tr>
<tr>
<td>Karak CFPs &amp; community-based protection committees (operational from August/September 2013) Sunday - Thursday 8:30 - 16:30</td>
<td></td>
</tr>
<tr>
<td>Tel. 03 230 0800</td>
<td></td>
</tr>
<tr>
<td>Mobile 079 883 6952</td>
<td></td>
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<tr>
<td>SCI –</td>
<td></td>
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<tr>
<td>Child and Family Centres,</td>
<td></td>
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<tr>
<td>Community based Child Protection Committees Sunday - Thursday 9:00 -15:00</td>
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<tr>
<td>Focal point:</td>
<td></td>
</tr>
<tr>
<td>Mohammad Al-Saeed</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:mohammad.alsaeed@savethechildren.org">mohammad.alsaeed@savethechildren.org</a></td>
<td></td>
</tr>
<tr>
<td>INTERSOS/JOHUD – CFPs and PSS services for children, adolescents and their families</td>
<td></td>
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<tr>
<td>Saturday – Thursday 8:30 -4:30</td>
<td></td>
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<tr>
<td>Princess Basma Centre in Shobak</td>
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<tr>
<td>Princess Basma Centre in Ma’an</td>
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<tr>
<td>Princess Basma Centre in Ghor Al Safi</td>
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<tr>
<td>Princess Basma Centre in Karak</td>
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<td>Qatrain Center for Human Development</td>
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<tr>
<td>Focal Point: George Theodory</td>
<td></td>
</tr>
<tr>
<td>Mobile: 079 9378831</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a></td>
<td></td>
</tr>
<tr>
<td>UNHCR – Protection, registration and legal services for refugees Sunday - Thursday 8:00 - 15:30</td>
<td></td>
</tr>
<tr>
<td>Duty Phone: 079 554 6383</td>
<td></td>
</tr>
<tr>
<td>After working hours and weekends</td>
<td></td>
</tr>
<tr>
<td>UNHCR Hotline: 079 710 9194</td>
<td></td>
</tr>
<tr>
<td>Helpdesk in Ma’an at Jordan Youth Commission 1st Monday every month 9:00 – 15:00 03 213 4817</td>
<td></td>
</tr>
<tr>
<td>UNRWA – Basic assistance and services for Palestinian refugees</td>
<td></td>
</tr>
<tr>
<td>Focal Point:</td>
<td></td>
</tr>
<tr>
<td>Hafsa A-Whaidi</td>
<td></td>
</tr>
<tr>
<td>Phone: 079 899 8890</td>
<td></td>
</tr>
<tr>
<td>WFP Food – Voucher assistance</td>
<td></td>
</tr>
<tr>
<td>Sunday – Thursday 8:00 am – 5:00 pm</td>
<td></td>
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<tr>
<td>Focal Point:</td>
<td></td>
</tr>
<tr>
<td>Ammar AlTae: 079 9937686</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:ammar.altae@wfp.org">ammar.altae@wfp.org</a></td>
<td></td>
</tr>
<tr>
<td>SCI- Livelihood activities(cash assistance, vocational training)</td>
<td></td>
</tr>
<tr>
<td>Sunday – Thursday 9:00 -15:00</td>
<td></td>
</tr>
<tr>
<td>Focal point:</td>
<td></td>
</tr>
<tr>
<td>Suzan Albuheisi Mobile:077663429</td>
<td></td>
</tr>
<tr>
<td>Email:<a href="mailto:suzan.albuheisi@savethechildren.org">suzan.albuheisi@savethechildren.org</a></td>
<td></td>
</tr>
<tr>
<td>UNRWA Protection hotline: 079 899 8890</td>
<td></td>
</tr>
<tr>
<td>Hotline: 0800 22766</td>
<td></td>
</tr>
<tr>
<td>Questoscope – Non-formal &amp; informal education (Karag, Ma’an, Aqaba)</td>
<td></td>
</tr>
<tr>
<td>Sunday – Thursday 9:00 – 17:00</td>
<td></td>
</tr>
<tr>
<td>Focal Point:</td>
<td></td>
</tr>
<tr>
<td>Rasha Abu Zeinah, Mobile: 079 853 6893</td>
<td></td>
</tr>
<tr>
<td>SC Jordan (formal education) – hotline for children not in schools, information about education and protection services in schools (Karag) 24 hours</td>
<td></td>
</tr>
<tr>
<td>Hotline: 0800 22766</td>
<td></td>
</tr>
<tr>
<td>SC Jordan – Informal education services Sunday – Thursday 9:00-15:00</td>
<td></td>
</tr>
<tr>
<td>Focal point: Mohammad Al-Saeed</td>
<td></td>
</tr>
<tr>
<td>Mobile: 077 222 0523</td>
<td></td>
</tr>
<tr>
<td>077 753 3950</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:alanwar.maan@yahoo.com">alanwar.maan@yahoo.com</a></td>
<td></td>
</tr>
<tr>
<td>SC Jordan – Focal education/CFPs and PSS services for children, adolescents and their families</td>
<td></td>
</tr>
<tr>
<td>Saturday – Thursday 8:30-4:30</td>
<td></td>
</tr>
<tr>
<td>Princess Basma Centre in Shobak</td>
<td></td>
</tr>
<tr>
<td>Princess Basma Centre</td>
<td></td>
</tr>
</tbody>
</table>

