



INTER-AGENCY Q&A ON HUMANITARIAN ASSISTANCE AND SERVICES IN LEBANON (INQAL)

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- The INQAL is also to be used for all available humanitarian hotlines in Lebanon
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<http://data.unhcr.org/syrianrefugees/documents.php?page=1&view=grid&Country%5B%5D=122&Search=%23INQAL%23>
- The INQAL should not be handed out to refugees
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INTER-AGENCY Q&A ON HUMANITARIAN ASSISTANCE AND SERVICES IN LEBANON (INQAL)

EDUCATION	3
FOOD	35
FOOD AND ELIGIBILITY	75
HOUSEHOLD ITEMS	85
PROTECTION	105
PUBLIC HEALTH.....	136
SEXUAL AND GENDER BASED VIOLENCE (SGBV)	161
SHELTER	170
SOCIAL COHESION AND LIVELIHOOD	183
WATER, SANITATION AND HYGIENE (WASH)	189
ANNEX – HUMANITARIAN HOTLINES IN LEBANON	203



EDUCATION

Table of Contents

Q1: Why is education important for my children?.....	6
Q2: How do I enrol my child in a public school? When does school start in Lebanon? When does it end?	6
Q3: How do I cover the school fees?	6
Q4: My child is 3-18 years old and is not in school. What are the available options for education in Lebanon?	7
Q5: What will be required to register my children in a public school?	7
Q6: What documents do I need to provide an education organisation with for assisting me to enrol my child in education programmes outside school?	7
Q7: I just came from Syria and I need to obtain information on schools around my house to register my children, where should I go?	8
Q8: I arrived after the enrolment period for public school. Is it too late to enrol my children in public school?	8
Q9: When and where will the registration for 2014-2015 school year start?	8
Q10: My children were in public school last year. Will they be enrolled this year?	9
Q11: My children are currently in 2 nd shift, will they have a place in the 1 st shift with the Lebanese students next year?	9
Q12: Do you think there will be more places in school for our children next year?	9
Q13: Will our children automatically have a place in public school after the completion of accelerated learning programmes?	10
Q14: Will our children be prepared to attend formal education next year after the completion of an accelerated learning programme?	10
Q15: Is there any programme available for our children aged 3 to 5, because they can't enrol in 2 nd shift school?	11
Q16: My child passed the entrance test, but the director did not enrol my child in school. What should I do? Whom should I talk to?	11
Q17: When is the entrance test done for the new scholastic year?	11
Q18: Do you support children who are currently participating in education programmes with other humanitarian organisations?	12
Q19: Do you provide financial aid for families for education programmes?	12
Q20: Will transport be provided for education services?	12
Q21: Do schools or other education programmes teach the Syrian curriculum?	13



Q22: Are classes taught in foreign language?	13
Q23: Are Lebanese schools different from schools in Syria?	13
Q24: My child has been out of school for more than one year. Can he/she go back to school?	14
Q25: My child is working to help support the family. Can he/she go back to school? Or can he/she attend part time, so he/she can also continue to work?	14
Q26: I know of a child that is not going to school and I want to help. How can I do that?	14
Q27: What kind of support and services are there for children with special education needs (physically or intellectually disabled)?.....	15
Q28: My child used to be enrolled in school but after some months, he/she dropped out (or the school denied them attendance), what should I do?	15
Q29: My child faces problems at school. Whom can I talk to?	15
Q30: My child is struggling to keep up with the learning levels in formal school. How can I help him/her?	16
Q31: Can you offer help to illiterate parents?.....	16
Q32: Do you provide children with food during education programmes?	16
Q33: What will my children do once they have completed their (non-formal) education programme?	17
Q34: Are you going to cover my children's tuition fees as well next year?	17
Q35: Will our children receive a formal/recognized diploma from accelerated learning programmes?	17
Q36: I/my child passed the brevet exams. What do/does I/my child do now?	18
Q37: Will our children be provided with certificates after they complete a non-formal education programme (Not public school)?.....	18
Q38: If my child passed the official exams, when and where can he/she receive the official certificate from?.....	18
Q39: Why do children not receive official certificates in some cases?	19
Q40: My child is enrolled in a Syrian School in Lebanon. Can they obtain a valid certificate?.....	19
Q41: Where and what do I need to submit to get my child's previous schooling officially recognized in Lebanon?	20
Q42: If I leave Lebanon, how can I prove my child's level of education in my next home/place of residency?.....	20
Q43: Can I/my child go to university?	20
Q44: I am a Syrian teacher. Where can I find a job? Am I allowed to teach in Lebanon?	21
Q45: Do you pay parents or participants that volunteer in education programmes?.....	21
Q46: Do public schools provide insurance for my child?	21
Q47: Do public schools vaccinate my child?.....	22



Q48: My child has problems speaking and he needs speech therapy to improve. Can you help me?.....	22
Q49: My child has behavioral problems. He is very hyper and I can't control him so I have to hit him often, what should I do?	22
Back to School	23
Q50: Can I enrol my children in public schools?.....	23
Q51: What will be required to register my children in a public school?	23
Q52: Do I have to pay to enrol my children in public school? If yes, how much does it cost?	24
Q53: My children were in public school last year. Will they automatically be enrolled this year?	24
Q54: My children were enrolled in 2 nd shift in the 2013/2014 school year; will they have a place in the 1 st shift with Lebanese students this year?	24
Q55: Will children in 2 nd shift receive an official/recognized certificate from the Ministry of Education in Lebanon at the end of the year, like other students in the 1 st shift?	25
Q56: What does <i>public school</i> mean? Is there a difference to other kinds of schools?	25
Q57: Will school transportation be provided for my children?	25
Q58: My child was enrolled in grade 6 or above, but has difficulties to follow the Lebanese academic system. Does he/she have other formal options?	26
List of education organisations	26
Annex A – List of education partners, community centres, Ministry of Education and Higher Education and relevant offices	27
Annex B – List of second-shift schools January 2015	31

Q1: Why is education important for my children?

Education is a basic right for all children. Education can help your children to get a job and support themselves and their future family.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q2: How do I enrol my child in a public school? When does school start in Lebanon?

When does it end?

In Lebanon, school starts at the end of September and ends in June.

The Ministry of Education of Lebanon will first complete the registration of Lebanese children and then will gradually open registration to non-Lebanese, including Syrian children.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
			✓	✓

Q3: How do I cover the school fees?

Education in Lebanon is compulsory. Parent's association fees should be paid, if you cannot afford the cost of the stationary and the Parent Committee fee, you should ask a partner organisation (see Annex A) to cover these expenses for you. If you decide to enrol your children in private schools, you will have to cover all expenses.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q4: My child is 3-18 years old and is not in school. What are the available options for education in Lebanon?

Both the Lebanese Government and various organisations are providing education options for refugees in Lebanon. Based on their eligibility, children between 6 and 14 years old can enrol in public schools.

For students who have already passed grade 6 they can also resume their academic education or enrol in secondary or technical schools.

Other options include Community Based Education, Accelerated Learning Programmes and catch up programmes. Please contact local education organisations for more information.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q5: What will be required to register my children in a public school?

Please bring the following documents to the school when enrolling:

- Previous grades transcript for the past two years in the formal public education system
- Valid ID document
- Valid UNHCR registration certificate
- 2 passport size photos

If you don't have all of the documents, you can still enrol your children and the school administration will advise on options.

Some schools may need additional papers (residency paper, vaccination, family booklet, etc.).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q6: What documents do I need to provide an education organisation with for assisting me to enrol my child in education programmes outside school?

Please provide the following documents to the partner organisation:

- A valid UNHCR registration certificate (when available)
- Previous year grades
- School certificate (include students' grade, address, director's name)
- Updated vaccination booklet

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

**Q7: I just came from Syria and I need to obtain information on schools around my house to register my children, where should I go?**

You should go to the nearest Social Development Centre (SDC) or regional directorate of the Ministry of Education in the area where you are living, and they will give you the contacts of the nearest school to your house.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q8: I arrived after the enrolment period for public school. Is it too late to enrol my children in public school?

You can enrol your children in school even if the school year has already started, until the end of December. If you arrived in Lebanon after December, please contact the nearest partner organisation, for options of possible enrolment of your child in non-formal education programmes.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q9: When and where will the registration for 2014-2015 school year start?

Registration of refugee children in public schools has not yet started, as the Ministry of Education is first conducting the registration of Lebanese students. UNHCR will inform you when and where to enrol your children.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q10: My children were in public school last year. Will they be enrolled this year?

If your child is between 6 and 14 years old and has been enrolled for the past two years in a public school in Lebanon, you have to wait for the Ministry of Education to open the registration dates for refugee students.

If your child is between 6 and 14 years old and previously only attended 1 year in formal public school morning, second shift or non-formal education programmes, you will be informed by UNHCR through SMS phone message on when, where and how to approach the Ministry of Education and list him/her on the second shift waiting lists.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q11: My children are currently in 2nd shift, will they have a place in the 1st shift with the Lebanese students next year?

No, once your child is registered in the 2nd shift, he/she cannot register in the 1st shift because the first shift is already full.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q12: Do you think there will be more places in school for our children next year?

Nothing can be guaranteed. The Ministry of Education and Higher Education will give answer to that.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

**Q13: Will our children automatically have a place in public school after the completion of accelerated learning programmes?**

No, it depends on his level of education and the space available in public schools. You must always be in contact with the humanitarian organisation where you get assistance from.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q14: Will our children be prepared to attend formal education next year after the completion of an accelerated learning programme?

Yes, depending on their level of education, because a child cannot register in a class if his level is lower than 2 grades according to the class in question.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

**Q15: Is there any programme available for our children aged 3 to 5, because they can't enrol in 2nd shift school?**

There is a programme named *Early Childhood Education for the Children from 3-5 years old*. Please contact an education organisation near you for more information and for a possible enrolment of your child in such a programme if available.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q16: My child passed the entrance test, but the director did not enrol my child in school. What should I do? Whom should I talk to?

You should first check with the director why your child is not enrolled in the school. If you do not agree, then you can contact an education organisation near you or UNHCR. They will take all the information that you can provide so they can call Ministry of Education and Higher Education to discuss your situation with them.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q17: When is the entrance test done for the new scholastic year?

On the first day of the school year after the summer vacation, usually the school puts a notification on the doors with the dates of the tests to be done. If you arrive after this date, contact the school or education organisation near you to help arrange an alternative option.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q18: Do you support children who are currently participating in education programmes with other humanitarian organisations?

There are a variety of educational programmes available to children. Your child may complete one programme and then enrol in another programme, possibly with a different organisation. We recommend that you talk to the organisation running the programme for further guidance in order to provide education services to as many children as possible.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q19: Do you provide financial aid for families for education programmes?

Education programmes are offered free of charge for children 3-18, within available financial resources. Additional financial packages are not offered, however, if you are interested in a possible scholarship for higher education (college, university) please contact a local education organisation for guidance (See annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q20: Will transport be provided for education services?

Parents are responsible to ensure their children's access to education programmes. However, in very exceptional situations, transportation arrangements might be partially covered.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q21: Do schools or other education programmes teach the Syrian curriculum?

The education programmes in Lebanon are mandated to be strongly linked to the Lebanese curriculum.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q22: Are classes taught in foreign language?

Classes are taught in different languages. Most education programmes are taught in Arabic with opportunities to learn French and English according to the Lebanese curriculum.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q23: Are Lebanese schools different from schools in Syria?

Schools in Lebanon and Syria follow different curriculums. Lebanese schools are taught in Arabic with some subjects taught in French and English. However, in 2nd shift, all classes are taught in Arabic with lessons to introduce French and English. In some areas, support classes are offered to help your child adapt to the Lebanese classes.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q24: My child has been out of school for more than one year. Can he/she go back to school?

There are a variety of education programmes available to your child depending on its needs (learning level, past learning experience, age and time out of school). Please contact the nearest education organisation for more information about existing programmes. Many of these programmes are called non-formal with the goal of helping your child prepare to enrol in public schools with skills to succeed.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q25: My child is working to help support the family. Can he/she go back to school? Or can he/she attend part time, so he/she can also continue to work?

Your child has several options, including pursuing formal education or accelerated vocational education with flexible schooling hours. Contact your nearest education organisation for advice about possible options for your child based on its individual needs and situation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q26: I know of a child that is not going to school and I want to help. How can I do that?

Please inform any of the education organisations if you know about any child in your community who is not in school, has dropped out of school or is at risk of dropping out. There are a variety of educational programmes that are available that can help these children go back to school.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q27: What kind of support and services are there for children with special education needs (physically or intellectually disabled)?

Under Lebanese law, children with special education needs can be enrolled in some public schools, unless they have a severe mental disability and need specific support. For more information, please contact your nearest education organisation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q28: My child used to be enrolled in school but after some months, he/she dropped out (or the school denied them attendance), what should I do?

Parents are responsible to ensure education continuation of their children. In either case, contact the nearest education organisation, particularly the one working in that school. They should be able to assist your child with possible options. If needed, they will raise the case with UN organisations and the Ministry of Education and Higher Education.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q29: My child faces problems at school. Whom can I talk to?

As in Syria, parents should closely follow up on their child's progress and integration in school. There are different people you can talk to in order to get help: school director, health educator or Parent's Committee. If you are concerned about violence, abuse or discrimination, you should inform your nearest education organisation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q30: My child is struggling to keep up with the learning levels in formal school. How can I help him/her?

Children can face challenges in school and parents are encouraged to talk regularly with their children for support and guidance. In addition, education organisations are providing remedial and catch up programmes for refugee children for learning support and to assist them in getting up to grade level for formal schooling. Please see your local education organisation for more details and assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q31: Can you offer help to illiterate parents?

There may be adult literacy courses or materials available in your area. Contact your nearest education organisation for more details and assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q32: Do you provide children with food during education programmes?

Public schools do not provide free food for children. However, in very few education programmes, small snacks are provided by the organisation facilitating the programme, when it demands long hours outside home. Parents should ensure substantial snacks and fresh water on daily basis for children going to school.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q33: What will my children do once they have completed their (non-formal) education programme?

After the completion of your child's non-formal education programme, there may be options for them to either enrol in another programme or enrol in school if they pass the test in the school. Continue to work with your children at home in between programmes to continue their learning. Please visit your nearest education organisation for guidance about further steps.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q34: Are you going to cover my children's tuition fees as well next year?

Depending on the funds and projects available for next year, organisations are working to ensure that the most in need continue to have access to education. Parents are also encouraged to mobilize their resources to safeguard their children's access to rights.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q35: Will our children receive a formal/recognized diploma from accelerated learning programmes?

Accelerated learning programmes don't have a recognized diploma by the Ministry of Education and Higher Education for the moment. But it doesn't prevent the child to register in formal education next year. Accelerated learning programmes help the child to get in the formal education system.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

**Q36: I/my child passed the brevet exams. What do/does I/my child do now?**

You can now go to secondary school (Grades 10, 11, 12) or you can take formal vocational training. Vocational training provides you with a large set of skills and certification that can lead to job opportunities. For more information, please contact the nearest education organisation who can refer you to career centres to help you decide what to do.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q37: Will our children be provided with certificates after they complete a non-formal education programme (Not public school)?

Currently non-formal education programmes in Lebanon are not certified by the Lebanese government. Children enrolled in non-formal education programme will receive documentation of their participation and learning achievements to help transition to formal schools where certification is provided.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q38: If my child passed the official exams, when and where can he/she receive the official certificate from?

Once the official certificates are ready to be distributed by the regional Ministry of Education and Higher Education office, parents can go with the registration card of the official exam to pick up the certificate.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

**Q39: Why do children not receive official certificates in some cases?**

Certificates cannot be delivered unless your child has all the official papers, including documents from previous schooling in Syria.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q40: My child is enrolled in a Syrian School in Lebanon. Can they obtain a valid certificate?

The Government of Lebanon will ONLY recognize or certify education programmes from schools that teach the Lebanese curriculum.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q41: Where and what do I need to submit to get my child's previous schooling officially recognized in Lebanon?

You need to submit a certificate of secondary education issued by any Arab or foreign government to the Secretariat of the Equivalence Committee of the Lebanese Ministry of Education and Higher Education. You can then get the equivalence before applying to universities and other institutions of higher education. All required documents, frequently asked questions and procedures are well explained in three languages on the following website: mehe.gov.lb/equiv

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q42: If I leave Lebanon, how can I prove my child's level of education in my next home/place of residency?

School reports, education certificates and diplomas certify the level of education of your child. Ask the school for your child's records before you leave Lebanon.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q43: Can I/my child go to university?

Yes, after getting your Grade 12 Diploma. To enrol in university in Lebanon, you should approach the Ministry of Education and Higher Education's Equivalence Unit (see related question). Several scholarships are available that may help you access universities. You can contact nearby education organisations and the refugees outreach volunteers for more information.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q44: I am a Syrian teacher. Where can I find a job? Am I allowed to teach in Lebanon?

The Lebanon government does not allow Syrians to teach in Lebanon public schools. We encourage you to support educational programmes or opportunities in your community. Please contact nearby education organisations for more information.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q45: Do you pay parents or participants that volunteer in education programmes?

No. We do not pay volunteers or participants. We invite you to be involved in helping the children when possible.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q46: Do public schools provide insurance for my child?

According to Lebanese national policies, all children enrolled in a public school in Lebanon are insured.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q47: Do public schools vaccinate my child?

According to Lebanese national policies, all children enrolled in public schools in Lebanon should be vaccinated. Vaccinations do not take place in schools. Please contact the nearest social development centre or primary health care centre to update your child's vaccination booklet.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q48: My child has problems speaking and he needs speech therapy to improve. Can you help me?

Assistance can be pursued through community centres to refer you to the adequate identification mechanism. We know it will not be easy but you should keep looking for organisations existing in the country that are willing to help you.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q49: My child has behavioural problems. He is very hyper and I can't control him so I have to hit him often, what should I do?

You can visit an education organisation for guidance. They may be able to refer you to a place where you can get proper evaluation and assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Back to School

Q50: Can I enrol my children in public schools?

Yes.

Registration for grades 1 to 9 was open in the first shift until 1st November. If the school was not able to accommodate your children because had no space capacity, you have to go to a nearby second shift school and enrol your children before the 23rd of January 2015. Accessing the second shift means that your children can continue their studies in public schools. The list of second shift schools is available in the UNHCR registration centres and in Community Development Centres as well as with humanitarian organisations (or list in annex). If you faced issues or cannot find the list of second shift schools, please contact the humanitarian organisation in your area of residence (see list at the end). Students who passed grade 9 can also enrol in secondary schools. Access to vocational education is also possible after grade 6 (see question 58). Access to kindergarten for children aged 3 to 5 years old, in public schools is still open for a limited number of children. You can call the humanitarian organisation in your area of residence for more information (see list below).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q51: What will be required to register my children in a public school?

You will need these documents:

- Certificate or transcript of records for the past two years, especially when enrolling in grades 8 and 9
- Valid ID document
- Valid UNHCR registration certificate
- 2 passport size photos

If you don't have all of these documents, you can still enrol your children and the school administration will advise on options. In case you have questions on how to obtain

documents, including residence in Lebanon, you can contact the following legal partners for advice and assistance: NRC, IRC, IRD and Caritas. UNHCR and ROVs can guide you to the legal aid centre closest to you.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q52: Do I have to pay to enrol my children in public school? If yes, how much does it cost?**

Public education in Lebanon is not for free. But you will not have to pay the school registration fees for your children as it will be covered by the Government of Lebanon with the support of the international community.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q53: My children were in public school last year. Will they automatically be enrolled this year?

The Ministry of Education is currently giving priority to students enrolled in the first shift public schools during the last academic year (2013/2014). If places are not available, you will have to register your children on a waiting list in a second shift school.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q54: My children were enrolled in 2nd shift in the 2013/2014 school year; will they have a place in the 1st shift with Lebanese students this year?

No, once your child is registered in the 2nd shift, he/she cannot register in the 1st shift.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			



Q55: Will children in 2nd shift receive an official/recognized certificate from the Ministry of Education in Lebanon at the end of the year, like other students in the 1st shift?

Yes. The 2nd shift provides the same formal education as the 1st shift with a Lebanese light curriculum. Children who succeed will receive an official/recognized certification.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q56: What does *public school* mean? Is there a difference to other kinds of schools?

Yes, there are various education options for refugees in Lebanon.

- Public schools are education institutions run by the Ministry of Education and financed by the Lebanese Government. The list of public schools is available with UNHCR /UNICEF partner organisations (see list at the end of this document).
- Private schools are education institutions run by independent organisations or individuals. They are certified by the Ministry of Education when they follow a Lebanese or other certified curriculum. Semi-Private schools are partially financed by the Ministry of Education for a very limited number of students.
- Other education programs (called non-formal education programmes) are also available depending on your child's learning needs and to prepare entry to schools. Be aware that these programmes are not recognised by the Ministry of Education and do not lead to certification.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q57: Will school transportation be provided for my children?

Parents are responsible to ensure access and regular attendance of their children to the education programs. In very exceptional situations transportation arrangements might be partially covered depending on funding availability.

Ask the humanitarian organisations (see list at the end).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q58: My child was enrolled in grade 6 or above, but has difficulties to follow the Lebanese academic system. Does he/she have other formal options?

Students between 13 and 18 years old, who have completed grade 6, can enrol in technical schools where vocational classes are available and certified by the Government of Lebanon

You can approach one of the humanitarian organisations listed below to get the name of the nearest public technical institution and enrol. UNHCR and partners can support by paying the tuition fees on your behalf.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

List of education organisations

Organisation	Location	Address/Contact Info
Caritas	Beirut/Mt Lebanon	01 50 25 50
Terre des Hommes-Italy	Beirut/Mt Lebanon	70 66 62 98
War Child Holland	Beirut/Mt Lebanon	76 81 53 46
NRC	Tripoli (T5)	03 00 92 36
Save the Children	Tripoli (T5)	76 06 85 27
Save the Children	Akkar	03 519 360, 715 734 68, 71 019 411
Caritas	Akkar	71 11 06 48
Caritas	South	76 75 36 59, 76 31 53 56
Terre des Hommes-Italy	Bekaa	71 59 59 84
Save the Children	Bekaa	70 93 61 86

Annex A – List of education partners, community centres, Ministry of Education and Higher Education and relevant offices

Organisation	Location	Address/Contact Info
ACTED	Beirut	Address Ein El Mreisseh, Hassan Idriss Str., La Perla Bldg 181, 1st Floor Tel: 01-360846 Fax 01-360846 E-Mail beirut@acted.org Website www.acted.org
Amel Association	Beirut	Address: Abou Chakra St, Beirut Phone:01-317293
	West and North Bekaa	08-240413
	Marjaayoun	07-840052
AVSI Foundation	Beirut	Address P.O.Box 17-5722 Post St Michel, Beirut Riad El-Solh, Banks St., Estephan Bldg, Beirut Tel: 01-985279/80 Fax 01-985279/80 E-Mail avsilib@dm.net.lb www.avsi.org
British Council	Beirut	8th Floor, Berytech Technology and Health Bldg, Mathaf / Sodeco Street, Damascus Road, Beirut 2064 1509 Lebanon, Beirut Tel: 01-428900
Caritas Lebanon Migrant Centre (CLMC)	Beirut	Address Sin El-Fil/Kalaa, Dr. Youssef Hajjar Street P.O.Box 16-5274 Beirut-Lebanon Telephone 01-499767/8/9 Fax 01-494713 E-Mail executive@caritas.org.lb Website www.caritas.org.lb
	Bent Jbeil	Tel: 03-559107

Concern	Akkar	Office location: Jarjoura Building, Halba Main Road Area: Halba (Tripoli side) City: Halba Additional directions: Opposite Afandim Restaurant Tel: 70-096318 Email: concern.recruitment@yahoo.com Website: http://www.concern.net
Hilfswer Austria International (HWA)	Metn	Office address: Jal Dib, Matar Abou Jaoude St, 2020 Bldg., 6th floor Tel: 04-718621 Website: www.hilfswerk-austria.at Contact Person: Pascale Daou Email: pascale.daou@hwa.or.at
Iqra' Association	Beirut	01-365149 – 01-365159 Blue Building, 5th floor #512 Abdel Aziz Street Beirut, Lebanon
Jusoor	Bekaa, Beirut	refugee.education@jusoor-sy.org Tel.: 76-789080 / 71-118815
Ministry of Education and Higher Education	Beirut	Habib Abi-chahla Square – Beside UNESCO Palace Beirut - Lebanon Tel: 01-789611 Fax: 01-789606
Norwegian Refugee Council (NRC)	Beirut	Ain al-Mreisseh, John F. Kennedy Street, Ayad Building, First Floor, Beirut – Lebanon. Tel/Fax: 01 366 113/4/5 E-Mail admin@lebanon.nrc.no Website www.nrc.no
	Tripoli	Tel: 03-009236
	Tyre	Tel: 03-002278
Refugee Education Trust	Beirut	Address: Dora Highway - United Assurance Bldg - 5th Floor

Rescue Me	Beirut	Address : Korneesh el mazeraa- Hassan Centre., Tel.: 70-863423 – 70-845243, E-Mail: rqme@outlook.com
Right To Play	Beirut	Contact Person: Jihad Haidar Telephone: 05-952943/4 Address: Farhat Bldg., 7th floor, Str. #64, Area #5; Chiyah, Mt. Lebanon Lebanon Email: jhaidar@righttoplay.com Website: www.righttoplay.com
Save The Children	Beirut	Address: Beirut, Bliss Street, Farra Building, 1st floor Tel: 01- 370183/4/5/6/7 Fax Number: 01-370154
	Qobayat	Address: Qobayat, Andket Road, Charbel Dib bldg, Block B, 1st floor
	Bekaa	Address: Zahle Houch El Omara Stargate Street C.E.T. building, 3rd floor Tel: 70-936186
United Nations High Commissioner for Refugees (UNHCR)	Beirut	Khater Building, Dr. Philippe Hitti Street, Ramlet El Baida, (Behind Spinneys Supermarket - Jnah)
United Nations Children's Fund (UNICEF)	Beirut	UNICEF House Maamari Street, Gefinor Centre, Block E, 5th Floor, Beirut, Lebanon Tel: 01-756101 Facsimile: 756109 beirut@unicef.org
	Tripoli	Address: Btouratij Area: Koura Around 50 m before Fransabank there is a small exit on the left side 3rd building , Talih Hassan bldg 1st Floor Tel: 76-068527

Terre des Hommes (TdH)	Beirut	Address Behind Najem Hospital, Sabraoui building, Hope 2, Hosh, Tyre Tel: 70-180979 E-Mail: tdh.lebanon@gmail.com Website www.tdh.ch
United Nations Educational, Scientific and Cultural Organisation (UNESCO)	Beirut	Regional Bureau for Education in the Arab States and Cluster Office to Lebanon, Syria, Jordan, Iraq and the Autonomous Palestine Territories. P.O. Box 11-5244 Beirut Lebanon Mail: beirut@unesco.org Tel: 01-850013 Fax: 01-824854
United Nations Relief Work Agency (UNRWA)	Beirut	Bir Hassan, Ghobeiri, Beirut (opposite City Sportive) Beirut 1107 2060 Lebanon Tel: 01-840490 Fax: 01-840466
War Child Holland	Beirut	Info.lebanon@warchild.nl Tel: 01-801725 Fax: 01-791270 War Child Holland Lebanon Mother & Child Welfare Bldg. Hussein Oueini Street 3rd Floor 14-5693 Beirut, Lebanon

Annex B – List of second shift schools January 2015

	Mohafaza	Caza	School name in Arabic
Beirut/Mount Lebanon	Beirut	Beirut	الأورغواي الرسمية المختلطة - الأشرفية الأولى
	Beirut	Beirut	العلامة الدكتور صبحي الصالح المتوسطة المختلطة
	Beirut	Beirut	جابر الأحمد الصباح
	Beirut	Beirut	عمر الزعني المتوسطة الرسمية المختلطة
	Beirut	Beirut	مدرسة عمر فاخوري الابتدائية الرسمية المختلطة
	Beirut	Beirut	البسطة الأولى الرسمية المختلطة
	Beirut	Beirut	مدرسة الجناح
	Beirut	Beirut	مدرسة إميلي سرقس
	Mount Lebanon	Aley	عرمون الرسمية المتوسطة المختلطة
	Mount Lebanon	Aley	عاليه الأولى
	Mount Lebanon	Aley	مدرسة الشهيد رفيق الحريري - دوحه الشويفات الابتدائية
	Mount Lebanon	Aley	عبّات الرسمية المختلطة
	Mount Lebanon	Aley	العمرسية الثانية المتوسطة المختلطة
	Mount Lebanon	Aley	العمرسية الثالثة
	Mount Lebanon	Baabda	مدرسة برج البراجنة الرسمية الرابعة ق ط
	Mount Lebanon	Baabda	الغدير الرسمية المختلطة - ق ط
	Mount Lebanon	Baabda	تحويلة الغدير 2
	Mount Lebanon	Baabda	الشياح الثانية انكليزي
	Mount Lebanon	Baabda	وادي شحور
	Mount Lebanon	Baabda	بعيدا صبيان
	Mount Lebanon	Higher Metn	متوسطة الدكتور لويس غصن الرسم - محطة بحدون
	Mount Lebanon	Higher Metn	حماما
	Mount Lebanon	Northern Metn	سد البوشرية العالية الرسمية للصبيان
	Mount Lebanon	Northern Metn	بيت مري الرسمية المختلطة
	Mount Lebanon	Northern Metn	متوسطة انطلياس الرسمية المختلطة
	Mount Lebanon	Northern Metn	برج حمود الثانية المتوسطة المختلطة / انكليزي
	Mount Lebanon	Northern Metn	سد البوشرية بنات
	Mount Lebanon	Northern Metn	بيت شباب
	Mount Lebanon	Northern Metn	الشوير الرسمية المتوسطة المختلطة
	Mount Lebanon	Northern Metn	المتين الرسمية المتوسطة المختلطة
	Mount Lebanon	Chouf Iqlim	الناعمة
	Mount Lebanon	Chouf Iqlim	شحيمة الأولى
	Mount Lebanon	Chouf Iqlim	رميلة
	Mount Lebanon	Chouf Iqlim	دميت
	Mount Lebanon	Chouf	برجا الرسمية المختلطة
	Mount Lebanon	Chouf	عين وزين
	Mount Lebanon	Chouf	مزرعة الشوف
	Mount Lebanon	Jbeil	جبيل الرسمية الثانية المتوسطة

	Mount Lebanon	Jbeil	جبل الرسمية الأولى
	Mount Lebanon	Jbeil	علامات
	Mount Lebanon	Jbeil	مدرسة اسطفان جوان عاصي الرسمية حصارات
	Mount Lebanon	Keserwan	مدرسة حراجل الرسمية المتوسطة
	Mount Lebanon	Keserwan	اسكندر رزق عشقوت
	Mount Lebanon	Keserwan	صربا الرسمية المختلطة
	Mount Lebanon	Keserwan	يحنوش
	Mount Lebanon	Keserwan	درعون
Bekaa	Bekaa	Zahle	متوسطة حوش الامراء الرسمية المختلطة
	Bekaa	Zahle	متوسطة سعدنايل الرسمية المختلطة
	Bekaa	Zahle	قب اليباس الابتدائية الرسمية
	Bekaa	Zahle	ابتدائية الحريرية الرسمية
	Bekaa	Zahle	المعلقة المتوسطة للصبيان الرسمية
	Bekaa	Zahle	رياق الثانية الرسمية
	Bekaa	Zahle	متوسطة ماسا الرسمية المختلطة
	Bekaa	Zahle	متوسطة كفرزبد الرسمية
	Bekaa	Zahle	متوسطة تعلبايا
	Bekaa	Zahle	بر اليباس الرسمية الابتدائية
	Bekaa	Zahle	ابتدائية حي الفضل - ديرزنون الرسمية
	Bekaa	Zahle	متوسطة مجدل عنجر الرسمية
	Bekaa	Zahle	متوسطة قب اليباس الرسمية
	Bekaa	Zahle	متوسطة المشرفة الرسمية
	Bekaa	West Bekaa	متوسطة حوش الحريمة
	Bekaa	West Bekaa	متوسطة جب جنين المختلطة ((صبيان سابقا
	Bekaa	West Bekaa	متوسطة القرعون الرسمية
	Bekaa	West Bekaa	متوسطة غزة الرسمية
	Bekaa	West Bekaa	متوسطة المنارة الثانية
	Bekaa	West Bekaa	المرج
	Bekaa	West Bekaa	الجراحية الرسمية
	Bekaa	Rachaya	الرفيد المتوسطة الرسمية
	Bekaa	Rachaya	مزرعة عزه الرسمية
	Bekaa	Hermel	متوسطة الهرمل الرسمية الثالثة
	Bekaa	Hermel	الهرمل النموذجية
	Bekaa	Baalbeck	متوسطة اللبوة الرسمية
	Bekaa	Baalbeck	متوسطة عرسال الاولى المختلطة
	Bekaa	Baalbeck	متوسطة عرسال الثانية الرسمية
	Bekaa	Baalbeck	متوسطة عرسال الثالثة الرسمية
	Bekaa	Baalbeck	متوسطة القاع الرسمية
	Bekaa	Baalbeck	متوسطة سليم حيدر الرسمية
	Bekaa	Baalbeck	مدرسة دورس الرسمية المختلطة
	Bekaa	Baalbeck	العين المتوسطة الرسمية
	Bekaa	Baalbeck	متوسطة دير الاحمر الرسمية
	Bekaa	Baalbeck	مدرسة شمسطار المختلطة ((صبيان سابقا
	Bekaa	Baalbeck	تمنين التحنا المتوسطة الرسمية
	Bekaa	Baalbeck	متوسطة المشاريع الرسمية - القاع
	Bekaa	Baalbeck	متوسطة بعلبك الجديدة الثانية
	Bekaa	Baalbeck	متوسطة الزيتون الرسمية
	Bekaa	Baalbeck	متوسطة النبي شيت الرسمية

South	Nabatieh	Nabatieh	حبوش المتوسطة الرسمية
	Nabatieh	Nabatieh	النبطية الثالثة الرسمية
	Nabatieh	Nabatieh	زبدین الرسمية
	Nabatieh	Nabatieh	شوكین
	Nabatieh	Nabatieh	فريحة الحاج علي المتوسطة الرسمية للبنات
	Nabatieh	Nabatieh	عدشيت المتوسطة الرسمية
	Nabatieh	Hasbaya	شبعا الابتدائية الرسمية
	Nabatieh	Marjaayoun	قلیعة
	Nabatieh	Marjaayoun	علي حسين عبدالله المتوسطة
	Nabatieh	Bent Jbeil	رمیش
	Nabatieh	Bent Jbeil	جميل جابر بزي المتوسطة المختلطة الرسمية
	South	Saida	الاصلاح المتوسطة الرسمية المختلطة
	South	Saida	متوسطة الشهيد معروف سعد الرسمية
	South	Saida	حارة صيدا الرسمية
	South	Saida	انصارية المتوسطة الرسمية
	South	Saida	الغسانية المتوسطة الرسمية
	South	Saida	مدرسة عبرا المتوسطة المختلطة الرسمية
	South	Saida	النجارية
	South	Jezzine	جزین الابتدائية الرسمية
	South	Sour	حناويه المتوسطة الرسمية
	South	Sour	المساكن الشعبية الرسمية
	South	Sour	العباسية المتوسطة الرسمية
	South	Sour	صور الثانية الرسمية المختلطة
	South	Sour	دير قانون راس العين المتوسطة الرسمية
Akkar	Akkar	Akkar	الشيخ عياش الرسمية
	Akkar	Akkar	جديدة القيطع المختلطة الرسمية
	Akkar	Akkar	الكواشرة الرسمية المختلطة
	Akkar	Akkar	عيدمون المختلطة الرسمية
	Akkar	Akkar	الرامة وادي خالد الرسمية المختلطة/بناء جديد
	Akkar	Akkar	كفرتون المختلطة الرسمية
	Akkar	Akkar	الهيئة الرسمية المختلطة
	Akkar	Akkar	مدرسة السيدة بهية الحريري الرسمية
	Akkar	Akkar	العمائر الرسمية
	Akkar	Akkar	تل الزراعة الرسمية المختلطة
	Akkar	Akkar	حلبا الرسمية للصبيان
	Akkar	Akkar	رفیق الحريري الرسمية - براقيل
	Akkar	Akkar	مشمش الرسمية المختلطة
	Akkar	Akkar	تكميلة الحويش الرسمية المختلطة
	Akkar	Akkar	
	Akkar	Akkar	
Tripoli	North	Tripoli	الجديدة الرسمية للبنين
	North	Tripoli	عدنان زكي درويش الرسمية للبنين
	North	Tripoli	التربية الحديثة الرسمية للبنات
	North	Tripoli	الفضيلة الرسمية للبنات
	North	Tripoli	سليمان البستاني الرسمية للبنين
	North	Tripoli	القلمون الرسمية للصبيان
	North	Menieh-Dennieh	البدائي الابتدائية
	North	Menieh-Dennieh	متوسطة البدائي الثانية الرسمية للبنات
	North	Menieh-Dennieh	النبي كزير الرسمية المختلطة



North	Menieh-Dennieh	تكميلية سير الرسمية المختلطة
North	Menieh-Dennieh	المنية المقالع المختلطة الرسمية
North	Menieh-Dennieh	كفر حبو الرسمية المختلطة
North	Menieh-Dennieh	مراح السراج المتوسطية
North	Menieh-Dennieh	السفيرة المتوسطية الرسمية
North	Zgharta	مدرسة فيرا فرنجية الرسمية المختلطة
North	Zgharta	اردة الرسمية المختلطة
North	Zgharta	كفر زينا المختلطة الرسمية
North	El Koura	كوسبا الرسمية للصبيان
North	El Koura	ضهر العين الرسمية المختلطة
North	El Koura	دده
North	Bcharre	بشري الرسمية للبنات
North	Batroun	شكا الجديدة الرسمية المختلطة
North	Batroun	الهرمي المختلطة الرسمية

Table of Contents

Humanitarian Assistance Card (also called UN Electronic Card or Blue Card)	37
Q1: What is the World Food Programme (WFP)?	37
Q2: What is the objective of the UN Electronic Card?	37
Q3: What is the value of the assistance provided through this card?	37
Q4: When will the card be loaded?	38
Q5: Is it mandatory to use the full amount at once?	38
Q6: Can I carry forward the remaining balance to the next month?	38
Q7: Can I use the electronic card in any store or mall?	39
Q8: Where can I use the card?	39
Q9: What are the required documents to bring when you use the card?	39
Q10: Can anyone in the family use the card?	40
Q11: What are the commodities that you are allowed to buy using the UN Electronic card?	40
Q12: What if the UN electronic card is lost?	41
Q13: If I have a complaint or objection, whom should I raise it to?	41
Q14: Why is only my wife and/or children, father, mother, etc. included and not the whole family?	42
Q15: Who is eligible for individual food assistance in my family?	42
Q16: What assistance do I or people in my family that fit this condition get in this case?	42
Q17: My family has put in an appeal to be re-included – what happens if it is successful?	43
Q18: I have members in my family that fit these conditions, what should I do?	43
Q19: If I get these documents, when will the person that fits the condition be included?	44
Q20: What if the pregnant woman carries twins?	44
Q21: What if the woman gets pregnant again within two years?	44
Q22: What if the woman is pregnant and lactating? Would she/I receive twice the ration?	45
Q23: My father/mother (or another family member) will turn 60 next year, can she/he be included?	45
Q24: My child turns 2 in 6 months, what will happen then?	45



Q25: A woman is getting assistance because she is pregnant, will she automatically get assistance for the baby upon delivery and registration?	46
Annex A – List of Hotlines Associated with WFP Food Assistance	47
Annex B – WFP Contracted Food Shops in Lebanon	48
Annex C - How to use food vouchers in order to ensure a balanced diet and good health	74

Humanitarian Assistance Card (also called UN Electronic Card or Blue Card)



Q1: What is the World Food Programme (WFP)?

