



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

UNHCR Services and Assistance Document on gender-based violence (GBV) and mental health and psychosocial support (MHPSS)
2021

UNHCR TURKEY

PROVINCIAL SERVICES AND ASSISTANCE DOCUMENT ON GENDER-BASED VIOLENCE & PSYCHO-SOCIAL SUPPORT

Given the increased levels of violence and stress due to future uncertainty, loss of livelihoods and disruption of normal life caused by Covid-19, there is an increased reporting of violence incidents and deterioration of psychosocial wellbeing in Turkey and across the world, including for refugee communities.

In addition to the countrywide Gender-based Violence/Psycho-social Support services information document, please consult this provincial level information on available services and assistance. It provides you with additional referral points where you can approach in case you are or someone you know is exposed to or at risk of gender-based violence and/or in need of psycho-social support.

If you or someone you know are exposed to gender-based violence (including rape, domestic violence, sexual harassment, child marriage) OR show signs of mental distress and changes in behavior such as physical or verbal expressions of hopelessness, sadness, extreme boredom, depressions and/or anxiety and need psychosocial support, remember that you are not alone. Help is available.

You can seek help **confidentially** through the below provided information.

Remember that all listed support and assistance are **free**.

For further information about available services, please consult the [UNHCR Turkey Services Advisor](#). This is a simple, intuitive online platform that provides up-to-date information about availability of humanitarian services. It is available in five languages (English, Turkish, Arabic, Farsi, Kurdish).

For more information, please feel free to call the **UNHCR counseling line** from:
444 48 68

Alternatively, you can email UNHCR at turan@unhcr.org.

MARMARA REGION

İSTANBUL

Safety and shelter

Alo Gelincik Hattı

Hotline: 444 43 06

Violence Prevention and
Monitoring Centre
(ŞÖNİM)

Address: Yeşilköy Mahallesi Halkalı Caddesi No:30
Bakırköy/İSTANBUL
Phone: 0 (212) 465 21 96
0 (212) 465 21 97
0 549 806 79 48



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	<p>Turkish Federation of Women's Associations</p> <p>Women's Solidarity Foundation (Kadınlarla Dayanışma Vakfı-KADAV)</p> <p>Association of Assistance Solidarity and Support for Refugees and Asylum-Seekers (MSYDD)</p>	<p>Violence Hotline: 0212 656 96 96</p> <p>Fevzi Çakmak Mah., Halkalı Cad. No:195 D:11 Sefaköy Küçükçekmece / İstanbul</p> <p>Turgut Reis Mah. Fatih Bulvarı, No: 306 P.K. 34930, Sultanbeyli/İstanbul Phone:0 850 939 76 59</p>
Specialized health services	<p>Women and Girls' Safe Spaces</p> <p>Anonymous Test and Sexually Transmitted Infections (STI) Counselling Centres:</p> <p>Beşiktaş Municipality, Healthy Life Centre (Sağlıklı Yaşam Merkezi)</p>	<p>Address: Bostan Mahallesi Küçük Odalar Sokak No:9 Beyoğlu İstanbul Phone: 5051877796</p> <p>Address: Cihannuma Mah. Bostancı Veli Sok. 5/A, Beşiktaş / İstanbul Phone: 0212 258 24 16</p> <p>Address: Cumhuriyet Mah. Abide-i Hürriyet Cad. Mezarlık Çıkmazı Sok, No:2, Şişli / İstanbul Phone: 0 212 234 48 31 / 0 212 232 18 43</p>
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	<p>Legal Aid Central Bureau</p> <p>Çağlayan Women Rights Centre Violence Prevention Bureau</p>	<p>Address: İstiklal cad. Orhan Adli Apaydın sok. No:8 Kat:2-3 Beyoğlu/İstanbul Phone: 0212 393 08 29</p> <p>Address: Çağlayan Adalet Sarayı Çağlayan/İstanbul Phone: 0212 393 07 84 Phone: 0212 393 07 00</p>
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	<p>LGBTI Psychological Support Centre Şişli Municipality, Health Services Directorate (Sağlık İşleri Müdürlüğü)</p> <p>Turkish Red Crescent (Kızılay) Community Centre</p>	<p>Address: Cumhuriyet Mah. Abide-i Hürriyet Cad. Mezarlık Çıkmazı Sok, No:2, Şişli / İstanbul</p> <p>Phone: 0 212 234 48 31 / 0 212 232 18 43</p> <p>Fatih Mh. Petrol Yolu Cd. No: 225/C Sultanbeyli/İstanbul Phone:0216 496 10 20 - 21</p> <p>Göztepe Mh. Şehit Mehmet Özcan Sk. No:1 Bağcılar/ İstanbul Phone:0212 446 00 23 - 18</p>



