

SERVICES FOR REFUGEES AND ASYLUM SEEKERS IN EGYPT

UNDER COVID-19 PANDEMIC

November 2020



UNHCR

the UN Refugee Agency

مفوضية الأمم المتحدة لشؤون اللاجئين

How To Contact UNHCR

INFOLINE

Greater Cairo

01202873434 | 01202873414
01202873179 | 01224186980
01202873184 | 01202873011
01202873215 | 01202872744
01202873306

Working Hours:

Sunday – Wednesday: 09:00 – 15:00

Thursday: 09:00 – 12:00

Alexandria and the North Coast

01272960630 | 01289976699
01271556940

Emergency Protection (serious SGBV/
CP/Detention cases): 01289911819

Working Hours:

Sunday – Thursday: 09:00 – 14:00

EMAIL

Greater Cairo

Alexandria & the North
Coast

Referrals for SGBV

arecagbv@unhcr.org

arealgbv@unhcr.org

Referrals for Child Protection

arecacp@unhcr.org

arealcp@unhcr.org

Referrals for Protection,

Counseling & Reception

arecapro@unhcr.org

arealpro@unhcr.org

Initial recording of new arrivals

arecareg@unhcr.org

arealregt@unhcr.org

SOCIAL MEDIA

Facebook page in English &
other languages: [facebook.com/
RefugeesEgypt/](https://www.facebook.com/RefugeesEgypt/)

Facebook page in Arabic: [facebook.
com/RefugeesEgyptAR/](https://www.facebook.com/RefugeesEgyptAR/)

WEBSITE

Main website: <https://www.unhcr.org/eg/>

Frequently asked questions: <https://help.unhcr.org/egypt/>

Basic Needs Services

Caritas Egypt



Complaints/ Delegation/ Appeal Requests For Cash & Food Assistance

Cairo: 01129880899/ 01288064703/
01129880800/ 01129880111/
01129880060/ 01129880886
WhatsApp: 01102839635 /
01102839648

Monday - Friday: 8.30 AM - 3.30 PM

Alexandria: 01157088411/
01151889882/ 01207726877/
01151890999/ 034875197/ 034875198/
034838245

WhatsApp: 01151890999

Daily except Friday & Sunday: 8:30 AM - 3:30

Damietta: 01016684787 / 01156624557 / 01156625440/ 0572432404
Sunday - Thursday: 9:00 AM- 4:00 PM

Persons with Specific Needs Services & Emergency Assistance

Cairo: 01279760329/ 01279760318/
01102843159
WhatsApp: 01102843159

Monday - Friday: 8.30 AM - 3.30 PM

Alexandria: 01118897564
Daily except Friday and Sunday: 8:30 AM - 3:30

Damietta: 01288209128
Sunday - Thursday: 9:00 AM- 4:00 PM

WhatsApp Alexandria & Damietta: 01118897564

Terre des Hommes (TdH) Egypt



Cash Emergency For Urgent Medical Cases & Basic Needs For Children

Ain Shams: 01066396649
Nasr City: 01068885278
Haram: 01000178411/ 01027146888

Sunday - Thursday: 9:00 AM - 5:00 PM

Individual Case Management

Ain Shams: 01066396649
Nasr City: 01068885278
Haram: 01000178411/ 01027146888

Sunday - Thursday: 9:00 AM - 5:00 PM

PSTIC

Secure safe housing/ support with rent for most affected by COVID-19

Hotline: 01100604002 / 01127777005

Protection Services

St. Andrew's Refugee Services (StARS)



Unaccompanied & Separated Children services

Arabic, English, Tigrinya: 01033348659

Arabic, English, Somali, Amharic: 01064400281

Oromo is upon availability, we return calls if an Oromo staff is not available

Legal counselling for clients called to be scheduled for remote RSD interviews

Arabic, English, Oromo, Amharic, Somali: 01029842820

United Lawyers

Legal Emergency & Interviews

01154526171

Saturday - Thursday: 10:00 AM - 6:00 PM

Street 105, building 114, 3rd floor, flat 8, Hadayeq El-Maadi

Egyptian Foundation for Refugee Rights (EFRR)