World Food Programme (WFP) is an organisation of the United Nations specialized in fighting hunger all over the world and it is the largest humanitarian relief organisation. In 2012, WFP launched its response in Lebanon to support displaced people from Syria with the aim securing food accessibility to the most affected families by this crisis. WFP will continue to provide food assistance through a system of the “UN Electronic Card”. It is a card designed to offer humanitarian assistance to the people displaced from Syria who meet the standards set by the United Nations organisations and registered on the list of people beneficiaries. This method will give the beneficiaries the freedom to choose the food items that meet their daily expectations when needed and in times that suit them.

Q2: What is the objective of the UN Electronic Card?

Currently, the UN Electronic Card helps support the Syrian families most in need living in Lebanon to be able to afford basic food items which meet their basic necessities. This card contributes to improve the nutritional status of these families. In the future we might be able to use the same card to cover their other needs.

The Electronic Card is an effective modality in terms of cost and efficiency in delivering the assistance as well as supporting the local economy. Above all, this card will allow families to buy and cook food on their own based on their preferences and according to their desires.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q3: What is the value of the assistance provided through this card?

Currently, each individual will be provided an amount of 19 USD per month for the purchase of food items. Each family will receive 1 card which will be loaded with 19 USD for every family member. This amount should be sufficient to cover simple and balanced nutrition needs.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q4: When will the card be loaded?**

At the beginning of each month, cards will automatically be loaded (cardholder will not be involved in the process).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q5: Is it mandatory to use the full amount at once?

The amount can be spent at once or at different transactions, noting that cardholders must have spent the full amount of any full card balance before the end of each month. This is because at the end of each month, any leftover amount will be cancelled.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q6: Can I carry forward the remaining balance to the next month?

No. It is not possible to carry-over a leftover amount or to receive a refund in cash. It is forbidden to sell, buy or waive the card.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q7: Can I use the electronic card in any store or mall?**

No. This card can only be used in shops contracted with the World Food Programme.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q8: Where can I use the card?

The UN electronic card is not accepted in all shops. You can only use the card in shops contracted with WFP. You can contact WFP staff or its partners for the list of the nearby shops.

Those shops were selected by WFP because it covers the minimum requirements, such as the quantity, availability and prices of food commodities. This programme will allow us to monitor the shops and to make sure that they are abiding the rules.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q9: What are the required documents to bring when you use the card?

The cardholder has to show his UN electronic card along with the UNHCR certificate that belongs to him and his family. The UNHCR case number printed on the card should be matching the one on the UNHCR certificate. After using the card a receipt will be printed stating the value of your purchases and the person who is benefiting has to sign the merchant copy receipt.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q10: Can anyone in the family use the card?**

Yes. In case the name of the head of family is registered on the certificate, any family member who is at least 18 years old and registered on the UNHCR certificate can go to the shop and use the card. They should show the original certificate to match its case number with the number on the UN electronic card. The person who is benefiting will not be able to use the card without showing the original certificate.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q11: What are the commodities that you are allowed to buy using the UN Electronic card?

The loaded balance on the card is restricted to the purchase of food commodities. You can use the card balance to buy any food item. Note that for the time being you are not allowed to use this card to buy non-food items such as cleaning supplies, kitchen tools or plastic stuff. It is absolutely forbidden to use the card to buy alcohol and cigarettes.

We will be monitoring shops, purchases and families on a regular basis in order to keep certain standards.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

	Recommended commodities
1	Cereals, pasta and bread
2	Pulses, beans and legumes
3	Oils and fats
4	Fresh fruits and vegetables
5	Dried fruits and nuts
6	Milk, cheese and eggs
7	Meat, chicken and fish
8	Food for infants 6 months - 2 years
9	Coffee \ tea
10	Spices and condiments
11	Iodized salt
12	Sugar, honey and sweets
	Prohibited Commodities
1	Cigarettes
2	Alcohol
3	Household Items

**Q12: What if the UN electronic card is lost?**

It is the cardholder's responsibility after receiving the card to keep it in a safe place in order to avoid losing it and to protect it from theft. In case the card is lost or stolen, you should contact the bank in order to stop the card immediately as it is your responsibility to report it in order to avoid losing the remaining balance. In similar cases, the card will be stopped and replaced with a new number and it will be delivered to you as soon as possible.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q13: If I have a complaint or objection, whom should I raise it to?

In the case of any type of complaint, objection or any disrespectful act from the shop owner, or in the case that commodities are not available in the shop, you are kindly asked to contact the humanitarian organisation which gave you the number for *this* distribution site and raise your complaint to them.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Warning

- It is the benefiting person's responsibility to check and confirm the expiry date of any food item and to make sure that it is in a good condition.
- In case the value of the purchases is greater than the available balance on the card, you can add some money from your pocket but you are not allowed to cash out the card in case your purchases are of less value than the card balance.
- Pay attention to your card expiry date and to the magnetic strip to avoid any damages.
- Do not forget to bring your card and UNHCR certificate whenever you go to the shop.
- At any given time, you can approach any selected retailer by WFP to make a balance inquiry free of charge.

During the implementation of the project, WFP staff and its partners will be available at the shops to assist you. They will also be doing house visits of people who are benefiting to ensure the efficiency of the electronic card's use and its impact on the nutritional status of families and to monitor and evaluate the number of people who are benefiting from this assistance. Please deal with them politely and answer their questions honestly and transparently so that we can continue to serve you in the best way.



Safety Net Assistance

Q14: Why is only my wife and/or children, father, mother, etc. included and not the whole family?

Some individuals are considered more nutritionally in need than others and humanitarian actors such as WFP & its partners aim to ensure that these individuals have sufficient access to food.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q15: Who is eligible for individual food assistance in my family?

People over 60 years, pregnant or nursing women, children under 2, and people who are not able to undertake daily tasks (e.g. going to the toilet) by themselves are eligible.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q16: What assistance do I or people in my family that fit this condition get in this case?

The individual who fits the condition gets 30\$ per month through the electronic card as long as they fit the condition.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				



Q17: My family has put in an appeal to be re-included – what happens if it is successful?

If a family appeals and is re-included in distributions, then the individual safety net ration will cease and be replaced by the re-inclusion of the full family ration entitlement under the Humanitarian Assistance Card (Electronic or blue card) programme. There is currently no system in place for you to appeal to, as there is an internal referral of those found to be most in need. However, UNHCR and WFP are working on a “request for review” system that will give you access to request the review of your case.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q18: I have members in my family that fit these conditions, what should I do?

You have to call the WFP partner hotline in your area to request inclusion of individuals in your family that fit the condition for this assistance. For those over 60, and children under 2: bring your UNHCR registration certificate to confirm. For pregnant and lactating women you should have a doctor certificate (plus a copy) to confirm the pregnancy. The certificate should mention the name, date of the visit, expected date of delivery, months of pregnancy, date of birth and the doctor’s stamp and signature. An Echo photo, a prescription letter, and laboratory test with no pregnancy certificate will not be accepted.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Also any request for pregnant women, who have not been pregnant for at least 3 months, is ignored.

For non-autonomous people you have to provide the details and our staff will come and visit you at your accommodation. You will need a medical certificate that states that the person who is benefiting is permanently non-autonomous (who needs assistance with basic needs). If the individual is temporarily non-autonomous, a date of the end of the disability should be stated on the medical certificate.

**Q19: If I get these documents, when will the person that fits the condition be included?**

Once you have the status confirmed, the individual will be included in the next electronic card distribution cycle.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q20: What if the pregnant woman carries twins?

She (you if the woman is asking) will get **19\$** per month on the electronic card as long as she/you is/are pregnant and when she/you deliver(s), the babies will get each **19\$** per month on the electronic card as long as they are registered with UNHCR, until they reach 2 years of age.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q21: What if the woman gets pregnant again within two years?

The woman must bring a medical certificate from the doctor with the expected date of delivery of the new pregnancy and she/you will continue to be included for an individual ration (30\$ on electronic card). The request will be valid if you've been pregnant for at least three months (see question above on documents needed).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q22: What if the woman is pregnant and lactating? Would she/I receive twice the ration?**

No. However, you will receive the assistance for the longest case of vulnerability. Under no circumstance can a person receive more than one individual assistance value. A pregnant woman would receive assistance until one month after the delivery date; a lactating woman receives assistance until her child is 2 years old; in case the two vulnerabilities are combined, the pregnant and lactating woman will receive whichever of these two types of assistance lasts the longest.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q23: My father/mother (or another family member) will turn 60 next year, can she/he be included?

Once a person reaches 60 years of age, she/he can be included by bringing the UNHCR registration certificate to confirm her/his age and date of birth. She/he will then get an individual monthly food assistance ration (19\$ on electronic card per month).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q24: My child turns 2 in 6 months, what will happen then?

You are eligible for support for your child until their second birthday. Once they turn 2 years old the assistance will stop.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q25: A woman is getting assistance because she is pregnant, will she automatically get assistance for the baby upon delivery and registration?**

Pregnant women need to present a different request once the child is born and registered in order to benefit from the assistance for lactating women and for children until they turn two years old.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Annex A – List of Hotlines Associated with WFP Food Assistance

Partner	Hotline number
North Lebanon	
Save the Children (Akkar)	01-370189
Bekaa	
Mercy Corps (Britel, Baalbeck, Ain, Fakeha and Laboue) operating starting August 2014	76-126437
	76-723716
Action Contre La Faim (ACF) (Aarsal, Hermel and Qaa) operating starting August 2014	71-553131
INTERSOS (West Bekaa - Rashaya)	78-975251
World Vision (Central Bekaa)	70-156482
	76-892282
	71-515112
South/Beirut/Mount Lebanon	
PU-AMI (Beirut, Mount Lebanon)	70-215900 03-105294
Action Contre La Faim (ACF) (Saida + Jezzine)	76-363431
	78-885162
Action Contre La Faim (ACF) (South excluding Saida)	76-147916
	78-889085

**Annex B – WFP Contracted Food Shops in Lebanon**

#	Shop Name	IP	Governorate	Kazaa	Location
1	Al Safa Supermarket	PU	Beirut	Beirut	Tarik Al Jdideh, Hamad Street, facing Bank Audi
2	Alban w Ajban Al Cheikh	PU	Beirut	Beirut	Al Nweyri Exit, Abdel Ghani Al Oreysi Street
3	AM-PM	PU	Beirut	Beirut	Hamra, Lyon Street
4	Fakahani Supermarket	PU	Beirut	Beirut	Mar Elias, Bashir Junblat Street, facing Thakanat Al Helou
5	Sabra Popular Shopping Centre	PU	Beirut	Beirut	Sabra Square, Grocery Market
6	Sabra Popular Shopping Centre	PU	Beirut	Beirut	Sabra Square, Grocery Market
7	Shoppers Itani - Internationals	PU	Beirut	Beirut	Tarik Al Jdideh, behind Al Makassed Hospital
8	Shoppers Itani - Internationals	PU	Beirut	Beirut	Tarik Al Jdideh, behind Al Makassed Hospital
9	Syoufi Supermarket	PU	Beirut	Beirut	Ashrafiyeh, Syoufi, Athena Street, near Jbara Pharmacy
10	Abdel Raheem Establiment	WVL	Bekaa	Zahle	Bar Elias Main Road, beginning of Deir Zanoun
11	Al-Amany Market	WVL	Bekaa	Zahle	Bar Elias, Main Road
12	Al-Baraka Minimarket	WVL	Bekaa	Zahle	Bar Elias, adjacent to Naser Centre



13	Al-Basheer	WVL	Bekaa	Zahle	Majdal Anjar, Al-Akrameyyeh, entrance of Majdal Anjar
14	Al-Ta'awouneyya al-Ahliyya	DRC	Bekaa	Baalbeck	Baalback, Hayy al-Sheikh Habib
15	Bedros Makholian Market	WVL	Bekaa	Zahle	Anjar, Al-Nada'a Street
16	Jaber Brothers	DRC	Bekaa	Baalbeck	Baalback, Sheikh Habib Street
17	Mahames F. M.	WVL	Bekaa	Zahle	Anjar, Main Road
18	Makhazen al-Ea'atemad al-Koubra	WVL	Bekaa	Zahle	el-Marj, near al-Marj High School
19	Markaz al-Mais al-Tejary	WVL	Bekaa	Zahle	Deir Zanoun Turn, Rayyak Road
20	Minimarket A'aesam Moustafa	INTERSOS	Bekaa	West Beqaa	Sawiri, Mid-Village, near the mosque
21	Minimarket Abdul Salam Rheemy	WVL	Bekaa	Zahle	Saadnayel, al-Sahl Area, near a car repairs shop
22	Minimarket al-Sa'adeh	WVI	Bekaa	Zahle	Mekseh village centre, 100 meters west of the Mekseh roundabout
23	Minimarket al-Safa'	WVI	Bekaa	Zahle	Mekseh Main Road, facing al-Barq Station
24	Minimarket Bassam Saleh	INTERSOS	Bekaa	West Beqaa	Sawiri, Main Road Sawiri-Rashay'ya
25	Minimarket Elie Khoury	WVL	Bekaa	Zahle	Zahlah, Sehet Ma'alaqa
26	Minimarket Hasan Krinbi	DRC	Bekaa	Baalbeck	A'arsal, Hayy al-Janoubi, Tareq al Rouaayan, near Ziad al-Rifae gas Station

27	Minimarket Imad Issa	WVI	Bekaa	Zahle	Qabb Elias, behind the Municipality
28	Minimarket Jeber	WVL	Bekaa	Zahle	Bar Elias, Al-Nahreyye neighbourhood
29	Minimarket Mahmoud Bahlaq	DRC	Bekaa	Baalbeck	A'arsal, Hayy Al Bahlaq
30	Minimarket Osta	WVL	Bekaa	Zahle	Zahlah, Haoush Al Omara, Hrawi Street
31	Minimarket Yousef Hjezy	INTERSOS	Bekaa	West Beqaa	Sawiri, Main Road, before the road leading to the village
32	Mini-Market A'ammam	WVL	Bekaa	Zahle	al-Marj Main Road, near Ghoutmy Pharmacy
33	Supermarket Abou Nassif	WVI	Bekaa	Zahle	Qabb Elias, Near the new community Palace
34	Supermarket al Saleh	DRC	Bekaa	Baalbeck	Baalback, Ras el-Ain Street
35	Supermarket Hamze	WVL	Bekaa	Zahle	Majdal Anjar, centre of the town
36	Supermarket Meral	WVL	Bekaa	Zahle	Bar Elias, adjacent to Bar Elias High School
37	Taawneyet Al-Mahata	DRC	Bekaa	Baalbeck	A'arsal, Tabak Al-Ward
38	Abo Fadi Shop	WVL	Central Bekaa	Zahle	Saadnayel
39	Al Salam Shop	WVL	Central Bekaa	Zahle	Qab Elias, Hay Al bayader main road
40	Al Takamol Al khayri Association	WVI	Central Bekaa	Zahle	taalabeya, next to

					Tuesday market
41	Ali al-Sahili Shop	WVI	Central Bekaa	Zahle	Dalhameyye/Faour Road, near LAF check-point
42	Bilal Shimali Shop	WVL	Central Bekaa	Zahle	Saadnayel, Al Sahl Hay Al Safsafi
43	Hyper Market	WVL	Central Bekaa	Zahle	Riyak, Hawch Hala
44	Michel Bou Zeidan Shop	WVI	Central Bekaa	Zahle	Ablah, main road
45	Michel Obeid Francis Shop	WVL	Central Bekaa	Zahle	Madina Sina'ayat
46	Minimarket Al Zomar	WVL	Central Bekaa	Zahle	Taalbeya, Al Sahl next to Sindibad CS
47	Minimarket Almadina	WVL	Central Bekaa	Zahle	Madina Sina'ayat, main road
48	Minimarket Borji	WVL	Central Bekaa	Zahle	Riyak, New Riyak Street
49	Minimarket Choukr	WVL	Central Bekaa	Zahle	Kfarzabad
50	Minimarket Husien Rhimi	WVI	Central Bekaa	Zahle	Saadnayel, next to the secondary school
51	Mouassasset Fady Mourada al-Tejareyya	WVI	Central Bekaa	Zahle	Karak Nouh
52	Msaed Market	WVI	Central Bekaa	Zahle	Fourzoul Main Road, facing al-Zammar Bakery
53	Saloum Shop	WVL	Central Bekaa	Zahle	Taanayel main Street Fain Rafik Hariri Medical Centre
54	Save More	WVI	Central Bekaa	Zahle	Karak Nouh, near Salhab Station, al-Rihab Road
55	Supermarket Al Hayek	WVL	Central Bekaa	Zahle	Qab Elias, main Road Al bayade
56	Supermarket Al Tarek	WVL	Central Bekaa	Zahle	Faour, main road

57	Supermarket Khaled Ahmad	WVL	Central Bekaa	West Beqaa	Hawech Harimi
58	Supermarket Omar Shokr	WVI	Central Bekaa	Zahle	Qabb Elias, Main Road
59	Supermarket Shokr	WVI	Central Bekaa	Zahle	Qabb Elias, Main Road
60	Bilal El-Hindi	WVI	Central Bekaa	Zahle	Saadnayel, Saadnayel-Mafra` El Matahen El Kubra
61	Brahim Market	WVI	Central Bekaa	Zahle	Madina Sinaa'iyya
62	Bravo Market	WVI	Central Bekaa	Zahle	Rayak, Autostrad Baalbeck
63	Daaybes shop	WVI	Central Bekaa	Zahle	Taalabaya, Taalabaya in front of Sabra Station
64	Janoum for Food items	WVI	Central Bekaa	Zahle	Bar Elias Main Road, facing Credit bank
65	Mahalat Abbas Al Tijariyyi	WVI	Central Bekaa	Zahle	Qabb Elias, Qabb Elias main road
66	Mahamis El-Shark	WVI	Central Bekaa	Zahle	Majdel Anjar, Majdal Anjar, Masnaa Road
67	Minimarket Abou Khalil	WVI	Central Bekaa	Zahle	Mekseh Main Road
68	Minimarket Al Hashem	WVI	Central Bekaa	Zahle	Jdita, Jdita, main road
69	Minimarket Bar Elias	WVI	Central Bekaa	Zahle	Bar Elias, Bar Elias, behind Bank Al E'timad
70	Minimarket Bourjes	WVI	Central Bekaa	Zahle	Qabb Elias, Qabb Elias main road
71	Minimarket Georges Obeidy	WVI	Central Bekaa	Zahle	Ain Kfar Zabad, Ain Kfar Zabad, Main road
72	Minimarket Hamze	WVI	Central Bekaa	Zahle	Karak Nouh,

					Karak, Near AUST
73	Minimarket Hattoum	WVI	Central Bekaa	Zahle	Qabb Elias, in front of the municipality
74	Minimarket Hmeimes	WVI	Central Bekaa	Zahle	Terbol, Terbol, near official school
75	Minimarket Issa Al Sheikh	WVI	Central Bekaa	Zahle	Al Faour, Flower road
76	Minimarket Mohammad Malek Darwich	WVI	Central Bekaa	Zahle	El Marj, El Marj, Main Street
77	Minimarket Naseeb Zaarour	WVI	Central Bekaa	Zahle	El Marj, El Marj, downtown
78	Minimarket Saghbini	WVI	Central Bekaa	Zahle	Terbol, near civil defense
79	Minimarket Wissam Sabri	WVI	Central Bekaa	Zahle	Majdel Anjar, Majdal Anjar, in the centre of the town
80	Minimarket Yassine	WVI	Central Bekaa	Zahle	Majdel Anjar, near bilal bin rabah mosque
81	Minimarket Hammoud	WVI	Central Bekaa	Zahle	Majdel Anjar, near rashaya crossing
82	Minimarket Lalo	WVI	Central Bekaa	Zahle	Zahle, Zahle near Maalaka public school
83	Minimarket Rehim	WVI	Central Bekaa	Zahle	Saadnayel, Saadnayel-El Saha
84	Moassasset Youssef Tannoury	WVI	Central Bekaa	Zahle	Chtaura Main Road
85	Mohammad al-Asa'ad Shop	WVI	Central Bekaa	Zahle	Omarey'ye Main Road
86	Mohammad al-Hsheimy	WVI	Central Bekaa	Zahle	Bar Elias, Nahreyye area, near Abou Nabeel Restaurant



87	Msaad Market	WVI	Central Bekaa	Zahle	Terbol, main road
88	Nassar Market	WVI	Central Bekaa	Zahle	Terbol, main road
89	Nmeir Market	WVI	Central Bekaa	Zahle	Zahle, Zahle-Hosh El Omara-Near Turquoise
90	Supermarket Al Radwan	WVI	Central Bekaa	Zahle	Saadnayel, Saadnayel, internal road behind the secondary public school
91	Supermarket Al Radwan	WVI	Central Bekaa	Zahle	Saadnayel, Saadnayel, internal road behind the secondary public school
92	Supermarket Al Radwan	WVI	Central Bekaa	Zahle	Saadnayel, Saadnayel internal road behind the secondary public school
93	Supermarket Hashem	WVI	Central Bekaa	Zahle	Jdita, Jdita, internal road
94	9 to 9	PU	Mount Lebanon	Aley	Dawhet Aramoun
95	Abou Charif COOP	PU	Mount Lebanon	Aley	Hay El Seloum, Al Huseiniyyah street
96	Abou Hasan Al Sbaai	PU	Mount Lebanon	Baabda	Burj Al Barajneh, Zarif Street, near the municipality
97	Abou Rami Supermarket (SPGC)	PU	Mount Lebanon	Baabda	Sainte Thérèse Street, near Sainte Thérèse Hospital, Hadath
98	Al Malak Market	PU	Mount Lebanon	Chouf	Ketermaya, main road

99	Al Sayed Supermarket	PU	Mount Lebanon	Chouf	Barja, Al Taamir Neighbourhood, Al Ayn Street, Al Sayed Station's Building
100	Al Shark Supermarket	PU	Mount Lebanon	Baabda	Ouzaii, Mdawara, next to Salim Station
101	Antoun Market	PU	Mount Lebanon	Kesrouan	Bwar, Sain Therese Street
102	Aoun Cooperation	PU	Mount Lebanon	Baabda	Bourj Al Barajne, Hussein Ali Naser Street, behind Husseiniyet Al Raml
103	Awad Market	PU	Mount Lebanon	El Metn	Sin El Fil, Al Ghazal Street
104	Azra Market	PU	Mount Lebanon	Kesrouan	Azra, Centre Azurama
105	Baydoun market	PU	Mount Lebanon	Aley	Bchamoun, Kreideh street, Jazira Centre
106	Bloom Mart	PU	Mount Lebanon	Aley	Khalde, Dawhet Al hoss Exit, after the Army checkpoint go right, 100m on the left
107	Broumana Market	PU	Mount Lebanon	El Metn	Broumana, facing Bank Audi next to the Wardieh gas station
108	Broumana Market	PU-AMI	Mount Lebanon	El Metn	Broumana, facing Bank Audi next to the Wardieh gas station
109	Cash Less	PU	Mount Lebanon	Jbeil	Aamshit, main road
110	Claude Market	PU	Mount Lebanon	El Metn	New Rawda,

					Mobilitop Street
111	Coin Market	PU	Mount Lebanon	El Metn	Al Bouchriyeh, Maguy El Hajj Street
112	Coop notre Dame	PU	Mount Lebanon	Baabda	Hadath, facing Notre Dame church
113	Dawoud market	PU	Mount Lebanon	El Metn	Naccache, Red zone, Lion Hotel street
114	Estehlakiet Maamoura	PU	Mount Lebanon	Baabda	Maamoura, main road
115	Food Good Trading SARL	PU	Mount Lebanon	El Metn	Dbayé, Zou2 el Khrab, Tiro street, before Medifar (medicine company) by 50 Meters
116	Fran City	PU	Mount Lebanon	Kesrouan	Kartaba, Roundabout
117	Fresh Harvest Market	PU	Mount Lebanon	Beirut	Saa'yet al Janzir, Riyad Street, Itani building
118	Gaby's Dekkene	PU	Mount Lebanon	El Metn	Sad el bawshriye, Mar Takla Ettihad Street, centre Abdul masih facing Pharmacie Mar Takla
119	Gilbert market	PU	Mount Lebanon	El Metn	Bikfayya, main road facing bank Audi
120	Happy Market	PU	Mount Lebanon	Kesrouan	Zouk Mosbeh, Adonis, ta'elit la Morena, near George Youssef (Khardawat), after the Total station first road on the left

121	Harb Market	PU	Mount Lebanon	Jbeil	Jéj bridge, Edde
122	Harbig Junior	PU	Mount Lebanon	El Metn	Burj Hammoud, facing Armenian Red Cross
123	Hbayter Market	PU	Mount Lebanon	Jbeil	Byblos, next to Freres Marist School
124	Hbayter Market	PU	Mount Lebanon	Jbeil	Byblos, next to Freres Marist School
125	Home's Market	PU	Mount Lebanon	chouf	Chwayfat, after Naim food mart facing Fransabank
126	Jadra COOP	PU	Mount Lebanon	Chouf	Jadra, main road, facing Georges Hawi Palace
127	JVS	PU	Mount Lebanon	Kesrouan	Harisa, Saydit Lebneen road
128	Kaddoura Supermarket	PU	Mount Lebanon	Chouf	Wadi El Zeyni, Seblin Street, behind Al Yamani Restaurant, Majd Building 2
129	Kahoul	PU	Mount Lebanon	Chouf	Barja, near Makhfar
130	Kebbe Market	PU	Mount Lebanon	Aley	Bchamoun, Madares Street, near BIS school (Beirut International School)
131	Kevork Kazanjian Minimarket	PU	Mount Lebanon	El Metn	Burj Hammoud, Trad Street, Police Station Road, next to Paloma Perfumes
132	La Market	PU	Mount Lebanon	El Metn	Zalka, facing Saydet Al Najat Church

133	Mata7en Al makawi	PU	Mount Lebanon	Chouf	Damour, Baa'warta
134	Minimarket Nehme	PU	Mount Lebanon	Jbeil	Gherfine main road
135	Moins Prix	PU	Mount Lebanon	Kesrouan	Adonis, Main road
136	Mouhammad Balhas	PU	Mount Lebanon	Baabda	Nazlit Rasoul Aazam, behind Walaa bakery, next to the Bourj camp
137	Naim Food Mart	PU	Mount Lebanon	Aley	Choueifat, main road
138	Naim Food Mart	PU	Mount Lebanon	Aley	Choueifat, main road
139	Obeid Supermarket	PU	Mount Lebanon	Aley	Bshara El Khoury Street
140	Obeid Supermarket	PU	Mount Lebanon	Aley	Bshara El Khoury Street
141	Saad Market	PU	Mount Lebanon	Chouf	Eklm al Kharoub Moukabel Nasb al Shouhada (Moughayriye)
142	Saint Simon Supermarket	PU	Mount Lebanon	Kesrouan	Zouk Mikael, Sannine Street
143	Sayegh Centre	PU	Mount Lebanon	Chouf	Bikaata, main road, Ain W Zein turn
144	Square Mart	PU	Mount Lebanon	Kesrouan	Faraya, Main Road, round about
145	Supermarket al Arz	PU	Mount Lebanon	Aley	Azoumiyeh, main road
146	Supermarket Kentar	PU	Mount Lebanon	Aley	Bhamdoun
147	Supermarket Rammal 1	PU	Mount Lebanon	Baabda	Burj al Barajneh, Hussein Ali Nasser Street, Next to Mansour

					Centre
148	Tarhini Supermarket	PU	Mount Lebanon	Baabda	Burj Al Barajneh, Abdel Nasser Street, Khreis Building, near bus station
149	Titi Market	PU	Mount Lebanon	Kesrouan	Zouk, Hay el Makaber, near residence
150	Trad pour la commerce	ACF	Mount Lebanon	Baabda	Aramoun, near Ghana water company
151	Wajdi Kabboul Lil Tijara	PU	Mount Lebanon	Chouf	Ain Zhalta, Main road, 500m before the restaurants
152	Yehya Market	PU	Mount Lebanon	Aley	Bhmoun, Al Beniye Street
153	Z-Mart	PU	Mount Lebanon	Chouf	Saadiyet, main road on the right
154	24	ACF	Nabatiyeh	Marjayoun	Markaba, near the lake
155	Atweh Supermarket	ACF	Nabatiyeh	Hasbaya	Chebaa, main road
156	Coop	ACF	Nabatiyeh	Nabatiyeh	Deir Alzahrane, main road
157	Estehlakeiet Zad Lel Tamween	ACF	Nabatiyeh	Bint Jbeil	Bint Jbeil, Borj Alaway, main road
158	Estehlakiet Al Shams	ACF	Nabatiyeh	Nabatiyeh	El Nabatieh, Bir Al Kandeel
159	Estehlakiet Al Shams	ACF	Nabatiyeh	Nabatiyeh	El Nabatieh, Bir Al Kandeel
160	Maher Adel Diab	ACF	Nabatiyeh	Hasbaya	Hasbaya, Zaghla, facing the hospital
161	Makhazen Aljanoub	ACF	Nabatiyeh	Bint Jbeil	Bint Jbeil, main

					road, Ainata Street
162	Max Mart	ACF	Nabatiyeh	Nabatiyeh	Kfar Roummane
163	Max Mart	ACF	Nabatiyeh	Nabatiyeh	Kfar Roummane
164	Mini Mall	ACF	Nabatiyeh	Nabatiyeh	Zebdine, main road
165	Mini Mall	ACF	Nabatiyeh	Nabatiyeh	Zebdine, main road
166	Minimarket Abou Sherif Tarhini	ACF	Nabatiyeh	Nabatiyeh	Aabba, main road
167	Royal Supermarket	ACF	Nabatiyeh	Marjayoun	Qlaiaa, main road
168	Souk Marjaayoun El Markazi	ACF	Nabatiyeh	Marjayoun	Marjaayoun, main road, facing Antonine School
169	Supermarket Al Saiid	ACF	Nabatiyeh	Nabatiyeh	Kfar Remman, main road
170	Supermarket Bilal Akel	ACF	Nabatiyeh	Hasbaya	Alhebareye, main road
171	Supermarket Kamil Nammour	ACF	Nabatiyeh	Hasbaya	Hasbaya, centre Abou Ghaida
172	Supermarket Mohamad Nabaa	ACF	Nabatiyeh	Hasbaya	Chebaa, main road, next to Red Cross
173	Supermarket Mroueh	ACF	Nabatiyeh	Bint Jbeil	Bint Jbeil, main road
174	Supermarket Oleik	ACF	Nabatiyeh	Nabatiyeh	Kfar Tebnit, main road
175	Abou Fady Mini-Market	DRC	North Bekaa	Baalbeck	Majdaloun village, at the Baalbeck Main Road/Majdaloun intersection
176	Al Mokhtar Abo Ali	DRC	North Bekaa	Baalbeck	Arsal, Main Road
177	Al Zaaem Shop	DRC	North Bekaa	Baalbeck	Arsal, Main Road
178	Al-Fakesh	DRC	North Bekaa	Baalbeck	Arsal, Municipality

