



Information resources

Refugee Info

- If you are looking for information on: COVID-19 measures
- available services
- asylum procedures
- registering children to school
- how to get an AMKA or PAAYPA so you can access health care

Visit the Refugee.Info website at <https://greece.refugee.info/> and find information in English, Arabic, Farsi, Urdu, and French. Moreover, Refugee related information is posted in on the Refugee.Info Facebook page in English, Farsi, Arabic, Kurmanji, Urdu, French, Lingala, and Somali.

In case you would like to talk to one of the members of the team, send your text through the Facebook messenger in one of the above languages.

Please note that the Refugee.Info team respects and maintains the security and confidentiality of the information, you will share.

Guides for Asylum-seekers & Refugees

These two Guides list service providers for asylum seekers and refugees staying in Athens and Thessaloniki respectively and are produced by Refugee.Info in partnership with UNHCR. The organizations listed in this guide offer free assistance. Services include medical care, social counselling, psychological support, care and hygiene services, legal aid, meals, shelter, material aid, education, services for people living with HIV/AIDS, as well as services for people discriminated against due to their gender identity/expression and/or sexual preference.

The guides also include independent authorities where you can seek assistance in case your rights are being violated by public services, private entities, natural or legal persons.

Athens guide

The Athens guide can be found here: [City Guide – Athens](#)

Thessaloniki guide

The Thessaloniki guide can be found here: [City Guide – Thessaloniki](#)

This HELP partner website “other services” section may contain links and references to third-party web sites. The linked sites are not under the control of UNHCR, and UNHCR is not responsible for the content of any linked site. UNHCR provides these links only for research and information provision purposes, and the inclusion of a link or reference does not imply the endorsement of the linked site by UNHCR.

Last update: 23/01/2024

Useful helplines and service leaflets

The screenshot displays the 'Help Line' section of the UNHCR Greece website. It features a navigation menu with 'Help Line' selected. The main content area is divided into two columns. The left column shows two service leaflets: '1' and '2'. The right column lists several helplines and services:

- Vaccines for All**: <https://vaccinesforall.gr/>. Languages: English, Greek, French, Arabic, Farsi, Urdu, Albanian, Ukrainian, Georgian and Amharic.
- ACCMB**: <https://www.accmr.gr/en/>. Services: Map of services in the city for accommodation, legal aid, health, education, hygiene, employment. Language: English.
- For Psychological and Psychosocial Support**: National Center for Social Solidarity (EKKA) General Protection Helpline 197. Information, Guidance, Psychosocial Support and Referrals. Languages: English and French. 24/7.
- For Children**: National Emergency Response Mechanism. +30 2132128888 and 6942773030. (Available also through WhatsApp and Viber). For homeless unaccompanied children or children living in precarious conditions. Languages: English, Arabic, Farsi, Dari, Urdu, Panjabi, Bengali and Greek. 24/7.
- The Smile of the Child**: Violence against children (Physical, Sexual and Psychological Abuse, Neglect, Bullying, Smuggling and Trafficking + cases of missing children). Languages: English, Arabic and Farsi based on availability. 24/7.
 - National SOS Helpline for Children 1056
 - European Helpline for Children 116111
 - The European Hotline for missing children 116000
- EPAPSY Helpline**: +30 6932415956. refugeementalhealth@epapsy.gr. Psychosocial support. Languages: Arabic and French 6936514113, Farsi 6936514120, Ukrainian 6936514117. Monday - Friday 11:00 - 19:00. Available also through WhatsApp and Viber.
- Klimaka (Suicide help)**: 1018. Psychosocial support and counselling to persons considering suicide. Languages: English and French. 24/7.
- Hellenic Red Cross - Tracing Department**: +30 2105230043. tracingstaff@redcross.gr. Support to people with missing family members. Languages: English, French, Arabic and Farsi. Monday - Friday 08:30 - 14:30.

[English](#) [Download](#)

- Explore helpful helplines and service leaflets available in Greek [here](#).
- Explore helpful helplines and service leaflets available in Ukrainian [here](#).
- Explore helpful helplines and service leaflets available in Arabic [here](#).
- Explore helpful helplines and service leaflets available in French [here](#).
- Explore helpful helplines and service leaflets available in Somali [here](#).
- Explore helpful helplines and service leaflets available in Farsi [here](#).

Employment

Employment-ENGLISH.pdf 1 / 4 100%



1



2




Employment ENGLISH [Download](#)


- Discover an employment-related leaflet in Ukrainian right [here](#).
- Discover an employment-related leaflet in Urdu right [here](#).
- Discover an employment-related leaflet in French right [here](#).
- Discover an employment-related leaflet in Kurdish right [here](#).
- Discover an employment-related leaflet in Farsi right [here](#).
- Discover an employment-related leaflet in Arabic right [here](#).

Distribution of Food and Basic Items

Soup kitchens in Urban At... 1 / 2 55%



1



2

MDM Homeless Night Shelter:

- Languages:** Greek and English
- Services:** Overnight accommodation, shower, laundry, food, psychosocial support, legal assistance, medical support, social integration services
- How to access:** Daily from 09:00 to 13:00 at Aikarnassou 49, Platonos Academy, 104 41, Athens
- Contact:** +30 2105246920

UNESCO Night Shelter and Day-Center:

1) Nikaia

- Languages:** Greek, English and French
- Services:** Overnight accommodation, food, shower, laundry, psychosocial support, job counselling, social integration services, referral to hospitals and drug counselling
- How to access:** By appointment at Katyron 35, Nikaia, 18454, Athens
- Contact:** +30 2168003078 +30 2104967757

2) Piraeus

- Languages:** Greek and English
- Services:** Overnight accommodation, food, shower, laundry, psychosocial support, job counselling, social integration services, referral to hospitals and drug counselling
- How to access:** By appointment at Mykalis 41, Peiraeus, 18540, Athens
- Contact:** +30 2168003076 +30 2168003077

Shelter for Women Victims of Violence and their Children:

- For women experiencing any form of physical, psychological, sexual or economic violence

1) Municipality of Athens


- Languages:** Greek and English
- Services:** Safe accommodation, food, psychosocial support, employment, legal and education counselling, referral to health and welfare services
- Contact:**
 - i) +30 2103317305 +30 2103898085 +30 2103898079
 - ii) 24-hour telephone line SOS 15900

2) Municipality of Piraeus

- Languages:** Greek and English
- Services:** Safe accommodation, food, psychosocial support, employment, legal and education counselling, referral to health and welfare services
- Contact:**
 - i) +30 2104828970 +30 2104825372
 - ii) 24-hour telephone line SOS 15900


Emergency Numbers 24/7:

- European Emergency Service 112
- Police 100
- Ambulance Service 166
- Coast Guard 108
- Fire Brigade 199



Jesuit Food Baskets:

- Languages:** Greek, English, French and Farsi
- Services:**



[English](#) [Download](#)

- Discover a leaflet on the distribution of food and basic items in Ukrainian right [here](#).
- Discover a leaflet on the distribution of food and basic items in Arabic right [here](#).
- Discover a leaflet on the distribution of food and basic items in Turkish right [here](#).
- Discover a leaflet on the distribution of food and basic items in Somali right [here](#).
- Discover a leaflet on the distribution of food and basic items in French right [here](#).
- Discover a leaflet on the distribution of food and basic items in Farsi right [here](#).