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Women's Counselling and Solidarity Centres under Local Administrations	Beylikdüzü Municipality Women Counselling and Solidarity Centre Avcılar Municipality Women Counselling Centre Küçükçekmece Municipality Centre for Women's Equality Sancaktepe Municipality Centre for Women and Families	Gürpınar Mahallesi Millet Caddesi No:19 Beylikdüzü/ İstanbul Phone: 444 09 39 – Extension: 7670 – 7984 Cihangir mah. Reşitpaşa Cad. No:130/3 Avcılar/İSTANBUL Phone: 4446989 /Extension: 5679-389-3712-3713-3714-3715 İnönü Mahallesi, Barış Sk. No:57, 34295 Küçükçekmece/İstanbul Phone: 444 4 360 – Extension: 8020 – 8021 Eyüp Sultan Mahallesi, Mehmet Akif Caddesi, Yıldırım Sk. No:4, 34885 Sancaktepe Phone: (0216) 311 11 11 (Sancaktepe Municipality Hotline) - 02165618145
Other (list as available: NGOs, etc.)	Human Resources Development Foundation (HRDF-İKGV) Women's Solidarity Foundation (Kadınlarla Dayanışma Vakfı-KADAV) Mavi Kalem Association WALD Protection Desks	Asmalı Mescit Mah. Asmalı Mescit Cad. No:16 Nil Pasajı D:10-11 Beyoğlu / İstanbul Phone: 0212 254 17 76 Kazım Karabekir Mah. 1001. Sok. No:2 Esenler İstanbul Phone: 0212 562 50 62 Fevzi Çakmak Mah., Halkalı Cad. No:195 D:11 Sefaköy Küçükçekmece / İstanbul Yavuz Sultan Selim mahallesi, Cibali caddesi, No:31 Cibali Fatih / İstanbul Phone: 0212 635 38 35 / 0 537 334 33 68 Counselling Line: 0 850 441 62 84 Avcılar Social Protection Desk Avcılar Belediyesi Ek Hizmet Binası, Yeşilkent Mahallesi, Okul Yolu Caddesi, No:52 Avcılar/ İstanbul Phone: 0 212 511 10 10 Bağcılar Social Protection Desk Bağcılar Belediyesi Engelliler Sarayı, Barbaros Mahallesi, Hoca Ahmet Yesevi Caddesi No:37 34203 Bağcılar/ İstanbul Phone: 0 212 511 10 10 Beylikdüzü Social Protection Desk Zübeyde Ana Sosyal Yaşam Merkezi, Gürpınar Mahallesi, Pilot Sokak 34520 Beylikdüzü/ İstanbul Phone:0 212 511 10 10 Gaziosmanpaşa Social Protection Desk Hürriyet Mahallesi, 322 Sok. No:4 Gaziosmanpaşa/ İstanbul Phone:0 212 511 10 10 Kağıthane Social Protection Desk Çağlayan Mahallesi, Bahar Sokak, Çağlayan Bilim Merkezi No:52 Kağıthane/ İstanbul