[221]
Kerak and Tafileh. Tel: 03 238 7069.

Focal Point
Major Qeis Al-Gharabah,
Email: familypd@accessme.com.jo

ARDD - Legal Aid
Sunday/Thursday
09:00-18:00

Focal Point:
Souzan Mohareb
Tel: 06 461 7477
Mobile: 0775770777
Email: somohareb@arddd-legalaid.org

Emergency line:
24 hours
077 738 7221

JRF – Shelter for child survivors
(including PSS, protection, education & medical services) Tel: 06 523 4652

in Ma’an
Princess Basma Centre
in Ghor Al Safi
Princess Basma Centre in Karak
Qatraneh Centre for Human Development

Focal Point:
George Theodory Mobile:
079 9379831
E-mail: cp.jordan@intersos.org
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

General service providers, UNHCR registration services or community members identify child protection cases. 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 risks to the child, consult child protection case manager to determine child’s best interests.

### Child or caregiver goes directly to case manager

<table>
<thead>
<tr>
<th>General service providers</th>
<th>UNHCR registration services</th>
<th>Community members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide information about available case management services.</td>
<td>Facilitate referral to relevant case management services (see below) when child/caregiver consents.</td>
<td>For child survivors of sexual violence, ensure immediate (within 72 hrs) access to medical care. In case of immediate safety or security risks to the child, consult child protection case manager to determine child’s best interests.</td>
</tr>
</tbody>
</table>

### STEP 2: Case management services

#### Violence against children in schools and children not enrolled in school

<table>
<thead>
<tr>
<th>SAVE THE CHILDREN Outreach &amp; support to register children in schools; violence in schools</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMC Specialized in child protection and mental health</td>
</tr>
<tr>
<td>Sunday – Thursday, 09:00 — 17:00</td>
</tr>
<tr>
<td>24-hour duty phone: 079 855 9517</td>
</tr>
<tr>
<td><strong>Focal point:</strong> Dena Arafah <a href="mailto:darafeh@InternationalMedicalCorps.org">darafeh@InternationalMedicalCorps.org</a></td>
</tr>
<tr>
<td>Mobile: 079 628 3909 Duty Phone: 079 855 9517</td>
</tr>
<tr>
<td><strong>Focal point:</strong> Karem Makkawi 077 546 4970 <a href="mailto:KMakkawi@Savethechildren.org">KMakkawi@Savethechildren.org</a> jo</td>
</tr>
<tr>
<td><strong>Focal Point(s):</strong> Noor Zaben 077 575 3933 <a href="mailto:Nzaben@savethechildren.org.jo">Nzaben@savethechildren.org.jo</a></td>
</tr>
<tr>
<td>Zain Network Hotline: 0800 00 22</td>
</tr>
</tbody>
</table>

#### GBV against children including sexual violence and early marriage (see GBV referral pathway)

<table>
<thead>
<tr>
<th>IMC All child protection cases above</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday – Thursday, 09:00 — 17:00</td>
</tr>
<tr>
<td>24-hour duty phone: 079 855 9517</td>
</tr>
<tr>
<td><strong>Focal point:</strong> Mahmoud Alazeh 077 991 9117 <a href="mailto:Mahmoud.Alazeh@savethechildren.org">Mahmoud.Alazeh@savethechildren.org</a></td>
</tr>
<tr>
<td><strong>Focal point:</strong> IRC/UNFPA Child survivors who self-disclose or express preference can access IRC case management services.</td>
</tr>
<tr>
<td>Sunday – Thursday, 09:00 — 16:00</td>
</tr>
</tbody>
</table>