179	Al-Furat Market	DRC	North Bekaa	Baalbeck	Ras Baalback, Ras Baalbak Main Road
180	Ali Tfaily Shop	Mercy Corps	North Bekaa	Baalbeck	Chmistar, Hay Al Hamar
181	Al-Labweh Supermarket	DRC	North Bekaa	Baalbeck	Labweh, Labwe main road fronting Fransabank
182	Al-Samra	DRC	North Bekaa	Baalbeck	Arsal, beside Josour Alnour
183	Al-Shami	DRC	North Bekaa	Baalbeck	Arsal, Main Road
184	Al-Shami	DRC	North Bekaa	Baalbeck	Arsal, Main Road
185	Awad Al Atrash	DRC	North Bekaa	Baalbeck	Arsal, Alshafak
186	Fadi Wakeem	DRC	North Bekaa	Baalbeck	Ras Baalback, Ras Baalbak Arena
187	Hussein Sit Al-kell	DRC	North Bekaa	Baalbeck	Arsal, Babin
188	Kamal Solh shop	DRC	North Bekaa	Baalbeck	Baalbeck, Nahle street
189	Khedr Houjairie	DRC	North Bekaa	Baalbeck	Arsal, Wady Ataa
190	Marwa Supermarket	DRC	North Bekaa	Baalbeck	Talia, Zahle-Baalbeck Main Road, near the "4th point" LAF intersection
191	Michel Nasrallah Market	DRC	North Bekaa	Hermel	Qaa Baalbeck, Qaa
192	Minimarket Al Walaa	DRC	North Bekaa	Baalbeck	El Ain, Naby Osman Borderline
193	Minimarket Al Yahfofi	Mercy Corps	North Bekaa	Baalbeck	Baalbeck, Hya Al Lakkis
194	Minimarket Aoun	DRC	North Bekaa	Baalbeck	Fakiha, Al Jadieda main road
195	Minimarket Mahfouz	DRC	North Bekaa	Hermel	Hermel, Sabri Hamada

196	Minimarket Mansour Sukareye	DRC	North Bekaa	Baalbeck	Fakiha, Al Fakiha main Road
197	Nabil Khazaal shop	DRC	North Bekaa	Baalbeck	Baalbeck, Nahle street
198	Naji Jamil Solh shop	DRC	North Bekaa	Baalbeck	Baalbeck, Nahle street
199	Red City market	DRC	North Bekaa	Baalbeck	Deir Al-Ahmar, Deir El Ahmar main Road
200	Shop Abou Abdo Al Sayyed	DRC	North Bekaa	Baalbeck	Arsal, Hay al shafak
201	Shop Bilal Salhab	DRC	North Bekaa	Hermel	Hermel, Old Shop
202	Shop Haroun Al- Fleiti	DRC	North Bekaa	Baalbeck	Arsal, Juban Road
203	Shop Hussein El-Dine	DRC	North Bekaa	Hermel	Hermel, Mafrak Al tall
204	Shop Saker	DRC	North Bekaa	Hermel	Hermel, Hay Al Marah
205	Supermarket Abou Anwar	DRC	North Bekaa	Baalbeck	Brital, Britel main road
206	Supermarket Al Dayaa	DRC	North Bekaa	Baalbeck	Brital, Hay al masnaa
207	Supermarket Al Jadeed	DRC	North Bekaa	Baalbeck	Nabi Chit, Nabi sheet
208	Supermarket Al Kanaa	DRC	North Bekaa	Baalbeck	Douris, Douris Main road
209	Supermarket Al Madina	DRC	North Bekaa	Baalbeck	Baalbeck, Laat main road
210	Supermarket Al Madina	DRC	North Bekaa	Baalbeck	Baalbeck, Laat main road
211	Supermarket Al Nour	DRC	North Bekaa	Baalbeck	Baalbeck, Douris main road
212	Supermarket Al Nour	DRC	North Bekaa	Baalbeck	Baalbeck, Douris main road
213	Supermarket Al Qaa	DRC	North Bekaa	Hermel	Qaa Baalbeck, Qaa

214	Supermarket Al Shaalan	DRC	North Bekaa	Baalbeck	El Ain, Ain main road
215	Supermarket Al Shaalan	DRC	North Bekaa	Baalbeck	El Ain, Ain main road
216	Supermarket Al Wady	DRC	North Bekaa	Baalbeck	Brital, Hay Al wadi
217	Supermarket Ali Ziedan	Mercy Corps	North Bekaa	Baalbeck	Al Ain, Al Saha
218	Supermarket Bednayel Leltawfir	DRC	North Bekaa	Baalbeck	Bednayel, Bednayel main road
219	Supermarket Farhat	DRC	North Bekaa	Baalbeck	Beit Shema, Shmoustar Main Road, after Housh el-Refaa intersection
220	Supermarket Francis	DRC	North Bekaa	Baalbeck	Ras Baalback, Ras Baalbak
221	Supermarket George Makhoul	DRC	North Bekaa	Hermel	Qaa Baalbeck, Qaa
222	Supermarket Kassem Al-Zoaaby	DRC	North Bekaa	Baalbeck	Aadous, Aadous
223	Supermarket Nadour Nadour	DRC	North Bekaa	Hermel	Qaa Baalbeck, Qaa
224	Taawneyet Al Noor	DRC	North Bekaa	Hermel	Hermel, Al Mansora
225	Taawneyet Al-Balad	DRC	North Bekaa	Hermel	Hermel, Al Dawra
226	Tawfik Haj Moussa Shop	Mercy Corps	North Bekaa	Baalbeck	Chmistar, Al Saha Al Tahta, next to Haj Hassan Pharmacy
227	Zaarour Organisation	DRC	North Bekaa	Baalbeck	Arsal, behind head of Saraj
228	Abou El Nemer Shop	SCI	North Lebanon	Akkar	Khirbet Daoud
229	Market Al Maamoun	SCI	North Lebanon	Akkar	Bire
230	Supermarket Ahmad Al Sayyah	DRC	North Lebanon	Minieh-Dannieh	Bqaa Safrin

231	Supermarket Al Malek	DRC	North Lebanon	Tripoli	Mina
232	Supermarket Al Sahal	SCI	North Lebanon	Akkar	Halba
233	Supermarket Saad	DRC	North Lebanon	Batroun	Kfar Helda
234	Supermarket Sammy Assaad	DRC	North Lebanon	Batroun	Mrah Shdeid
235	Supermarket Akkar	SCI	North Lebanon	Akkar	Halba
236	Supermarket aljinan	SCI	North Lebanon	Akkar	Alkaws
237	Supermarket Al Abras	DRC	North Lebanon	Zgharta	Rachiin
238	Supermarket Altakwa	DRC	North Lebanon	Minieh-Dannieh	Minyeh
239	Adel Dayoob Neman	SCI	North Lebanon	Akkar	Kfartoon
240	Ahmad al asaad market	SCI	North Lebanon	Akkar	Jandoule
241	Supermarket Al Abyad	DRC	North Lebanon	Tripoli	Moharram Street
242	Supermarket Bakkour	DRC	North Lebanon	Minieh-Dannieh	Sir Denniye
243	Market Jamal Khodor	SCI	North Lebanon	Akkar	Machha
244	Supermarket Al Amanah	SCI	North Lebanon	Akkar	Arkaa, near Boj Al Arab, heading towards Halba
245	Supermarket Al Kweshra	SCI	North Lebanon	Akkar	Kweshra
246	Ahmad Dandal	SCI	North Lebanon	Akkar	Machta Hammoud
247	Supermarket Stop & Shop	SCI	North Lebanon	Akkar	Tikrit
248	Top Dan	SCI	North Lebanon	Akkar	Bire
249	Ahmad Yagi Shop	SCI	North Lebanon	Akkar	Kousha
250	Top Line group supermarket	SCI	North Lebanon	Akkar	Halba
251	Al Aela Supermarket	DRC	North Lebanon	Batroun	Batroun
252	Al Bourak	SCI	North Lebanon	Akkar	Majdal
253	Al Cheikh Market	SCI	North Lebanon	Akkar	Rama
254	Al Khamis Market	SCI	North Lebanon	Akkar	Al Fared
255	Market Moussa	SCI	North Lebanon	Akkar	Chadra
256	Supermarket Food Land	SCI	North Lebanon	Akkar	Halba

257	Market Nabil El Masri	DRC	North Lebanon	Tripoli	Bab El Ramel, Moharram street
258	Supermarket Ma'arad Khayrat Lobnan	DRC	North Lebanon	Tripoli	Qoubbe
259	Supermarket Mohamad al Ghourani	DRC	North Lebanon	Zgharta	Meryata
260	Minimarket Abou Ragheb	SCI	North Lebanon	Akkar	Machha
261	Al Malaki shop	DRC	North Lebanon	Tripoli	Beddawi (highway near Al Ridani bakery)
262	Al Moetaz shop	SCI	North Lebanon	Akkar	Knaysseh
263	Minimarket Al Amoudi	DRC	North Lebanon	Tripoli	Zahriye - Tripoli
264	Al Qoubetri supermarket	DRC	North Lebanon	Tripoli	Beddawi (Al Ayrouniyi Street near Al Qoubetri station)
265	Minimarket Al Houdoum	SCI	North Lebanon	Akkar	Berquael, Al Houdoum
266	Supermarket Naher Al Estwan	SCI	North Lebanon	Akkar	Kosha
267	Minimarket Al Mir	DRC	North Lebanon	Tripoli	Al Tall
268	Minimarket al Rif	DRC	North Lebanon	Minieh-Dannieh	Assoun
269	Minimarket Saab	SCI	North Lebanon	Akkar	Tleil
270	Minimarket Al Nada	DRC	North Lebanon	Tripoli	Abu Samra
271	Misak Market	DRC	North Lebanon	Tripoli	Bab El Tebbane, Souk El Kameh
272	Mkahal shop	SCI	North Lebanon	Akkar	Rojm Khallaf
273	Muslimani Supermarket	SCI	North Lebanon	Akkar	Halba
274	Naji Mhammad Ramadan	SCI	North Lebanon	Akkar	Machta Hammoud
275	Nakhle Supermarket	DRC	North Lebanon	Tripoli	Shok, Abo Samra
276	Nayef Market	DRC	North Lebanon	Minieh-Dannieh	Seer Danniyeh
277	Nour Al Batoul coop	SCI	North Lebanon	Akkar	Bire
278	Hoz supermarket	DRC	North Lebanon	Tripoli	Abu Samra

279	Hoz supermarket	DRC	North Lebanon	Tripoli	Abu Samra
280	Kadisha coop - Kobe Branch	DRC	North Lebanon	Tripoli	Kobe
281	Kadisha Coop - Bahsas Branch	DRC	North Lebanon	Tripoli	Bahsas
282	Kadisha Coop - Bahsas Branch	DRC	North Lebanon	Tripoli	Bahsas
283	Ladkani Market	DRC	North Lebanon	Tripoli	Mina
284	Market Nabil El Masri	DRC	North Lebanon	Tripoli	Bab El Ramel, Moharram street
285	Riva Coop supermarket	DRC	North Lebanon	Tripoli	Kobe
286	Supermarket Al Malek	DRC	North Lebanon	Tripoli	Mina
287	Al Qoubetri supermarket	DRC	North Lebanon	Tripoli	Beddawi (Al Ayrouniyi street near Al Qoubetri station)
288	Top Line Group supermarket	SCI	North Lebanon	Akkar	Halba
289	Walid Zahraman	SCI	North Lebanon	Akkar	Berqayel
290	Deir Amar coop	DRC	North Lebanon	Minieh-Dannieh	Deir Amar
291	Deir Amar coop	DRC	North Lebanon	Minieh-Dannieh	Deir Amar
292	Aamer Ali Mhammad	SCI	North Lebanon	Akkar	Aawada
293	Abdel Malek Shop	SCI	North Lebanon	Akkar	Wadi Khalid
294	Al Rakwe Market	SCI	North Lebanon	Akkar	Aandaket, near the gas station
295	Al Waha Market	SCI	North Lebanon	Akkar	Halba
296	Amir Market	SCI	North Lebanon	Akkar	Rajm Hussein
297	Asaad hammadeh	SCI	North Lebanon	Akkar	Hishe
298	Auxilia Coop	SCI	North Lebanon	Akkar	Halba
299	Bassam Mohammad El-Sawan	SCI	North Lebanon	Akkar	Bani Sakhr
300	Beauty Life Supermarket	DRC	North Lebanon	Akkar	Halba
301	Berri Faysal Al Jassem	SCI	North Lebanon	Akkar	Boqayaa
302	Best Choice Market	DRC	North Lebanon	Tripoli	Mina
303	Bilal Aldhaybi shop	DRC	North Lebanon	Tripoli	Tebeneh

304	Cheikh Tawfic Abdo Shop	DRC	North Lebanon	Akkar	Qobayat
305	Chekka Market	DRC	North Lebanon	Batroun	Chekka
306	City Market	DRC	North Lebanon	Tripoli	Meeten Street, Mina
307	Daher market	SCI	North Lebanon	Akkar	Borj El Arabe
308	Darazi Market	DRC	North Lebanon	Koura	Amyoun, Koura
309	Deir Amar coop	DRC	North Lebanon	Minieh-Dannieh	Deir Amar
310	Dream Shop	SCI	North Lebanon	Akkar	Bebnine
311	El Sheikh Market	DRC	North Lebanon	Minieh-Dannieh	Minyeh
312	El-Chaar	SCI	North Lebanon	Akkar	Akkar Atika
313	ETS Tabara for Trading	DRC	North Lebanon	Tripoli	Kalamoun
314	Fatfat shop	SCI	North Lebanon	Akkar	Abde
315	Fnaydik Coop	SCI	North Lebanon	Akkar	Fnaydik
316	Fresh food	SCI	North Lebanon	Akkar	Kwechra
317	Hasan Awad	SCI	North Lebanon	Akkar	Talmeeyan
318	Hassan Abo Kassem	SCI	North Lebanon	Akkar	Akroum, Al Shageik, near Ahmad Khalid restaurant
319	Hazem Ali Saiid Shop	SCI	North Lebanon	Akkar	Berqayel, main road towards Bzel road
320	Hishi shop	SCI	North Lebanon	Akkar	Hishe
321	Hoz - Koura Branch	DRC	North Lebanon	Koura	Koura
322	Hoz supermarket	DRC	North Lebanon	Tripoli	Abu Samra
323	Jana supermarket	DRC	North Lebanon	Tripoli	Bab El Ramel - Tripoli
324	Jean Youness shops	DRC	North Lebanon	Koura	Kousba
325	Jebril Supermarket	SCI	North Lebanon	Akkar	Rajm Issa
326	Kadisha coop - Kobe Branch	DRC	North Lebanon	Tripoli	Kobe
327	Kadisha Coop - Bahsas Branch	DRC	North Lebanon	Tripoli	Bahsas

328	Khaled Abdulhamid	SCI	North Lebanon	Akkar	Aamar Albaykat
329	La Princesse	DRC	North Lebanon	Zgharta	Zgharta
330	Ladkani Market	DRC	North Lebanon	Tripoli	Mina
331	Market Adib Salloum	SCI	North Lebanon	Akkar	Qobayat
332	Market Ahmad Merhi	SCI	North Lebanon	Akkar	Sindianet
333	Moudy market	DRC	North Lebanon	Tripoli	Abu Samra
334	Obeid Market	SCI	North Lebanon	Akkar	Aamayer
335	Riva coop supermarket	DRC	North Lebanon	Tripoli	Kobe
336	ROC Market	DRC	North Lebanon	Bechare	Bechare
337	Samad Group	DRC	North Lebanon	Tripoli	Al Tall
338	Smart Shop	SCI	North Lebanon	Akkar	Daouse
339	Supermarket Afif Al Ghoul	DRC	North Lebanon	Minieh-Dannieh	Bakhoun
340	Walid Zahraman	SCI	North Lebanon	Akkar	Berqayel
341	Wissam Shop	DRC	North Lebanon	Batroun	Chekka
342	Zaher Khodor shop	SCI	North Lebanon	Akkar	Bire
343	Ahmad Al Kawwam Shop	ACF	South Lebanon	Saida	Kayyaa, Hlaliyeh, near Al Hariri Compound
344	Al Awfar	ACF	South Lebanon	Saida	Hilaliyeh main road
345	Al Bekai Market - Taamir El Hara	ACF	South Lebanon	Saida	Taamir El Hara, facing Hussein library
346	Al Habib Market	ACF	South Lebanon	Nabatiyeh	Nabatiye, Sir al gharbiyeh, near the football court
347	Al Hanan Super Market	ACF	South Lebanon	Sour	Entrance of Abbasiyeh, main road
348	Al Wassim	ACF	South Lebanon	Saida	American roundabout
349	Bakri supermaket	ACF	South Lebanon	Sour	Sadikine main road, near

					Mostawsif Imam Sader
350	Baltaji Supermarket	ACF	South Lebanon	Saida	Saida, Ghassan Hammoud Street
351	Baltaji Supermarket	ACF	South Lebanon	Saida	Saida, Ghassan Hammoud Street
352	Beit Setti	ACF	South Lebanon	Sour	Deir Qanan, main road
353	Estehlakiet Jaafar Lel Tamween	ACF	South Lebanon	Sour	Sour, Maaraka Street, Al Bus
354	Estehlakiet Jaafar Lel Tamween	ACF	South Lebanon	Sour	Sour, Maaraka Street, Al Bus
355	Estehlakiyat Farah	ACF	South Lebanon	Sour	Sour, Al Bass, Main Road, next to Wajih Saad import and export company
356	Estehlakiyat Farah	ACF	South Lebanon	Sour	Sour, Al Bass, Main Road, next to Wajih Saad import and export company
357	Habli lil Tamween	ACF	South Lebanon	Saida	Near Hammoud Hospital
358	Habli Market	ACF	South Lebanon	Saida	Abra
359	Minimarket Abdallah	ACF	South Lebanon	Saida	Saida, Share' Njasa
360	Minimarket Ain Al Kantara	ACF	South Lebanon	Saida	Sarafand, main road, next to Kawsar Station
361	Minimarket Al Malek	ACF	South Lebanon	Sour	Sour, Al Bus, next to Al Athar Pharmacy
362	Minimarket Zayat	ACF	South Lebanon	Sour	Tayr Debba, next to football Stadium
363	Prima Pri Market	ACF	South Lebanon	Jezzine	Jezzine, main road, Patriarch

					Maouchi Building
364	Rammal	ACF	South Lebanon	Marjayoun	Adayse
365	Rosa Riviera	ACF	South Lebanon	Nabatiyeh	Habboush old road, Tapline roundabout
366	Shamseddine COOP	ACF	South Lebanon	Saida	Ghazieh, Al Reejieh, Al Saaha, besides Al Ghadir Pharmacy
367	Shamseddine COOP	ACF	South Lebanon	Saida	Ghazieh, Al Reejieh, Al Saaha, besides Al Ghadir Pharmacy
368	Star Mall	ACF	South Lebanon	Sour	Abbasiyyeh, crossroad Deir Anoun Al Nahr
369	Supermarket Abou Youssef	ACF	South Lebanon	Saida	Sarafand, main street, near Alaa Eddine Hospital
370	Supermarket Al Mahatta	ACF	South Lebanon	Sour	Bazouriyeh, main road
371	Supermarket Al Moukhtar	ACF	South Lebanon	Sour	Jouayya, main road, near gas Station
372	Supermarket Ezzedine	ACF	South Lebanon	Sour	Sour, behind the Roman stadium
373	Taawouniyat Al Eklim	ACF	South Lebanon	Nabatiyeh	jbaa, Hounin al Fawqa
374	Taawouniyat al Majed	ACF	South Lebanon	Saida	Ankoun, main road, 100m before the municipality
375	Taawouniyat Al Rida	ACF	South Lebanon	Saida	Ansariye, near Salloub Football court
376	Tamwin al A'ili	ACF	South Lebanon	Bint Jbeil	Tebnine, Haret al Fawqa, near

					Tebnine hospital
377	Zeydan Supermarket	ACF	South Lebanon	Sour	Sour, Al Qods Street
378	Coop Abou Foud	ACF	South Lebanon	Nabatiyeh	Habboush main road, facing the European Expo
379	Al-Halabi Establishment	Intersos	West Bekaa	Rashaya	Dahr Al-Ahmar, Dahr El-Ahmar main road
380	Afif Market	Intersos	West Bekaa	West Beqaa	Marj, near Gaz Najjar
381	Ahmad Ali Abou Taha Shop	Intersos	West Bekaa	West Beqaa	Ham'mara village northern entrance, right before the "Ateb'a Hospital"
382	Al Hoda Association	Intersos	West Bekaa	West Beqaa	Joub Janine, Main road
383	Al-Adawy	Intersos	West Bekaa	West Beqaa	Hawsh el-Hareemy Main Road, al-Adawy gas station
384	Al-Faysal Establishment	Intersos	West Bekaa	Rashaya	Aaqaba, Rashay'ya Main Road, Jeb Farah/Hasbaya main road
385	Al-Ray'yan Market	Intersos	West Bekaa	West Beqaa	Ghazze, Loussi Intersection, next to Merai Hendi Shop
386	Bassam Abdul-Razzaq	Intersos	West Bekaa	West Beqaa	Sawiri, main Road
387	Centre Swayed	Intersos	West Bekaa	West Beqaa	Ghazze, main road
388	Kassis Shopping Centre	Intersos	West Bekaa	West Beqaa	Kherbet Qanafar, main road next to the German Schneller school



389	Khaled Abbas Shop	Intersos	West Bekaa	West Beqaa	Marj, Jirahiyyi neighborhood
390	Maemoun Mart	Intersos	West Bekaa	West Beqaa	GhazzeH, Al Saha
391	Magi Market	Intersos	West Bekaa	West Beqaa	Kamed el-Lawz Main Road, near Ali al-Malt Shop
392	Market al-Saha	Intersos	West Bekaa	West Beqaa	Qaraoun, adjacent to the new mosque - Joub Janine
393	Minimarket Al- Majzoub	Intersos	West Bekaa	West Beqaa	GhazzeH, near the municipality
394	Minimarket Abou Salim	Intersos	West Bekaa	West Beqaa	Joub Jannie, Joubjanine-Main Street
395	Minimarket Ahmad Ajram	Intersos	West Bekaa	West Beqaa	Joub Jannie, Main Road
396	Minimarket Al Malak	Intersos	West Bekaa	West Beqaa	SouhmoR village centre, on the road leding to the village hospital
397	Minimarket Ayman Bouraaot	Intersos	West Bekaa	Rashaya	Mdoukha, Mdoukha-Al Saha, near the municipality
398	Minimarket Issa	Intersos	West Bekaa	West Beqaa	Ba'aloul Main Road
399	Minimarket Merhe Al Hindi	Intersos	West Bekaa	West Beqaa	GhazzeH, main road Loussi crossing
400	Minimarket Mohammad Hajar	Intersos	West Bekaa	Rashaya	Kherbet Rouha, Kherbet Rouha, Main road
401	Minimarket Saad Jabbour	Intersos	West Bekaa	West Beqaa	Mansoura, near church
402	Minimarket Abou Omar	Intersos	West Bekaa	Rashaya	Kherbet Rouha, Kherbet Rouha main road

403	Minimarket Al Doha	Intersos	West Bekaa	West Beqaa	Kamed El Lawz, Kamed El-Lawz main road
404	Supermarket Al Masry	Intersos	West Bekaa	West Beqaa	Kefrayya Main Road before LAF check point
405	Supermarket al Nada	Intersos	West Bekaa	West Beqaa	Qaraoun, Central Square, near the clock
406	Supermarket Aladin	Intersos	West Bekaa	West Beqaa	Ghazze, main road
407	Supermarket Bassam Hamze	Intersos	West Bekaa	Rashaya	Rafid, Al Rafid- Main Street
408	Supermarket K.N.	Intersos	West Bekaa	West Beqaa	Joub Jannine, Al Nahr road
409	Supermarket Naser	Intersos	West Bekaa	West Beqaa	Joub Jannine, Al- Boustan Street, next to the clock
410	Supermarket Rabih Al Halabi	Intersos	West Bekaa	Rashaya	Rashay'ya main road



Annex C - How to use food vouchers in order to ensure a balanced diet and good health

Ensuring a balanced and nutritious diet can be done through:

- Consuming bread or starches such as rice, pasta, potatoes or burgul for each meal
- Eating fruits and vegetables on an average of 5 servings a day
- Eating meat, fish, eggs or beans (chickpeas, lentils, broad beans, kidney beans ...) once or twice a day
- Eating milk and dairy products such as yogurt, labneh, and cheese twice or three times per day
- Avoiding large amounts of sugar, salt, fats and oil.

Smart Shopping:

- Think about the out of stock food items that you want to prepare, and make a list of the food items you will need before going to the shop.
- Use food vouchers for items you need and avoid food spoilage in case of lack of storage materials.
- Avoid buying large quantities of one food type; be sure to purchase a variety of foods for a balanced diet.
- Buy foods that you can use and buy them at a low price.
- Compare the types of food and the names/brands and buy the cheaper ones in order to have the possibility of buying other products.
- Plan before you shop in order to save money and time.
- Do not shop food listed under "prohibited": Alcohol, tobacco, and non-food articles.

Hygiene for food safety:

- Wash fruits and vegetables with safe water before eating.
- Store milk products, meat and fish in the fridge and in case of non-availability of a fridge buy small amounts of food only.
- Do not put cooked food on the table for more than two hours.
- Store leftovers in covered containers and put them in the fridge if available.

The good practice of food safety is very important to avoid diseases caused by spoiled food!



FOOD AND ELIGIBILITY

Table of Contents

Q1: Why am I not receiving the food electronic card?	76
Q2: I heard that Syrian families received assistance until November 2013, what changed?	76
Q3: Why will the assistance be given to some and not to all as before?	76
Q4: What is the point of registration now?	77
Q5: Is the UNHCR registration certificate a valid document?	77
Q6: Who is receiving assistance and who is not?	77
Q7: I have heard that if I am pregnant I will still get food vouchers, is that true?	78
Q8: If you don't have enough resources, why don't you just assist everyone with at least a minimum?	78
Q9: If I pay someone money, will this help me get included?	78
Q10: How can I find out if I will receive a foodelectronic card?	79
Q11: How is the food being provided?	79
Q12: I was informed that I am not included and my family cannot support itself. I would like my situation to be reviewed?	79
Q13: When and how will I find out if my case has been included after my family has been visited? When will I receive my next distribution if I am included?	80
Q14: What will happen to newly arrived refugees? Are they also selected in the same way?	80
Q15: Is there any other form of assistance ending as well?	80
Q16: I changed phone and address, I am afraid that you were not able to contact me, what can I do?	81
Q17: Is deactivation of the registration linked to the selection process?	81
Q18: When will the hygiene and baby supplies distribution end?	81
Q19: Are there exceptions?	82
Q20: Does this also apply to cash for hygiene and baby supplies through the White Card?	82
Q21: Why is this assistance stopping?	82
Annex A – Food and eligibility organisations	83
Annex B – SMS System to change phone number	84

Q1: Why am I not receiving the food electronic card?

Based on a combination of factors including age, family composition and other circumstances impacting your ability to support yourself and your family, WFP and UNHCR decided to determine who should receive food, essential hygiene and baby items. I have not made this decision. I do not know anything about your particular case.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q2: I heard that Syrian families received assistance until November 2013, what changed?

WFP and UNHCR will give food assistance only to those registered Syrian refugees who are found to be most in need and not to all registered refugees as before.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q3: Why will the assistance be given to some and not to all as before?

Using the limited financial resources in a cost-effective manner is an obligation for all humanitarian organisations. WFP and UNHCR are giving priority to ensure that the limited resources available reach those who need support. Assistance should reach those who cannot take care of their own needs and will be given temporarily, until they can sustain themselves.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q4: What is the point of registration now?

It is important that you register with UNHCR and that you renew your registration certificate before it expires, so you can have access to other services that UNHCR and partner organisations offer inside Lebanon.

Depending on the availability and the services available in each location and region, registered refugees will continue to receive health care at reduced costs, free vaccinations for their children, free legal counselling, free psycho-social activities and free access to community development centres activities (computer, language and other courses) in addition to information on education opportunities. Clean water supplies, sanitation and shelter support (material and rehabilitation works) are also provided for some families based on their needs and on available financial resources.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q5: Is the UNHCR registration certificate a valid document?

Although it is not a legal document and cannot be used as an ID, the registration certificate that UNHCR will provide you with when you register enables you to access assistance and support.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q6: Who is receiving assistance and who is not?

Only registered refugees who are found to be most in need are receiving temporary assistance depending on financial resources availability. UNHCR, WFP and partner organisations have carried out a careful review of vulnerabilities and special needs among refugees in order to determine who will and who will not continue benefiting from the same levels of assistance. WFP and UNHCR have decided, based on a combination of factors including age, family composition and other circumstances impacting your ability to support yourself and your family, to determine who should receive food.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q7: I have heard that if I am pregnant I will still get food vouchers, is that true?

Yes. Even if your family no longer receives assistance, you can still request individual assistance for children under two, pregnant and breast-feeding women, people over 60 years of age and people who need physical assistance or support with daily basic activities, such as access to sanitation and hygiene assistance. Call the hotlines mentioned in Annex 1 in order to apply (look for organisations supporting 'safety net').

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q8: If you don't have enough resources, why don't you just assist everyone with at least a minimum?

Not all refugee families have equal capacities and equal resources; some families are able to meet their basic survival needs, and some are not. To assist everyone equally would do harm to families that have no way to meet their own needs, while families who have the capacity to meet their needs would receive assistance that they can do without.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q9: If I pay someone money, will this help me get included?

No. Do not believe anyone who tells you they can help you get included if you pay. Money will not speed up your appeal process and it will not guarantee that you will receive assistance. UNHCR and WFP services are always free of charge.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q10: How can I find out if I will receive a food electronic card?

UNHCR and WFP have launched an SMS system where every refugee family will be able to know if they will receive food.

All families found to be eligible have been informed by SMS. If you have not received an SMS, please ensure that your number is updated with UNHCR. See Annex B for details on how to do this.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q11: How is the food being provided?

Food assistance is provided by WFP through electronic food cards (also called Humanitarian Assistance Cards or Blue Cards) that some registered refugees can use in specific markets stores and shops in order to buy food. WFP will maintain the current level of \$30 per person per month as long as resources are available. You can buy any kind of food with the exception of alcohol and cigarettes. Please do not put pressure on the shop staff to provide you with these items or to give you cash in return as this is an illegal operation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q12: I was informed that I am not included and my family cannot support itself. I would like my situation to be reviewed?

WFP and UNHCR are working to ensure that refugees who may have urgent needs and who are currently not eligible to receive food (through the Blue Card) can be visited at their homes to verify their situation. WFP and UNHCR or their partners will contact you directly if this happens.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q13: When and how will I find out if my case has been included after my family has been visited? When will I receive my next distribution if I am included?

There are two methods:

1. Use the automatic SMS system (See Annex B for details on how to do this).
2. Wait to receive a clarification SMS from UNHCR or other partner organisations.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q14: What will happen to newly arrived refugees? Are they also selected in the same way?

All newly registered refugees will also be subject to the same conditions to determine whether they will receive food.

Any assistance should reach those who cannot manage their own basic survival needs and it will be given temporarily, pending financial resources availability.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q15: Is there any other form of assistance ending as well?

Your registration with UNHCR is not "cancelled", "closed" or "stopped". You are still registered with UNHCR and will continue to receive health care at reduced costs, free vaccinations for your children, free legal counselling, free psycho-social activities and free access to community development centres activities (computer, language and other courses) in addition to information on education opportunities. Clean water supplies, sanitation and shelter support (material and rehabilitation works) are also provided for some families based on needs and on available financial resources.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q16: I changed phone and address, I am afraid that you were not able to contact me, what can I do?

Please use the new SMS system.

Send one SMS to 70-262656 with your file number + your secure paper serial number + your new phone number (See Annex B for details on how to do this).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q17: Is deactivation of the registration linked to the selection process?

If you are not found to be eligible for food assistance this does not mean that your registration with UNHCR will be "cancelled" (ملغى) "closed" (تسكّر) or "stopped" (توقف). Your registration is not affected by the type of assistance you receive. On the other hand, if your file was deactivated for any reason, you will no longer receive food assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q18: When will the hygiene and baby supplies distribution end?

The last distribution was in June 2014.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q19: Are there exceptions?

No. Hygiene and Baby supplies distribution was for all refugees but ended in June 2014.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q20: Does this also apply to cash for hygiene and baby supplies through the White Card?

You should keep the White Card (and the PIN Code or secret number) in case it is used in the future for other assistance. Cards have no monetary value and are personal; they should not be sold or given to others.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q21: Why is this assistance stopping?

Financial resources are not increasing in proportion to the increasing number of Syrian refugees currently in Lebanon; assistance must be prioritized to cover other essential needs like for example health, shelter, water and sanitation.

