



Southeast Turkey GBV Sub-Working Group

Remote GBV Service and Hotline Mapping - November 2020

During this COVID-19 pandemic, where movement is restricted and people are confined in place, and protection systems weaken, some people in particular women and girls are at greater risk of experiencing sexual and gender-based violence at home. As systems that protect those at risks of GBV, including community structures, may weaken or break down, the Southeast GBV Sub Working Group would like to clarify and share the information on the GBV services available remotely in order to ensure that survivors and those at risk of GBV know that they can seek support regardless of the current measures against the pandemic.

This document is intended to support both GBV survivors and persons at risk of GBV and the humanitarian actors in Southeast Turkey including non-GBV actors to make referrals or to share the information with those who need it. Please treat this document as a working document that will be further updated as the available GBV service may change.

Kindly be noted that we have a web application called **UNHCR Turkey Services Advisor**. This a simple and intuitive online platform provides up-to-date information about availability of humanitarian services. It is available in different languages



English: <https://turkey.servicesadvisor.org/en>

Turkish: <https://turkey.servicesadvisor.org/tr>

Arabic: <https://turkey.servicesadvisor.org/ar>

Farsi: <https://turkey.servicesadvisor.org/ps>

Kurdish: <https://turkey.servicesadvisor.org/ku>

Please try to use this!

SET Protection Partner Organizations who provide remote GBV services and hotlines
Please see the table at the end of this document.

You will find the services provided by below organizations in the Southeast provinces:

AAR Japan, CARE International, Concern Worldwide, Danish Refugee Council(DRC), GOAL, International Blue Crescent Relief and Development Foundation(IBC), SGDD- ASAM, Support To Life (STL), International Organization for Migration (IOM), Syrian American



Medical Society (SAMS), Union of Medical Care and Relief Organization (UOSSM), Welthungerhilfe (WHH)

All organizations will also support your access to services by making referral.

Access to Legal services (UTBA and UNHCR joint project)

Below three legal clinics in Şanlıurfa, Gaziantep and Hatay are for refugees and asylum seekers to access to legal assistance. Legal Counselling Services are available for different legal issues including refugee protection such as International Protection decisions, detention and deportation, as well as other issues including marriage, divorce, access to rights, work permit.

| | Working Days and Hours | | Phone Number | Language | Address |
|-------------------------------|------------------------|-------------------------|--------------------------------------|-------------------|---|
| | Days | Hours | | | |
| Gaziantep Legal Clinic | Monday-Friday | 9:00-18:00 | (0342) 322 67 00 (0342) 322 67 01 | Turkish Arabic | Mahallesi, Maresal Fevzi Çakmak Bulvarı No:159/A İpek Apartmanı Kat:1, 27060 Şehitkamil/Gaziantep |
| Hatay Legal Clinic | Monday-Friday | 9.15-12.30\ 13.30-17.00 | 0326 216 11 44 | Turkish Arabic | Şehitler mah, Kurtuluş cad, Yavuz Sk. 1/1, Antakya/Hatay |
| Sanliurfa Legal Clinic | Monday-Friday | 9:00-18:00 | (0414) 312 35 35 | Turkish Arabic | Ertugrul Gazi, Yunus Emre Cd. 108 A, 63300 Sanliurfa Merkez/Şanlıurfa Email: hukukklinigi@barobirlik.org.tr |

Useful country-wide phone numbers

UNFPA Refugee Support Line hotline: 0850 888 0539

- Key Refugee Groups: LGBTI persons, persons living with HIV and sex workers
- 7 days a week, 24 hours per day, available in Turkish, Arabic, Farsi and English

UNHCR Counselling Line: 444 48 68

- 9.00 to 17.00 on Mondays-Thursdays, 9.00- 16.00 on Fridays, available in Arabic, Farsi, Turkish and English. Counsellors speaking French, Urdu, Kurdish and Somali are available upon request. Alternatively, you can email UNHCR at turan@unhcr.org.



KAMER hotline: 0530 664 4410

- 7 days a week, 24 hours per day, available in Turkish, Arabic and Kurdish. Reachable via WhatsApp as well.
- Services: Safety/accommodation, MHPSS/PSS and legal, specialised services for women and girls GBV survivors.