### All other CP cases including violence against children in the home & community

<table>
<thead>
<tr>
<th>IMC Case management for child labour cases</th>
<th>Save the Children International Initial screening for child labour cases and drop-in center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday – Thursday, 08:00 — 15:00</td>
<td></td>
</tr>
<tr>
<td><strong>Focal point:</strong> Hijji 079 6380493 <a href="mailto:Hijji@unhcr.org">Hijji@unhcr.org</a></td>
<td></td>
</tr>
<tr>
<td><strong>Focal point:</strong> IRC/UNFPA Child survivors who self-disclose or express preference can access IRC case management services.</td>
<td></td>
</tr>
<tr>
<td>Sunday – Thursday, 08:00 — 15:30</td>
<td></td>
</tr>
<tr>
<td><strong>Focal point:</strong> Najem Zaatari <a href="mailto:alazzeh@unicorndead.org">alazzeh@unicorndead.org</a></td>
<td></td>
</tr>
<tr>
<td><strong>Focal point:</strong> Focal: Dena Arafah <a href="mailto:darafeh@InternationalMedicalCorps.org">darafeh@InternationalMedicalCorps.org</a></td>
<td></td>
</tr>
<tr>
<td><strong>Focal point:</strong> Mobile: 079 628 3909 Duty Phone: 079 855 9517</td>
<td></td>
</tr>
</tbody>
</table>

#### Child Labour

<table>
<thead>
<tr>
<th>UNHCR22 Saturday – Wednesday, 09:00 – 17:00</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Focal Point(s):</strong> Mohammed Hajji 079 6380493 <a href="mailto:Hajji@unhcr.org">Hajji@unhcr.org</a></td>
</tr>
<tr>
<td><strong>Focal point:</strong> IRC/UNFPA Child survivors who self-disclose or express preference can access IRC case management services.</td>
</tr>
<tr>
<td>Sunday – Thursday, 08:00 — 15:30</td>
</tr>
<tr>
<td><strong>Focal point:</strong> Duty phone: 079 554 6383</td>
</tr>
</tbody>
</table>

#### Unaccompanied & separated children

<table>
<thead>
<tr>
<th>Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday Thursday 9:00 – 17:00 Mobile: 07 87 92 52 45 Email: dvp.take.intake.ma fr <a href="mailto:aaq@gmail.com">aaq@gmail.com</a></td>
</tr>
<tr>
<td><strong>Focal point:</strong> IRC/UNFPA Child survivors who self-disclose or express preference can access IRC case management services.</td>
</tr>
<tr>
<td>Sunday – Thursday, 08:00 — 15:30</td>
</tr>
<tr>
<td><strong>Focal point:</strong> Najem Zaatari <a href="mailto:alazzeh@unicorndead.org">alazzeh@unicorndead.org</a></td>
</tr>
</tbody>
</table>

#### Children with disabilities

<table>
<thead>
<tr>
<th>JUVENILE POLICE DEPARTMENT Saturday – Thursday, 07:30 — 15:00</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Focal Point(s):</strong> Captain Bilal Bani Issa 0772571771 JPD will inform UNICEF for advocacy purposes.</td>
</tr>
<tr>
<td><strong>Focal point:</strong> IRC/UNFPA Child survivors who self-disclose or express preference can access IRC case management services.</td>
</tr>
<tr>
<td>Sunday Thursday 9:00 – 17:00 Mobile: 07 87 92 52 45 Email: dvp.take.intake.ma fr <a href="mailto:aaq@gmail.com">aaq@gmail.com</a></td>
</tr>
</tbody>
</table>