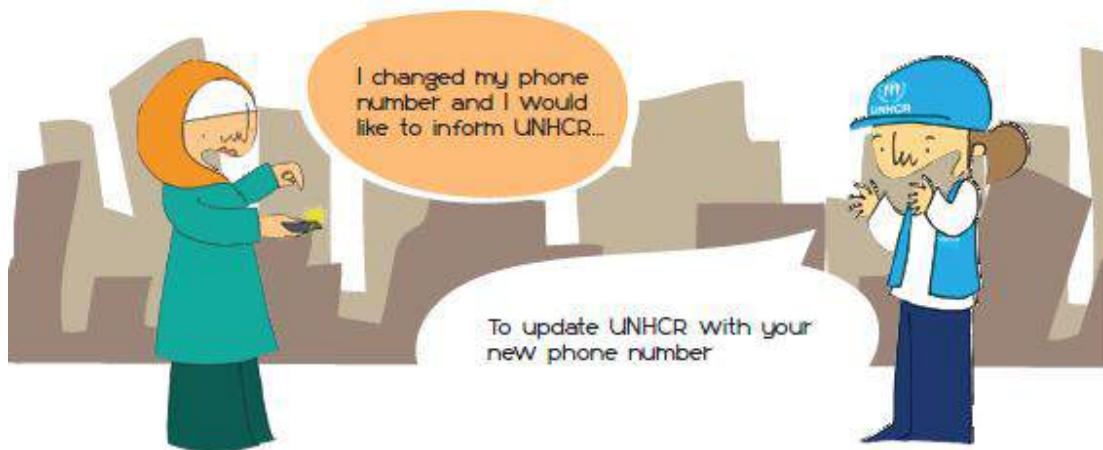
Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Annex A – Food and eligibility organisations

NAME	LOCATION	ADDRESS	COMMENTS
Action Contre la Faim (ACF)	Saida, Jezzine	76-363431	Safety Net assistance and Verification requests
		78-885162	Humanitarian Assistance Card and distributions
	South (excluding Saida)	76-147916	Safety Net assistance and Verification requests
		78-889085	Humanitarian Assistance Card and distributions
INTERSOS	West Bekaa - Rashaya	78-975251	Humanitarian Assistance Card and distributions
Première Urgence - Aide Médicale Internationale(PU-AMI)	Beirut, Mount Lebanon	70-215900	General
Save the Children	Akkar	01-370189	General, Humanitarian Assistance Card and shop complaints
World Vision	Central Bekaa	70-156482	General Information Helpline, Humanitarian Assistance Card, distributions and complaints
		71-515112	Safety Net assistance requests
		70-156482	Distributions and complaints about shops
		76-892282	General Information Helpline, Humanitarian Assistance Card, distributions and complaints



Annex B – SMS System to change phone number



Send **ONE** SMS to **70 26 26 56** with your file number + your secure paper serial number + your new phone number as shown in the drawing:

Secure Paper Serial No: AD 123456

Your secure paper serial number is the number you find on the back side of your UNHCR Registration Certificate (UN Paper) -at the very bottom- and looks like 123456 (this number is only an example!)

This is how your SMS should look like but with **YOUR** numbers!!
Please ensure that you send the correct numbers!

THIS IS JUST AN EXAMPLE!
DON'T SEND THESE NUMBERS!!



The HYPHEN and the CAPITAL LETTER are also important! There are exactly 5 digits after the capital letter!

Phone number example!!

HOUSEHOLD ITEMS

Table of Contents

Q1: I just arrived in Lebanon. What assistance will I be able to receive and how?	86
Q2: Do I have to be registered with UNHCR in order to receive any household items?	86
Q3: What do I need to do to receive these items?	86
Q4: Can I receive clothes?	87
Q5: What are the items included in the hygiene supplies kit?	87
Q6: What are the items included in the baby supplies kit?	87
Q7: Does every baby get baby supplies? Only once or more often?	88
Q8: How will I know the time and location of distribution?	88
Q9: Can I send someone else to receive the assistance on my behalf? How?.....	88
Q10: My family did not get any assistance (household items or food) when we arrived, and we have been in Lebanon formore than a month. Can we get this assistance now?	89
Q11: Is there any other assistance we could receive at any time?	89
Winter Assistance Support 2014/2015	89
Q12: How do I know if I'm eligible to receive winter support for this year?	89
Q13: What will I receive and how?.....	89
Q14: When and where will I receive the assistance?.....	90
Q15: If I received a fuel card, when and how can I redeem it to receive fuel?.....	90
Q16: Do I have to be registered with UNHCR to receive winter assistance?	91
Q17: If I'm not eligible, what can I do? Is there any organisation other than UNHCR and partners providing winter support?	92
Q18: My family and I are planning to relocate from our current residence to a colder area; will this help to receive assistance?	92
Q19: I will soon change phone number, how will you contact me?	92
List of winter support organisations.....	93
Annex A – Humanitarian organisations.....	94
Annex B – List of gas stations for fuel card (Winter 2014-2015).....	96

Q1: I just arrived in Lebanon. What assistance will I be able to receive and how?

Newly arrived refugees can receive assistance from humanitarian organisations (mainly blankets, mattresses, a kitchen set and hygiene items) as a one-off assistance before they register. In order to receive this assistance, you need to contact the humanitarian organisation operating in your area of residence (See Annex A).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q2: Do I have to be registered with UNHCR in order to receive any household items?

A one-off assistance is provided by humanitarian organisations to assist newcomers regardless of whether they are registered or not.

However, if you are registered with UNHCR you may become eligible for other types of assistance depending on the need and the available financial resources.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			✓

Q3: What do I need to do to receive these items?

Go to the humanitarian organisation providing assistance in the area where you are staying. The municipality will give you their contact details and the humanitarian organisation will then come and assess your needs. If they believe that you are found to be in need, they should try to assist you appropriately. All assistance is provided free of charge. You may also want to ask your neighbours in your community.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q4: Can I receive clothes?

Humanitarian organisations providing assistance to newcomers will provide you with basic household items like blankets, mattresses and a kitchen set for your family. Only few humanitarian organisations provide actual clothing or vouchers to purchase clothes if they consider you to be in need. All assistance is provided free of charge.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q5: What are the items included in the hygiene supplies kit?

The hygiene kit should contain toilet paper, toothbrushes, toothpaste, soap, detergent, sanitary napkins, combs, shampoo, 2 towels, 2 buckets with lids, a laundry line and garbage bags. This is the standard package provided only for newly arrived refugees and returnees entering Lebanon, also called “newcomers”.

There are also humanitarian organisations who may be distributing vouchers or cash for household items instead.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q6: What are the items included in the baby supplies kit?

Baby supplies consist of consumables for babies: 1 pack of 90 diapers or 6 reusable/washable diapers (of the right size), 1 bar of hypo-allergic soap, a 500ml bottle of disinfectant fluid.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q7: Does every baby get baby supplies? Only once or more often?

Baby supplies (diapers and detergent) are distributed to each child under the age of two. Newcomer families receive this assistance as one-off before they register with UNHCR. Once they register, some (NOT ALL) families with children under the age of two may receive baby supplies on a monthly basis. Modality of assistance may vary as well (cash or vouchers).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q8: How will I know the time and location of distribution?

Distributions for newcomer supplies happen at the times and places set by the different available humanitarian organisations providing them in each area.

You can get the contacts of the humanitarian organisation covering your area from your local municipality. You may also want to ask your neighbours in your community.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q9: Can I send someone else to receive the assistance on my behalf? How?

No. There can be, however, few exceptions depending on the reasons you might have. The humanitarian organisation will then decide and let you know if possible.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

Q10: My family did not get any assistance (household items or food) when we arrived, and we have been in Lebanon for more than a month. Can we get this assistance now?

Newcomer assistance (basic household items like, blankets, mattresses and a kitchen set) is meant to be distributed during the first month of arrival only.

In case you have been in Lebanon for more than 30 days, humanitarian organisations will only assist you if they find that you are still in need after they have visited your home.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q11: Is there any other assistance we could receive at any time?

If you are found to be most in need and living in difficult shelter conditions, you could be identified to receive additional ad-hoc assistance after an assessment based on your needs is conducted by humanitarian organisations.

However, please be aware that most of this additional assistance is for refugees or asylum seekers registered with UNHCR.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Winter Assistance Support 2014/2015

Q12: How do I know if I'm eligible to receive winter support for this year?

If you are found to be eligible to receive winter assistance support, humanitarian organisations partners of UNHCR will send you an SMS notification around the second week of November 2014 or in January 2015.

This SMS will tell you where and when to go to receive the assistance provided.

If you didn't receive any SMS it means that you were found NOT to be eligible to receive such assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q13: What will I receive and how?

The assistance to be provided will vary depending on the need of the person and or family found to be eligible, the area of residence in Lebanon and the financial availability.

In addition, some assistance such as blankets and diesel stoves will be provided this year to persons who had been identified by UNHCR and or partner agencies. In case you had been selected, you will be notified by UNHCR>

Depending on the reasons mentioned above, your assistance may be provided either in cash through the humanitarian assistance card, in kind, or through cards that you can use in specific locations.

In the SMS that you will be receiving, you will be informed on how the assistance will be provided to you and your family.

Q14: When and where will I receive the assistance?

Wait for the SMS that you will be receiving to know when and where the assistance will be provided. If we sent you an SMS but you didn't receive it, it is possible that you changed your phone number and we are not aware. Please always inform UNHCR or any humanitarian agency in case you changed either your phone number or your address so we can contact you.

It may also be that your friend/family didn't give you the message in case you are sharing your phone with other. Please make sure to check the messages received in your phone regularly.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q15: If I received a fuel card, when and how can I redeem it to receive fuel?

The card is an electronic cash substitute only to be used to fill gasoline in 237 MEDCO and Phoenicia stations across Lebanon. In order to redeem the card you will have to approach any of the gas stations mentioned in the Annex during their opening hours 8 am to 3 pm.

Show your refugee certificate (UN paper) and give the card to the gas station employees and you will receive the fuel in exchange. The cards are valid until the end of February 2015. If you have any queries, please call Medco at 03784125.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q16: Do I have to be registered with UNHCR to receive winter assistance?

Yes. Unless you are selected by other agencies that assist Syrian National not registered with UNHCR. They will contact you in that case.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q17: If I'm not eligible, what can I do? Is there any organisation other than UNHCR and partners providing winter support?

Maybe, but we are not aware of. You may ask the local authorities and associations in your area of residence.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q18: My family and I are planning to relocate from our current residence to a colder area; will this help to receive assistance?

Indeed you can relocate if you and your family have the intention to do so. However, you will not receive winter support only because you relocated as the assessment for those found to be eligible for the winter support was done taking into consideration the area of residence at the time of the assessment.

If you relocate to another area, please approach the UNHCR Registration Centre in order to update your new address.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q19: I will soon change phone number, how will you contact me?

You can inform UNHCR staff or any humanitarian organisation. You can also send an SMS to 70-262656 by writing your file case number (mentioned in the UN paper), then the secure paper serial number (found at the back of the UN paper) and then your new phone number. Once your SMS is sent, you will receive an automatic reply from UNHCR within 24 hours confirming that UNHCR successfully updated your new phone number.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

List of winter support organisations

Organisation	Location	Address/Contact Info
ACTED	Beirut/Mt Lebanon	Hotline: 71-912345
Makhouzmi Foundation	Beirut/Mt Lebanon	Address : Kornich El Mazraa, Rihani Bldg, 5th floor, Beirut, Lebanon Tel: 01-659917 ext 0 Hotline: 70-815872

Annex A – Humanitarian organisations

NAME	LOCATION	ADDRESS or How to contact them	COMMENTS
Caritas Lebanon Migrant Centre (CLMC)	Tripoli, Minieh-Donieh, Zgharta, Batroun and Koura	Approach the centre in Dam Wa Farez.	<ul style="list-style-type: none"> • Only those found to be most in need • Not only unregistered • General household or food assistance
Caritas Lebanon Migrant Centre (CLMC)	Sin El Fil Dekweneh Mreijeh Bourj Hammoud Dbayeh Kesserwan Ballouneh Rmeileh	03 310471 70 168203 70 157789 76 412088 70 191182	
Caritas Lebanon Migrant Centre (CLMC)	North Bekaa: Baalbeck, Douris, Taibet Baalbeck, Nahle, Qaa Baalbeck, Qaa Ouadi El-Khanzir, Qaa Baayoun, Maarboun, Ham. * West Bekaa: Tall el Akhdar, Kafraiya BG, Aana, Deir Tahnich, Aammiq BG, Chebrqiyet Aammiq, Khiara El Aatiqa, Jazira BG, Ouaqf BG. * Central Bekaa: Hazerta, Qaa Er-Rim, Ouadi EL-Aaraych, Mrayjat Zahle, Bouarej, Ouadi Ed-Delm, Tcheflik Qiqano, Tell El-Akhdar, Anjar including (Houch Moussa), Nasriyet Zahle. * Rachaiya: Rachaiya.	79 306150	Newcomers and those found to be most in need
Comitato Internazionale Per Lo Sviluppo Dei Popoli (CISP)	South Lebanon: Tyre, Marjaayoun, Hasbaya, nabatiye	76683387	Assists Registered refugees with NFIs & winterization
Danish Refugee Council (DRC)	Akkar District	70 363 687	

Danish Refugee Council (DRC)	Tripoli + Minyeh city	76 458578 Approach distribution site	Newcomers and regular WFP and UNHCR distributions
Danish Refugee Council (DRC)	West Bekaa: Ghazzé, Manara BG, Haouch El-Harime, Souairi, Harime es Soughra, Marj BG, Raouda (Istabel). * Central Bekaa: Barr Elias, Majdel Aanjar. * Rachaiya: Rachaiya, Aaqabet Rachaya, Aayha, Bakkifac Rachaya, Dahr El-Ahmar, Beit Lahia, Tannoura, Kfar Qouq, Kfar Denis, Mhaiydsé Rachaiya, Kaoukaba Bou Arab, Aain Rouha, Khirbet Rouha, Kfar Lichki, Rafid Rachaiya, Haouch El Qinnabé Rachaiya, Biret Rachaiya, Aain Aarab Rachaiya, Aain Aata, Majdel Balhis, Bakka, Mdoukha, Yanta, Deir El-Aachayer, Selsata (Mazraat Deir El-Aachayer), Aayta El-Foukhar, Helouet Rachaiya, Nabi Safa.	76 437251	New comers Families to be found most in need
Danish Refugee Council (DRC)	South Lebanon	78 882301	Newcomers assistance
Handicap International	* Central Bekaa: Zahle El-Midane, Zahle Haouch Ez-Zaraane, Zahle Mar Gerges, Zahle Er-Rassiye, Zahle El-Berbara, Zahle El-Maallaqa, Zahle Haouch El- Oumara Aradi, Zahle Haouch El- Oumara, Zahle Aradi, Zahle Mar Elias, Touaite Zahle, Ksara, Taalabaya, Taanayel, Saadnayel, Qoussaya, Terbol Zahle, Aain Kfar Zabad, Kfar zabad.	79 101563	
Medair	* West Bekaa: Khirbet Qanafar, Mansoura BG, Joubb Jannine, Lala, Kamed El-Laouz, Tall Znouh, Baaloul, Khiara, Qaraaoun, Dakoué. * Central Bekaa: Zahle Maallaqa Aradi, Hoshmosh, Terbol Zahle, Dalhamiyet Zahle,		Newcomers
Norwegian Refugee Council (NRC)	Minyeh	78 848483	Newcomers
Save the Children	North Bekaa: Laat, Aadous, Haouch Tall Safiye, Majdaloun, Haouche Barada, Maqne, Haouch El-Dehab, Saaidé, Jebaa, Kfar Dane, Hadath Baalbeck, Moqraq, Harata, Nabha Ed-Damdoum, Qarha, Chaat, Ram, Youmine, Deir El-Ahmar, Kneisset Baalbeck, Bechouat, Riha, Dar El-Ouassaa, Btedaai, Ainata, Yammouné,	01 370189	Newcomers

	Bednaye! Baalbak, Qsarnaba, Temnine El-Faouqa, Beit Chama, Haouch Er-Rafqa, Mousrayé, Temnine Et-Tahta, Kfar Dabach, Chmistar, Haouch En Nabi, Haouch Snaid, Taraiya, Serraaïne Et-Tahta, Talia, Hizzine, Khodr Baalbeck, Nabi Chit, Bouday, Chlifa. * Central Bekaa: Fourzol, Nabi Ayla, Ablah, Niha Zahle, Chtaura, Zebdoul, Makse, Jdita, Qabb Elias, Haouch Mandara, Chebrqiyet Tabet, Haouch Es-Siyade, Haouch Qayssar, Mzaraat Zahle, Tcheflik Edde Haouch, Riyaq, Haouch Hala, Aali En-Nahri, Haouch El-Ghanam, Haouch EL-Aamara, Deir El-Ghazal, Nasriyet Rizk, Raait, Massa.		
Save the Children	Akkar District	01 370189	
SHEILD	South Lebanon: Tyre, Nabatiye, Marjaayoun, Hasbaya, Bent Jbeil	76 841231	Assists Registered refugees with Household items& winterization
Scours Islamique France (SIF)	Aley		
Solidar Suisse	Districts: Saida, Nabatieh, Jezzine	70 349991 feedback@solidarsuisse-lb.com	Familiesfound to be most in need
Solidarites International	Minyeh Daniyeh Zgharta	70 066589	Minyeh only in Informal Settlements
Terre des Hommes	Barouk Baysour	71 579696 71 577386	

Annex B – List of gas stations for fuel card (Winter 2014-2015)

Region	Station name/Location
Beirut/ Mount Lebanon	Medco Achrafieh Facing Sagesse, Achrafieh Beirut

Medco Ain Roumaneh/Group 3 SARL Ain Roumaneh, Ghasan Nahoul Beirut
Medco B.C.D Tabaris Sqr, Down Town Beirut
Medco Bourj El Barajneh Bourj El Barajneh Beirut
Medco El Hady Airport Road Beirut
Medco Fassouh El saydeh church Beirut
Medco Furn El Chebbak Facing Abraj, Furn El Chebbak Beirut
Medco Haret Hreik Haret Hreik Beirut
Medco Jazaer Aisha Bakkar Beirut
Medco Karantina Facing Sukleen, Karantina Beirut
Medco Sidani Hamra, Ras Beirut Beirut
Phoenicia Bachoura Bachoura Beirut
Phoenicia Chevrolet Facing Cellis Palm Centre, Chevrolet Beirut
Phoenicia Kfarchima Werwar Road, Kfarchima Beirut
Phoenicia Lyon Near Picadelli, Hamra Beirut
Phoenicia Unesco Unesco Hwy, Beirut Beirut
BP Naher-Mallah Near Peugeot, Naher Beirut
Damour Al Koubra Main Entrance Damour Bridge, Damour Beirut
Daou Oil - Winco Khaldeh Khaldeh hwy Beirut
Daou Oil - Tyro Tyro Choueifat Beirut
FM Ain El Remmaneh Behind El hayat Hospital, Ain El Remmaneh Beirut
Hypco Amaret Chalhoub - El Sahel Amaret Chalhoub, Zalka Beirut
Hypco Bir Hassan Bir Hassan Beirut
Hypco Hadath Hadath Beirut
Hypco Markazieh Hamra Beirut
IPT Choueifate Choueifate, Beirut Beirut

Mobil Adlieh Adlieh, Furn El Chebbak Beirut
Mobil Manara Main Road, Manara Beirut
Mobil Ras el Nabeh, Beirut
Mobil Sanayeh Speers, Sanayeh Beirut
Mobil Wardieh Hamra Beirut
Platinum Oil United Hazmieh Beirut
Station Hachem- Basta Beirut
Station Hachem- Sfeir Beirut
Station Hachem- Tahwitit el Ghadir Beirut
Station Hachem- Jnah Beirut
Station Hachem- Abdel Nour Dahiyeh Beirut
Station Hachem- Al Abyad Dahiyeh Beirut
Station Hachem- Marriott Beirut
Station Hachem- Ouzai Beirut
Station Hachem- Maamoura Dahiyeh Beirut
Station Hachem- Mouawad Beirut
Station Hachem - Blvd Camille Chamoun, Galerie Semaan Beirut
Station Hachem - Hadath Hadath Beirut
Station Hachem - Haret Hreik Haret Hreik Beirut
Station Igwana /Joe Ghalieh Sami Solh Beirut
Station Jabbour Hazmieh Beirut
Medco Chhim Chhim Chouf
Medco Deir El Moukhallis Deir El Moukhallis-Joun Chouf
Medco Kfarhim Kfarhim - Chouf Road Chouf
Phoenicia Deir el Kamar Deir el kamar, main road Chouf
Coral Mazboud Chhim Chouf
Station Maasser Beit ELDine Beit ELDine Chouf
Medco Achkout Jwar El Bouechik Keserouan

Medco Ballouneh Ballouneh, Main Road Keserouan
Medco Breij Breij, Aannaya road Keserouan
Medco Bzoummar Bzoummar Keserouan
Medco Fakra Fakra Keserouan
Medco Fata'a Fata'a, main road Keserouan
Medco Fidar Fidar, Halat highway Keserouan
Medco Halat Kobayat Road Keserouan
Medco Halat - KoraDaou Main Road, Halat Keserouan
Medco Jbeil,Sadik Barrak Jbeil- Edde Road Keserouan
Medco Jeita Jeita Keserouan
Medco Jounieh,Saydet Lebnen Jounieh after Saydet Lebnan Keserouan
Medco Kfarzebian - Akiki Main Road, Kfarzebian Keserouan
Medco Kfarzebian - Salameh Salameh Keserouan
Medco Kfour Kfour, Main Road Keserouan
Medco Klay3at Roumiyeh main road Keserouan
Medco Mayrouba Main Road Keserouan
Medco Nahr El Kaleb Nahr El Kaleb Keserouan
Medco Zouk (EL Hajj) Zouk Keserouan
Medco Zouk St Charbel Adonis - Zouk Mekael Keserouan
Phoenicia Reyfoun Main Road, Raifoun Keserouan
Phoenicia Zouk Mosbeh Near Yasouh El Malak Keserouan
Byblos Jbeil Petroleum Jbeil Keserouan
Byblos Jeita Petroleum Jeita Keserouan
Coral Ajaltoun Round About, Main Road Keserouan
Coral Ajaltoun 2 Ajaltoun town Keserouan
Coral Jbeil - Aanaya Aanaya Main Road, Jbeil Keserouan
Jirco Jbeil - ENJM LAU MainRoad, Jbeil Keserouan

Jirco Mastita/Ernest Geryes Mastita Keserouan
Mallah Shaileh Shaileh Keserouan
Manar Tabarja Tabarja Roundabout Keserouan
Mema Faraya/Joseph Mema Faraya Keserouan
United Ghazir Ghazir Keserouan
United Kartaba Kartaba Main Road Keserouan
United Sahel Alma Sahel Alma, Jounieh Keserouan
Wookood Station Haret Sakher Keserouan
Medco Ain Saade-Fanar Fanar Metn
Medco Aley Aley Metn
Medco Antelias Highway Facing Golden Beach, Antelias Metn
Medco Araya/ MLE Araya Metn
Medco Bhamdoun Bhamdoun Metn
Medco Bou Abboud Mkalles Metn
Medco Bou Abboud Dekwaneh Metn
Medco Bourgi Nahr El Kaleb Metn
Medco Broumana,Bou Fadel Broumana, Main Road Metn
Medco Broumana, Abdo Bou Samra Broumana Metn
Medco Choueit Daher El Wahech Metn
Medco Cornet Chehwane Cornet Chehwane main road Metn
Medco Dbayeh Dbayeh highway Metn
Medco Sawfar / Abdel Khalek Kahaleh Metn
Medco Dekwaneh Next to SGBL, Dekwaneh Metn
Medco Dora Dora hwy - facing Mercedes Metn
Medco Dora (Sea Side) Sea Side Hwy, Dora Metn
Medco Dora Milan Dora High Way Metn
Medco Fiyadieyh Fiyadieyh, Main Road Metn
Medco Fouar Antelias Metn

Medco Hammana Hammana Metn
Medco Haret Balleneh Dbayeh Metn
Medco Jiyeh, Highway (station owner) Jiyeh Metn
Medco Jisr El Wati / Mallah Jisr El Wati Metn
Medco Jouar El Khenchara Khenchara Metn
Medco Jouret El Ballout Metn El Sari3 Metn
Medco Kaberchmoun(Joseph Haykal) Baysour Metn
Medco Kahhaleh Kahaleh Metn
Medco Mansourieh (Rizkallah) Mansourieh Metn
Medco Mansourieh/Kanater Zbeide Mansourieh Metn
Medco Mar Chaaya Mar Chaaya Metn
Medco Monsef Monsef Metn
Medco Souk EL Ghareb Souk El Ghareb Metn
Medco Zandouka Zandouka Metn
Medco Zekrit Zekrit Metn
Phoenicia Antelias Near Souk El Frenj, Antelias Metn
Phoenicia Aytat Aytat Metn
Phoenicia Baabda Facing St Georges Church, Baabda Metn
Phoenicia Caltex Araya Araya Metn
Phoenicia Monteverde Monteverde - Near Os Restaurant Metn
Phoenicia Salha Ras el Metn Metn
Phoenicia Sin El Fil Facing Pain D'Or, Horch Tabet, Sin El Fil Metn
Phoenicia Ste.Rita Near Noura Ctr, Sin El-Fil Metn
Abi Habib Roumieh Roumieh-Main road Metn
AG LIBAN - Sabtieh Dekwaneh Metn
Coral Beit El Chaar Beit El Chaar Metn
Coral St. Elie Jdeideh Metn

	Daou Oil- Ain Anoub Ain Anoub Metn
	Daou Oil- Bhamdoun Bhamdoun, Baalechmay Metn
	Daou Oil- Damour/ Bahjat Daou Damour Metn
	Daou Oil - Dohat Aramoun Dohat Aramoun Metn
	Mallah Beit Chabab Beit Chabab Metn
	Mallah El Delb EL Delb, Bikfaya Metn
	Mallah El Harat Antelias El Hara Metn
	Mallah Jal El-Dib Jal El-Dib Hwy Metn
	Mallah Mezher Mezher Metn
	Manar Elyssar Elyssar Metn
	Mobil Bhamdoun (Mafest) Bhamdoun, Baalechmay Metn
	Mobil Sawfar Sawfar Metn
	Speed Bauchrieh/Michel Abi Mansour Bauchrieh Metn
	Speed Bsalim (Joseph Moussa) Bsalim Metn
	Station Imad Rizkallah Dhour Choueir Metn
	United Douwar Douwar Metn
Bekaa	Medco Ablah Ablah Bekaa
	Medco Ali Nahri- Aytam Ali Nahri Bekaa
	Medco Chtoura / Amadco Chtoura Bekaa
	Medco Dhour Zahle (Elie Khatcho) Dhour Zahle Bekaa
	Medco El Ferzol (El Hajj Chahine) Ferzol Bekaa
	Medco Jeb Jeannine Jeb Jeannine Bekaa
	Medco Karoun Karoun Bekaa
	Medco Ksara Ksara , Zahle Bekaa
	Medco Rachaya Rachaya Bekaa
	Medco Saghbine Saghbine, Bekaa Bekaa
	Medco Sar3in Baalback Sar3in main road Bekaa
	Medco Taanayel Taanayel, Damascus Road Bekaa

	Medco Tal Chiha Zahle Bekaa
	Medco Zahle (Ghantous) Zahle Bekaa
	Medco Zahle (Nadim Attallah) Zahle Bekaa
	Medco Zahle (Nicolas Breidy) Zahle Bekaa
	Phoenicia Anjar Anjar Bekaa
	Phoenicia Machghara Machghara Bekaa
	Hypco Labweh Labweh, Baalbak Bekaa
	Station Baalback, Al Jammal Baalback road Bekaa
	Station Bednayel After Ferzol, ----> 25 KM Bekaa
	Station Diyaa Diyaa Bekaa
	Station Hermel Hermel Bekaa
	Station Jammal Baalback (El Hellaniyeh) Hellaniyeh Bekaa
	Zak Trading Company Baalback-Camille Chamoun street Bekaa
North	Medco Bahsas Bahsas, Main Road North
	Medco Beddaoui Tripoli main road North
	Medco Beit Mender Beit Mender, Arz main road North
	Medco Bsorma Bsorma North
	Medco Halba Halba North
	Medco Kfaraaka Kfaraaka North
	Medco Kfarhabou Kfarhabou North
	Medco Kobayat Kobayat North
	Medco Tekrit Tekrit North
	Medco Tilal Akkar Akkar North
	Medco Thoum Thoum, Batroun North
	Medco Tripoli El Mina, Tripoli North
	Medco Zgharta Zgharta North
	Phoenicia Halba Halba, North North
	Phoenicia Kfaraabida Koura, Main Road North

	APEC Bakhoun Bakhoun main road North
	APEC Bcharreh Becharré North
	APEC Btouram koura North
	Coral Franjeh Kfarfou Zgharta North
	Coral Kfarhata Zgharta Ehden main road North
	Coral Rachana Road to Rafqua, Madfoun North
	Coral Sibiil Sibiil North
	Fenianos Chekka 1 Chekka highway North
	Fenianos Chekka 2 Chekka highway North
	Fenianos Zghorta Zghorta North
	IPT Amyoun Amyoun North
	IPT Batroun Batroun North
	IPT Kobayat (Elia Hakmeh) Kobayat North
	IPT Zgharta Zghorta North
	Station Abdeh Akkoumy Abdeh North
	Station Bcharre Bcharre North
	Station Chekka (Serco) Old Road North
	Station Omar Abdel Ader Aydamoun North
	United Zeater Zein Batroun North
South	Medco Aabbassieh Aabbassieh South
	Medco Ain Ebel Ain Ebel South
	Medco Anan Jezzine Main Road South
	Medco Beit Yahoun Tebnine Road South
	Medco Ghandourieh Deir Keifa South
	Medco Hariss - Speedy Station Hariss South
	Medco Hlaliyeh (QUEEN STATION) Saida South
	Medco Ibl El Saki Ibl El Saki South
	Medco Jezzine Jezzine Main Road South



	Medco Jouaya- Mjadel Mjadel South
	Medco Msayleh Msayleh main road South
	Medco Nabatieh Nabatieh South
	Medco Rmeich Rmeich South
	Medco Saida-Bakhour Saida - South South
	Medco Saida (Chams Station) Road To Jezzine South
	Medco Sarafand Main Road South
	Medco Sour or Medco Tyr Tyr Roundabout South
	Phoenicia Kfarjarra Kfarjarra South Jezzine Road South
	Phoenicia Saida/Hassan Joude Saida South
	Phoenicia Tebnine Main Road South
	Coral Hasbaya Hasbaya South
	Mobil Anan Anan South
	Mobil Saida (Joudi) Saida South
	Station Chebaa Chebaa South
	Station Ghazieh Saida South
	Station kasseem-Marjeyoun Marjeyoun South



PROTECTION

Table of Contents

Registration	108
Q1: Why is it important to register if I do not get assistance afterwards?	108
Q2: What is the purpose of the UNHCR registration document?	108
Q3: Do I have to pay to be registered with UNHCR?	108
Q4: Can I get registered if I entered through an unofficial border?	109
Q5: Is it true that if I register with UNHCR others will have access to my personal information?	110
Q6: Why do I have to renew the registration certificate?	110
Q7: When do I have to renew my registration?	110
Q8: My registration certificate has already expired, can I renew it now?	110
Q9 a: How do I register/renew my registration?	110
Q9 b: How do I register/renew my registration?	111
Q9 c: How do I register/renew my registration?	111
Q9 d: How do I register/renew my registration?	112
Q10: How do I make an appointment for the registration or renewal of my certificate?	112
Q11: Do I need any documents to register?/Can I be registered without documentation?	113
Q12: My husband/wife and I have documents but our children lack any documentation. Is it possible to register the children?	114
Q13: I am not able/my family is not able/I have a family member who is not able to go to the registration centre. What should I do?	114
Q14 a: I am not able to reach the registration centre. Is there any transport support?	114
Q14 b: I am not able to reach the registration centre. Is there any transport support?	115
Q15: How do I add another family member to my registration file with UNHCR?	115
Q16: Should I inform anyone about moving to another part of Lebanon?	116
Q17: My phone number has changed and I would like to update it in my registration records. How can do this?	116
Q18: My spouse is non-Syrian, but I am a Syrian national; can I and my family be registered?	116



Q19: I am non-Syrian, but my husband was Syrian and is now deceased; can I register our children?	117
Q20: I am a single male, can I be registered?.....	117
Q21: I'm a Palestine refugee. Do I need to register with UNHCR?	118
Q22: Can non-Palestine refugees record their details with UNRWA?	117
Lebanese Returnees Registration	118
Q23: I am a Lebanese returnee. Do I need to register to obtain assistance?	118
Lebanese Returnees Assistance	118
Q24: I am a Lebanese returnee, am I eligible for assistance?	118
Detention	119
Q25: Whom should I address in case one of my family members has been detained?	119
Family Tracing	119
Q26: Where do I get assistance in tracing my relatives who remained in Syria?	119
Resettlement	120
Q27: How can I leave Lebanon for another country with the help of UNHCR?	120
Deportation	120
Q28: What should I do if I receive a deportation card or a deportation order from the General Security Office (GSO), from an administrative or judicial authority once I get released from detention?	120
Legal Stay for Syrian Refugees	120
Civil Documentation/ Birth	120
Q29 a: Why is it important to register the birth of my child?	120
Q29 b: Why is it important to register the birth of my child?.....	121
Q30: How can I register my child born in Lebanon?	121
Q31: How much does it cost to register the birth?	122
Civil Documentation/ Marriage	122
Q32: Why is it important that I register my marriage?	122
Q33: How do I get a marriage certificate?	122
Q34: I got married in Syria but I did not register my marriage or I lost the marriage certificate. What should I do	123
Civil Documentation/ Death	123
Q35: A family member passed away in Lebanon. How can I obtain a death certificate?	123



Civil Documentation.....	123
Q36: What should I do if I lose my identity documents?	123
Access to justice	124
Q37: Can I approach the local authorities to file a complaint?.....	124
Legal Aid and property eviction	124
Q38: What should I do if our landlord or the authorities ask my family to leave our home?	124
Q39: Do I have to pay for legal assistance provided by UNHCR, UNRWA, NRC, CLMC, IRD, IRC, AJEM?	124
Mine Action.....	125
Q40: What is the right behavior when I get across a suspicious object?	125
Q41: How can I protect my family, especially children, from accidents of mines and Unexploded Ordnances?..	125
Community-based activities/Community Centres and SDCs	125
Q42: We were used to be active back home in Syria. Now we are idle and remain in our houses all the time. What can we do?	125
Q43: I heard about the community development centres but I do not know how to reach them.	126
Q44: The centres do not offer what I was expecting. Is there anything I can help with?.....	126
Community-based activities/Volunteers	126
Q45: I have many ideas and I would like to help other refugees. What can I do?.....	126
Community-based support/Volunteers	127
Q46: I would like to have some support in talking about the problems I am facing in Lebanon.....	127
Q47: How do I know where to access information on available services or upcoming activities where I live?	127
Annex A – List of contacts for protection and legal counselling and assistance	128
Annex B – Community Development Centres.....	132
Annex C – SMS system to change phone number.....	135



Registration

Q1: Why is it important to register if I do not get assistance afterwards?