Legal Emergency & Interviews

01272020938 / 0225751118

2, Hussain El-Ma'mar, off Mahmoud Bassiouny St., Downtown

Care



Gender Based Violence

Cairo: 01028859666/ 01028859777 /01120486354

Alexandria: 01144470800/ 01146077273

Emergency line Cairo & Alexandria
Week days from 5:00 PM to 9:00 AM/ Weekends 24 hours:
 01028062178

Sunday - Thursday: 9:00 AM - 5:00 PM

Child Protection / Assistance and Housing For Unaccompanied & Separated Children	Cairo: 27961771, 27964441 WhatsApp: 01102843103 Monday - Friday: 8:00 AM - 3:30PM
Gender Based Violence	Alexandria: 01272474234

Save The Children



Save the Children

Child Protection (Best Interest Assessment For Unaccompanied & Separated Children/ Children At Risk)	
Arabic: 01029803454/ 01029802524 Oromo & Amharic: 01067752252	Tigrinya: 01010002785/ 01099845733/ 01143772690/ 01029802524 Somali: 01067894466

Médecins Sans Frontières (MSF)



Sexual Violence Emergency cases	24/7 Hotline: 01117083502
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Education Services

St. Andrew's Refugee Services (StARS)



Childhood Education	01033315544
Adult Learners	01090686538

Catholic Relief Services (CRS)



Education grants	01285003114 Sunday - Thursday: 8:30 AM - 4:00 PM
Building 33, Street 106, Hadyek El-Maadi	
Education Referrals and enquiries	01285003114/ 01000564747
Education Advising	0106934111
Sunday - Thursday: 9:00 AM - 4:00 PM	

Psychosocial Services

Caritas Egypt



Community Empowerment	Alexandria: 01120076669 Daily except Friday & Sunday: 8:30 AM - 3:30 Damietta: 01153727700 Sunday - Thursday: 9:00 AM- 4:00 PM
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Terre des Hommes (TdH) Egypt



Psychosocial Counseling & Advice	Ain Shams: 01066396649 Nasr city: 01068885278 Haram: 01000178411/ 01027146888
Sunday - Thursday: 9:00 AM - 5:00 PM	

Mental Health Services	01033680393/ 01023320268
Sunday - Thursday: 9:00 AM - 5:00 PM	

Psycho-social Support Activities	Ain Shams: 01066396649 Nasr City: 01068885278 Haram: 01000178411/ 01027146888
Sunday - Thursday: 9:00 AM - 5:00 PM	

Supporting Community Leaders	
Cairo & 10 Ramadan: 01099011409 Giza: 01007637999/ 01023013331/ 01065628613	6 October: 01099249936/ 01098287444
Sunday - Thursday: 9:00 AM - 5:00 PM	

Médecins Sans Frontières (MSF)



Mental Health Services	Hotline: 01117083502
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PSTIC

Mental healthcare / Psychosocial support / Counseling center / Community awareness Helpline	24/7 Hotline: 01100604002 / 01127777005
Training sessions For males age 14-20 (building non-violent attitude/ mental health awareness/ team building)	01127777006

Care



Psycho-social Support Sessions/ Group Therapy/ Awareness Sessions	
Cairo: 01028859666/ 01028859777 /01120486354 Alexandria: 01144470800/ 01146077273	Emergency line Cairo & Alexandria Week days from 5:00 PM to 9:00 AM/ Weekends 24 hours: 01028062178
Sunday - Thursday: 9:00 AM - 5:00 PM	

Médecins du Monde (Mdm)



Mental Health Consultations	Hotline: 01062866107 Arabic, English, Oromo, Amharic, Tigrinya, And Somali
Psychological Counseling & Mental Health Awareness Sessions	
Available in 12 primary healthcare centers	Nasr City: Haggana/ 7th district Maadi: Sakr Koreish/ Khobeiry October: Hossary/ 6th district/ Sheikh Zayed Giza: Omraneya/ Mit Okba/ Gharb elmatar/ Talbeya/ Kafr Nassar

Health Services



PSTIC



Health advocacy/ Support in hospitals to access emergency health care (24/7 availability)

24/7 Hotline: 01100782000

Médecins Sans Frontières (MSF)