### Children in conflict with the law

---

22 UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child’s best interest.
<table>
<thead>
<tr>
<th>Annexes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Leila Al Zhgoul</strong></td>
</tr>
<tr>
<td><strong>UNHCR</strong></td>
</tr>
<tr>
<td><strong>Saturday – Wednesday,</strong></td>
</tr>
<tr>
<td><strong>09:00 – 17:00</strong></td>
</tr>
<tr>
<td><strong>Focal Point(s):</strong></td>
</tr>
<tr>
<td><strong>Suna Ateiah</strong></td>
</tr>
<tr>
<td><strong>0798560084</strong></td>
</tr>
<tr>
<td><strong>Mohammed Hajiji</strong></td>
</tr>
<tr>
<td><strong>079 683 0493</strong></td>
</tr>
<tr>
<td><strong><a href="mailto:Hajiji@unhcr.org">Hajiji@unhcr.org</a></strong></td>
</tr>
<tr>
<td><strong>Sunday – Thursday,</strong></td>
</tr>
<tr>
<td><strong>08:00 – 15:30</strong></td>
</tr>
<tr>
<td><strong>After working hours and weekends:</strong></td>
</tr>
<tr>
<td><strong>UNHCR hotline:</strong> 079 710 9194</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>FPD</strong></th>
<th><strong>UNHCR Focal Point:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(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:</td>
<td><strong>Saturday – Wednesday</strong>, 09:00 – 17:00</td>
</tr>
<tr>
<td><strong>Mohammed Hajiji (child non–GBV cases)</strong></td>
<td><strong>Mohammed Hajiji (child non–GBV cases)</strong></td>
</tr>
<tr>
<td><strong>079 683 0493</strong></td>
<td><strong>079 683 0493</strong></td>
</tr>
<tr>
<td><strong><a href="mailto:Hajiji@unhcr.org">Hajiji@unhcr.org</a></strong></td>
<td><strong><a href="mailto:Hajiji@unhcr.org">Hajiji@unhcr.org</a></strong></td>
</tr>
<tr>
<td><strong>Sunday – Thursday,</strong></td>
<td><strong>Sunday – Thursday,</strong></td>
</tr>
<tr>
<td><strong>08:00 – 15:30</strong></td>
<td><strong>08:00 – 15:30</strong></td>
</tr>
<tr>
<td><strong>Duty phone:</strong> 079 554 6383</td>
<td><strong>Duty phone:</strong> 079 554 6383</td>
</tr>
<tr>
<td><strong>After hours and weekends (24 hours)</strong></td>
<td><strong>After hours and weekends (24 hours)</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Protection hotline:</strong> 079 710 9194</td>
</tr>
<tr>
<td></td>
<td><strong>UNICEF:</strong> Case managers can refer cases of grave violations (MRM) to UNICEF when refugee child/caregiver consents</td>
</tr>
<tr>
<td></td>
<td><strong>Sunday – Thursday 08:00 – 15:30</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Duty phone:</strong> 079 021 4149</td>
</tr>
<tr>
<td></td>
<td><strong>Email:</strong> <a href="mailto:jochildprotect@unicef.org">jochildprotect@unicef.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>STEP 3: Referral to other services</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health Care</strong></td>
</tr>
<tr>
<td><strong>Protection, Security, and Justice</strong></td>
</tr>
<tr>
<td><strong>Education</strong></td>
</tr>
</tbody>
</table>

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18 UNHCR will refer these cases to FPD when child/caregiver consents and/or it is in the child’s best interest.
<table>
<thead>
<tr>
<th>Agency</th>
<th>Services</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| **IMC** | Mental health care | **Sunday – Thursday, 09:00 – 17:00**  
  **Focal point:** Ahmad Jaran  
  Duty phone: (24 hours): 079 855 9517  
  Mobile: 079 830 1230 |
| **UNHCR** | Registration, protection and legal services | **24 hours**  
  **Duty phone:** Sunday – Thursday, 08:00 – 15:30 079 554 6383  
  **After working hours and weekends:**  
  **UNHCR hotline:** 079 710 9194  
  **Legal Aid**  
  Legal services  
  Refer through UNHCR above  
  **Family Protection Department**  
  Family and sexual violence, community awareness—raising on child protection & GBV  
  Refer via UNHCR above  
  **Captain Suliman Al-Omari**  
  077 235 6956  
  da.dana96@yahoo.com  
  family@accessme.com, jo|
| **JHAS/UNHCR** | Primary health care | **Saturday – Thursday, 09:00 – 16:00**  
  **Emergency hotline:** 077 500 6031 |
| **MdM** | Primary health care | **Dr Luis**  
  079 637 25 92 |
| **MOROCCAN HOSPITAL** | Emergency, secondary or tertiary care | **Focal point:**  
  **Dr Alarbi**  
  077 603 6079 |
| **SCI/UNICEF** | Child Friendly Spaces, CPC and CP awareness—raising | **Saturday – Thursday, 08:00 – 15:00**  
  **Focal point(s):**  
  **Sohaib Shtaiat**  
  077 575 4944  
  sohaib.shtaiat@savethechildren.org  
  **Hadeel Qunaibi**  
  077 575 4535  
  hadeel.qunaibi@savethechildren.org |
| **UNHCR NFIs, shelter** | 24 hours | **Sunday – Thursday, 8:00 – 15:30**  
  **UNHCR hotline:** 079 710 9194  
  **Legal Aid**  
  Legal services  
  Refer through UNHCR above  
  **SAVE THE CHILDREN INT’L Food and cash—for—work**  
  **Ghandi Bakkar**  
  077 670 2441  
  Email: Ghandi.bakkar@savethechildren.org |
| **SCJ/UNICEF** | Education | **Abeer Ziadeh (SCI)**  
  077 575 3838  
  08:30 – 16:00  
  **Hind Omer (UNICEF)**  
  0798718315  
  homer@unicef.org |
| **RELIEF INTERNATIONAL** | Remedial Education | **Sunday – Thursday, 08:30 – 15:00**  
  **Informal Education** (numeracy & literacy, English, computing)  
  **Sunday – Thursday, 15:15 – 17:15**  
  **Focal point(s):**  
  **Rawan Rabieideh**  
  079 606 8056  
  rawan.rabieideh@ri.org  
  **Nicola West**  
  079 031 4028  
  nicolawest@ri.org  
  **Questscope** – Nonformal and informal education  
  **Sunday—Thursday, 9:00–17:00**  
  **Focal point:**  
  **Ghandi Bakkar**  
  077 670 2441  
  Email: Ghandi.bakkar@savethechildren.org |
### Annexes