Even if you are not receiving food and other assistance (e.g. hygiene, shelter items) UNHCR registration certificate allows you to access services including health care at reduced costs, free vaccinations for your children, free legal counselling, free psycho-social activities and free access to community development centres activities (computer, language and other courses) in addition to information on education opportunities. Clean water supplies, sanitation and shelter support (material and rehabilitation works) are also provided for some families based on needs and on available financial resources.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

It will also allow UNHCR and partners to know you and your family and be able to reach you and send you information.

Q2: What is the purpose of the UNHCR registration document?

The UNHCR Registration Certificate ("UN Paper") includes your family members' pictures, dates /places of birth and a file number.

- It is not a replacement for the residency permit issued by the Lebanese authorities/General Security Office(GSO)
- It is not a formal identification document
- It is valid for two years and should be renewed at the UNHCR registration centre in the area where you live (See question 7).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q3: Do I have to pay to be registered with UNHCR?

No, this service is for free and UNHCR does not charge any money for registration or renewal. All services by UNHCR and partners are free of charge. If anyone asks you for money, please contact immediately UNHCR at the registration centres.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q4: Can I get registered if I entered through an unofficial border?**

Yes, you can be registered whether you entered through an official border crossing point or not. This information will remain confidential and will not be shared with any authorities or any other actor.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

Q5: Is it true that if I register with UNHCR others will have access to my personal information?

The information you provide UNHCR with, including your photos, is confidential and will not be shared without your consent. In order to allow your information to be shared with humanitarian organisations for assistance or support, you and all adult family members will be requested to authorize in advance by signing at the back of the registration application form.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q6: Why do I have to renew the registration certificate?**

It is crucial to renew the registration. Only this way you will be able to receive support to access services such as health, education and other assistance offered by UN agencies and humanitarian organisation partners. More complete information on your family composition can also be included as well as changes of your address and phone number. If you do not renew the registration certificate, your registration with UNHCR will be cancelled.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q7: When do I have to renew my registration?

Starting January 2015 the UN Paper will be valid for one year. The date of expiry is at the centre left and right side of your registration certificate ("UN Paper"). You should get a renewal appointment one month before the registration expires. The expiry date is written on your certificate. If your Certificate is expired, you will not be able to access services and assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q8: My registration certificate has already expired, can I renew it now?

If your registration certificate has expired, you can still approach UNHCR registration centres and take an appointment for the renewal of your certificates for you and your family. UNHCR will then conduct an interview with you and your family and will decide based on the result.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q9 a: How do I register/renew my registration?

Location



You will need to request appointments for you and your family members. Then you will be interviewed in one of the registration centres based on where you live. All your family members will need to be present with you during the interview to be registered or for the renewal of the registration. Anyone who is not present will be inactivated.

If you live in	Registration Centre
Aley, Baabda, Beirut, Chouf, El Metn, Jbeil, Kesrwane	UNHCR Beirut , Ramlet El-Baida, Dr. Philippe Hitti St. behind Spinney's Supermarket

Mount-Lebanon				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q9 b: How do I register/renew my registration?

You will need to request appointments for you and your family members. Then you will be interviewed in one of the registration centres based on where you live. All your family members will need to be present with you during the interview to be registered or for the renewal of the registration. Anyone who is not present will be inactivated.

If you live in	Registration Centre
Baalbeck, Hermel, Rachaya, West Bekaa, Zahle	UNHCR Bekaa, Zahle , Zahle highway, next to Kaysar Ata Ice cream (Zahle) Registration is only by appointment: Please call 08930468

Location				
Bekaa				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			









Q9 c: How do I register/renew my registration?

Location



You will need to request appointments for you and your family members. Then you will be interviewed in one of the registration centres based on where you live. All your family members will need to be present with you during the interview to be registered or for the renewal of the registration. Anyone who is not present will be inactivated.

If you live in	Registration Centre
Akkar, Bcharre, Batroun, Koura, Minieh-Danniyeh, Tripoli, Zgharta	UNHCR North Lebanon, Tripoli, next to Rachid Karamé Exhibition Centre

Akkar	Tripoli	Minieh-Donieh	Zgharta	
				
	Batroun	Koura		
				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				

Q9 d: How do I register/renew my registration?

You will need to request appointments for you and your family members. Then you will be interviewed in one of the registration centres based on where you live. All your family members will need to be present with you during the interview to be registered or for the renewal of the registration. Anyone who is not present will be inactivated.

If you live in	Registration Centre
Bent Jbeil, Hasbaya, Jezzine, Marjaayoun, Nabatieh, Saida, Sour	UNHCR South Lebanon, Tyre, Villa Krischt, Al Hosh You can also take appointment by calling 76500380

Location				
South				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q10: How do I make an appointment for the registration or renewal of my certificate?

Appointments can be requested individually at a UNHCR centre the closest to where you live. Only one person from each family is required to make an appointment.

- **Mount Lebanon:** In person, at the registration centre Mon-Fri 8am - 2pm
- **Tripoli:** In person, at the registration centre, Mon-Friday 8am- 2pm
- **Tyre:** In person, at the registration centre Mon-Friday 8am- 2pm, but also call the appointments hotline Mon-Fri 8:30am- 4pm 76500380
- **Bekaa:** No appointments in person; Call hotline number: 08 930468, Mon-Fri 8am- 4pm
- **Akkar:** Appointments at Tripoli registration centre

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q11: Do I need any documents to register?/Can I be registered without documentation?**

You need to bring all documents you have for each family member (e.g. National ID Card, Family Booklet, Passport, Birth Certificate, Marriage Certificate, School certificates/Diplomas, Military Service documents, Individual civil extracts). If your documents are damaged, it does not prevent you from registering. If you do not have any documents, you can still be registered. UNHCR staff will conduct a more detailed interview with your family and will decide based on the outcome.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

**Q12: My husband/wife and I have documents but our children lack any documentation. Is it possible to register the children?**

Yes. Separate interviews will be carried out to verify the family links.

You will need to bring the available documents for you and your husband/wife. UNHCR will then conduct a more detailed interview with you and based on the result, they will decide about the registration of your children.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q13: I am not able/my family is not able/I have a family member who is not able to go to the registration centre. What should I do?

If a family member cannot come in person due to exceptional circumstances (a serious medical condition/disability/old age/advanced pregnancy 7-9 months/other exceptional cases), close family members will need to approach UNHCR registration centres with original documents of the person that cannot come, including certified medical reports and reports on disability. UNHCR may agree to register the person in absentia.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

Q14 a: I am not able to reach the registration centre. Is there any transport support?

UNHCR has in place bus transportation for

- Very poor families who cannot afford transport
- Families living far from registration centres
- Persons with medical, disability, protection/security concerns
- In Mount Lebanon Districts you can approach UNHCR partner Terre des Hommes (Italy), who may provide transport assistance to the Registration Centres.

If you live in	Call the following TDH hotlines	Approach TDH help desk in
Jbeil	71360077	Jbeil

Location				
Mount-Lebanon				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			



Kesserwan	71359777	Hrajel
Mten	71579595	Mrouj
Baabda	71360096	Rowaiset el-Ballout
Aley	71577386	Baysour
Chouf	71579696	Barouk

Q14 b: I am not able to reach the registration centre. Is there any transport support?

UNHCR has in place some bus transportation for

- Very poor families who cannot afford transport
- Families living far from registration centres
- Persons with medical, disability, protection/security concerns.

In the South, UNHCR Office in Tyre is conducting a bussing operation once a week or when possible from certain areas coordinated by SHEILD.

Location				
South				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

Q15: How do I add another family member to my registration file with UNHCR?

To add a family member to your case, you and your family member will have to get a registration appointment and both be present during the interview. Be sure to bring all old registration certificates to receive the new ones with the new member added.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q16: Should I inform anyone about moving to another part of Lebanon?**

Yes, and it is important that you communicate the change so that UNHCR and partners can continue to communicate and reach you if needed. When you move to a different place, please inform the nearest UNHCR registration centre so that you can continue receiving the assistance to your new address.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q17: My phone number has changed and I would like to update it in my registration records. How can do this?

You do not need to go to the registration centre to complete this process. You can send a SMS to UNHCR SMS Info System. Send ONE SMS to 70-262656 following the explanation on the leaflet (See Annex B).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q18: My spouse is non-Syrian, but I am a Syrian national; can I and my family be registered?

Yes, do approach UNHCR registration centres and you will be advised on the modalities and the details of this type of registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		✓

**Q19: I am non-Syrian, but my husband was Syrian and is now deceased; can I register our children?**

Yes, do approach UNHCR Registration Centres and you will be advised on the modalities and the details of this type of registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓		

Q20: I am a single male, can I be registered?

Yes, do approach UNHCR Registration Centres and you will be advised on the modalities and the details of this type of registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

Q21: I'm a Palestine refugee. Do I need to register with UNHCR?

No, UNHCR does not record Palestine Refugees as they do not fall under their mandate. You can record your details with UNRWA once you have been in Lebanon for 14 days; however, you can access UNRWA health care centres and schools as soon as you arrive. UNHCR registers Syrian refugees, so if any members of your family are Syrian, they should approach UNHCR offices for details of registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
		✓		

Q22: Can non-Palestine refugees record their details with UNRWA?

Location				
National				
✓				



In case your spouse is a Palestine refugee from Syria registered with UNRWA, the rest of the family (regardless of their nationality) can also be recorded with the Agency for emergency assistance.

Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Lebanese Returnees Registration

Q23: I am a Lebanese returnee. Do I need to register to obtain assistance?

If you are a Lebanese citizen who has lived as a resident in Syria since 2006 or earlier and returned to Lebanon after March 2011 (as a result of the crisis), you should approach a local authority (municipality or SDC) and ask them to refer your case to the High Relief Commission (HRC), the Lebanese government body tasked with providing humanitarian assistance to Lebanese returnees. Alternatively, you may approach the HRC headquarters in Beirut directly (Address: STARCO Centre, Block C, 8th Floor, Omar Al Daouk Street, Minet El-Hosn, Beirut; Tel.: 76-042080).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				✓

Lebanese Returnees Assistance

Q24: I am a Lebanese returnee, am I eligible for assistance?

As Lebanese citizens, returnees are eligible for assistance and services provided by government entities, including the Ministry of Social Affairs' Social Development Centres (SDCs), which are located across the country. At SDCs, returnees can benefit from a range of services, including healthcare, psycho-social support, daycare facilities and elementary training. At SDCs, returnees may also apply to become people who are benefiting of the government's National Poverty Targeting Programme, which provides assistance to the poorest Lebanese citizens. Some international organisations are also providing assistance to Lebanese returnees. In order to make yourself known to these organisations, please present your situation at a local municipality and ask to be referred to the High Relief Commission, the government entity responsible for coordinating assistance to Lebanese returnees.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				✓



Detention

Q25: Whom should I address in case one of my family members has been detained?

- UNHCR has some specialised legal aid partners regularly visiting Syrian refugees in ISF detention facilities.
- AJEM phone: 01 901560/70
- AJEM mobile : 03 131570 (Mon- Fri 8am-4pm and Sat 9am-3pm)
- UNHCR Akkar, protection hotline: 76 421605 (Tuesday and Friday 12:30pm-15:30pm)
- UNHCR Zahle, protection hotline: 76 611811 (Mon-Fri 8am-4pm)
- UNHCR Tyre, information hotline: 76500370 (Mon-Fri 8:30am- 4pm)
- For Palestine refugees from Syria cases UNRWA hotline 76 882226 (7am – 7pm)
- You can approach offices of the International Committee of the Red Cross (ICRC)
 - ICRC Delegation Beirut, Beirut Hamra, Sadat Street, Mansour Building, Tel. 01 739297/8/9; Mon – Fri 7:30am – 4:30pm
 - ICRC Tyre, behind Al Bahr bakeries, Abu Khalil building, 1st floor, Istiraha Street, Tel. 07 349711/912; Mon – Fri 8am – 4:30pm
 - ICRC Tripoli, facing Mazloun Hospital, al Wali Building, Ground Floor, Tel. 06 412407; Mon – Fri 7:30am – 4:30pm.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Family Tracing

Q26: Where do I get assistance in tracing my relatives who remained in Syria?

You can address offices of the International (ICRC)

- ICRC Delegation Beirut, Beirut Hamra, Sadat Street, Mansour Building
Tel. 01 739297/8/9; Mon – Fri 7:30am – 04:30pm
- ICRC Tyre, behind Al Bahr bakeries, Abu Khalil building, 1st floor, Istiraha Street.
Tel. 07 349711/912; Mon – Fri 8am – 4:30pm
- ICRC Tripoli, facing Mazloun Hospital, al Wali Building, Ground Floor
Tel. 06 412407; Mon – Fri 7:30am – 4:30pm

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓



Resettlement

Q27: How can I leave Lebanon for another country with the help of UNHCR?

Please do not approach UNHCR to arrange your travel abroad. UNHCR does not provide such services.

Some countries offer opportunities to a very small number of the most in need refugees registered with UNHCR to leave Lebanon through resettlement or Humanitarian Admission Programme (HAP). Although UNHCR participates in the selection process of these most in need refugees, the hosting countries take the final decision on who is accepted.

UNHCR offices do not accept applications. UNHCR will contact you if you are considered for any of these programmes.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Deportation

Q28: What should I do if I receive a deportation card or a deportation order from the General Security Office (GSO), from an administrative or judicial authority once I get released from detention?

You should contact UNHCR Offices by approaching the registration centre and asking to speak to UNHCR Staff or call the UNHCR offices through the hotline numbers provided under Q26.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Legal Stay for Syrian Refugees

Civil Documentation/ Birth

Q29 a: Why is it important to register the birth of my child?

Location
National
✓



It is very important for your children that you register their birth.

Without an official birth certificate you may not be able to prove the nationality of your child and obtain a Syrian ID. Your child may later have problems in Syria to access healthcare and education.

It is important to take immediate action. After one year birth registration is more complicated and requires a Court procedure.

Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q29 b: Why is it important to register the birth of my child?

It is very important for your children that you register their birth.

Without an official birth certificate your child may not be able to register as Palestine from Syria and obtain their Syrian identity document for Palestine refugees registered in Syria. Your child may later have problems in Syria to access healthcare and education.

Remember that the birth registration of your child and UNRWA registration are two different procedures and you should complete both.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
		✓		

30: How can I register my child born in Lebanon?

Main steps include:

1. Obtaining a birth notification from the hospital or the authorized midwife who assisted the delivery,
2. Obtaining a birth certificate from the Mukhtar closest to the place of birth. This must be done within one year from the birth.
3. Transferring the birth certificate at the Noufous in the Qada of the birth. This must be done within one year of birth.
4. Registering the birth at the Foreigners' Register at the Personal Status Department in the Mohafaza of the birth. Only parents with legal entry and valid residency visa should approach the Foreigners' Register.

For help on how to complete these procedures, the needed documents and for specific advice, please contact legal aid partners in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q31: How much does it cost to register the birth?**

The fee for registering the birth certificate varies. Some mukhtars will not charge for the birth certificate, while others may ask for 30,000 LBP or more. The Noufous and Personal Status Department should only charge for fiscal stamps and for copies of documents. The whole process may cost between 35,000 – 40,000 LBP depending on the situation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Civil Documentation/ Marriage**Q32: Why is it important that I register my marriage?**

If you got married in Lebanon, it is very important for your whole family that you officially register your marriage. Without the proof of a registered marriage, you will not be able to register the birth of any of your children. For specific advice or additional information, please contact a legal aid partner in your area (See Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q33: How do I get a marriage certificate?

Main steps include:

1. Obtain a marriage contract from the competent religious authority in Lebanon (*mutran or sheikh*).
2. Obtain a marriage certificate from the Mokhtar closest to the place of marriage.
3. Transfer the marriage certificate at the Noufous in the Qada of the marriage.
4. Register the marriage at the Foreigners' Register at the Personal Status Department in the Mohafaza of the marriage. Only couples with legal entry and valid residency visa should approach the Foreigners' Register.

For help on how to complete these procedures, the needed documents and for specific advice, you should contact legal aid partners in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q34: I got married in Syria but I did not register my marriage or I lost the marriage certificate. What should I do?**

You can still register your marriage before the religious courts/ authority in your area of residency in Lebanon.

For help on how to complete these procedures, the needed documents and specific advice, you should contact legal aid partners in your area (See Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Civil Documentation/ Death**Q35: A family member passed away in Lebanon. How can I obtain a death certificate?**

Main steps include:

1. Obtaining a death certificate from the hospital or a medical doctor, approach the Mokhtar closest to the location of the death,
2. Transferring the death certificate at the Noufous in the Qada of the death,
3. Registering the death at the Foreigners' Register at the Personal Status Department in Mohafaza of the death. Only persons with legal entry and valid residency document should approach the Foreigners' Register.

For help on how to complete this procedure, the needed documents and for specific advice, you should contact legal aid partners in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Civil Documentation**Q36: What should I do if I lose my identity documents?**

It depends on the situation, the type of document that you have lost and the documents that you still have. For specific advice or additional information on your case, please contact a legal aid partner in your area (See Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		



Access to justice

Q37: Can I approach the local authorities to file a complaint?

Individuals have the right to claim their rights in Lebanon through the judicial system. If you have concerns/questions on how to approach the authorities, it is recommended that you contact one of the legal aid partners in your areas (see Annex A). Legal aid partners can provide advice on your case and have lawyers that may accompany you free of charge to file a complaint and follow up on the procedures with the competent authorities.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Legal Aid and property eviction

Q38: What should I do if our landlord or the authorities ask my family to leave our home?

You should contact legal aid partners such as Norwegian Refugee Council (NRC), International Relief and Development (IRD), International Rescue Committee (IRC), Caritas Lebanon Migrants Centre (CLMC) in your area that may provide you with advice on land and property issues and on your case (See Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q39: Do I have to pay for legal assistance provided by UNHCR, UNRWA, NRC, CLMC, IRD, IRC, and AJEM?

All assistance offered by legal aid partners such as UNHCR, UNRWA, NRC, CLMC, IRD, IRC, AJEM is offered **free of charge**.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Mine Action

Q40: What is the right behaviour when I get across a suspicious object?

You must not approach the object, touch it, or move it, and you must inform the closest security or military office or call the Lebanese Mine Action Centre (05 956143). You should not enter into areas that are marked with mine signs because they are suspected to contain landmines or Unexploded Ordnances.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q41: How can I protect my family, especially children, from accidents of mines and Unexploded Ordnances?

Many areas are contaminated by landmines or Unexploded Ordnances. You should ask locals for safe and dangerous areas and brief your family about the dangers. It is very important to ask for Risk Education from local municipalities/the Army and other organisation such as MAG or Ballamand University if present in the areas.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Community-based activities/Community Centres and SDCs

Q42: We were used to be active back home in Syria. Now we are idle and remain in our houses all the time. What can we do?

MOSA, UNHCR, UNICEF and other organisations have set up more than 28 community development centres around Lebanon. These centres provide a range of activities everyone can benefit from. There you can acquire new skills, surf the internet, meet new people and get information about existing services. Soon several Social Development Centres will also be equipped with medical staff, including for immunization and paediatric services, and in some centres safe spaces for women and friendly spaces for children will be strengthened. Everyone should feel safe and welcome at these centres: women, children, adolescents, youth and older persons. They are open to all refugees, Lebanese returnees and the local population.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q43: I heard about the community development centres but I do not know how to reach them.**

Partners are trying to make sure everyone can benefit from community development centre activities. This includes, when possible, providing services such as transportation and day care. There are Refugee Outreach Volunteers and other community volunteers who can help you and your family members better reach these centres e.g. by organizing group walks, giving directions, etc. Some community development centres activities can also be brought to your village or town.

The list of community development centres in Lebanon with contacts and addresses can be found in the UNHCR Community Development Centres leaflet in all UNHCR registration centres and other locations. Please ask UNHCR staff or any humanitarian agency in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q44: The centres do not offer what I was expecting. Is there anything I can help with?

Centres are organized to meet the exigencies of the users. You can suggest to the centre administration or to the allocated social workers supported by UNHCR or UNICEF the possibility to set up activities and events which interest you or others. This can include regular information sessions on legal issues, rights and responsibilities, education, health, topics related to disability, etc. You can also set up a club or participate in a committee which can organize and set up activities.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Community-based activities/Volunteers**Q45: I have many ideas and I would like to help other refugees. What can I do?**

Volunteers are always welcome! You can just contact any community centre in your area. The staff there will sit with you to understand your areas of interest and capacities. These are unpaid positions and you may just receive some support to meet transport and other expenditures.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			



Community-based support/Volunteers

Q46: I would like to have some support in talking about the problems I am facing in Lebanon.

The social workers at the Community centres/Social Development Centres (SDC) can provide support and guidance in many issues, including through counselling and home visits and can refer your case to the appropriate service providers if you wish so. They are bound by confidentiality and respect of your intentions. You can also contact UNHCR Community Services staff, UNHCR Protection hotlines (see Q 26) or the Refugee Outreach Volunteers in your area.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q47: How do I know where to access information on available services or upcoming activities where I live?

Apart from the community centres, there are representatives from humanitarian organisations undertaking collective site management where you live. They are there to assist you with information. They work closely with UNHCR and the Shawish in your area.

**Annex A – List of contacts for protection and legal counselling and assistance**

NAME	LOCATION	ADDRESS	COMMENTS
Association Justice et Miséricorde (AJEM)	Beirut	Antélias, Centre Aramta 5th Floor Tel.:01-901560/70 AJEM Reception Centre Facing the central prison, Roumieh Tel. : 01-901570	Detention visits, Operates in all ISF prisons in Lebanon
Caritas Lebanon Migrants Centre (CLMC)	Beirut – Mount Lebanon:	Sin El Fil (legal counselling) Charles Helou Blvd - Takla Centre - P.O. Box 40061 Tel. 01-502550/551 Hotline: 03-310471 Leilaki St. facing the Lebanese University- Al Rawda Nursery- 1 st floor Tel. 01-466470 Hotline: 70-157789 Bourj Hammoud Community Centre Tel. 01-254103 Dekwaneh Next to Charcutier Aoun Tel. 01-681942 Rmeileh Community Centre Tel. 70-251290 / 01-990496	Information, counselling and legal assistance
	South:	Ghazieh, Saida facing Hassanein Company Tel.: 07-739607	Information, counselling and legal assistance
	North:	Koura Community Centre Tel. 06-415086	Information, counselling and legal assistance
	Bekaa:	Baalbeck Rue principale Hotline: 70-828849 Taalabeya Rue Al bayader Hotline: 03-537371 Fekha Hotline: 79-115334 Zahleh (Legal counselling) Zahleh square, next to General Security	Information, counselling and legal assistance



		Office Tel. 08-805123	
	North:	Tripoli (Legal counselling) Azmi Street, above top café Tel. 06-437357 Tel. 71-656794	Information, counselling and legal assistance
International Committee of the Red Cross (ICRC)	Beirut	ICRC Delegation Beirut Beirut Hamra, Sadat Street Mansour Building Tel. 01-739297/8/9; Mon – Fri 7:30 – 16:30	Detention, Family tracing and reunification
	South/ Tyre	ICRC Tyre Khawaja Residence, 1st Floor facing Tyre ruins& Jaafarih school, Tel. 07-349711/912; Mon – Fri 7:30 – 16:30	Detention, Family tracing and reunification
	Tripoli	ICRC Tripoli facing Mazloun Hospital al Wali Building, 1 st Floor Tel. 06-412407; Mon – Fri 7:30 – 16:30	Detention, Family tracing and reunification
International Rescue Committee (IRC)	Beirut, Mt Lebanon	Beirut Azouri Centre, 8th Floor, Naccache St. Achrafieh IRC Information Officer, Rita Saad rita.saade@rescue.org Tel. 76-020061	Phone number for use during business hours
International Relief & Development (IRD)	Tripoli	Bou-Khalil centre, 2 nd floor, Bahsas Tel. 06-411300/304/305 Ext:131	Information, counselling and legal assistance; Covers Tripoli, Minieh-Donieh, Zgharta, Batroun and Koura
	Halba	Fakhoury building 1 st floor, main road Tel. 76-591029	Information, counselling and legal assistance; Covers Akkar
Norwegian Refugee Council (NRC)	Beirut and Mount Lebanon	Legal information and counselling Tel. 76-666950 Information and counselling on access to services: Tel. 76-777236	Information, counselling and legal assistance
	Northern Bekaa	Aarsal Tel. 76-171402 Baalbeck	Information, counselling and legal assistance



		Near hotel “La Memoire”, Baalbeck Tel. 76-897789 North Bekaa Tel. 76-000613	
	Central Bekaa	Saadnayel The old municipality building, Saadnayel Tel. 78-801201 Central Bekaa: 76-000614	Information, counselling and legal assistance
	West Bekaa	West Bekaa Tel. 76-898121	Information, counselling and legal assistance
	North	Wadi Khaled (Akkar) House of Fayek Chehade, the old centre of Al Tafawwok wal Saada, Awwada village Tel. 78-801313 El Minieh Bhannin road, the old medical centre of Bhannin, El Minieh Tel. 76-700525	Information, counselling and legal assistance
	South	Tyre Al Zaazii Street, Al Bazouriyeh village, Tyre Tel. 70-951978 Nabatieh Tel.70-888265 Bent Jbeil Tel. 78-885883	Information, counselling and legal assistance
Social Humanitarian Economical Intervention for Local Development (SHEILD)	South Lebanon	Tyre Tyre City, parallel to Abo Dib street Salim Diab bldg. 1st floor Tel. 07-350924 Tebnin, Bint Jbeil, Jammal Trust Bank street. Tel. 07-325537	Transport to Registration centres
Terre des Hommes Italy (TdH)	Mt Lebanon	Jbeil, Jbeil Tel. 71-360077 Kesserwan, Hrajel Tel. 71-359777 Mten, Mrouj Tel.71-579595 Baabda, Rowaiset el-Ballout Tel.71-360096 Aley, Baysour Tel. 71-577386 Chouf, Barouk Tel. 71-579696	Transport to Registration centres



UNHCR	Beirut and Mt Lebanon	UNHCR Beirut Ramlet El-Baida, Dr. Philippe Hitti St. behind Spinney's Supermarket	For refugees in: Aley, Baabda, Beirut, Chouf, El Meten, Jbeil, Kerswane
	Bekaa, Zahle	UNHCR Bekaa, Zahle Zahle Highway, facing Aysar Ata ice cream (Zahle) Tel. 08-930468 Monday to Friday 8am to 4pm **Phone Appointments only UNHCR Zahle Protection hotline Tel. 76-611811 (Mon-Fri 8:00-16:00)	For refugees in: Balbeek, Hermel, Rachaya, West Bekaa, Zahle
	North Lebanon/ Akkar, Tripoli, Menieh-Denieh, Zgharta, Batroun and Koura	UNHCR Tripoli next to Rachid Karame Exhibition Centre UNHCR Akkar John Abdo Building (in front of Municipality): Monday, Wednesday and Thursday from 09:00 to 11:30 Protection Hotline Tel. 76-421605 (Tuesday and Friday 12:30-15:30)	For refugees in: Akkar, Bcharre, Batroun, Koura, Minieh-Danniyeh, Tripoli, Zgharta
	South Lebanon	UNHCR South Lebanon Tyre, Villa Krischt, Al Hosh	For refugees in: Bent Jbeil, Hasbaya, Jezzine, Marjaayoun, Nabatieh, Saida, Sour
UNRWA	Countrywide	UNRWA Lebanon Field Office Beirut Bir Hassan Tel. 01-840490 Hotline number: 76-882226 Carole Mansour (legal aid coordinator) Tel. 76-683646 Tel. 76-882226 Hiba Al Ghouli (legal focal point in South Lebanon) Tel. 70-962221 Miri Nasser (legal focal point in North Lebanon) Tel. 71-245551	For Palestine refugees from Syria in all Lebanon

**Annex B – Community Development Centres**

NAME	LOCATION	ADDRESS	COMMENTS
<u>Community centres (Akkar)</u> Al Hadatha community development centre	Akkar (Wadi Al Jamous)	Wadi Jamous – Main Road Cell phone: 03-138867	Funded by UNHCR and implemented by DRC through Al Hadatha centre in Wadi Al Jamous
MOSA SDC Amayer	Amayer (Wadi Khaled)	Amayer Landline: 06-870180	Funded by UNHCR and implemented by DRC through the Social Development Centre in Amayer
Women's League community development centre	Halba (Akkar)	Halba - next to Hallab sweets Landline: 06-691268	Funded by UNHCR and implemented by DRC through the Women's League in Halba
<u>Community centres (Tripoli)</u> Caritas community development centre	El Koura	El Koura-Dahr El Ein High way (Main Road) Landline: 06-415086	Funded by UNHCR and implemented by Caritas
SDC El Mina	Tripoli – El Mina	Mina Old Souks, Near Roumieh café Landline: 06-226677	
SDC Sehit El Nejme	Tripoli – Sehit El Nejme	Sehit Nejme-Pharmacy Al Fayhaa Landline: 06-435020	
Cultural League	Tripoli- Mina	Tripoli – Cultural street Landline : 06-434174	Run by DRC
SDC Batroun	Batroun	Main road, St. Stefano street Landline: 06-740126	
SDC Kfarhazir	El Koura- Kfarhazir	Near St. Jacob Church Landline: 06-952956	
Community center Minnieh	Minnieh-Dennieh	Education: 06-463161; Legal assistance: 70-915468	Run by NRC
SDC Menieh	Minnieh-Dennieh	Highway, Near Malass gaz station Landline: 06-460242	



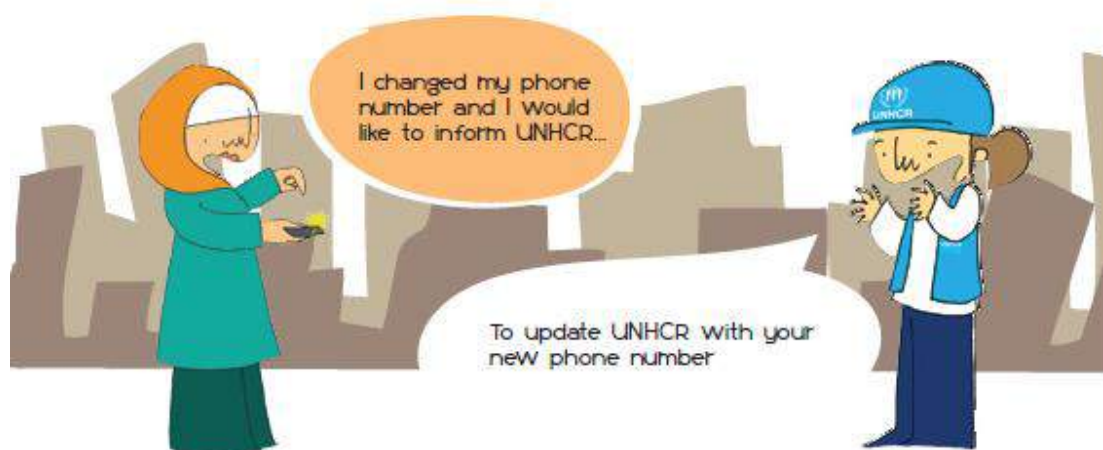
SDC Syr, Dennieh	Minnieh-Dennieh	Next to Kasser aloumara Hotel and restaurant Landline: 06-490428	
SDC Bakhoun	Minnieh-Dennieh	70-174573; 70-670535; 06-242012	
SDC Miryata	Zgharta	Miryata, main road, near Hakim pharmacy Landline: 06-255125	
<u>Community centres (Beirut)</u> AMEL community development centre	Ain El Remmaneh	Ain El Remmaneh next to Saint-Therese church Landline: 01-383214	Funded by UNHCR and implemented by AMEL in Ain El Remmaneh
AMEL community development centre	Haret Hreik	Haret Hreik facing old cremino Landline: 01-278675	Funded by UNHCR and implemented by AMEL in Haret Hreik
<u>Community centres (Mount Lebanon)</u> Caritas community development centre	Dekwaneh	Dekwaneh Landline: 01-681942	Funded by UNHCR and implemented by Caritas
Caritas community development centre	Rmeileh	Rmeileh – Near a gaz station. Landline: 07-990496	Funded by UNHCR and implemented by Caritas
Caritas community development centre	Borj Hammoud	Borj Hammoud 76-412088	The community centre is funded by UNHCR and implemented by Caritas
<u>Community centres (Bekaa)</u> DRC community development centre	Jib Jannine	Jib Jannine Cell phone: 79-100361	Funded by UNHCR and implemented by DRC
Intersos community development centre	Qab Elias	In Al Nahda club Cell phone: 76-725371	Funded by UNHCR and implemented by Intersos through Al Nahda club
Intersos community development centre	Majdal Anjar	Next to Majdal Anjar public school Cell phone: 76-923500	Funded by UNHCR and implemented by Intersos
Intersos community development centre	Ghazze	Municipal garden of Ghazze Cell phone: 78-996100	Funded by UNHCR and implemented by Intersos



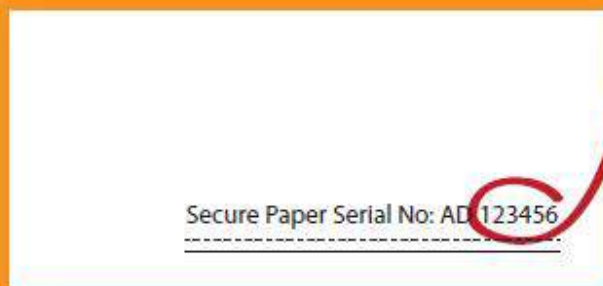
Intersos community development centre	Taalabaya		Funded by UNHCR and implemented by Intersos
Intersos community development centre	Rachaya	Rachaya- Dahr El Ahmar Cell phone: 76-084054	Funded by UNHCR and implemented by Intersos
Marj SDC	Marj	Marj next to the souk Landline: 76-798540	Funded by UNHCR and implemented by Intersos through the SDC of Marj
<u>Community centres (South)</u> Caritas community development centre	Saida	Sehit El Nejmeh Cell Phone: 03-559107	Funded by UNHCR and implemented by Caritas
NRC community development centre	Borj El Chemaly	Borj El Chemaly Cell phone: 03-009611	Funded by UNHCR and implemented by NRC
SDC Tyre	SDC Tyre	Tyre Landline: 07-345281	Funded by UNHCR and implemented by Shield through the Social Development Centre in Tyre
SDC Nabatiyyeh	SDC Nabatiyyeh	Nabatiyyeh Landline: 07-761997	Funded by UNHCR and implemented by Shield through the Social Development Centre in Nabatiyyeh
SDC Khiam	SDC Khiam	Khiam Landline: 07-840808	Funded by UNHCR and implemented by Shield through the Social Development Centre in Khiam
SDC Chebaa	SDC Chebaa	Chebaa Landline: 07-565100	Funded by UNHCR and implemented by Shield through AHDA centre
SDC Bint Jbeil	Bint Jbeil SDC	Bint Jbeil Landline: 07-450371	Funded by UNHCR and implemented by Shield through the Social Development Centre in Bint Jbeil



Annex C – SMS system to change phone number



Send **ONE** SMS to 70 26 26 56 with your file number + your secure paper serial number + your new phone number as shown in the drawing:



Your secure paper serial number is the number you find on the back side of your UNHCR Registration Certificate (UN Paper) -at the very bottom- and looks like 123456 (this number is only an example!)

