









Beirut & Mount Lebanon Service Directory


January 2022

| EMERGENCY SERVICES | | | |
|---|---|--|---|
| <p>Lebanese Red Cross</p>  | Lebanese ambulance service | 140 | 24/7 |
| <p>Lebanese Civil Defense</p>  | Response to outbreak of fire | 125 | 24/7 |
|  <p>HEALTH: Hospital services assistance can be provided to those suffering from life threatening emergencies, in addition to supporting deliveries and care for newborn babies.</p> | | | |
| <p>NextCare</p>  | Area of coverage: Beirut and Mount Lebanon | 01504020 | 24/7 |
|  COUNSELLING AND GENERAL INFORMATION | | | |
| <p>UNHCR</p> | <ul style="list-style-type: none"> • General questions and counselling. • To report a protection incident (detention, eviction, GBV, etc.) • For filing a complaint or to confidentially report issues of fraud, corruption, or abuse of authority by a humanitarian serviceprovider. • To update your address and your phone number. | <p>UNHCR Call Center: 01594250</p> | <p>Mon - Fri, 08:00 am – 05:00 pm</p> |

| | | | |
|---|---|--|--|
|  <p>UNHCR The UN Refugee Agency</p> | <p>Scheduling of appointments, renewals, and add-ons with UNHCR Mount Lebanon</p> | <p>UNHCR Call Center: 01594250</p> | <p>Mon - Fri, 08:00 am – 5:00 pm</p> |
|---|---|--|--|


 **BASIC ASSISTANCE:** Based on limited resources only refugees registered with UNHCR who are determined to be most in need receive cash or WFP assistance. It is not possible to apply for assistance

| | | | |
|---|---|---|--|
|  <p>WFP / UNHCR</p> | <p>Call immediately if:</p> <ul style="list-style-type: none"> • Your red card is lost or stolen • If the pin number of your red card is forgotten, lost, or stolen • If your red card was retained by a cash machine of BLF or non-BLF | <p>UNHCR Call Center: 01594250</p> <p>WFP Call Center: 1526</p> | <p>Mon – Fri, 8:00 am – 5:00 pm</p> <p>Mon – Sat, 8:00 am – 07:00 pm</p> |
|---|---|---|--|


 **WATER, SANITATION AND HYGIENE:** Water supply, testing and treatment, sanitation, Hygiene Awareness Session and distribution of hygiene Kits.

| | | | |
|--|---|-----------------|---------------------------------------|
|  <p>INTERSOS</p> | <p>All Collective Shelters in Beirut and Mount Lebanon</p> | <p>81315214</p> | <p>Mon - Fri, 09:00 am – 04:00 pm</p> |
|  <p>DPNA جمعية التنمية للإنسان والبيئة Development for People and Nature Association</p> | <p>All Informal Settlements in Beirut and Mount Lebanon</p> | <p>76597363</p> | <p>Mon - Fri, 09am - 04pm</p> |

SHELTER: Assessment of eligibility, distribution of shelter materials to improve tent/building conditions, construction to improve Shelter and Building conditions, Cash for Rent and provision of fire extinguishers/fire safety training.



| | | | |
|---|--|-----------------|-------------------------------|
| <p>INTERSOS</p>  | <p>Area of coverage: Beirut and Mount Lebanon</p> | <p>81315214</p> | <p>Mon - Fri, 09am - 04pm</p> |
|---|--|-----------------|-------------------------------|

EDUCATION: Enrollment of children and youth in educational programs, homework support and school-transportation. Tertiary (university education) for adults.

| | | | |
|---|--|-----------------|---------------------------------------|
| <p>Caritas</p>  <p>Caritas Lebanon</p> | <p>Area of coverage: Beirut and Mount Lebanon</p> <ul style="list-style-type: none"> • BLN: Basic literacy and numeracy • YBLN: Youth Basic Literacy and Numeracy • Community based retention support to children enrolled in formal education (HWS, cycle 1, grade 8-9) • Outreach and awareness sessions with the support of outreach volunteers • Support and follow up with all Education community Liaisons inside public schools • Support to children with hearing impairment to enroll in specialized institution | <p>81301271</p> | <p>Mon - Fri, 08:00 am – 04:00 pm</p> |
| <p>University Level</p>  | <p>Information about university level programs and scholarships are regularly shared: https://www.refugees-lebanon.org/en/section/19/university-and-scholarship-opportunities</p> | | |