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| **JHAS/UNFPA**        | **Reproductive health**  
Saturday – Thursday, 09:00 — 16:00  
Focal point:  
Dr Reema Diab  077 677 5914 |
| **MoH MOBILE TEAM / UNICEF** | **Vaccinations**  
Focal point(s):  
Mohammed Amiri  079 949 3683  
Buthayna Al-Khatib  079 906 0498 |
| **UNICEF**            | **Child protection**  
24hr/ 7days  
Focal point:  
Ve Catling  0798638359 scatling@unicef.org |
| **UN WOMEN**          | **Youth-friendly spaces, women’s centres**  
Focal point:  
Maha Alnimer  Maha.alnimer@unwomen.org  077 84 84 913 |
| **MERCY CORPS**       | **Playgrounds, CFS, adolescent-friendly space (including adolescents at risk)**  
Focal point:  
Ahlam Awamleh  aawamleh@jo.mercycorps.org  077 84 84 913  
Maha Al-Saad  077 849 8245 malsaad@jo.mercycorps.org |
| **HANDICAP INT’L**    | **PSS groups for children with disability/injury and their family**  
Focal point:  
Olivia Biernacki  078 796 3226 outreach.id@hi-emergency.org |
| **IRD/UNHCR**         | **Communal spaces, community groups, and educational/recreational activities**  
Sunday – Thursday 9:00 am – 3:00 pm |
| **NRC – NFIs**        | **Hours**  
9:00 – 15:00  
Focal point:  
Ahmad Salamin  Ahmad.al-salamin@nrc.no  0798533485  
Fares Mismark  Fares.mismar@nrc.no  0795029512  
UNICEF – WASH  
Focal point:  
Habib Ur-Rahman  079 513 6126 hrrehman@unicef.org |
| **OXFAM – WASH**      | **Focal point:**  
Jeff Silverman  077 673 8591 |
| **ACTED – WASH**      | **Focal point:**  
Suranga Mallawa  Suranga.mallawa@acted.org |
| **UN WOMEN**          | **Cash for work**  
Hours 10:00 – 15:00  
Focal point:  
Ghada Ali  078 517 6424 ghada.ali@unwomen.org  
LUTHERAN WORLD FEDERATION – NFIs  
Focal point:  
Nader  079 735 1622 |
| **NRC**               | **Informal education for children aged 9 — 17 years old.**  
Focal Point:  
Rasha Abu Zeinah, Mobile: 079 853 6893 |
| **NRC**               | **Informal education for Youth aged 15—32**  
Focal Point (D10)  
Mai Jaradat  Mai.jaradat@nrc.no  
Mai Jaradat  0795424591 |
| **FINN CHURCH AID**   | **Informal education / literacy, physical activities and livelihood skills**  
Focal point:  
Mohammed Al-Hadid  077 500 1161 Email: Mohammad.al-hadid@kua.fi |
| **SAVE THE CHILDREN INT’L** | **Early childhood development, KGs**  
Hours 9:00 – 15:00  
Focal point:  
Sohaib Shtaiat  077 575 4944 sohaib.shtaiat@savethechildren.org |
<table>
<thead>
<tr>
<th>Focal point(s):</th>
<th>Mahmoud AL---Azeh 0779915117 <a href="mailto:Mahmoud.alazzeh@savethechildren.org">Mahmoud.alazzeh@savethechildren.org</a> Informal education (literacy/numeracy, skills--building activities, life skills—based sports and games) Focal point(s): Alaa Faidi 077 547 5969 <a href="mailto:Alaa.faidi@savethechildren.org">Alaa.faidi@savethechildren.org</a> Murad Sriheen 077 579 6611 <a href="mailto:Murad.Alsriheen@savethechildren.org">Murad.Alsriheen@savethechildren.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bersan Boulad 079 889 9493 <a href="mailto:b.boulad@ird---jo.org">b.boulad@ird---jo.org</a> Questscope Psychosocial activities and mentoring for children and youth 7 days/week 09:00 --- 18:00 Focal point(s): Ashraf Abu Al---Halawe079 572 0292 <a href="mailto:ashraf@questscope.org">ashraf@questscope.org</a></td>
<td></td>
</tr>
</tbody>
</table>
Child Protection Referral Pathway – Zarqa