This is how your SMS should look like but with **YOUR** numbers!!
Please ensure that you send the correct numbers!

The HYPHEN and the CAPITAL LETTER are also important! There are exactly 5 digits after the capital letter!





PUBLIC HEALTH

Table of Contents

Q1: Why can't I benefit from the health services provided by UNHCR-sponsored PHCs?	138
Q2: Why is the PHC charging me more than 3,000 Lebanese Pounds for a consultation?.....	138
Q3: Why is the PHC holding medication or giving them to me for a price when the health brochures say that medication is for free?	138
Q4: Why did UNHCR not approve contribution towards my bill?.....	139
Q5: Where can I get UNHCR supported medical care?	139
Q6: What primary health care services are provided?.....	139
Q7: Am I eligible for secondary health care assistance? And where can I be covered?	140
Q8: If I cannot afford to pay the 25%, are there other associations that can assist me?	140
Q9: Why may I not be eligible for secondary health care assistance by UNHCR?	141
Q10: If I am not registered with UNHCR and I need health assistance, where can I go?	141
Q11: How can hospital expenses be covered? Shall I pay the fees directly and will I be reimbursed? Or will UNHCR and or other organizations, who approved my coverage, manage directly with the hospital?	142
Q12: What are the primary health services supported by the International Medical Corps (IMC)?	142
Q13: Where are the Mobile Medical Units in cooperation with IMC located and whom do they provide assistant for?	142
Q14: What is the role of the Community Health Volunteers in cooperation with IMC?	143
Q15: National Programme for Neonatal resuscitation Training	143
Q16: If I need counseling on infant and young child feeding (IYCF, 0-2 years) what do I do?	143
Q17: Why don't you cover the lab test for patients between 5 and 60 years old?	144
Q18: Are lab tests free for the rest?.....	144
Q19: Is the medication for free?	144
Q20: What are the services available for pregnant women?.....	145
Q21: Why do the medicines here look different from the ones back home?.....	145
Q22: What do we do if we cannot pay the remaining amount?.....	145
Q23: What if chronic medication is not available from the YMCA (for Diabetes, Hypertension, Dyslipidemia)? .	146



Q24: Why don't you cover cancer patients?	146
Q25: Do we have to pay for the use of items provided by the hospitals?	146
Q26: Can we get support without revealing our personal information?	147
Q27: We don't have enough money to buy the necessary medication. How can you help us?	147
Q28: Do I have to be registered with UNHCR to benefit from your services?	147
Q29: My baby is less than 5 years old and looks very thin. What should I do?	148
Q30: My child is between 6 months and 5 years old. Are there any vitamins available for him/her?	148
Q31: I am pregnant and/or breastfeeding. Are there any vitamins available for me?	148
Q32: I want to breastfeed but i can't. Can you help me?	149
Q33: I am a pregnant woman (high-risk pregnancy/never visited the gynecologist during my pregnancy). How could you help me?	149
Q34: My 2-month-old baby is always crying, he is growing and my breast-milk is not enough anymore, what should I do?	149
Q35: I need formula milk for my newborn baby, and I cannot afford buying it. Can you provide us with formula milk?	150
Q36: I am now pregnant and willing to breastfeed my newborn, but I do not know how. What should I do?	150
Q37: I stopped breastfeeding my baby when he/she was 2 weeks old. I want to breastfeeding. Is it possible?..	150
Annex A – Humanitarian organisations	151
Annex B – List of Hospitals contracted by UNHCR and Humanitarian Organziations	152
Annex C – List of Public Health Care (PHC) Centres	154

**Q1: Why can't I benefit from the health services provided by UNHCR-sponsored PHCs?**

You need to be registered with the UNHCR for the PHC to be able to offer you the subsidized services we cover. To help you in the process of registration, you can leave your information at the PHC or give it to humanitarian organisations who will then inform UNHCR.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q2: Why is the PHC charging me more than 3,000 Lebanese Pounds for a consultation?

There could be costs associated with diagnostic tests or specialty consultations. Patients could pay more if they are not registered or visiting a non-supported clinic.

The range is usually 3000-5000LL for a general practitioner and slightly more for a specialist, but this varies by clinic.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q3: Why is the PHC holding medication or giving them to me for a price when the health brochures say that medication is for free?

The clinic receives medications if they are within the essential medicine's list of the Ministry of Public Health of Lebanon (MOPH). Consult with the physician to prescribe these medications. If the medications are part of the essential list, they are provided for free by MOPH or any humanitarian organisation. Only acute medications are covered within the essential list. If the clinic had to purchase the medicines, it might sell them at pharmacy price.

Hypertension, cardiovascular, and diabetes medication, among others are not covered. If the PHC is a partner of YMCA, then they should be able to provide you with such medication.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q4: Why did UNHCR not approve contribution towards my bill?**

UNHCR covers 75% of hospital costs for emergency cases needing immediate hospitalization as well as deliveries at contracted hospitals. UNHCR must be informed upon admission via its partner MediVisa Lebanon. If you need more information on hospitalization and need to know which hospitals are contracted, call the MediVisa number in your area or refer to the UNHCR Health Brochure (Monday to Friday, 8am to 5pm & Saturdays 8am to 1pm: Lebanon: 01-811310 and after working hours, Sundays and on public holidays Beirut: 03 261 640/ Bekaa: 70 198 689/ Mount Lebanon: 03 416 299/ South: 70 154 123/ North: 03 011 481).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Your case might not receive UNHCR approval if it is not considered as life-threatening.

Q5: Where can I get UNHCR supported medical care?

At the moment the full list of the PHC and hospitals in Lebanon where you can find supported medical care can only be found in the UNHCR Health Brochure available in all UNHCR registration centres and in other locations (humanitarian organisations, community development centres, etc).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q6: What primary health care services are provided?

- Generalist and specialties medical consultations: you pay 3,000-7000LL per consultation only
- Free Vaccination
- Essential acute medications for free, if available at the centre
- Essential chronic medications from the MOPH approved list: cost 1000 LL
- Children less or equal to 5 years of age and people over or equal to 60 years of age only pay 15% of laboratory and diagnostic tests
- Handicapped people and pregnant women: pay 15 % from the fees
- Antenatal care: pregnant women are allowed to 4 antenatal care visits (3000 LL per visit and 2 free obstetrical ultrasounds).
- Some selected centres have a package of care for chronic diseases starting at age 40 (see UNHCR health brochure)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q7: Am I eligible for secondary health care assistance? And where can I be covered?**

Through its partner MediVisa Lebanon, UNHCR is assisting registered Syrians refugees with the coverage of hospitalization fees for:

- Emergency/life-saving medical and obstetrical cases
- Pregnant women for deliveries and obstetrical cases
- Newborn care

Coverage is done **only** at hospitals of MediVisa Lebanon country wide hospital network (See Annex B for list of contracted hospitals).

- In case of emergency you must go to the emergency department of the closest hospital to your home where you will be assessed and granted approval for admission if necessary
- You will be asked to pay 25% of the hospital fees
- Non-emergency transfusion and prosthesis fees will not be covered by MediVisa.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q8: If I cannot afford to pay the 25%, are there other associations that can assist me?

In Saida region you may have access to additional assistance at:

- Islamic relief: may assist Lebanese returnees from Syria
- Caritas Lebanon Migrant Centre (CLMC): may assist **registered and unregistered Syrians** in covering totally or partially the 25% and the rejected cases. You should contact CLMC and visit the centre having your identification documents and medical reports. CLMC opens you a file, and reviews the case before any approval. CLMC Ghazie - Saida 07 221582 / 07 220306 Hotline: 03 559107

Location				
South				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

The same above answer applies for all regions for CLMC medical assistance – with modification of the centre name and phone numbers as below:

- Beirut and Mount Lebanon: you should go the CLMC nearest to your location of residency:
- Sin el Fil: 01 502550 Hotline: 03 310471
- Dekweneh: 01 689479 Hotline: 70 168203
- Bourj Hammoud: 01 254103 Hotline: 76 412088
- Dbayeh: 04 546270 Hotline: 70 191182
- Keserwan – Rayfoun: 09 958471
- Mreijeh: 01 466470 Hotline: 70 157789
- Rmayleh: 07 990496 Hotline: 70 251290
- Tripoli – North: 06 437357 Hotline: 71 656794
- Zahle – Bekaa: 08 805121/3 Hotline: 70 107905
- Taalabeya – Bekaa: 08 508623 Hotline: 03 537371
- Baalbeck – Bekaa: 70 828849

**Q9: Why may I not be eligible for secondary health care assistance by UNHCR?**

There are many cases that were identified as being highly expensive or not very urgent and are not covered by UNHCR:

- High cost treatments
- Final stage cancer – oncology cases in need of chemotherapy
- Work accidents where employer is liable to cover hospital expenses
- Long term treatments: chronic hemodialysis
- Thalassemia
- Organ transplants
- Plastic surgeries
- Infertility treatments

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

UNHCR emergency approval is strictly for immediate life-saving cases. All other cases are likely not eligible for coverage.

Q10: If I am not registered with UNHCR and I need health assistance, where can I go?

To be eligible for continuous medical assistance and especially in case of emergency, you are encouraged to register at the nearest UNHCR registration centre to your residency as soon as possible. But if you are unregistered and you need medical assistance:

For Primary Health care: You are eligible for assistance only once at one of the PHC supported by UNHCR partners, then for further benefits you must register.

For secondary health care: If your case is urgent, you will be covered for 48 hours by UNHCR at 75% and your registration fast tracked. Once you are registered, the same conditions will apply for you as for registered refugees.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓			

If you don't want to register or you were not eligible for registration at the UNHCR office, you could be assisted at some PHC centres having their own programme and fund for assistance; as for hospitalization, you may refer to the UNHCR Health Brochure and look for hospitals near your residence, but you will have to cover your own health expenses.



Q11: How can hospital expenses be covered? Shall I pay the fees directly and will I be reimbursed? Or will UNHCR and or other organisations, who approved my coverage, manage directly with the hospital?

In case you had a pre-approval on the coverage of hospital expenses, the assisting humanitarian organisations are responsible to deal directly with hospitals for payment procedure. You will be asked to cover only the remaining amount that was not covered by any of the parties.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q12: What are the primary health services supported by the International Medical Corps (IMC)?

IMC provides primary health care consultations at discounted rate of 3000 – 5000LL for all refugees and it includes General Practitioners (GP), paediatrics and OB/GYN. Some speciality consultations may also be covered depending on physician availability at each centre. Additionally, IMC provides support for diagnostic tests coverage for children under 5 years, pregnant women, elderly above 60 years old and disabled persons. Highly vulnerable cases may also be considered. All refugee patients are able to receive medication, health education and referral.

Location				
Beirut & Mount Lebanon				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	

Q13: Where are the Mobile Medical Units in cooperation with IMC located and whom do they provide assistant for?

The Mobile Medical Units are found in all regions in Lebanon. Please call IMC for details (See Annex A).

IMC provide assistance to:

- Areas hosting poor Lebanese displaced from the South and Bekaa,
- Hosting refugees from Iraq and Syria.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	

**Q14: What is the role of the Community Health Volunteers in cooperation with IMC?**

They work with communities for prevention of common diseases and home management to support health care.

Special focus on pre-,in-, and post-natal counselling and care.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	

Q15: National Programme for Neonatal resuscitation Training

Objective: Prevent death and disabilities from respiratory distress

- Under the umbrella of the Ministry of Public Health and the World Health Organisation collaboration,
- Implement National Programme for Neonatal Resuscitation Training (NRT) in all hospitals and maternities including midwives working outside hospitals.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q16: If I need counselling on infant and young child feeding (IYCF, 0-2 years) what do I do?

- Under the Umbrella of the national programme (MOPH),
- There are 24 public and private hospitals (including hospitals contracted by UNHCR) that are Baby Friendly Hospital Initiative (BFHI) in collaboration with IOCC and World Vision,
- IYCF in emergency in collaboration with IOCC.

Hotline for counselling: 03824100.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q17: Why don't you cover the lab test for patients between 5 and 60 years old?**

Refugees between the ages of 5 and 60 years will have to pay 100% of diagnostic fees with specific exceptions at PHC level.

Diagnostics needed for emergency interventions at hospital level where UNHCR approved contribution are being covered at 75%.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q18: Are lab tests free for the rest?

UNHCR covers 85% of the value of the tests for those under 5 years, pregnant women and above 60 years.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q19: Is the medication for free?

If available, essential acute and chronic medicines as per MOPH list are provided free of charge at the PHC, while chronic medication is provided at a nominal fee (1,000LL) under the YMCA programme.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

**Q20: What are the services available for pregnant women?**

- In UNHCR supported clinics pregnant women pay only 3.000 LL. for consultation. Other humanitarian supported primary health centres might offer similar packages.
- Two free ultrasound tests

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q21: Why do the medicines here look different from the ones back home?

In different countries, medicines with the same ingredients can be sold under different names. In addition, the same illness can be treated with different medicines as the ingredients have a similar effect.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q22: What do we do if we cannot pay the remaining amount?

Humanitarian organisations may have exceptions for critical cases, or in case not possible, they may support in directing you where to go for assistance, but it is not always the case.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				



Q23: What if chronic medication is not available from the YMCA (for Diabetes, Hypertension, Dyslipidemia)?

Unfortunately provision of medications depends on what is available and strictly follows the MOPH approved list. No other medicines are supported by the humanitarian actors.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q24: Why don't you cover cancer patients?

Lifesaving procedures are covered, but the high expenses of the treatment limit UNHCR's ability to cover the entire treatment.

Health care in Lebanon is extremely expensive and contributing towards chronic treatment would seriously limit the number of people that UNHCR could help.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓				

Q25: Do we have to pay for the use of items provided by the hospitals?

No you do not have to pay for the use of items provided within the hospital such as wheelchairs, crutches, mattresses etc.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

**Q26: Can we get support without revealing our personal information?**

Yes, no information is required if you do not wish to share it. Health care providers are also bound by medical confidentiality.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q27: We don't have enough money to buy the necessary medication. How can you help us?

You can be referred to humanitarian organisations and hospitals that can help in such situations (see Annex A).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

Q28: Do I have to be registered with UNHCR to benefit from your services?

Both UNHCR-registered and non-registered Syrians can benefit from the health services. Being registered with UNHCR is recommended as you may also benefit from other services and assistance.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		

**Q29: My baby is less than 5 years old and looks very thin. What should I do?**

Go to one of the Primary Health Care Centres (PHC) supported by UNHCR and other humanitarian organisations.

Currently, the full list of the supported PHC in Lebanon can only be found in the UNHCR Health Brochure available in all UNHCR registration centres and in other locations (humanitarian organisations, community development centres, etc).

Go to the PHCs in the area where you live and ask to take your child's measurements to check for acute malnutrition. You can also call the PHC to ensure the centres are open and the doctors are available. If your child was found to be malnourished, he/she will be treated. (See Annex C to refer to PHC)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q30: My child is between 6 months and 5 years old. Are there any vitamins available for him/her?

Go to the PHC in the area where you live and ask for micronutrient sprinkles for your child.

(See Annex C to refer to PHC)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q31: I am pregnant and/or breastfeeding. Are there any vitamins available for me?

Go to the PHC in the area where you live and ask for micronutrients.

(See Annex C to refer to PHC)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q32: I want to breastfeed but i can't. Can you help me?**

You can call the International Orthodox Christian Charities (IOCC) at 79-189706. Lactation consultants can provide you with the support you need.

Also, all International Medical Corps (IMC) health education teams support breast feeding women and women facing problems breast feeding. You can call: Akkar 70 884463, Tripoli 03 869156, Bekaa 71 234247, South 03 093521 and Beirut/ Mount Lebanon 03 393677.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q33: I am a pregnant woman (high-risk pregnancy/never visited the gynecologist during my pregnancy). How could you help me?

Ask for assistance in the PHC in order to be assessed by a nurse. During your pregnancy you should be monitored by a gynecologist and several services should be provided (including: consultations, echos, lab tests, micronutrients distribution, and education).

Note that several other PHCs nationwide can be approached for health care for pregnant women, often at subsidized rates.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q34: My 2-month-old baby is always crying, he is growing and my breast-milk is not enough anymore, what should I do?

A lactation consultant can visit you to assess the breastfeeding status and she will give you all the support and guidance needed.

You can call IOCC and IMC for support (see Q4 for contacts).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Q35: I need formula milk for my newborn baby, and I cannot afford buying it. Can you provide us with formula milk?**

Breast-milk is the optimal feeding for your newborn instead of formula milk. For this reason, we do not distribute formula milk, but we can help by referring you to a lactation specialist who can assess your breastfeeding status and help you re-lactate in order to provide the best feeding to your baby. Ask the PHC.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q36: I am now pregnant and willing to breastfeed my newborn, but I do not know how. What should I do?

You can be referred to a lactation specialist and she will assist and guide you. In addition, you can attend the awareness sessions that humanitarian organisations organize at the community level or at the PHC level.

You can call IOCC and IMC for support (see Q4 for contacts).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q37: I stopped breastfeeding my baby when he/she was 2 weeks old. I want to breastfeeding. Is it possible?

Yes, definitely you can breastfeed your baby again. You can be referred to a lactation specialist who will visit you and help you re-lactate.

You can call IOCC and IMC for support (see Q4 for contacts).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

**Annex A – Humanitarian organisations**

NAME	LOCATION	ADDRESS
Amale Rahal / CLMC (Caritas Lebanon Migrant Centre)	Beirut, Mount Lebanon, South, North, Bekaa	arahal@eclmc.org
Handicap International	North	Tripoli : 76-426676 Qubayyat, Akkar
Handicap International	Bekaa	All Bekaa: 71-204820 Zahle, Jdeide
International Medical Corps (IMC)	Beirut/Mt. Lebanon, Bekaa, Tripoli, Akkar, South	Main Office:Sodeco Square Building, Block B Seventh Floor, Sodeco, Beirut Phone: 01-424931
International Orthodox Christian Charities (IOCC)	Mkalless, Lebanon	Mkalles 2001 Centre, 3rd floor, Suite 3-3 Office: 01-687354 Fax: 01-688509
Mr. Sirop Ohanian PHC Karagheusian	Beirut, Mount Lebanon	01-263030
Dr. Guitta Haidar Makhzoumi Foundation	Barbour, Zreik street/Achrafieh, Karm El-Zeitoun	g.haidar@makhzoumi.org
Sahar Masri, Health Project Manager PU-AMI	Beirut, Mount Lebanon	lib.pm-health.bei@pu-ami.org

**Annex B – List of Hospitals list of hospitals for all asylum seekers and refugees in Lebanon¹**

HOSPITALS		
Hospitals	Address	Phone number
BEIRUT		
Al Zahraa- Jnah	Jnah	01-851040
Rafic Hariri Governmental University	Jnah	01-830000
Sahel hospital	Ghobeiri	01-858333
MOUNT LEBANON		
Ain Wzein	Chouf	05-509001
Al Jabal hospital	Metn	05-360555
Al Watani- Aley	Aley	05-557880
Baabda governmental hospital	Baabda	05-920040
Baakline	Chouf	05-300822
Beit Chabab hospital	Metn	04-983393
Bouar governmental hospital	Keserwan	09-440440
Bshamoun hospital	Bshamoun-Aley	05-270970
Dahr El Bashek Gov.	Metn	04-872138
Iklim hospital	Chouf	07-970777
Libano Canadien	Metn	01-510788
Medical 2000 (Kamal Joumblat)	Aley-Choueifat	05-432525
Notre Dame du Liban Jounieh	Jounieh	09-644644
Orfan Hosp	Chouf	05-500877
Bourj Hospital	Bourj El Brajne	01-474719
BEKAA		
Al Rayan Hospital	Main road, Charaounneh area- Baalbeck	08-374182
Batoul Hosp	Hirmel	08-201310
Bekaa Hospital	Taalabaya	08-543150
Chtoura Hospital	Chtoura	08-544022
Dar El Amal Hospital (cardiology)	Baalbeck	08-371901
Doctors Hospital	El Manara	08-563101
Hamed Farhat Hospital	Jeb Jennine	08-660101 03-959279
Zahle Governmental Hospital	Zahle	08-825601
Hermel Governmental Hospital	Hermel	08-225312
Ibin Sina Hospital	Baalbeck - Tal Abiad	08-371811
Khoury General hospital (cardiology)	Zahle	08-807000
Al Mortada Hospital	Baalbeck-Douris	08-377880
Rayak Hospital	Rayak	08-901300/1/2/3/4/5
Western Bekaa Hospital	Sohmor	08/635741/2/3

¹ Except Palestine Refugees from Syria



Rachaya Governmental Hospital	Rachaya-El Aakabeh	08-591503/4
Tamnine General Hospital	Tamnine el Tahta	08-912444
Tatari Hospital	Baalbeck	08-370799 08-371903
NORTH		
El Kheir Hospital	Minieh-Tripoli	06-461444
Islamic Hospital	Meitein-Tripoli	06-205875
Mazloun Hospital (no deliveries)	Maarad, near Al Saray, Tripoli	06-410025
Al Hanane Hospital	Tripoli	06-200527
Mounla Hospital (only for cardiac cases)	Meitein-Tripoli	06-613810
Notre-Dame de la Paix Hospital	Akkar, Qobeyyat	06-351670
Al Salam Hospital (only burncases)	Behsas-Tripoli	06-411700
Sir El Dinnieh Government Hospital	Sir El Dinnieh-Tripoli	06-491811
Tripoli Government Hospital	KObbe-Tripoli	06-385300
SOUTH		
Aladdine Hospital	Sarfand, Main Road	07-443200/1/2
Dalla'a General Hospital	Dalla'a Street- Saida	07-723244 07-723400
Ghandour Hospital	Nabatiyeh Fawka	07-761590
Al Hikmeh Hospital	Nabatiyeh Tahta	07-761776
Hayaa Sohiya Islamiya, Salah Ghandour Hospital	Bent Jbeil, Main Road	07-450100
Health Medical Centre	Saida, Maarouf Saad Highway	07-726078/9
Hiram Hospital	Tyre, Jal el Baher	07-343700/10/15
Jezzine Governmental Hospital	Jezzine- Hay Al Bayader	07-780406 07-780706
Kassab Hospital	Alhilaleye, Saida	07-723700 07-723900
Lebanese Italian Hospital	Tyre –Al Housh	07-344423
Marjeyoun Governmental Hospital	Jdeidet Marjeyoun	07-831033
Nabatiyeh Governmental Hospital	Kfar Joz Area, Main Road	07-766888
Raii Hospital	Maghdoushe Road	07-222023/4/5
Saida Governmental Hospital	Ain el Helweh- Saida	07-721606 07-722130
South Hospital Cheaib	Sahet Al Nejme, Saida	07-722555 07-722900
Tebnine Government Hospital	Tebnine, Main Road	07-326399
Kharoubi Hospital	Sarafand Saida	07- 442224

**Annex C – List of Public Health Care (PHC) Centres**

PHC centre’s name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Akkar						
Machha PHC, Machha, Al Jouma Road	✓			✓	06-690676	8 am-4 pm (Mon-Saturday)
Al Iman PHC, Bebnin, Main Street	✓		✓		06-471303 06-471709	8 am-10 pm (Mon-Saturday) 10-18.00 Sunday
Kfartoun – Akroum, inside the municipality	✓			✓	435814-03	8.30 am-2 pm (Mon-Saturday)
Talmaayan, inside the old school	✓			✓	540418-70	8.30 am-2 pm (Mon-Saturday)
Fnaydek PHC, Fnaydek, Schools’ Street	✓			✓	06-896311	8 am-2 pm (Mon-Saturday)
Makassed PHC, Wadi Khaled, Hiche	✓			✓	06 -870197	9 am-8 pm (Mon-Sunday)
Charity Medical Centre, Halba	✓			✓	79-189118	8.30 am-6 pm (Mon-Saturday)
Al Aataa Al Jazil PHC, Al Bireh, main road	✓			✓	70-592957	8 am-2 pm (Mon-Saturday)
MOSA Al Amayer, Wadi Khaled	✓	✓		✓	06-870180	8 am-2 pm (Mon-Thursday) 8-11 Friday 8-12 Saturday
MOSA Al Bireh		✓			03-803892	8 am-2 pm (Mon-Thursday) 8-11 Friday 8-12 Saturday
Bekaa						
Rafic Hariri (RH) PHC, Raas El Sarej Street, Aarsal, Bekaa(IMC)	✓			✓	08-241231	8 am - 4 pm (Mon - Sat)
Rafic Hariri PHC centre, Soleh street next to Makassed Mosque, Baalbek(IMC)	✓			✓	08-377731	8 am - 4 pm (Mon - Sat)
Rafic Hariri PHC, main street facing supermarket Zrein, Taanayel, Zahle(IMC)	✓		✓	✓	08-513320	8 am - 4 pm (Mon - Sat)



Terbol PHC, Near Municipality Building (IMC)	✓			✓	08- 955688	8 am - 2 pm (Mon - Sat)
El Farouk PHC, Saadnayel (IMC)	✓			✓	08-505322	8 am - 5 pm (Mon - Sat)
MOSA center Baalbek, Ras el Ein street, Zgheib building next to Fransabank(IMC)	✓		✓		08-370891	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
Al Quasser , PHC IHS (Islamic Health Care Society) Clinic, Primary Healthcare(IMC)	✓				03 537129	8 am - 3 pm (all days) ER: 24 hours/7 days
Laboue PHC MOPH, 250 meter from the principal road from the junction, Laboue, Aarsal, Baalbek (IMC)	✓		✓	✓	71-738938, 03-837383,	8 am - 2 pm (Mon-Fri)
IHS (Islamic Health Care Society) Clinic, PHC, Ali el Nahri (IMC)	✓				03-930667	8 am - 3 pm All week except Friday
IHS (Islamic Health Care Society) Clinic, PHC, Shmestar (IMC)	✓			✓	03-565171	8 am - 3 pm (all days)
MOSA center, Rachaya, near public school (I MC)	✓	✓		✓	08-591106	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
Kherbet Rouhal -RHF clinic (Rafic Heriri PHC) (IMC)	✓	✓		✓	08-564321	Monday-Friday 8am-2pm Saturday 8am-1pm
Qaraoun -RHF clinic (Rafic Heriri PHC) (IMC)	✓	✓		✓	08-630440	Monday-Friday 8am-2pm Saturday 8am-1pm
Ghaza PHC, MOPH (IOM)	✓				08640638	8:30am-4:30pm (Mon-Sat)
Talabaya PHC (IOM)	✓				08505563	8 am – 4 pm (all days)
El Ouag PHC, next to Saint Elias Church, El Hermel (MDM)	✓			✓	03-703193	9 am – 3 pm (Mon - Sat)
MSF clinic, Ed Daoura, El Hermel at “Meeting Association for Human and Development Center’	✓				08-375036	8:30 am - 5pm (Mon, Tues & Wed)



Beyond Mobile Clinic (Arsal)	✓				70 129947	Monday-Sunday 9:00-14:00
MSF - Irchad clinic, Arsaal, Baalbek	✓				08-375036	8:30am - 5 pm (Mon - Fri)
MSF clinic in Baalbeck (Chikan neighbourhood)	✓				08-375036	8:30am - 5 pm (Mon - Thur)
MSF clinic in Majdel Anjar at Al Hudod Sport Club, Bekaa	✓				08-375036	8.30am - 5 pm (Mon - Fri)
El Ain PHC, El Ain-Principal Road, Baalbek, near Abou Nour Foundation (AMEL/MDM)	✓				08-325141	8 am - 2 pm (Mon - Sat)
Aarsal PHC, Principal Road, Baalbek, near Montaha Pharmacy (AMEL)	✓	✓	✓	✓	08-240413	8 am – 2 pm (Mon - Sat)
Kamed el Loz PHCC, West Bekaa, near Fares Galery (AMEL/MDM)	✓	✓	✓		03-814903	8 am – 2 pm (Mon - Sat)
Machgara PHC, Principal road, West Bekaa (AMEL)	✓				08-651703	8 am – 2 pm (Mon - Sat)
Shmestar PHC, Public square near the mosque (Amel)	✓				08-330138	8 am – 2 pm (Mon - Sat)
Qabb Elias PHC Center, Zahle (MDM)	✓				08-500688	8:30 am - 5 pm (Mon - Sat)
MOSA center Zahle, Hawch El Omara Near Lebanese University-faculty of literature (Medair)	✓	✓		✓	08- 815100 08- 815101 08- 815102	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
IMC mobile clinic (Hermel, Labwe, Al Ayn)	✓				03070481	Mon-Fri 9am-1pm
MOSA center Kab-Elias (Medair)	✓	✓			08501334	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
MOSA center Jeb Janine, main road (Medair)	✓	✓		✓	08-660650	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
MOSA center, El Marj, near Municipality (Medair)	✓	✓		✓	03-782324	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
MOSA center, Talya (Medair)	✓	✓			08-345900	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri)



						8 - 12 am (Sat)
MOSA center, Brital (Medair)	✓	✓		✓	08340601	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
MOSA center, Nabeh sheyt, (Medair)	✓	✓		✓	08-335247	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
AMEL mobile clinic in Baalbek area (Ras Baalbek, Fakehe, Jdaide, , Nabi Osmane, , Bejjaje, , El Tall, El Zira, , El Soghra	✓	✓			08-325141 03-064851 70-275640	Mon-Friday 8am-2pm
IMC mobile Clinic (Ras Baalback, Jdeidet Al Fakeha, Chaat)	✓				03070481	Mon-Th 9am-1pm
IMC Mobile Clinic (Barelias, Al Marj)- Thursday afternoon at al Marej school	✓				03704379	Mon-Wed 9am-1pm
AMEL mobile clinic in West Bekaa (Qaraoun, Sohmar, Baaloul, , , El Katrani, Yohmar, El Ahmadieh, Keliya)	✓				08-651703	Mon-Friday 8am-12pm
Amel mobile clinic in West Bekaa and Rachaya(Khirbit Kanafar, Kefraya, Manara, Mdoukha, Khirbit Rouha, El Sawiri, Dahr el Ahmar, Kfardinis, Rafid, Soultan Yaakoub, Loucy. Mansoura)	✓	✓			03-814903	Mon-Friday 8am-2pm
Caritas Liban MMU, -Taalabaya -Zahle(Evangelical Church) -Deir Ahmar -Zahle(caritas migrant) -Anjar -Joub bjanin	✓				76-321144	9am-1pm Monday -Friday
CLMC PHC, Hawch El Omara- Zahle- Clinic Dr Joseph Hrawi before- Near Saint Elias Church	✓	✓		✓	08-806291	Monday till Friday: 8am-2pm
Humedica, Zahle, Faida (Saadnayel),, Terbol, Dalhamiye, Qabb EliasJdita- Kfar Zabad- Hawch Qayssar-Ali Nahri)	✓				78-953755	First round: 9am-12pm Second round: 1pm-4pm



LRC MMU (Hawch el Rafqua - Bouday . Bednayel, Saaydiya, laatal safya)	✓	✓			70 523971	Monday- Friday 8am-2pm
IOM mobile clinic (Houch el Harime, Khiara, , El Marj, Rawda)	✓				76777431	09am-01pm
Beirut/ Mount Lebanon						
Al Kayan Health Centre, Haret Hreik, Airport road (IMC)	✓	✓		✓	01-454005	8.30 am-6 pm (Mon-Friday) 8.30-12.00 Saturday
Dispensary Wadi El Zaynee - Rafik Hariri Foundation – Main Road Wadi El Zaynee (IMC)	✓			✓	07-972144	8am- 2pm Mon-Friday 8 am-13 pm Sat.
Aramoun clinic - Rafik Hariri Foundation - Dohat Aramoun (IMC)	✓	✓		✓	05-802549	8 am - 4pm Mon-Friday 8.00-13.00 Sat
Makhzoumi Foundation PHC Beirut, Mazraa health Cinic , Zreik street Barbour	✓	✓		✓	01 660890 01 660891 01 660892 01 660894	7.00am - 16.30pm Mon-Friday 8.00-13.00 Sat.
Makhzoumi Foundation, Achrafieh, karm el Zeitoun, Al Ghab Street, Marwan Charbel bldg.	✓	✓		✓	01 218979	7.30am - 15.00pm Mon-Friday 8.00-13.00 Sat.
Karagheusian Centre for Child Welfare, Merhesh Street- Burj Hammoud-, Metn (IMC)	✓				01-263030	8:30am-14:00pm (Mon-Sat) 8:30am-13:00pm (Saturday) (Pediatrics)
Fanar Medical Social Centre, Al Zeitriyeh- Al Fanar, Metn (IMC)	✓				01-684362	8:00am-2:30pm (Mon-Fri)
Tripoli						
Nahda PHC, Beddawi	✓			✓	06-387755	8 am-3 pm (Mon-Saturday)



Al Iman PHCc (Sir El Denniyeh)	✓			✓	06-490149	8 am-2 pm (Mon-Saturday)
Al Iman PHCc, El Mina, Tripoli	✓			✓	06-211770	8 am-2 pm (Mon-Saturday)
Al Nahda PHCc, El Minieh	✓			✓	03-259975	8 am-2 pm (Mon-Saturday)
Makarem Al Akhlak, Al Tal, Tripoli	✓			✓	06-426322	8 am-3 pm (Mon-Friday) 8:30-14.00 Saturday
Dar El Zahraa Hospital, Abu Samra	✓		✓	✓	78-808373 78-808353	8 am-5 pm (Mon-Friday) 8-14.00 Saturday
Al Daawa Clinic, Tabbaneh	✓		✓	✓	78-808454 78-808353	8 am-5 pm (Mon-Friday)
MOSA, El Minieh	✓	✓		✓	06-460242	8 am-2 pm (Mon-Thursday) 8-11 Friday 8-12 Saturday
MOSA Al Minah, Tripoli	✓	✓		✓	06-226677	8 am-2 pm (Mon-Thursday) 8-11 Friday 8-12 Saturday
Caritas Liban, Dahr el Aïn, Koura	✓			✓	06-415881	8 am-2 pm (Mon-Friday)
South						
AMEL Primary Health Care centre, Abou Dib Street, Tyre	✓	✓	✓		07343108	8 am - 2 pm (Mon-Sat)
AMEL Primary Health Care centre Bazourieh, Tyre	✓	✓			07375135	8 am – 1 pm
AMEL Health Centre Khiam, Marjaayoun	✓	✓			07840052	8 am – 1 pm
Islamic Health Care Society Clinic, Nabatiyeh (IMC)	✓				07-764529	Mon-Sat 8am-4pm
Islamic Health Care Society Clinic, Sedeken (Tyre) (IMC)	✓	✓			71237658	Mon-Sat 8am – 3pm



MOSA Bint Jbeil (IMC)	✓	✓			70896573	8 am - 2 pm (Mon-Thurs) 8 am – 11 (Friday) 8 am – 2pm (Sat)
Islamic health Society- Maashouk (IMC)	✓				07-345901	Monday –Sunday from 8 am to 15.00
Islamic health Society- Borj Alaway (IMC)	✓				07/385454	Monday - Sunday from 8 till 6
Ansar Municipality Clinic, (IMC)	✓				07-501447	Mon – Sat: 8 am – 1 pm
MSF-CH PHC Human Call Hospital, Ain El Helwe	✓					Mon – Fri: 8 am – 4 pm
MSF-B Marjaayoun (in MoSA Centre)	✓		✓		03773516	9 am - 4 pm (Friday)
MSF-B Chebaa (in MoSA Centre)	✓		✓		03773516	9 am-1 pm (Wed) 9 am- 1 pm (Thursday)
MSF-B Qliala- Marjayoun (in MoSA Centre, Qliala)	✓		✓		03773516	9 am - 4 pm (Monday)
Alkayan, Almsayleh (IOM)	✓				07-506777 07-506655 03-347999	Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm
Alkayan, El Nabatiyeh (IOM)	✓				07-769910	Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm
Alkayan, Tyre (IOM)	✓				07347546	Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm
Serepta Clinic – Sarafand (PU-AMI)	✓				07-433123	Mon –Thurs 8 am- 3.00pm Friday 8 am - 11 am Saturday 8 am- 12.00pm



SEXUAL AND GENDER BASED VIOLENCE (SGBV)

Table of Contents

Q1: I have heard that some humanitarian organisations organize activities for women and girls. Where can I find them?.....	162
Q2: What services/activities can I find in these centres?.....	162
Q3: If I want to participate in the activities, will there be any transport support?	162
Q4: Do I have to pay to be able to enter in a centre for women and girls space?.....	163
Q5: Can I bring my children to the centres/activities for women and girls?	163
Q6: We know some women and girls that are facing problems in Lebanon. Who can help them?.....	163
Q7: What can I do if I come across women who are survivors of violence?	164
Annex A - Tripoli	165
Annex B - Akkar	166
Annex C - Bekaa	167
Annex E - South	169



Q1: I have heard that some humanitarian organisations organize activities for women and girls. Where can I find them?