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		<p>Phone:0 212 225 67 37</p> <p>Küçükçekmece Social Protection Desk Zahide Nine Semt Konağı, İnönü Mahallesi, Barış 2 Sokak No: 62 34295 Küçükçekmece/ Istanbul Phone: 0 212 511 10 10</p> <p>Pendik Social Protection Desk Pendik Belediyesi Semt Konağı, Yenimahalle, Stadyum Sokak No:18 34893 Pendik / Istanbul Phone: 0 212 511 10 10</p> <p>Sancaktepe Social Protection Desk Sancaktepe Belediyesi Samandıra Kültür Merkezi, Eyüp Sultan Mahallesi, Cumhuriyet Parkı, 34885 Sancaktepe/ Istanbul Phone: 0 212 511 10 10</p> <p>Sultangazi Social Protection Desk Sultangazi Belediyesi Nikah Salonu Binası, Uğur Mumcu Mahallesi, Atatürk Bulvarı No:54 34265 Sultangazi/ Istanbul Phone:0 212 511 10 10</p> <p>Ümraniye Social Protection Desk Lokman Hekim Parkı, Esenevler, İclal Sk. No:8, 34762 Ümraniye/ Istanbul Phone: 0 212 511 10 10</p> <p>Maltepe Social Protection Desk Feyzullah mh. Şehit Hikmet Alp cd. No 33 Maltepe/ Istanbul Phone:0 212 511 10 10</p>
	MSYDD	<p>Turgut Reis Mah. Fatih Bulvarı, No: 306 P.K. 34930, Sultanbeyli/İstanbul Phone:0 850 939 76 59</p>
	Association for Solidarity with Asylum-Seekers and Migrants (ASAM)	<p>Bostan Mah. Küçük Odalar Sok. No: 9 Beyoğlu/İstanbul Phone:0212 256 10 07-08-09</p> <p>Karagümrük Mahallesi, Şahtiyancı Sokak, No:14 Fatih/ Istanbul Phone:0212 251 67 44</p>
	Turkish Red Crescent (Kızılay) Community Centre	<p>Fatih Mh. Petrol Yolu Cd. No: 225/C Sultanbeyli/Istanbul Phone:0216 496 10 20 - 21</p>
	Elderly, Persons with Disabilities and Orphan Support Centre – Darülaceze	<p>Göztepe Mh. Şehit Mehmet Özcan Sk. No:1 Bağcılar/ Istanbul Phone:0212 446 00 23 - 18</p> <p>Phone: 0216 528 84 00</p>

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BURSA		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Yahşibey Mahallesi Kayabaşı Sokak No:7 Osmangazi/BURSA Phone: 0 (224) 223 03 68
Specialized health services	Anonymous Test and Sexually Transmitted Infections (STI) Counselling Centre: Nilüfer Municipality	Phone: 0505 195 06 13
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association Women's Rights Commission	Address: Hocaalizade Mah. Konakardı Sk. No:1 Heykel Osmangazi / Bursa Phone: 0 224 223 28 23 0 224 223 51 29 0 533 439 15 79 Phone: 0 224 272 11 94 0 224 251 66 06
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	Association for Solidarity with Asylum-Seekers and Migrants (ASAM) Turkish Red Crescent (Kızılay) Community Centre	Sırameşeler Mh. 19. Okul Sk. No:2 /1-2-3-4 Osmangazi /Bursa Phone:0224 222 32 21 Address: Tayakadın Mah. Haşim İşcan Cad. No: 89 Osmangazi/BURSA Phone: 0224 341 89 45 - 68
BALIKESİR		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Bahçelievler Mahallesi 100. Yıl Teknik Lisesi Caddesi 121/A Altıeylül, BALIKESİR Phone: 0 (266) 221 69 23/ 0 (266) 221 64 94
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Associations	Address: Plevne Mahallesi 222. Sokak No:1-5 / Balıkesir Phone: 0 228 212 70 79

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Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	Association for Solidarity with Asylum-Seekers and Migrants (ASAM)	Atatürk Mah. Harman Sok. No: 15 A / 1 Karesi / Balıkesir Phone:0266 239 08 00
<u>BİLECİK</u>		
Safety and shelter	Alo Gelincik Hattı	Hotline: 444 43 06
	Violence Prevention and Monitoring Centre (ŞÖNİM)	Address: Ertuğrulgazi Mahallesi Ezgi Sokak Özaktaş Kule-3 Apartmanı No:31/A, 31/B Merkez/Bilecik Phone: 0 (228) 212 51 91
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Gazipaşa Mahallesi, Atatürk Bulvarı / Bilecik Phone: 0228 212 70 79
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	Human Resources Development Foundation (HRDF-İKGV)	Gazipaşa Mah. Yahyabey sok. No:13/1-2 Bilecik Phone: 0228 212 1164
<u>ÇANAKKALE</u>		
Safety and shelter	Alo Gelincik Hattı	Hotline: 444 43 06
	Violence Prevention and Monitoring Centre (ŞÖNİM)	Address: Barbaros Mahallesi Atatürk Caddesi No:209/5 ÇANAKKALE Phone: 0 (286) 218 09 82/ 0 (286) 218 07 05
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Cevatpaşa Mahallesi Mehmetçik Bulvarı No:11 Phone: 0 286 212 71 71 0 286 213 92 33
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	Association for Solidarity with Asylum-Seekers and Migrants (ASAM)	Fevzipaşa Mah. Nalbantlar Sok. No:4 /1-2-3-4-5-6 Merkez/Çanakkale Phone: 0286 213 13 19