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

### STEP 1: Identification of child protection cases

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

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

### Child or caregiver goes directly to case manager

### STEP 2: Case management services

<table>
<thead>
<tr>
<th>Violence against children in schools</th>
<th>GBV against children including sexual violence and early marriage (see GBV referral pathway)</th>
<th>All other CP cases including violence against children in the home &amp; community; child labour</th>
<th>Unaccompanied &amp; separated children</th>
<th>Children with disabilities</th>
<th>Children in conflict with the law</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save the Children Jordan - Outreach &amp; support to register children in schools Saturday – Thursday 9:00 – 15:00</td>
<td>IMC - Specialized in child protection &amp; mental health Sunday – Thursday 09:00 – 17:00</td>
<td>IMC Sunday – Thursday 09:00 – 17:00</td>
<td>Focal point: Tawfiq Al Khoul 079 021 8843</td>
<td>Handicap International Global and short term rehabilitation services (physio and occupational therapy, psychosocial service) for person with physical disability and/or injury. Sunday - Thursday 9:00 – 17:00 Mobile: 079 848 10 16 Email: <a href="mailto:dvfpi.intake.opr@unhcr.org">dvfpi.intake.opr@unhcr.org</a></td>
<td>UNHCR Sunday - Thursday 8:00 – 15:30 Detention emergency line: 079 674 2200 After working hours and weekends Protection Hotline: 079 710 9194</td>
</tr>
<tr>
<td>Focal Point: Islam Al Qudsai Mobile: 077 574 4011 Email: iqudsai@savechildren .org .jo Hotline: 077 670 2428 080 000 111 077 574 4011</td>
<td>JRF Opening hours: Sunday – Thursday 9:00 am-7:00 pm</td>
<td>Helpline: 110</td>
<td>Focal Point: Samia Bishara Tel: 06 4914999</td>
<td>For child labour cases, report employers using child labour to Ministry of Labour Child Labour Unit 24 hours (afterhours answering machine) Hotline Tel Free No: 080022208 Email: <a href="mailto:hotline@mole.gov">hotline@mole.gov</a> jo</td>
<td>UNRWA Open 24 hours Focal Point: Ziyad Mousa Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unwra.org">z.mousa2@unwra.org</a> Emergency:</td>
</tr>
<tr>
<td>Open 24 hours Focal Point: Ziyad Mousa Mobile: 079 576 3643 Email: <a href="mailto:z.mousa2@unwra.org">z.mousa2@unwra.org</a></td>
<td>IMC Sunday – Thursday 09:00 – 17:00</td>
<td>Focal point: Shareen Al-Taeib 079 758 7583 Email: <a href="mailto:altaib_shareen@hotmail.com">altaib_shareen@hotmail.com</a>/altaeib_shareen@yahoo.com</td>
<td>Tawfiq Al Khoul 079 021 8843</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Case managers refer to services below if:

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

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

### UNHCR – Protection

**Sunday – Thursday, 08.00 – 15.30**

Duty phone: 079 554 6383

After hours and weekends (24 hours)

Protection Hotline: 079 710 9194

### UNRWA - Protection

Amani Zaqout: a.zaqout@unrwa.org

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

Open 24 hours, 7 days a week

Hotline: 911. Tel: 05 398 2952

Focal Point: Major Abdallah Alawan, email: familypd@accessme.com.jo

Open 24 hours, 7 days a week

Hotline: 911. Tel: 06 581 5738

Focal Point: Major Sadeq Al Omari, email: familypd@accessme.com.jo

### UNICEF:

Case managers refer cases of grave violations to UNICEF when refugee child/caregiver consents

**Sunday – Thursday 08.00 – 15.30**

Duty phone: 079 021 4149

Email: jochildprotect@unicef.org

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21Grave violations include killing and maiming of children; recruitment or use of children as soldiers; sexual violence against children; attacks against schools or hospitals; denial of humanitarian access for children; abduction of children
### STEP 3: Referral to other services