Health Clinics

24/7 Hotline: 01117083502

Save The Children



Primary Healthcare Inquiries & Complaints

Greater Cairo: 01212039953

Alexandria & Damietta: 0106554275

Sunday - Thursday: 9:00 AM - 5:00 PM

Secondary Healthcare

Greater Cairo: 01097748440

Alexandria & Damietta: 0106716774

Emergency numbers 01280770146/ 01280769456/ 01064833320

Sunday - Thursday: 9:00 AM - 5:00 PM

Health Awareness Messages & Inquiries

Greater Cairo: 01068188110/
01019663668/ 01066205866/
01066166828/ 01066232234/
01066245668/ 01019755855/
01019588995/ 01019688388/
01019633966/ 01068311711/
01066236607/ 01014541590

Alexandria: 01014620007/
01014630006/ 01014650004/
01010002483/ 01014666922

Damietta: 01011165822/ 01012641119

Sunday - Thursday: 9:00 AM - 5:00 PM

Primary Healthcare & Monthly Medical Prescriptions

6 October: 01129884420
 WhatsApp: 01102839648
 villa 48/8, 8th District 8, 2nd
 neighbourhood
**Daily except Friday & Sunday: 8:30
 AM - 3:30 PM**

Garden city & Nasr city:
 01129880884/ 01129880223
 WhatsApp: 01102839635
Garden City: 8 Abdel-Latif Bolteya St.,
 behind Four Seasons Hotel
Nasr City: 15 Mohamed Youssef
 Moussa
**Daily except Friday & Sunday: 8:30
 AM - 3:30 PM**

Alexandria: 0127726477/
 01120077088
 WhatsApp: 0127726477/ 01129703003
 10 Talaat Noman street, E-Raml station,
 Alexandria
**Daily except Friday & Sunday
 8:30 AM - 3:30 PM**

Agami: 01207726577
 WhatsApp: 01207726577
 Kilo 21, behind El-Asafra gharb hospital
**Monday - Wednesday: 8:30 AM - 3:30
 PM**

Damietta: 01122000782/
 01207937255
 WhatsApp: 01122000782
 building 81/21, first district, first
 neighborhood next to the Al-Rashidi
 Mosque, Damietta
**Sunday - Thursday: 8:30 AM - 3:30
 PM**

Mansoura: 01010280088
 El-Imam Mohamed Abdo street, off
 Qanat El-Suez street
Monday: 8:30 AM - 3:30 PM

Matrouh: 01016684787
 Asr Al-Eslam medical center, El-
 Thanawia street, beside El-Dafrawy
 mosque
Monday: 8:30 AM - 3:30 PM

Refuge Egypt



General Health/Reproductive Health / TB - HIV/Aids cases

Nasr City: 01211970028
 Emergency for Gender Based
 Violence: 01211970013

Zamalek: 01203339126
 Emergency for Gender Based
 Violence: 01282112011 / 010642622

Monday - Thursday: 9:00 AM - 4:00 PM

Livelihoods Services

Catholic Relief Services (CRS)



Livelihood Referrals & Follow-up calls

Hotline: 01022282706

Caritas Egypt



Alexandria: 01148411166

Daily except Friday & Sunday: 8:30 AM - 3:30

Damietta: 01148411166

Sunday - Thursday: 9:00 AM- 4:00 PM

Refuge Egypt



Vocational Trainings / Employment applications

(Walk-in) All Saints Church, Behind Moriott Hotel, Zamalek

Daily except Friday & Sunday: 10:00 AM - 1:00 PM

Infolines



Caritas Egypt

01129880800 / 01288064703



Save The Children

Hotline: 01015933433



St. Andrew's Refugee Services (StARS)

Arabic, English, Oromo & Amharic: 01033316644

Arabic, English, and Somali: 01033316655

Arabic, English & Tigrinya: 01033316677

All languages: 01050227388

Partner UN Organizations

International Organization for Migration (IOM)



Provision Of Hygiene Items To Vulnerable Migrants Affected By COVID-19	01032046064
Screening Of Vulnerable Migrants Eligible For IOM Direct Assistance	
Assisted Voluntary Return & Reintegration flights	
Resettlement Support Center Services	19472

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THANK YOU

TO ALL COUNTRIES AND ORGANIZATIONS FOR THEIR
GENEROUS CONTRIBUTIONS

All UNHCR Services are Free of Charge

How can I report fraud?

1- Through UNHCR offices



Place your complaint in a sealed envelope then drop the envelope in the complaints box located at any UNHCR office.

2- By email to:



arecafrd@unhcr.org
hqig00@unhcr.org