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<u>EDİRNE</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Şükrüpaşa Mahallesi Turan Dursun Caddesi No:7 Merkez/EDİRNE Phone: 0 (284) 214 34 40
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: İstasyon Mahallesi, Hakim Çağlar Işık Cad. 22100 Merkez/Edirne Phone: 0 284 225 10 55 0 284 225 10 55
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	Association for Solidarity with Asylum-Seekers and Migrants (ASAM)	Çavuşbey Mah. Mumcular Sok. Çavuşbey Mah. Mumcular Sok. No:8 D:1-2-3-4 Merkez / Edirne Phone:0284 212 65 36
<u>KIRKLARELİ</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Demirtaş Mahallesi Yayla Caddesi No:9 Merkez/KIRKLARELİ Phone: 0 (288) 212 18 39/ 0 (288) 212 39 50
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Bademlik Mah. Eriklice Cad. Yeni Adalet Sarayı / Kırklareli Phone: 0 288 214 13 16
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
<u>KOCAELİ</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Kozluk Mahallesi Ruşen Hakkı Caddesi Dut Sokak No:13 İzmit/KOCAELİ Phone: 0 (262) 321 02 06

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Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Ankara Karayolu No:111 Kocaeli Plaza K:5 İzmit/Kocaeli Phone: 0 262 321 41-12 0 262 324 56-56
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	Mavi Kalem	Sultan Orhan Mah. Hürriyet Merkez, Gebze/ Kocaeli Phone:0262 644 52 02 Counselling Line:0 850 441 62 84
	Turkish Red Crescent (Kızılay) Community Centre	Sultanorhan Mah. İlyasbey Cad. No:28 Gebze/Kocaeli Phone:0 262 646 1868 / 0 262 646 1869
SAKARYA		
Safety and shelter	Alo Gelincik Hattı	Hotline: 444 43 06
	Violence Prevention and Monitoring Centre (ŞÖNİM)	Address: Sakarya Mahallesi İnönü Caddesi. Hamam Sokak. No:1 Adapazarı/SAKARYA Phone: 0 (264) 270 10 35
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Tiğcılar Mh. Baro Sk. N. 26 ADAPAZARI/SAKARYA Phone: (0264) 273 10 13
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	Association for Solidarity with Asylum-Seekers and Migrants (ASAM)	Cumhuriyet Mah. Gökalp Sok. No:15 Adapazarı / Sakarya Phone:0264 277 61 56
TEKİRDAĞ		
Safety and shelter	Alo Gelincik Hattı	Hotline: 444 43 06
	Violence Prevention and Monitoring Centre (ŞÖNİM)	Address: Gündoğdu-Turgut Mahallesi Şehit Yüzbaşı Mayadağlı Caddesi. No:38 Süleymanpaşa/TEKİRDAĞ Phone: 0 (282) 261 12 88 Extensions: 1421-1425
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Associations	Address: Hürriyet Mahallesi Büşra Sokak No:16 / Tekirdağ Phone: 0 282 261 12 83

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<u>YALOVA</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Kazım Karabekir Mahallesi Fulya Sokak No:8 Merkez / YALOVA Phone: 0 (226) 811 57 77
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Fatih Cad. Asmaz Plaza No: 35/20 Yalova Merkez / Yalova Phone: 0 226 812 49 86
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	Refugee Support Centre (Mülteci Destek Merkezi) (MUDEM)	Address: Dere Mah. Mehmet Durman Cad. No:80/A Yalova