<table>
<thead>
<tr>
<th>Health Care</th>
<th>CP Psychosocial Services / Case Management</th>
<th>Protection, Security, and Justice</th>
<th>Other Basic Services</th>
<th>Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>JHAS – Primary &amp; secondary health care &amp; RH services &amp; mental health services</td>
<td>IMC – PSS and PFA Focal Point: Sunday – Thursday 09:00 – 17:00</td>
<td>UNHCR – Protection, registration and legal services for refugees Sunday – Thursday 08:00 – 15:30</td>
<td>Duty Phone: 079 554 6383</td>
<td>UNHCR – Registration, support to vulnerable children &amp; families through NFV/cash assistance</td>
</tr>
<tr>
<td>Focal Point: Sunday – Thursday 09:00 – 16:00</td>
<td>Focal Point: Hala Abu Al Khair Tel: 079 578 5095 Email: <a href="mailto:hjhas@InternationalMedicalCorps.org">hjhas@InternationalMedicalCorps.org</a></td>
<td>After working hours a weekend: UNHCR Hotline: 079 9114</td>
<td>After working hours and weekends: Protection Duty phone: 079 554 6383</td>
<td>SCI – Hotline for information on educational services in schools</td>
</tr>
<tr>
<td>Jaafar Al Shaye Mobile: 077 500 6022</td>
<td>Princess Salma Centre – PSS Focal Point: Sunday – Thursday 08:00 – 15:00</td>
<td>UNRWA – Protection (including cases of arrest, detention or refoulement for Palestinian refugees) Focal Point: Ziyad Mousa Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a> Mobile: 079 576 3643</td>
<td>Riad Mansi Mobile: 079 540 8680</td>
<td>Islam Al Kuds Tel: 05 386 5144</td>
</tr>
<tr>
<td>Zaraqa Clinic: Tel: 077 500 6018</td>
<td>Family Guidance &amp; Awareness Centre – Individual &amp; group counseling Focal Point: Mayasa Abu Sil Ghadeer Al Tamimi Mobile: 079 850 1198 Tel: 05 397 0886</td>
<td>Focal Point: Ziyad Mousa Email: <a href="mailto:z.mousa2@unrwa.org">z.mousa2@unrwa.org</a> Mobile: 079 576 3643</td>
<td>Focal point: Khawla Abu Rayya Mobile: 077 574 4011 Email: <a href="mailto:KAburayya@SaveTheChildren.Org.Jo">KAburayya@SaveTheChildren.Org.Jo</a></td>
<td></td>
</tr>
<tr>
<td>Tel: 079 540 8680</td>
<td>Focal Point: Saturday – Thursday 08:30 – 15:30</td>
<td>ARDD-Legal Aid – Focal Point: Souzan Mohareb Tel: 06 461 7477 Mobile: 077 577 7077 Email: <a href="mailto:somohareb@arrr-legalaid.org">somohareb@arrr-legalaid.org</a></td>
<td>Focal Point: Inas Dirgham Tel: 05 386 5144</td>
<td>Questscope – Non formal education, informal education and mentoring for children &amp; youth Tel: 06 461 8951</td>
</tr>
<tr>
<td>MOH – Primary &amp; secondary health care</td>
<td>JM – Mental health services Focal Point: Sunday – Thursday 09:00 – 17:00</td>
<td>Family Guidance &amp; Awareness Centre – Case assistance and NFI to vulnerable families Sunday – Thursday 08:00 – 15:00</td>
<td>Focal Point: Inas Dirgham Tel: 05 386 5144</td>
<td>Family Guidance &amp; Awareness Centre – Non-formal education for children 6-12 years old</td>
</tr>
<tr>
<td>Al Zarqa Hospital Tel: 05 398 2604</td>
<td>JM – Mental Health Focal Point: Saturday – Thursday 08:30 – 16:00</td>
<td>Focal Point: Majid Abu Zenid Mobile: 079 569 5157 Tel: 05 396 5335</td>
<td>Focal point: Khawla Bint Al Azwar – PSS services Focal Point: Mayasa Abu Sil Ghadeer Al Tamimi Mobile: 079 850 1198 Tel: 05 397 0886</td>
<td>Khawla Bint Al Azwar – Literacy programmes, non-formal education &amp; referral to vocational training Sunday – Thursday 09:00 – 16:00</td>
</tr>
<tr>
<td>Tel: 079 578 5095</td>
<td>Tel: 05 386 5144</td>
<td>Jamaa Lilotte Mobile: 079 569 5157 Tel: 05 396 5335</td>
<td>Focal Point:</td>
<td>Focal Point: JWU – Informal education</td>
</tr>
<tr>
<td>Islamic Charitable Centre – primary health care and referral to hospitals</td>
<td>Focal point:</td>
<td>SC Jordan (formal education) – Hotline for children not in schools (information about education and protection services in schools Sunday – Thursday 08:30 – 16:00</td>
<td>Focal point:</td>
<td>Focal point:</td>
</tr>
<tr>
<td>Tel: 078 642 8039</td>
<td>Tel: 05 398 2604</td>
<td>Whitmore Mobile: 079 569 5157 Tel: 05 396 5335</td>
<td></td>
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</tr>
<tr>
<td>Tel: 079 850 1198 Email: mohammad.alsaee <a href="mailto:d@savethechildren.org">d@savethechildren.org</a></td>
<td>Tel: 05 397 0886</td>
<td>Questscope – NFI (gas heaters, gas bottles, etc) Focal Point: Khawla Bint Al Azwar Mobile: 079 853 6893</td>
<td></td>
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</tbody>
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### Annexes