183 Social Support Line of the Ministry of Family, Labor and Social Services

184 COVID-19/ Coronavirus Hotline of the Ministry of Health

155 Police / **156** Gendarmerie / **112** Medical Emergency Service

157 Foreigners Communication Center (YIMER) by DGMM, available in Turkish, English, Arabic, Russian, Farsi, German and Pashto

Women and Girls Safe Spaces (WGSS)

Women and Girls Safe Spaces (WGSS) are centers where women and girls feel comfortable and enjoy the freedom to express themselves without the fear of judgment or harm. Services provided at WGSS are prevention and response to GBV including case management, sexual and reproductive health services, psychosocial support services and empowerment of women and girls.

Hatay: UNFPA/ASAM Hatay Women and Girls Safe Spaces (WGSS)

Esentepe GGSM Esentepe Mh. 13. Sk.Altıncay Kartal Apt. **Antakya-Hatay**
Social Worker: Senem Onen Saz
Phone:0549 427 55 30

Hatay: UNFPA/ASAM Reyhanlı Women and Girls Safe Spaces (WGSS)

Reyhanlı GSM Yenisehir Mh. Abdulrezzak Alkan Cd. No:9 **Reyhanlı-Hatay**
Social Worker: Nazlı Kaya
Phone:0546 607 73 74

Hatay: UNFPA/TOG Antakya Youth Center

Saray Mh.1. Sk.Doktorlar Sitesi No:3 Antakya-Hatay
Psychologist: Buket Ezgi Uzel
Phone: 0552 724 23 24

Sanliurfa: UNFPA/Harran Univesity Urfa Makam Women and Girls Safe Spaces (WGSS)

Eyüp Nebi Mah. 3507. Sok, No 61, Eyyübiye, Şanlıurfa
Social Service Specialist: Tuğçe Tumkaya
Project Coordinator: Serhat Polat



Diyarbakır: UNFPA/KAMER Diyarbakir Women and Girls Safe Spaces(WGSS)

Ali Emiri 3.Sk. Diskale Apt. 13/1 Yenisehir-Diyarbakır

Center Coordinator: Ms Hayriye Ascioğlu

Phone: 0507 516 76 62

Diyarbakır: UNFPA/SGYD Diyarbakir Youth Center

Ali Emiri 4. Sk. Mir Apt. Kat:1 No:1 Yenisehir-Diyarbakır

Center Coordinator: Berna Fatmaogullari

Phone: 0538 340 00 31

Online Applications

KADES (Women Emergency Assistance Notification System) to share a live location with the Police Emergency Line

Android: <https://play.google.com/store/apps/details?id=tr.gov.egm.kades&hl=en>

iOS: <https://apps.apple.com/tr/app/kades/id1360309770>

Kırmızı Işık (Red Light) / **Easy Rescue** by Vodafone Turkey to call emergency services with one button and to call or send SMS to your emergency contacts with one button:

<http://turkiyevodafonevakfi.org.tr/en/projects/other-projects/easy-rescue/>

If you are harmed or feel threatened, intimidated or harassed, don't stay silent and seek remote confidential support from the helplines available in this document. You have the right to get help to make it stop and do not have to manage this on your own.