Humanitarian organisations have established centres and spaces where women and girls can gather and share experiences and stories, spend time with other women and girls and learn new things. In many areas, humanitarian organisations organize activities outside the centres (mobile). All women and girls, independently from their nationality can participate in the activities organized in these centres. To know where are the nearest activities please call the hotlines in your region (See annex A for Tripoli- B for Akkar-C for Bekaa-D for South).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q2: What services/activities can I find in these centres?

These spaces for women and girls offer a variety of services, including skills training and life skills activities, listening and counselling, group support and recreational activities. Depending on the needs expressed, personnel working in these centres can also put you in touch with other organisations providing medical and legal assistance, or other forms of more specialized assistance. All activities for women and girls are dealt with respecting the choices of each individual and with a non-discriminatory and non-judgmental attitude.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q3: If I want to participate in the activities, will there be any transport support?

Depending on the organisation, there might be transportation provided for you to access these centres and participate in the activities. If you need more precise information, refer to the organisations contact numbers in your region (See annex A for Tripoli- B for Akkar-C for Bekaa-D for South).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q4: Do I have to pay to be able to enter in a centre for women and girls space?

No, access to centres for women and girls is free of charge and you don't have to return any favour or pay anything.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q5: Can I bring my children to the centres/activities for women and girls?

Yes, you can bring your children with you as centres are equipped with child care activities. Depending on the organisation, there might be some differences in age limits for boys to be accepted in these centres. For example, in some the maximum age is 6 years old for boys, while in others it may be 12. No age limits for girls. Verify what the limits are by calling the hotlines for your region (See annex A for Tripoli- B for Akkar-C for Bekaa-D for South).

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q6: We know some women and girls that are facing problems in Lebanon. Who can help them?

In spaces, mobile activities and through the hotlines established women and girls who have experienced violence will find some specialized social workers that will listen to them and will help them to find the most appropriate services depending on their needs. None of the information they will share with them will be shared with others without agreement. Choices of women and girls will be always respected.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q7: What can I do if I come across women who are survivors of violence?

The most important thing is to help survivors of violence is always to maintain confidentiality and not to share their stories with other persons – this may harm them. There are specialized organisations that can provide support to women and girls who have experienced violence. What you can do to help, is respect and not judge the person and be aware of the numbers of the specialized organisations in each area to be shared if approached by a survivor.

Location				
Akkar	Tripoli	Minieh-Donieh	Zgharta	
✓	✓	✓	✓	
Batroun	Koura	Beirut & Mount Lebanon	Bekaa	South
✓	✓	✓	✓	✓
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Annex A - Tripoli

	<p>Danish Refugee Council Tripoli and all districts Hotline: 76-458578</p>	
 <p>HEARTLAND ALLIANCE</p>	<p>The Lebanese Council to Resist Violence Against Women (LECORVAW) Heartland Alliance Tripoli, Amin Moukaddem Street, Abdel Wahab Bldg, 2nd floor Hotline: 79-133636</p>	 
<p>if you need an urgent health assistance, you can get help from the organisations mentioned above in accessing health services or you can go directly to:</p>	<p>International Medical Corps (IMC) Ministry of Social Affairs, Nejme Square, Tripoli Hotline: 71-838905 Tel.: 76-096939 Mazloun Hospital Tel.: 70-638791 Tripoli Governmental Hospital Tel.: 76-740958</p>	



You can consult a specialist that can listen to your story and helps you

Here you can meet people that are living a similar experience as yours and survived a specific violence



You can have the medical care that suits your violence situation that you have been subject to

You can request to consult a lawyer regarding your rights and learn about your options to take legal actions

Annex B - Akkar

	<p>Danish Refugee Council Wadi Khaled (Machta Hassan/Machta Hammoud), Qoubaiyat, Dreeb, Halba and surroundings Hotline: 70-213284</p>	
<p>if you need an urgent health assistance, you can get help from the organisations mentioned above in accessing health services or you can go directly to:</p>	<p>Al Salam Hospital Qoubaiyat Tel.: 06-351672 Health centre Machha Tel.: 06-690676</p>	
	<p>International Rescue Committee East of Wadi Khaled (Akroum, Kafartoun, Mounсах, Rajm Hussein, Rajm Issa, Rajm Khalf, Hnaider and Kanissa) Kaita El Tahta (Berkayel, Bebnin, Al-Abde), Rahba, Al-Hawaich. Women and Girls Centre Wadi Khaled Hotline: 70-354917 Akroum, Kafartou, Hnaider and Kanissa Hotline: 76-861761 Women and Girls Centre Berkayel Hotline: 76-784468 Al-Hawaich and Rahba Hotline: 76-862555</p>	
	<p>International Medical Corps – Psychological health division Wadi Khaled, Qoubaiyat, Halba and surroundings Hotline: 71-802598 Tel.: 71-085870 Tel.: 70-489464 International Medical Corps – Physical health division Hotline: 71-802559</p>	



You can consult a specialist that can listen to your story and helps you










Here you can meet people that are living a similar experience as yours and survived a specific violence



You can have the medical care that suits your violence situation that you have been subject to



Annex C - Bekaa

	<p>Danish Refugee Council Baalbeck (East and West Baalbeck and the city) Hermel – Al Kaa, Zahle (Zahle, Taanayel, Saad Nayel,) up to Baalbeck but excluding it, Majdel Anjar, West Bekaa including Rachaya, Jeb Jennin, Al Marej and the villages of western Bekaa(west Bekaa, Machghara, Maidoun) Tel.: 71-409378 (Distribution centres in North Bekaa) (Protection Office in registration centre in Zahle) (Community centre in Jeb Jennin)</p>	
	<p>International Rescue Committee Ersal, Al-Ain, Fekha, Labwe, Bar Elias, Majdel Anjar Hotline: 76-862444 (Fekha and Labwe) Hotline: 76-849166 (Hosh Al Harime and Qabelias)</p>	
	<p>Handicap International West Bekaa including Rachaya Jebjennine, Marj and the villages of western Bekaa (West Bekaa, Machghara, Maidoun) Tel.: 79-101563</p>	
	<p>International Medical Corps Baalbeck (Western Baalbeck and the city), Zahle (Zahle, Taanayel, Saadnayel), up to Baalbeck but excluding it and Barelias Tel.: 71-048243 Rafic Hariri charity association: 08-513321 (Centre of Bekaa) Labwe Primary health care centre (Labwe/ Aarsal)</p>	 



You can consult a specialist that can listen to your story and helps you








You can have the medical care that suits your violence situation that you have been subject to

Here you can meet people that are living a similar experience as yours and survived a specific violence case










Annex D – Mount Lebanon

	<p>Caritas Sin El Fil : 03310471 Caritas Dbayeh: 70191182 Caritas Burj Hammoud: 76412088 Caritas Dekwane: 70168203 Caritas Mreije: 70157789 Caritas Ballouneh: 76374954</p>	
	<p>INTERSOS (Baabda, Aley, Chouf) : 71172653</p>	
	<p>Beirut: 78985546</p>	
	<p>Beirut and Mount Lebanon: 71910349</p>	



Annex E - South

	<p>Danish Refugee Council Saida and surroundings, Zahrani (Sarafand, Bikbaye), Jezzine Hotline: 76-748984</p>	
	<p>InterSOS Jezzine, Sour, Hasbaya, Marjaayoun, Bent Jbeil, Nabatiyeh Hotline: 76-806952</p>	
	<p>Terre des hommes lausanne Hotline: 78-820056 (Sour) 76-969348 (Saida)</p>	
<p>if you need an urgent health assistance, you can get help from the organisations mentioned above in accessing health services or you can go directly to:</p>	<p>Saida Governmental Hospital Tel.: 07-721606 Doctors without borders Belgium Hasbaya, Marjaayoun Dr Maribelle Nammour Tel.: 70-607696</p>	



You can consult a specialist that can listen to your story and helps you

Here you can meet people that are living a similar experience as yours and survived a specific violence case



You can request to consult a lawyer regarding your rights and learn about your options to take legal actions

You can have the medical care that suits your violence situation that you have been subject to



You can take your child with you to this organisation in case he got hurt on the hand of someone or if you have doubts that he has been hurt



SHELTER

Table of Contents

Q1: I just arrived from Syria and I need a place to stay, who can help me?	172
Q2: Will I have to pay for the shelter?	172
Q3: Do I have to register with UNHCR?.....	172
Q4: What kind of shelter support do organisations provide?.....	173
Q5: Will I automatically receive the assistance upon arrival?.....	173
Q6: Does housing assistance include meals, and furniture?.....	173
Q7: Do I have to pay to be assessed and/or visited by humanitarian organisations?	174
Q8: How long can I stay at this shelter?	174
Q9: Is anyone going to share the shelter with me?	174
Q10: If there is more than one family sharing living space (be it a tent, unfinished house or garage, how are the supplies distributed and shared?	175
Q11: What are the contents of the weatherproofing supplies? And the new arrival/full shelter supplies?.....	175
Q12: We have water and sanitation issues? What kind of assistance do you provide?	175
Q13: There is a risk of flooding in our shelter/settlement, what kind of assistance do you provide?	176
Q14: We have people with disabilities in our shelter/settlement. Do you provide any specific rehabilitation? What other humanitarian organisation can we contact?	176
Q15: We are renting houses and the prices are increasing. Can you help us to cover the rent?.....	176
Q16: How do I get “Cash for Rent” services?	177
Q17: In case of eviction, do you provide a shelter?	177
Q18: What is the “Cash for Rent” support? How much money can I get to be able to secure my shelter/accommodation for my family?.....	177
Q19: When will I get the “Cash for Rent”? I didn’t receive it in the last month.	178
Q20: How can we receive labor assistance if we are not able to put up the shelter supplies ourselves?	178
Q21: If I receive shelter supplies from one humanitarian organisation would this affect the eventual opportunity to have a rehabilitation contract with other humanitarian organisations?.....	178
Q22: Why do you ask us so many questions that are not related to our housing conditions? Why are humanitarian organisations coming to our settlements, taking photos, asking many questions, and not returning?	179



Q23: I missed the distribution, how can I get my items?	179
Q24: Do the supplies belong to the house owners or the family assisted?	179
Q25: My family cannot afford to pay even the lowest rent, how can you help me?	180
Q26: My family has been granted assistance for Cash for Rent support but recently the organisation lowered the support. Why?	180
Q27: My daughter (or any other relative) and her family will be coming from Syria in a month. Can we reserve assistance for them?	180
Q28: In case there is infrastructure that requires maintenance where I live, whom do I report this to?	181
Q29: In case there is any dispute among residents, where/whom do I report this to?	181
Annex A – Shelter Organisations’ hotlines	182



Q1: I just arrived from Syria and I need a place to stay, who can help me?

Current capacity is very limited, and only few families found to be most in need will receive “a place to stay” from organisations (see Annex A for shelter organisations’ hotlines); more families will instead receive some other type of support once they have found a place to stay on their own.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q2: Will I have to pay for the shelter?

Services from major international humanitarian organisations are free of charge. You should make sure you understand the terms of any shelter you may receive, and contact the humanitarian organisation if you think there is a problem.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q3: Do I have to register with UNHCR?

Registering with UNHCR is recommended but is not compulsory. It is a choice for each person. Some humanitarian support is only available to registered people; some support is available without registration.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
	✓	✓	✓	✓

**Q4: What kind of shelter support do organisations provide?**

There are different kinds of support from different organisations (see Annex A for shelter organisations hotlines). They may provide you temporary shelter or room in a building or they may relocate you to a collective shelter or assist you with different kind of shelter supplies.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q5: Will I automatically receive the assistance upon arrival?

Not necessarily, and probably not very quickly. It depends on organisations' conditions and procedures and the rapidity of response/assistance also depends on the capacity of the shelter partner. In general those found to be most in need are the most urgent to be assisted. If you have just arrived to Lebanon you should contact the nearest organisation for specific support: different organisations for registration, hygienic supplies, and shelter.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q6: Does housing assistance include meals, and furniture?

No.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓



Q7: Do I have to pay to be assessed and/or visited by humanitarian organisations?

All humanitarian organisations provide their services free of charge. Do not give money in return of services provided by humanitarian organisations to anyone.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q8: How long can I stay at this shelter?

It depends on the project conditions. Your stay at the particular shelter depends on many different factors like shelter type, your family situation, organisation capacity and agreement with your landlord.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q9: Is anyone going to share the shelter with me?

Possibly, it depends on your family size and composition, and on the shelter available. Humanitarian organisations try to give a family a space to themselves whenever possible, taking into consideration your family privacy and safety. Most likely you will be asked to share toilets and bathrooms, and kitchens.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q10: If there is more than one family sharing living space (be it a tent, unfinished house or garage, how are the supplies distributed and shared?

It depends for the shelter condition; if the supplies are not enough for the shelter we can make a proper agreement with the head of the families.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q11: What are the contents of the weather proofing supplies? And the new arrival/full shelter supplies?

Shelter supplies consist of Timber, Plywood, Tarpaulin, clear plastic sheeting and box of tools to fix the shelter/settlement. The quantity provided is enough to support existing tents.

Shelter supplies for new arrivals in Lebanon consist of exactly the same items as weather-proofing but the quantity is enough to set up temporary shelter.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q12: We have water and sanitation issues? What kind of assistance do you provide?

If you live in an 'informal settlement':

- Water trucking, water supply from boreholes and municipality connections
- Water treatment through supply of aquatabs, water filters and water testing

In sanitation we construct toilets, distribute hygiene supplies and Baby supplies, garbage bins and support municipality in garbage collection services.

(See Annex A in WASH sector for WASH organisations' hotlines)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q13: There is a risk of flooding in our shelter/settlement, what kind of assistance do you provide?

If already flooded, contact UNHCR or shelter organisation and they might be able to provide a temporary alternative shelter, pending availability, while the flooding is resolved (See Annex A in WASH sector for WASH organisations' hotlines).

Upgrading the ground level is possible, depending on the availability of financial resources.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q14: We have people with disabilities in our shelter/settlement. Do you provide any specific rehabilitation? What other humanitarian organisation can we contact?

Humanitarian organisations take disabilities into consideration. Depending on the organisations, families with cases of disabilities, if assisted, would be provided with suitable shelter conditions and specifications.

You can also contact other organisations that provide other assistance for cases of disability (See Annex A for rehabilitation services).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q15: We are renting houses and the prices are increasing. Can you help us to cover the rent?

If your family is supported with an organisation that covers part or full of your rent and signed a specific contract with your landlord you have to contact this organisation representative (see Annex A for the hotlines of the shelter organisations doing cash for rent). Please note that only families who are found to be most in need will be entitled to receive that type of support.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓		✓		✓



Q16: How do I get “Cash for Rent” services?

Register in municipalities and/or UNHCR so that a house visits can be conducted for a needs assessment (see Annex A for the hotlines of the shelter organisations’ that are doing cash for rent).

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q17: In case of eviction, do you provide a shelter?

If your family is supported by an organisation that covers part of or the full rent and signed a specific contract with your landlord you have to contact this organisation representative (see Annex A for the hotlines of the shelter organisations). Please note that only most in need families will be entitled to receive that type of support.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q18: What is the “Cash for Rent” support? How much money can I get to be able to secure my shelter/accommodation for my family?

Every organisation provides different shelter support. Humanitarian organisations that provide “Cash for Rent” support also have limits to their capacity. You need to contact each organisation for more information.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓		✓		✓



Q19: When will I get the “Cash for Rent”? I didn’t receive it in the last month.

Refer to the humanitarian organisation that provided you this service.

Distributions are based on organisations’ selection conditions, assessments, regions of coverage, and limited financial resources. If you are receiving benefits and your assistance gets terminated, the humanitarian organisations will inform you of the discontinuity.

Sometimes rents are given in the following months; if the family didn’t get the cash for rent of February, they will get in March the payments of February and March.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓		✓	✓	✓

Q20: How can we receive labour assistance if we are not able to put up the shelter supplies ourselves?

Discuss this issue with the organisation providing the supplies.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q21: If I receive shelter supplies from one humanitarian organisation would this affect the eventual opportunity to have a rehabilitation contract with other humanitarian organisations?

Not necessarily.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓



Q22: Why do you ask us so many questions that are not related to our housing conditions? Why are humanitarian organisations coming to our settlements, taking photos, asking many questions, and not returning?

We are trying to understand your needs to be able to assist you in the best possible way and to refer your case to other sectors or humanitarian organisations in case you are in need of any other type of assistance.

In general, a limited capacity signifies that only those found to be most in need will be prioritized.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q23: I missed the distribution, how can I get my items?

Contact directly the organisation that provided the assistance/distribution.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q24: Do the supplies belong to the house owners or the family assisted?

The ownership of the supplies varies according to the organisations' procedures and rules.

Usually, the household items such as mattresses, blankets, filters will be owned by the family assisted. If the supplies are part of rehabilitation it will be granted to the owner only when it is used by the assisted family according to agreements reached.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓



Q25: My family cannot afford to pay even the lowest rent, how can you help me?

If you are not able to pay your rent you can apply for support to UNHCR or humanitarian organisations that provide such support. They should be able to either support your family or advise you on different availabilities to protect your family and secure shelter. To such other options would be relocations to cheaper accommodation, Collective Centres or Informal Settlement.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			✓

Q26: My family has been granted assistance for Cash for Rent support but recently the organisation lowered the support. Why?

There are different reasons why the organisation has to take such difficult decision. One of them may be that there is not enough money to be able to support all families in need. To receive the most accurate answer you should contact the organisation that supports your family.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓		✓	✓

Q27: My daughter (or any other relative) and her family will be coming from Syria in a month. Can we reserve assistance for them?

Unfortunately this is not possible. No assistance can be given without certifying the presence of the family, and without assessing their needs. But when she arrives she is can call the shelter hotlines.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓



Q28: In case there is infrastructure that requires maintenance where I live, whom do I report this to?

In order to improve quality of assistance and to ensure your concerns are known and taken in to consideration, committees have been established where you live. The representatives from these committees are people who live with you in the same area. Report any cases of infrastructure maintenance to the respective committee that would liaise with the collective site management agency for necessary action.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

Q29: In case there is any dispute among residents, where/whom do I report this to?

If those involved in the dispute are unable to find a solution, report the case to the dispute committee. The collective site management agency together with the Shawis and the community leaders are in the process of establishing such committees.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓		✓

**Annex A – Shelter Organisations' hotlines**

NAME	LOCATION	ADDRESS	COMMENTS
ABBAD	Akkar	76-060602	Midway shelter
Comitato Internazionale Per Lo Sviluppo Dei Popoli (CISP)	Marjaayoun, Sour, Nabatieh, Hasbaya	76-683387	Distribution sealing off supplies, urgent shelter repair (individual shelters), rehabilitation collective shelters and small shelter units
INTERSOS	Tyre, Nabatiyeh, Bint Jbeil, Marjoyoun, Jezzine, Hasbaya	76-806952	Rehabilitation of shelter units and protecting them from weather factors
International Organisation for Migration (IOM)	Saida		Cash for rent, Weatherproofing in Zahrani only
Islamic Relief Worldwide (IRW)	Saida	07-721966	Rehabilitation Collective Shelters
Norwegian Refugee Council (NRC)	Central and North Bekaa	76-171402	
Norwegian Refugee Council (NRC)	Sour	78-920700	Rehabilitation of small shelter units
Première Urgence - Aide Médicale Internationale (PU-AMI)	Jezzine	76-442383	Cash for rent
Première Urgence - Aide Médicale Internationale (PU-AMI)	Saida	76-442383	Rehabilitation Collective Shelters, Cash for Rent, School Rehabilitation
Save the Children	Tripoli	01-370189	
SHEILD	Bent Jbeil, Marjaayoun, Sour, Nabatieh, Hasbaya,	76-841231	Cash for rent
SOLIDAR	Jezzine; , Nabatieh, Saida	70-349991	Rehabilitation of small shelter units, cash for rent, weather proofing buildings
UN-HABITAT	Nabatieh		Rehabilitation Public Collective Shelters and Small Shelter Units

SOCIAL COHESION AND LIVELIHOOD

Table of Contents

Q1: I am a Syrian refugee, and I would like to know whether I can work in Lebanon?	184
Q2: What types of training opportunities exist to learn new skills?	184
Q3: What happens after the training?	184
Q4: Who can benefit from such centres?.....	185
Q5: How can I find a job?	185
Q6: How can I get a work permit?	185
Q7: We face tensions in our community. What support can we get to improve the relationships and reduce the tensions?	186
Q8: I have a problem with a Syrian/Lebanese, what can I do?	186
Q9: Why is all the assistance going to refugees?	186
Q10: My community would like to benefit from a Community Support Project (CSP). How can we qualify?	187
Annex A – Livelihood centres	188

Q1: I am a Syrian refugee, and I would like to know whether I can work in Lebanon?

Syrians are allowed to work in Lebanon if they get a work permit (see Q6) and only in the following sectors: Agriculture, Cleaning, Common Worker, Construction sector and its derivatives, Salesperson/Commercial representative, Marketing representative, Tailor, Mechanic & Maintenance, Blacksmithing and upholstery, warehouse – keeper, Guard.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q2: What types of training opportunities exist to learn new skills?

UNHCR and other humanitarian organisations have set up a network of livelihood and community development centres across Lebanon (see Annex A for livelihood centres and Annex B for community development centres under protection Sector). These centres offer a wide range of skill building activities. This includes English, computer, financial literacy, hairdressing, beadwork, block printing, sewing, first aid, etc. You can also suggest that specific training be carried out at these centres. These centres can also run information sessions on the right to work and other issues of interest to you.

Livelihood centres offer advanced activities for income-generation, while community centres are limited to basic life-skills and awareness sessions.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q3: What happens after the training?

After learning a skill, you can approach the livelihood centres further. These centres offer advanced counselling and trainings on where to find a job, how to manage your finances, market your skills or products, prepare a resume, sit for a job interview, etc. They can also do job matching and link you with other entrepreneurs. Groups of women can get together and take out a loan for personal and income-generation use.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q4: Who can benefit from such centres?

Everyone. All activities in the centres are open for Lebanese and Syrians, as well as other community members. Women, youth and older persons are encouraged to visit them, including persons living with disabilities. On a case by case basis, transportation and day care support can be provided with special attention to certain persons.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q5: How can I find a job?

Community and Livelihoods Centres also provide job placement services. Get in touch with the Centre nearest you (see Annex A for livelihood centres and Annex B for community development centres under protection Sector). There is also short-term income generating opportunities offered through local and international organisations throughout the country. These opportunities are made public in the local community. Ask your municipality if they are aware of any such programme currently ongoing in your municipality.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q6: How can I get a work permit?

Work permits are delivered by the Ministry of Labour. There are specific procedures for Syrians to get a work permit (for the specific sectors listed above). Syrians can apply for a work permit from inside Lebanon and do not need to pay a deposit. The fees are also lower than for other foreigners. A number of documents are required: Employment contract certified form public notary; Copy of re-entry and exit permit; Certificate from the Syrian Embassy; Copy of ID or passport; Copy of ID of Company Owner; Employment registry record; National Social Security Fund (NSSF) registry record; 2 photos.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓			

Q7: We face tensions in our community. What support can we get to improve the relationships and reduce the tensions?

Several communities offer possibilities for individuals and groups to come together and talk about matters that cause dispute and tension. Those services are offered through municipalities, community centres or schools. There is also self-standing initiatives set-up by humanitarian organisations to mediate between individuals and groups.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q8: I have a problem with a Syrian/Lebanese, what can I do?

If you feel that you cannot solve the problem peacefully with the person in question, you should refer it to the local authorities (municipality, police, or security forces) or with your local community leader and let them try to mediate the situation.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q9: Why is all the assistance going to refugees?

A lot of the humanitarian assistance also benefits Lebanese and host communities. 252 Community Support Projects (CSP) have been implemented since 2011 to support host communities. Host communities also benefit from assistance rehabilitating schools, water network, or shelters. In total, it is estimated that 25% of the humanitarian assistance benefits host communities. Moreover, most in need Lebanese have access to assistance provided by the government, primarily through the National Poverty Targeting Programme.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
			✓	

Q10: My community would like to benefit from a Community Support Project (CSP).

How can we qualify?

It is important to get in touch with your municipality and discuss your project idea with them. Community Support Projects (CSP) aim to improve community relations among Lebanese and refugees. CSPs should be developed with all persons that are concerned by the project.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
				✓

Annex A – Livelihood centres

NAME	LOCATION	ADDRESS	COMMENTS
Livelihood centres (Countrywide)			
IRC Livelihood centre	Akkar	Miniara 03-343282	
UNHCR (Al Majmoua Livelihood centre)	Mount-Lebanon	Baysour – main road facing Mrafee Malaeb gas station Cell phone: 76-888031	The livelihood centre is funded by UNHCR and implemented by Al Majmouah
UNHCR (Al Majmoua Livelihood centre)	North	Anfeh near Saint Georges church Cell phone: 71-515183	The livelihood centre is funded by UNHCR and implemented by Al Majmouah
UNHCR (Al Majmoua Livelihood centre)	Bekaa	Ferzol – after the army check point- near Mahfouz Stores Cell phone: 76-888032	The livelihood centre is funded by UNHCR and implemented by Al Majmouah



WATER, SANITATION AND HYGIENE (WASH)

Table of Contents

WASH	190
Q1: What is WASH?	190
Q2: What are the characteristics of the water supply?	190
Q3: What else is part of WASH?	190
Q4: What is a WASH Service Provider or Agency?	191
Q5: How do I contact my WASH service provider?	191
Q6: What is a WASH Committee?	191
Q7: Where can I report if the WASH committee in my area is not active or is biased in representation?	192
Sanitation	192
Q8: What are the characteristics of toilets?	192
Q9: What do I do if the family's septic tank is full?	192
Q10: Who is responsible for my solid waste/garbage collection?	193
Q11: Who should I contact if I have no toilet?	193
Hygiene	193
Q12: What is the role of my hygiene promotion volunteer?	193
Q13: Can anyone be a hygiene promotion volunteer?	194
Q14: Is hygiene promotion only giving information to beneficiaries through structured sessions?	194
Q15: What are the Key Hygiene Promotion Messages for Acute Watery Diarrhea?	194
Q16: How do I avoid diarrhea?	195
Q17: What do I do if my child has diarrhea?	195
Q18: When to Wash Hands?	195

WASH

Q1: What is WASH?

Water, Sanitation and Hygiene (WASH) is the support provided to populations in distress, including water supply, sanitation facilities and hygiene promotion. WASH activities aim to reduce the spread of infectious diseases, such as diarrhea or other diseases relating to water sanitation and poor hygienic conditions or practices.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q2: What are the characteristics of the water supply?

Water supply should be:

- Available and accessible to all
- Provide an adequate amount for you and your family
- Be located in a safe place

Local conditions affect the amount of water that can be made available and WASH agencies should provide you with information about availabilities and possibilities.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q3: What else is part of WASH?

Other aspects of WASH include:

- The work of community hygiene promoters
- The safe disposal of rubbish
- The provision of drainage
- Operation and maintenance of water and sanitation infrastructure
- All aspects of WASH require involvement of the population in the planning, installation and long term operation and maintenance. Your views should be sought by the WASH agency when siting facilities.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q4: What is a WASH Service Provider or Agency?**

A WASH Service provider is the agency/NGO that is assisting the local community and/or refugees and Lebanese to:

- Have access to safe water, safe and dignified latrines, showers, laundry spaces and safe means of solid waste disposal.
- Ensure some hygiene support through training local volunteers on hygiene issues.
- Support the community for ongoing operation and maintenance of WASH infrastructure.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q5: How do I contact my WASH service provider?

The contact details for the WASH Service Provider are with your WASH committee or you can refer to Annex A.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q6: What is a WASH Committee?

A WASH committee is a representative group of community members, either elected or appointed by the community, which is responsible for supervision, operation and maintenance of the WASH facilities as well as other issues that are related to the WASH project in your community.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q7: Where can I report if the WASH committee in my area is not active or is biased in representation?**

Report this to the available community leadership structures, or to the committee/local dispute resolution mechanism in your area. In case you are not satisfied with the solution from the dispute resolution team, you can refer the case to the WASH service provider, or collective site management agency.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Sanitation**Q8: What are the characteristics of toilets?**

The toilets should be:

- Acceptable to all
- Private
- Safe to use
- Located following discussions with all users and considering physical restrictions on the land.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q9: What do I do if the family's septic tank is full?

You should contact the WASH service provider for your area that will facilitate finding a de-sludging contractor. Alternatively contact the local Municipality.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q10: Who is responsible for my solid waste/garbage collection?**

In Lebanon the local Municipality is responsible for garbage collection. If this is not happening your WASH service provider can help set up regular collections. You must ensure that your garbage is piled in a single safe location, agreed by the Municipality, for easy and quick collection.

If the Municipality is unable to help collect then your WASH service provider will be able to support your community to dispose of the solid waste safely by providing training and materials.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q11: Who should I contact if I have no toilet?

You should contact your WASH service provider in the community, a Community WASH volunteer or a WASH committee.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Hygiene**Q12: What is the role of my hygiene promotion volunteer?**

The hygiene promotion or community WASH volunteer is a focal point between your community and the WASH agency in charge, the WASH service provider. Your hygiene promotion or community WASH volunteer is responsible to report issues related to WASH in your community and to assist the WASH agency with hygiene awareness raising exercises, monitoring of activities and ensuring that the community stays environmentally safe. Your hygiene promotion or community WASH volunteer is responsible to report issues related to WASH in your community and to assist the WASH agency with hygiene awareness raising exercises, monitoring of activities and ensuring that the community stays environmentally safe.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q13: Can anyone be a hygiene promotion volunteer?**

Volunteers should:

- Live in the Informal Settlements/ Collective Shelters and use the WASH facilities
- Have sufficient time to spend representing and mobilizing the community
- Be trusted by community
- Not plan to move on in the next couple of months
- Be representative of different groups/ WASH facility users (including women and vulnerable groups)
- Dynamic, active, motivated and able to motivate others
- Dependable and approachable
- Communicate effectively with their community and the WASH service provider,
- Have the required technical skills for the position i.e. Maintenance or Hygiene Promotion depending on the specifications of the volunteer position
- Be willing to volunteer for a certain period
- Be a good role model

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q14: Is hygiene promotion only giving information to beneficiaries through structured sessions?

Hygiene Promotion is more than giving messages on healthy behaviours to beneficiaries:

Participatory methods that focus on interaction with the affected community are often the most successful in achieving changes in practice. However, there is a trade-off between outreach and effectiveness and the more participatory approaches are often time consuming and labour intensive whereas the dissemination of messages via the mass media will reach more people, more quickly, but may be less effective in achieving the desired outcomes.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q15: What are the Key Hygiene Promotion Messages for Acute Watery Diarrhea?

Message 1: Drink safe water: before drinking water, treat it: use chlorine, boil it.

Message 2: Clean your hands – rub off dirt from both hands before you eat or put anything into your mouth.

Message 3: Replace liquid lost in diarrhea or vomit (Oral Rehydration Salts ORS)

Message 4: Seek treatment as soon as possible in medical facilities (Up to 80% of cases can be successfully treated with ORS)

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

**Q16: How do I avoid diarrhea?**

WASH your hands with soap and water at critical times – before eating or preparing food, before feeding babies and infants, after using the toilet or contact with feces.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q17: What do I do if my child has diarrhea?

Ensure your child is getting plenty of fluids to remain hydrated. A child with diarrhea should receive oral rehydration salts (ORS). This can be made at home or bought at a local pharmacy.

Don't stop breastfeeding your baby if they have diarrhea. Breastfeeding is the best way to keep your baby hydrated. Contact your nearest available medical centre.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q18: When to Wash Hands?

Wash hands with soap and clean, running water (if available):

- Before and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q19: Behavioural change takes a long time, will hygiene promotion be effective in an emergency situation?

Contrary to popular belief, changes in practices or behaviour do not always take a long time to occur and even short-term changes can be important where the risks to public health are high. If change is enabled it can happen very quickly e.g. if hand washing facilities are provided to make it easier to wash hands. If people feel themselves to be at risk then they are also more likely to change their behaviour quickly.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q20: What is the role of a community WASH volunteer?