<table>
<thead>
<tr>
<th>Agency</th>
<th>Services</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Islamic Charitable Centre</strong></td>
<td>Safe spaces for children and youth</td>
<td>Focal Point: Aysa Khalafat Mobile: 078 642 8039 Tel: 05 393 0999</td>
</tr>
<tr>
<td><strong>JRF</strong></td>
<td>Shelter for child survivors (including PSS, protection, education &amp; medical services)</td>
<td>Focal Point: Ammar Al-Taee Mobile: 079 9937686 Email: <a href="mailto:ammar.altetee@wfp.org">ammar.altetee@wfp.org</a> Hotline number: 079 7778851 079 7778841</td>
</tr>
<tr>
<td><strong>HI</strong></td>
<td>PSS services</td>
<td>Focal Point: Dutty Phone: 078 855 8456 Rawan Dababneh Email: <a href="mailto:r.dababneh@fhjo.org">r.dababneh@fhjo.org</a></td>
</tr>
<tr>
<td><strong>UNRWA</strong></td>
<td>Basic health services for Palestinian refugees</td>
<td>Focal Point: Mobile: 078 727 5399 Email: <a href="mailto:outreach.jd@hiemergency.org">outreach.jd@hiemergency.org</a></td>
</tr>
<tr>
<td><strong>NICCOD</strong></td>
<td>Counseling Service</td>
<td>Focal Point: Counseling Service Sunday – Thursday 10:00-17:00</td>
</tr>
<tr>
<td><strong>The Center for Victims of Torture (CVT)</strong></td>
<td>Mental health and physiotherapy rehabilitative services; Social services referrals/Case management for war trauma and torture survivors.</td>
<td>Focal Point: Email: <a href="mailto:niccod.zarqa.center@gmail.com">niccod.zarqa.center@gmail.com</a> Mobile: 079 519 3231 Helpline: 110</td>
</tr>
<tr>
<td><strong>WVI</strong></td>
<td>CFSs for children, AFSs for Adolescents, and PSS services Strengthening Community based protection committees</td>
<td>Focal Point: Mohammad Al-Saeed Mobile: 077 784 0703 Email: <a href="mailto:mohammad.al-saeed@savethechildren.org">mohammad.al-saeed@savethechildren.org</a></td>
</tr>
<tr>
<td><strong>WFP</strong></td>
<td>Food Voucher assistance for boys and girls functional literacy, computer courses, food preparation courses</td>
<td>Focal Point: Ammar Al-Taee Mobile: 079 9937686 Email: <a href="mailto:ammar.altetee@wfp.org">ammar.altetee@wfp.org</a> Hotline number: 079 7778851 079 7778841</td>
</tr>
<tr>
<td><strong>SCI</strong></td>
<td>Informal education services (cash assistance, vocational training)</td>
<td>Focal Point: Mohammad Al-Saeed Mobile: 077 784 0703 Email: <a href="mailto:mohammad.al-saeed@savethechildren.org">mohammad.al-saeed@savethechildren.org</a></td>
</tr>
<tr>
<td><strong>WVI</strong> (formal education)</td>
<td>Remedial Education, CtC Activities in Schools,</td>
<td>Focal Point: Lna Sawalha 0779 178 618 Email: <a href="mailto:Lna_Sawalha@wvi.org">Lna_Sawalha@wvi.org</a> Mayadah Qashou 077 844 0710 Email: <a href="mailto:mayadah_qashou@wvi.org">mayadah_qashou@wvi.org</a></td>
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