| Organization | Working Days and Hours | | Phone Number/ Online application | If no phone credits, how can they reach your services? | Language | Type of services that the organization is <i>directly</i> providing. <u>All organizations provide support for referrals to other services.</u> | | | | | | | Location of the organization in the Southeast | Notes | | | |
|-------------------------|------------------------|--|--|--|--|---|-------------------------|-----------|-------|-------------------------|------------|----------------|---|-------|----------------------------------|---|---|
| | Days | Hours | | | | Health Medical | Access to accommodation | MHPSS/PSS | Legal | Cash/in-kind assistance | Livelihood | Interpretation | | | | | |
| AAR Japan | Monday-Friday | 9:30-12:30 / 13:30-16:30 | (Gaziantep) 05374410286 (Sanliurfa) 05312626378 (Mardin) 05317828343 | WhatsApp | Arabic Kurdish Turkish | | | | | | | | X | X | Gaziantep Sanliurfa Mardin | Case Management activities, including information dissemination and referral to the other actors based on individual protection assessment. | |
| CARE | Monday-Friday | 9:00-12:30 / 13:00-17:00 | 0850 420 00 27 | | Arabic English Turkish | | | | | | | | | X | X | Gaziantep Kilis Sanliurfa | *When a refugee reach us regarding MHPSS we refer it to related service provider. *Our livelihood project is only for women *We provide in-kind/cash assistance when the case has protection risk |
| Concern Worldwide | Monday-Friday | 8:30 - 17:30 | Hotline +90 0850 888 1122, CRM WhatsApp +90 0535 035 8622 | WhatsApp | Arabic Turkish English Kurdish Farsi | | X | X | X | X | X | X | | | | Sanliurfa | In-kind assistance and livelihood supports are limited to Sanliurfa. In Gaziantep, Adiyaman, and Malatya, these services are provided through partners. |
| DRC | Monday-Friday | 9:00-12:30 / 13:30-17:00 | (Hatay) 0549 808 5681 (Sanliurfa) 0549 465 1331 (Kilis) 0549 812 1762 | WhatsApp | Arabic Turkish English | | X | X | X | X | X | X | | | | Sanliurfa Kilis Hatay | Specialised services for survivors of GBV/SGBV and LGBTI persons are available with the integration of livelihood support services tailored for GBV survivors. |
| GOAL | Monday-Friday | 8:00-17:00 | 0800 606 2727 | Hotline is toll-free | Arabic Turkish English | | X | | X | | | | | | X | Gaziantep Sanliurfa Adana | Support are available only to Syrian nomadic and semi-nomadic groups. In Adana, Syrian seasonal auricular workers can also benefit. |
| IBC | Monday-Friday | 9:00-18:00 | (Kilis) 0538 574 6309 | WhatsApp | Arabic Turkish | | | X | X | X | | | | | X | Sanliurfa Kilis | In-kind assistance is limited to Kilis Province |
| SGDD- ASAM | Monday-Friday | 9:00 -17:30 | Ankara HQ: 0312 427 55 83 / 212 60 12 Gaziantep IFO: 0342 220 01 80 For other offices' phone numbers, https://sgdd.org.tr/where-we-work/ | Email: asamdestek@sgdd- asam.org / info@sgdd-asam.org | Arabic Turkish Farsi | | X | X | X | X | | | | | X | Gaziantep, Sanliurfa Adana, Mersin Kahramanmaraş, Malatya , Osmaniye, Mardin, Hatay | All supports are available to Syrian and Non-Syrian refugees. For more phone numbers, please access SGDD-ASAM - Where we work < https://sgdd.org.tr/where-we-work/ > |
| STL | Monday-Friday | 9:00-17:00 | 0850 441 7080 | Email: bilgi@hayatadestek. org | Arabic Turkish English Kurdish | | X | X | X | | | | | | X | Adana, Hatay, Sanliurfa Mardin, Diyarbakır, Mersin | GBV specific services exist are available in Hatay and Adana. In Mardin, Batman, Urfa, Diyarbakır and Mersin: General protection including services for GBV survivors and GBV at risk. |
| IOM | Monday-Friday | 9:00-17:00 | 0552 094 9494 0552 091 9191 0552 098 9898 0530 042 1699 (Sanliurfa) | | Arabic Turkish Kurdish | | X | X | X | | | | | | X | Gaziantep Sanliurfa Hatay | Services are not SGBV specific, but they are available for SGBV survivors and those at risk upon receiving referrals from organizations. |
| SAMS | Monday-Friday | 9:00-17:00 | 05050909418 | WhatsApp or email: ehafiz@sams- usa.net | Arabic Turkish Kurdish English | X | | X | | | | | | X | X | Gaziantep | SAMS provides: medications for the Mental Health out Patients, and transportation cards inside Gaziantep, and GIK as PSS kits and HK (Upon available donations) for the beneficiaries of the MHPSS center. For more details Please visit : https://turkey.servicesadvisor.org/en/service/50152-2 |
| UOSSM | Monday-Friday | 9:00-12:00 / 13:00-17:00 Hotline 7/24 | Hotline: 0544 479 1793 Gaziantep: 0531 894 8885 Hatay: 0531 362 7622 Kilis: 0507 886 3654 | | Arabic English Turkish | X | | X | | | | | | | | Gaziantep Hatay Kilis | PTRCs (physical rehabilitation center) and MHCs (mental health center), which also has special needs rehabilitation services for children with neurodevelopmental disorders, are open during the week. Hotline is working for 7/24 for in three languages except for Fridays for English speakers. |
| WHH (Hatay & Gaziantep) | Monday-Friday | Hatay: 9:00-12:00 / 13:00-16:00 Gaziantep: 8:00-12:00 / 13:00-17:00 | Hatay: 0532 111 10 77 Gaziantep: 0536 864 49 55 | | Hatay: Arabic Gaziantep: Ara bic, Turkish | | X | | | | | | | X | X | Hatay Gaziantep | |
| WHH (Mardin) | Monday-Friday | 8:00-12:00 / 13:00-17:00 | 0534 111 1066 | | Arabic, Turkish, kurdish | | X | X | X | X | | | | X | | Mardin | |