Role and responsibilities of Community WASH Volunteers

The community should be involved in devising and agreeing the roles and responsibilities of committee members, but recommended tasks include:

- Reporting:
 - Cases of WASH/ vector related disease including diarrhoea, lice and scabies.
 - Special needs - people with disabilities (elderly, physical disability) in need of adapted WASH facilities
- Monitoring of WASH facilities and their usage by community (cleanliness, requirement for deluding, availability of water, damage of facilities,
- Feedback to WASH service provider on hygiene practices, especially those of children (Hand-washing at key times, open defecation), need for replenishment of latrine cleaning supplies/sanitation supplies
- Conducting small repairs: minor leaks, tap repair
- Supporting health and hygiene promotion teams and Collective Site Management agencies organise and carry out awareness raising activities

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

In communities with Child Health and Hygiene Clubs, support the children to carry out their assigned tasks; monitoring community and latrine cleanliness, child to child activities.

Water

Q21: What do I do if the water supply is not working? Broken? Leaking?

You should contact your WASH committee immediately if there is a broken water point and the water is leaking. The WASH committee will ensure that the community technician repairs the leak.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Q22: What is water scarcity?

Water scarcity is the fact that there is insufficient water available for the overall demand in Lebanon. The result of water scarcity is that there is water rationing affecting all people in Lebanon and the price of water and fuel may rise.

Location				
National				
✓				
Applies to				
Registered Syrian Refugees	Non Registered Syrians	Palestine Refugees from Syria	Host Communities	Lebanese Returnees
✓	✓	✓	✓	✓

Annex A – WASH agencies

AGENCY	LOCATION	CONTACT	CORE SERVICES
Action Contre La Faim (ACF)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Saida	76975315	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
ACTED	Beirut, Baabda, Jbeil, Chouf, Kesrwane, Metn, Aley, Akkar	71912345	Access to toilets, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
American Near East Refugee Aid (ANERA)	Baalbak, Hermel, Rachaiya, West Bekaa, Zahle, Beirut, Baabda, Chouf, Aley, Koura	01382590	Hygiene promotion, hygiene items
AVSI Foundation	Marjaayoun, Hasbaiya	07830760	Hygiene promotion, access to water (family)
CARE	Chouf, Menieh-Danieh, Tripoli, Zgharta	01381775	Access to toilets, access to wastewater comm, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
CHF International	Chouf, Aley	01853780	Access to toilets, hygiene promotion, access to water (family), access to storage containers
Comitato Internazionale Per Lo Sviluppo Dei Popoli (CISP)	Hasbaiya, Batroun, El Nabatieh, Sour, Koura, Menieh-Danieh, Tripoli, Zgharta, Marjaayoun	03280792 / 70462943	Access to toilets, access to wastewater comm, hygiene promotion, hygiene items, access to water (family/communal), access to solid waste disposal (communal), access to storage containers

Caritas Lebanon Migrant Centre (CLMC)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Baabda, Tripoli, Metn	01502550	Hygiene items
Concern	Akkar	70786379	Access to toilets, access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family), access to storage containers
Gruppo di Volontariato Civile (GVC)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	03935773	Access to toilets, hygiene promotion, hygiene items, access to water (family/communal)
International Federation of Red Cross and Red Crescent Societies (IFRC)	Beirut	71802915	Coordination support and capacity building
International Orthodox Christian Charities (IOCC)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Akkar	01687354	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), Hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
International Relief and Development (IRD)	Tripoli	06411300	Access to solid waste disposal (communal), access to water (communal)
INTERSOS	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, El Nabatieh, Sour, Marjaayoun, Bent Jbeil, Hasbaiya	71106586	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
Lebanese Red Cross	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	71076450	Access to wastewater (communal), hygiene promotion, hygiene items, access to solid waste (communal), access to storage containers



Lebanese Red Cross	Baalbeck, Rachaiya, West Bekaa, Zahle	03773136	Access to toilets, access to wastewater (communal), hygiene promotion, hygiene items, access to solid waste (communal), access to storage containers
Mercy Corps	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Menieh-Danieh, El Nabatieh, Jezzine, Saida, Sour, Marjaayou, Bent Jbeil, Hasbaiya	01425466	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
Makhzoumi Foundation	Beirut	01663898	Hygiene promotion , hygiene items
MERCY-USA	Manieh-Danieh, Akkar	78956126	Access to wastewater (communal), hygiene items, access to water (family), access to solid waste (communal), access to storage containers
Norwegian Refugee Council (NRC)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, El Nabatieh, Sour, Menieh-Danieh, Akkar, Bent Jbeil, Hasbaiya	76881880	Access to toilets, access to wastewater (communal), hygiene promotion, access to water (family), access to storage containers
OXFAM	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Bsharreh, Batroun, Koura, Tripoli, Saida, Sour	76904326	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
Première Urgence - Aide Médicale Internationale (PU – AMI)	Jbeil, Metn, Beirut, Aley, Baabda, Chouf, Saida, Akkar, Jezzine	70215900 79105528	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers

Relief International	Kesrwane, Batroune, Zgharta, Metn, Koura, Beirut, Baabda, Aley, Minieh-Danieh	70014979	Hygiene promotion
Save the Children	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Koura, Tripoli, Akkar	01370189	Access to toilets, access to wastewater (communal), access to solid waste, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers
Solidarites Internationales	Zgharta, Minieh-Danniyeh, Akkar	70 066 589	Access to toilets, solid waste management, hygiene promotion, water supply, water quality, storage containers, drainage and wastewater management
Solidar Suisse	El Nabatieh, Jezzine, Saida	70349991	Hygiene items on ad-hoc basis (not systematically)
Terre des Hommes (TDH)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	07740939	Hygiene promotion
UNDP	South, Bekaa, Tripoli, Koura, Batroun, Bsharreh, Zgharta, Minieh-Danniyeh	01962493	Access to wastewater (communal), access to solid waste (family/communal), hygiene promotion, hygiene items, access to water (family/communal),
UN-HABITAT	Beirut, Mount Lebanon, South	01850013	Access to wastewater (communal), access to solid waste (family/communal), hygiene promotion, access to water (family/communal),
UNICEF	Bekaa, Qobayat, Tripoli, Koura, Batroun, Bsharreh, Zgharta, Minieh-Danniyeh, Zahle	01756101	Access to water (communal)



UNRWA	Beirut, Mount Lebanon, Bekaa, Tripoli, Koura, Batroun, Bsharreh, Zgharta, Minieh-Danniyeh, South	01840490	Access to wastewater (communal), access to solid waste (family), hygiene promotion, hygiene items, access to water (communal)
URDA	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Aley	70711316	Access to toilets , access to wastewater (communal), hygiene promotion, hygiene items, access to water (family/communal)
World Vision	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Saida, Sour, Bent Jbeil	76892282 / 70156482	Access to toilets, access to wastewater (communal), access to solid waste (family/communal), hygiene promotion hygiene items, access to water (family/communal), access to storage containers

ANNEX – HUMANITARIAN HOTLINES IN LEBANON

AKKAR			
Name of Organisation	Services	Specific Location	Hotline Number
Cash			
Danish Refugee Council (DRC)	Humanitarian Assistance Cards and general inquiries		79-100373
IRC	Cash distribution		70-832176
CDCs			
Social Development Centre		Wadi Khaled Amayer	06-870180
Al Hadatha CDC		Several locations	03-138867
Women's league CDC		Halba	06-691268
Al Awada CDC		Wadi Khaled	70-907868 or 03-820164
Education			
Concern			70-096318
Norwegian Refugee Council (NRC)			70-907868
Save the Children			01-370189
Food			
Save the Children			01-370189
Food and Eligibility			
Save the Children	General enquiries, Humanitarian Assistance Card and shop complaints		79-130293

Health			
Handicap International			76-426676
International Medical Corps (IMC)	Primary health care		71-802559
International Medical Corps (IMC)	Health Education		70-884463
International Medical Corps (IMC)	Mental health		71-802589
Legal Assistance			
International Committee of the Red Cross (ICRC)	Family Tracing, detention, monitoring, allegation of arrest in Syria and missing person in Syria		71-802335
International Relief and Development (IRD)	Legal services		76-591029
Norwegian Refugee Council (NRC)	Legal services	Wadi Khaled	03-820164 78- 801313
UNHCR	Protection Hotline: Detention, Fraud, Exploitation		76-421605
Livelihood			
IRC Livelihood Centre			76-064550
Al Majmoua Livelihood Centre			08-544056
Household Items			
Save the Children			01-370189
Protection			

Arcenciel	Child protection, rehabilitation services		06-693030/2
Caritas Lebanon Migrants Centre (CLMC)	Information, counselling and legal assistance		06-415086
International Relief & Development (IRD)	Information, counselling and legal assistance		76-591029
Norwegian Refugee Council (NRC)	Information, counselling and legal assistance		78-801313
UNHCR			76-421605
SGBV			
ABAAD Resource Centre for Gender Equality	GBV and women at risk		76-060602
International Medical Corps (IMC)	GBV		71-802598
International Rescue Committee (IRC)	Case management and psychosocial support	Women and Girls Centre Wadi Khaled	70-354917
		Akroum, Kafartoun, Hnaider, Bani Saker, Khate el Patrole, Hishi, Rama, Majdal and Saed, Mashta Hassan, Beqiaa and Kniasi	76-777837
		Rapid response Team	76-777837
		Women and Girls Centre Berkayel	76-784468
		Al-Hawaich, Machha and Tekrit	76-862555
Shelter			

ABBAD Resource Centre for Gender Equality	Midway shelter		76-060602
Norwegian Refugee Council (NRC)	Shelter		03-006634
Première Urgence – Aide Médicale Internationale (PU-AMI)	Shelter rehabilitation	Wadi Khaled, Machta Hassan, Machta Hamoud, Rajem Issa	79-105528
Wash			
ACTED	Access to toilets, hygiene promotion, hygiene items, access to water HH/COMM, access to storage containers		71-912345
Concern	Access to toilets, access to solid waste disposal HH /COMM, hygiene promotion, hygiene items, access to water HH, access to storage containers		76-998781
International Christian Orthodox Charities (IOCC)	Access to toilets, access to wastewater COMM, access to solid waste disposal HH/COMM, Hygiene promotion, hygiene items, access to water HH/COMM, access to storage containers		01-687354
Save the Children			01-370189
BEKAA			
Name of Organisation	Services	Specific Location	Hotline Number
CDCs			
Intersos CDC		Qab Elias	76-725371

Intersos CDC		El Marj	78-821680
Intersos CDC		Majdal Anjar	76-923500
Intersos CDC		Ghazze	78-996100
Intersos CDC		Rachaiya	76-084054
Action Aid CDC		Jib Jannine	76-028788
Sawa CDC		Baalbeck	70-154924
Dari CDC		Baalbeck	08-371750
Kafa CDC		El Marj	76-497576
Education			
Amel Association	Primary health care, education	Arsal Chmistar Kamed Al Loz Mashghara	08-240413 08-330138 08-814903 08-651703
Jusoor	Educational activities, and higher education scholarships		76-789080 71-118815
Save The Children			01-370189
Terre des Hommes (TDH)			03-157642
Food			
Action Contre La Faim (ACF)	General information and complaints on distribution and shops	Arsal, Hermel, Al Qaa North/Central/ West Bekaa	71-553131 76-975315

Caritas Lebanon Migrant Centre (CLMC)			03-537371
INTERSOS			78-975251
Mercy Corps			76-126437 76-723716
World Vision			70-156482 76-892282 71-515112
Food and Eligibility			
Danish Refugee Council (DRC)	National Response mechanism hotline		76-183291
INTERSOS	Humanitarian Assistance Card and distributions		78-975251
World Vision	General Information Helpline, Humanitarian Assistance Card, distributions and complaints		70-156482 76-892282
World Vision	Safety Net assistance requests		71-515112
World Vision	Distributions and complaints about shops		70-156482
World Vision	Home visits		71-515112
General			
ActionAid Denmark	Community Services		71-442641
Health			
International Medical Corps (IMC)	Primary health care		76-469551
International Medical	Mental health		71-910793

Corps (IMC)			
International Medical Corps (IMC)	Health education		71-234247
Medair			79-109 863
Médecins Sans Frontières (MSF)	Primary health care		76-138197
Legal Assistance			
Norwegian Refugee Council (NRC)			76-171402
Livelihood			
Al Majmoua Livelihood Centre			76-888032
Household Items			
Caritas Lebanon Migrant Centre (CLMC)	For newcomers and vulnerable	North Bekaa, Central Bekaa	79-306150
Danish Refugee Council (DRC)	For newcomers and vulnerable	West Bekaa, Central Bekaa, Rachaiya	76-437251 79-100371
Handicap International	Persons with disabilities, newcomers assistance	Central Bekaa	79-101563 71-804820
Save the Children	For newcomers	North Bekaa, Central Bekaa	01-370189
World Vision	Distribution		70-156482, 78-828179, 76-892282
Protection			

Caritas Lebanon Migrants Centre (CLMC)	Information, Counselling and Legal Assistance	Baalbeck Taalabeya Zahleh (Legal counselling)	70-828849 03-537371 08-805123
International Rescue Committee (IRC)	Legal information, advice and assistance		76784164 (only during buseiness hours)
Norwegian Refugee Council (NRC)	Information, Counselling, and Legal Assistance	Aarsal Baalbeck North Bekaa	76-171402 76-897789 76-000613
Norwegian Refugee Council (NRC)	Information, Counselling, and Legal Assistance	Saadnayel Central Bekaa	78-801201 76-000614
Norwegian Refugee Council (NRC)	Information, Counselling, and Legal Assistance	West Bekaa	76-898121
Save the Children	Child Protection		01-370189
Terre des Hommes (TDH)	Child Protection		03-157642
UNHCR	For refugees in: Balbeek, Hermel, Rachaya, West Bekaa, Zahle		76-611811
UNICEF	Child Protection		01-756101
Registration			
UNHCR	Registration		08-930468
SGBV			
ABBAD Resource Centre for Gender			76-060602 76-784978

Equality			
Danish Refugee Council (DRC)		North Bekaa	71-409378
Handicap International		West Bekaa	79-101563 71-804820
International Medical Corps (IMC)			71-910793
International Rescue Committee (IRC)	Case management and psychosocial support for GBV	Arsal Bar Elias, Majd el Anjar Al Ain Taanayel	76-784978 71-491417 76-862444 76-849166
Shelter			
Medair			79-109683
Norwegian Refugee Council (NRC)			76-171402
Social Services			
Caritas Lebanon Migrant Centre (CLMC)		Zahle Taalabeya Baalbeck	70- 107905 03-537371 70-828849
Caritas Lebanon Migrant Centre (CLMC)	Household items		03-537371
Wash			
Action Contre la Faim (ACF)		Arsal, Hermel, Al Qaa North/Central/West Bekaa	71-553131 76-975315
Save the Children			01-370189

UNICEF			01-756101
BEIRUT-MOUNT LEBANON			
Name of Organisation	Services	Specific Location	Hotline Number
CDCs			
Caritas CDC		Dekwaneh	01-681942
Caritas CDC		Rmeileh	07-990496
Caritas CDC		Borj Hammoud	76-412088
Amel CDC		Haret Hreik	01-278675
Amel CDC		Ain El Remmaneh	01-383214
Education			
ACTED			01-360846
Amel Association			01-317293
British Council			01-428900
Hilfswerk Austria International (HWA)			04-718621
Iqra' Association			01-365149 01-365159
Jusoor Al Nour			76-789080 71-118815
Ministry of Education and Higher Education of Lebanon			01-789611
Rescue Me			70-863423 70-845243
Right To Play			05-952943/4

Save The Children			01-370189
UNESCO			01-850013
UNICEF			01-756101
UNRWA			01-840490
War Child Holland			01-801725
Food			
Première Urgence – Aide Médicale Internationale (PU- AMI)			70-215900 03-105294
Food and Eligibility			
Première Urgence – Aide Médicale Internationale (PU- AMI)	General		70-215900
Danish Refugee Council (DRC)	National Response mechanism hotline		76-183291
General			
Amel Association	Remedial classes, school registration		01-278675
Makhzoumi Foundation			03-243255
Norwegian Refugee Council (NRC)			03-002767
War Child Holland	Remedial classes, school registration		01-801725
Health			

Arcenciel	Assistance for eye glasses, hearing aids and prosthetic limbs. They are not providing eye glasses. They are helping people with physical disability (e.g. wheelchair)		01-564630
The Awareness and Consolation Association (supported by PU-AMI)		Mount Lebanon	07-971983
Farah Social Centre (supported by PU-AMI)		Mount Lebanon	05-720561
International Medical Corps (IMC)	Mental health		71-383097
International Medical Corps (IMC)	Primary health care		70-973248
International Medical Corps (IMC)	Health education		03-393677
International Orthodox Christian Charities (IOCC)			01-687354
Makhzoumi Foundation	Primary health care	Mount Lebanon	01-660890
Première Urgence – Aide Médicale Internationale (PU-AMI)		Beirut	70-215900 03-105294
Rafik el Hariri Foundation – DHSS (supported by PU-AMI)		Beirut	01-663409
Rafik el Hariri Foundation – DHSS		Mount Lebanon	05-802549

(supported by PU-AMI)			
Rafik el Hariri Foundation – DHSS (supported by PU-AMI)		Mount Lebanon	07-972144
Restart Centre for Rehabilitation of Victims of Torture and Violence Restart Centre	Mental health		76-708083
Voix de la Femme Libanaise (supported by PU-AMI)	Primary health care centre	Mount Lebanon	01-684362
World Health Organisation (WHO)	Abortion cases		01-612970
Legal Assistance			
Caritas Lebanon Migrant Centre (CLMC)	Information and legal counselling		70-326651
Norwegian Refugee Council (NRC)	Information and legal counselling		76-666950 76 777236
Household items			
Caritas Lebanon Migrant Centre (CLMC)		Sin El Fil Dekweneh Mreijeh Bourj Hammoud Dbayeh Ballouneh (Kesserwan) Rmeileh	03-310471 70-168203 70-157789 76-412088 70-191182 76-374951 07-990496

Terre des Hommes (TdH)			71-579696 71-577386
Protection			
Association Justice et Miséricorde (AJEM)	Detention visits, operates in all ISF prisons in Lebanon	Antélias Roumieh	04-410648 01-901560/70
Caritas Lebanon Migrants Centre (CLMC)	Information, counselling and legal assistance	Sin El Fil (Legal counselling) Al Rawda Dekwaneh Rmeileh	03-310471 70-157789 01-681942 70-251290
International Committee of the Red Cross (ICRC)	Detention, family tracing and reunification		01-739297/8/9
International Rescue Committee (IRC)	Child protection		76-074941 (only during business hours)
	Legal information, advice and assistance		76-020061 (only during business hours)
Norwegian Refugee Council (NRC)	Information, counselling and legal assistance		Legal information and counselling: 76-666950 Information and counselling on access to services: 76-777236

Terre des Hommes (TdH)	Transport to registration centres	Jbeil	71-360077
		Kesserwan, Hrajel	71-359777
		Mten, Mrouj	71-579595
		Baabda, Rowaiset el- Ballout	71-360096
		Aley, Baysour	71-577386
		Chouf, Barouk	71- 579696
UNHCR	General protection	Mount Lebanon	71-910349
Social Services			
Caritas Lebanon Migrant Centre (CLMC)	Emergency health care only		70-168203 70-157789
Caritas Lebanon Migrant Centre (CLMC)		Sin el Fil	01- 502550/1/2/3/4
Caritas Lebanon Migrant Centre (CLMC)		Dbayeh	70-191182
Caritas Lebanon Migrant Centre (CLMC)		Dekwene	01-681942
Caritas Lebanon Migrant Centre (CLMC)		Mreije	01-466470
Caritas Lebanon Migrant Centre (CLMC)		Sin el Fil	03-310471
		Dekweneh	70-168203
		Bourj Hammoud	76-412088
		Keserwan – Rayfoun	09-958471
		Mreijeh	70-157789
		Rmayleh	70-251290
SOUTH			

Name of Organisation	Services	Specific Location	Hotline Number
Cash			
Action Contre La Faim (ACF)	General information and complaints on distribution and shops	Tyr-Nabatieh	76-870898 76-812660
CDCS			
Caritas CDC		Saida	03-559107
SDC		Tyr	07-345281
SDC		Nabatiyeh	07-761997
SDC		Khiam	07-840808
SDC		Chebaa	07-565100
SDC		Bent Jbeil	07-450371
NRC CDC		Borj El Chemaly	03-009611
Education			
Amel Association	Educational activities, school registration		07-343108
Amel Association	Remedial classes, school registration		70-249248
INTERSOS	Recreational activities		76-806952
Norwegian Refugee Council (NRC)	Remedial classes, recreational activities		03-002278
SHEILD	English classes and recreational activities		76-841231
Food			
Action Contre La Faim (ACF)	Food vouchers	South (excluding Saida)	76-147916

			78-889085
Action Contre La Faim (ACF)		Saida Jezzine	76-363431 78-885162
Food and Eligibility			
Action Contre La Faim (ACF)	Safety Net assistance and verification requests		76-363431 76-147916
Action Contre La Faim (ACF)	Humanitarian Assistance Card and distributions		78-885162 78-889085
General			
SHEILD			76-841231
UNHCR			76-500370
Health			
Amel Association	Primary Health Care (IMC supported)		07-840052
Amel Association	Primary Health Care Centres in Halta and Fardis		70-249248
Bent Jbeil PHC	Primary Health Care (IMC supported)		07-450571
Danish Refugee Council (DRC)	Legal assistance, legal counselling		76-748984
International Medical Corps (IMC)	Mental health care		71-373813
International Medical Corps (IMC)	Primary health care		76-172618
International Medical Corps (IMC)	Health education		03-093521
Médecins Sans Frontières (MSF)	Under-15s, chronic diseases		76-174452

Belgium	and pregnancies		
Médecins Sans Frontières (MSF)CH	Mental health care		70-169787
Legal Assistance			
International Committee of the Red Cross (ICRC)	Tracing/family reunification services		76-401115 07-349 711/921 70-129560
Norwegian Refugee Council (NRC)	Birth registration, documentation, housing, land property, information counselling		For persons who are benefiting use Hotline: 70-951978 For Actors use: 03-001353 Nabatiyeh: 70-888265 Bent Jbeil: 78-885883
Household Items			
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Mattresses, blankets, mats, kitchen set, heating stoves, fuel vouchers, jerry cans		76-683387
SHEILD	Newcomers supplies		76-841231
SOLIDAR	Weather proofing		70-349991
Protection			
Caritas Lebanon Migrants Centre (CLMC)	Information, counselling and legal assistance		07-739607
International Committee of the Red Cross (ICRC)	Detention, family tracing and reunification		07- 349711/912

International Rescue Committee (IRC)	Legal information, advice and assistance		76-888620 (only during business hours)
Norwegian Refugee Council (NRC)	Information, counselling and legal assistance	Tyre Nabatieh Bent Jbeil	70-951978 70-888265 78-885883
Social Humanitarian Economical Intervention for Local Development (SHEILD)	Transport to registration centres	Tyr Bint Jbeil	07-350924 07-325537
Psycho-Social services			
INTERSOS	Psycho-social support		76-806952 70-933709
Social Humanitarian Economical Intervention for Local Development (SHEILD)	Case management, counselling		76-841231
Terre des Hommes (TDH) Lausanne	Case management		78-820056
Registration			
UNHCR	Registration and renewal		76-500380
SGBV			
Danish Refugee Council (DRC)			76-748984
INTERSOS			76-806952
Terre des Hommes (TDH) Lausanne		Saida	76-969348
Shelter			

Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Distribution sealing off supplies, urgent shelter repair (individual shelters), rehabilitation collective shelters and small shelter units		76-683387
INTERSOS	Rehabilitation of shelter units and protecting them from weather factors	Tyre; Nabatiyeh; Bint Jbeil; Marjoyoun; Jezzine; Hasbaya	76-637758
Islamic Relief Worldwide (IRW)	Rehabilitation collective shelters		07-721966
Norwegian Refugee Council (NRC)	Management, cash for rent		78-920700
Première Urgence – Aide Médicale Internationale (PU-AMI)	Cash for rent, rehabilitation collective shelters, school registration		76-442383
Social Humanitarian Economical Intervention for Local Development (SHEILD)	Cash for rent		76-841231
SOLIDAR	Weather Proofing		70-349991
Social Services			
Caritas Lebanon Migrant Centre (CLMC)	Accelerated learning programme, primary and secondary health care referral, health awareness, case management, counselling, psychological follow-up		03-559107

Caritas Lebanon Migrant Centre (CLMC)	Remedial Classes, accelerated learning programmes, school registration		03-559108
INTERSOS	Women and children social and recreational activities	Tyre, Nabatiyeh, Bint Jbeil, Marjoyoun, Jezzine, Hasbaya	76-806952
Vocational Training			
Danish Refugee Council (DRC)	Counselling for women and training		76-748984
INTERSOS	For youth		76-806952 76-073812
WASH			
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Environmental & hygiene promotion, construction sanitation facilities (ITS), upgrading/construction water system (water quality test, water filters)		07-835886
INTERSOS	Water, sanitation and hygiene projects	Tyre, Nabatiyeh, Bint Jbeil, Marjoyoun, Jezzine, Hasbaya	76-806952
Première Urgence – Aide Médicale Internationale (PU-AMI)	Upgrading sanitation facilities (individual and collective shelters); environmental sanitation, hygiene promotion		76-442383
Social Humanitarian Economical Intervention for Local Development (SHEILD)	Family hygiene and baby supplies vouchers for newcomers	Zahrani only	76-841231

Solidar Suisse			70-349 991
TRIPOLI			
Cash Assistance			
Danish Refugee Council (DRC)	Cash assistance (Humanitarian Assistance Cards)	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	70-578125 70-577319 (Mon-Fri 8:30-16:30)
IRC	Cash distribution		70-832176
CDCs			
Caritas CDC		Koura	06-415086
Community center Minnieh		Minnieh-Dennieh	Education: 06-463161; Legal assistance: 70-915468
Cultural League, Mina		Tripoli- Mina	06-434174
SDC		Sehit El Nejme	06-435020
SDC Bakhoun		Bakhoun	70-174573; 70-670535; 06-242012
SDC Batroun		Batroun	06-740126
SDC Kfarhazir		Kfarhazir- Koura	06-952956
SDC Menieh		Menieh	06-460242
SDC Mina		Tripoli-Mina	06226677
SDC Miryata		Miryata	06-255125
SDC Syr, Dennieh		Syr, Dennieh	06-490428
Education			

Caritas Lebanon Migrant Centre (CLMC)		Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	78-911738 (Mon-Fri 9:00-16:00)
Norwegian Refugee Council (NRC)		Minieh-Danniyeh, Tripoli	03-009236
Save the Children		Koura, Zgharta, Bcharre, Batroun	01-370189
	Education	Koura, Zgharta, Bcharre, Batroun	76-068527
Health			
Caritas Lebanon Migrants Centre (CLMC)	Information, counselling and legal assistance	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	71-656794
Handicap International	People with disabilities	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	76-426676 (Mon-Fri 9:00-16:30)
International Medical Corps (IMC)	Primary health care	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	71-787205
International Medical Corps (IMC)	Mental health	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	71-802598 (Reachable: 24/7)
International Medical Corps (IMC)	Health Education		03-869156
International Orthodox Christian Charities (IOCC)	Malnutrition		03-831108

The Lebanese Council To Resist Violence Against Women (LECORVAW)	Mental health		79-133636
Médecins Sans Frontières (MSF)	Primary health care	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	78-808353
Restart Centre for Rehabilitation of Victims of Torture and Violence Restart Centre	Mental health	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	76-944114, 06-411451
Save the Children		Denieh, Koura	76-718422 (Mon-Fri 8:30-14:30)
Legal Assistance			
Caritas Lebanon Migrant Centre (CLMC)	Legal counselling	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	70-174934 (Mon-Fri 13:00-17:00)
Danish Refugee Council (DRC)	Case management, individual counselling, group support		76-458578
International Relief & Development (IRD)	Legal counselling, assistance		06-411300/304/305
The Lebanese Council To Resist Violence Against Women (LECORVAW)	Legal counselling		79-133636
Norwegian Refugee Council (NRC)	Legal counselling		76-700525
Household Items			
Danish Refugee	Newcomers and regular WFP		76-458578

Council (DRC)	and UNHCR distributions		
Norwegian Refugee Council (NRC)	Newcomers		78-848483
Solidarités International	Newcomers -WASH and Shelter	Minyeh only in Informal Settlements	70-066589 (Mon-Fri 9:00-16:00)
Protection			
Danish Refugee Council (DRC)	Protection	Tripoli, Minieh-Donieh, Zgharta, Batroun and Koura	76-458578
International Committee of the Red Cross (ICRC)	Detention, family tracing and reunification	Tripoli, Minieh-Donieh, Zgharta, Batroun, Bcharre and Koura	06-412407 (Mon-Fri 9:00-16:00)
International Relief & Development (IRD)	Information, counselling and legal assistance	Tripoli, Minieh-Donieh, Zgharta, Batroun and Koura	06- 411300 /304/305
Norwegian Refugee Council (NRC)	Information, counselling and legal assistance		76-700525
Save the Children	Child Protection	Tripoli	70-031284
SGBV			
Danish Refugee Council (DRC)		Tripoli and all districts	76-458578
International Medical Corps (IMC)	GBV case management	Koura, Bsharre, Zgharta, Batroun	71-802598 (Mon-Fri 9:00-16:00)
International Rescue committee (IRC)	Case management and psychosocial support to survivors of SGBV	Koura, Bcharre, Zgharta, Batroun, Minnieh-Dennieh	76-999058
The Lebanese Council To Resist Violence	GBV counselling	Tripoli	79-133636

Against Women (LECORVAW)			
Shelter			
Caritas Lebanon Migrant Centre (CLMC)			71-656794
Save the Children		Koura, Batroun	01-370189
Solidarités International		Minieh-Danniyeh, Zgharta	70-066589 (Mo-Friday 8:30- 17:30)
Psycho-Social Services			
The Lebanese Council To Resist Violence Against Women (LECORVAW)	Individual counselling, group support, psycho social support	Tripoli	79-133636
Livelihood			
The Lebanese Council To Resist Violence Against Women (LECORVAW)	Life skills and vocational training	Tripoli	79-133636
Save the Children		Baddawi Koura	78-855096
WASH			
Solidarités International		Minieh-Danniyeh, Zgharta	70-066589 (Mon-Friday 8:30-17:30)
National			
Name of Organisation	Services	Specific Location	Hotline Number
Cash			
CSC BANK	for UNHCR and other		01-734808

	organisation cards (White Card); CASH(Humanitarian Assistance card)		
Education			
Ministry of Education	Response to violence of children in schools		01772101 (Mondays- Thursdays 8:00-14:00 Fridays 8:00- 11:00 Saturdays 8:00-13:00)
Food			
Banque Libano-Francaise	Any service concerning WFP Humanitarian Assistance cards/Electronic or Blue cards		01-242477
General			
UNHCR		Beirut Office	01-849201
Protection			
UNRWA	For Palestinian Refugees from Syria(PRS) in all Lebanon		76-882226
Wash			
ACTED	Access to toilets, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Beirut, Baabda, Jbeil, Chouf, Kesrwane, Metn, Aley, Akkar	71-912345
American Near East Refugee Aid (ANERA)	Hygiene promotion, hygiene items	Baalbak, Hermel, Rachaiya, West Bekaa, Zahle, Beirut, Baabda, Chouf, Aley, Bent Jbeil, Hasbaiya, Saida	01-382590

CARE	Access to toilets, access to wastewater comm, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Chouf, Menieh-Dannieh, Tripoli, Zgharta	01-381775
CHF International	Access to toilets, hygiene promotion, access to water (family), access to storage containers	Chouf, Aley	01-853780
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Access to toilets, access to wastewater comm, hygiene promotion, hygiene items, access to water (family/communal), access to solid waste disposal (communal), access to storage containers	Bent Jbeil, Hasbaiya, Batroun, El Nabatieh, Sour, Koura, Menieh-Danieh, Tripoli, Zgharta, Marjaayoun, Jezine	07-346930 70-462943
Caritas Lebanon Migrant Centre (CLMC)	Hygiene items	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Baabda, Tripoli, Metn	01-502550
Gruppo di Volontariato Civile (GVC)	Access to toilets, hygiene promotion, hygiene items, access to water (family/communal)	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	03-935773
International Christian Orthodox Charities (IOCC)	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Baalbeck , Hermel , Rachaiya, West Bekaa, Zahle, Akkar	01-687354
INTERSOS	Access to toilets, access to wastewater (communal), access to solid waste disposal	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, El Nabatieh,	71-106586

	(family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Sour, Marjaayoun, Bent Jbeil, Hasbaiya	
Lebanese Red Cross (LRC)	Access to wastewater (communal), access to toilets, hygiene promotion, hygiene items, access to waste (communal), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle	03-773136
Mercy Corps	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa , Zahle, Menieh-Dannieh, El Nabatieh, Jezzine, Saida, Sour, Marjaayoun, Bent Jbeil, Hasbaiya	01-425466
MERCY-USA	Access to wastewater (communal), hygiene items, access to water (family), access to solid waste (communal), access to storage containers	Manieh-Dannieh, Akkar	78-956126
Norwegian Refugee Council (NRC)	Access to toilets, access to wastewater (communal), hygiene promotion, access to water (family), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, El Nabatieh, Sour, Menieh-Dannieh, Akkar, Bent Jbeil, Hasbaiya	76-881880
OXFAM	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Bsharreh, Batroun, Koura, Tripoli, Saida, Sour	76-904326

	storage containers		
Première Urgence – Aide Médicale Internationale (PU-AMI)	Access to toilets, access to wastewater (communal), access to solid waste disposal (family/communal), hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Jbeil, Metn, Beirut, Aley, Baabda, Chouf, Saida, Akkar	70-215900 79-105528
Save the Children	Access to toilets, access to wastewater (communal), access to solid waste, hygiene promotion, hygiene items, access to water (family/communal), access to storage containers	Baalbeck, Hermel, Rachaiya, West Bekaa, Zahle, Koura, Tripoli Akkar, Koura, Zagharta, Bcharre, Batroun	01-370189 76-068527
Solidarités International	Access to toilets, access to waste management, hygiene promotion, water supply, water quality, storage containers, drainage and wastewater management	Zgharta, Minieh-Danniyeh, Akkar	70-066589
Solidar Suisse	Hygiene items	El Nabatieh, Jezzine, Saida	70-349991
UNDP	Access to wastewater (communal), access to solid waste (family/communal), hygiene promotion, hygiene items, access to water (family/communal),	South, Bekaa, Tripoli, Koura, Batroun, Bsharreh, Zgharta, Minieh-Danniyeh	01-962493
UNHABITAT	Access to wastewater (communal), access to solid waste	Beirut, Mount Lebanon, South	01-850013