CHILD PROTECTION

| | | | |
|---|--|--|--|
| <p>Caritas</p>  <p>Caritas Lebanon</p> | <p>Area of coverage: All Mount Lebanon (apart from the areas covered by Makhzoumi)</p> <ul style="list-style-type: none">• CP case management• PSS activities for children and their caregivers | <p>Sin El Fil: 81 328946 / 81 330 984</p> <p>Mreijeh: 81330963 / 81328563</p> <p>Rmeileh: 81328 312 / 81328589</p> <p>Naher Ibrahim: 81328443</p> <p>Sed El Baouchrieh: 81 330897</p> | <p>Mon – Fri: 08:00 am – 05:00pm</p> |
| <p>Makhzoumi</p>  <p>مؤسسة مخزومي Makhzoumi Foundation</p> <p><small>shared by @careersandjobsinlebanon</small></p> | <p>Area of coverage: Beirut and suburbs (Jnah, Borj El Barajneh, Cite sportive, Sabra camps, Shatila camp, Ouzaii, Tariq El Matar)</p> <p>CP program:</p> <ul style="list-style-type: none">• CP case management• PSS activities for children and their caregivers <p>SaWC program:</p> <ul style="list-style-type: none">• CP case management.• PSS activities for children and their caregivers.• FunBus | <p>CP: 78985546</p> <p>SaWC: 76074941</p> | <p>24/7</p> |







PROTECTION FROM VIOLENCE, ABUSE AND EXPLOITATION: Confidential counseling and connecting persons who have experienced or are at risk of violence, abuse, and exploitation to needed support.


| | | | |
|---|--|----------|------|
| <p>Abaad</p>  | <p>Area of coverage: All Mount Lebanon (apart from the areas covered by Makhzoumi)</p> <ul style="list-style-type: none">• GBV case management• PSS Activities• Sensitization and awareness sessions <p>Area: Beirut and Mount Lebanon</p> <ul style="list-style-type: none">• Emergency Safe Housing for the SGBV Survivors Women & Girls | 81788178 | 24/7 |
| <p>Makhzoumi Foundation</p>  | <p>Area of coverage: Beirut and Palestinian camps in Southern Suburbs/ Baabda (Bir Hassan, Jnah, St Simon, Ouzaii, Airport Road, Borj Barajneh, cite sportive, Chatila camp).</p> <ul style="list-style-type: none">• GBV case management and individual PSS• Vocational Trainings• Group PSS Activities and awareness sessions | 81742414 | 24/7 |
| <p>Helem</p>  | <p>Area of coverage: Beirut and Mount Lebanon</p> <ul style="list-style-type: none">• Case management for individuals from the LGBTI community• Group PSS activities and awareness sessions• Legal assistance and counseling | 71916146 | 24/7 |




PERSONS WITH SPECIFIC NEEDS: Specific support to persons whose well-being are at risk due to disability, old age, or other factors.

| | | | |
|--|---|----------|-------------------------------------|
| <p>Arcenciel (aec)</p> <p></p> | <ul style="list-style-type: none">• Physical and functional rehabilitation• Dental assistance• Provision of assistive devices and hygiene items (for example adult diapers) | 01565655 | Mon - Fri, 8:00 am – 4:00 pm |
| <p>FDA</p> <p></p> | <p>Area of coverage: Beirut and Chouf (Mount Lebanon)</p> <ul style="list-style-type: none">• Advocacy and rehabilitation services for children with intellectual disabilities in their I'dad Center• Educational and vocational training• Therapeutic treatments• Leisure, sports and artistic activities, aiming at fostering the children's autonomy towards full social integration• Ages between 6 till 16 YO | 05601663 | Mon – Fri 08:00 am - 02:00 pm |
| <p>NRDC</p> <p></p> <p>المركز الوطني للتنمية والتأهيل National Rehabilitation & Development Center</p> | <p>Area of coverage: Chouf and Aley</p> <ul style="list-style-type: none">• Advocacy and rehabilitation services for children with intellectual disabilities• Educational and vocational training• Therapeutic treatments• Leisure, sports and artistic activities, aiming at fostering the children's autonomy towards full social integration• Ages between 6 till 16 YO | 05500717 | Mon – Fri 8:30 am 01:30 pm |

| | | | |
|---|---|--|--|
| <p style="text-align: center;">Sesobel</p>  | <ul style="list-style-type: none"> • Family Reception Service • Rehabilitation assessment by professionals (physiotherapists, respiratory physiotherapists, psychomotor therapists, occupational therapists, speech, and language therapists, in addition to psychologists) • Pedagogic programs to develop children's different life skills to contribute to their development, autonomy, familial and social integration (between 18 months and 20 years old) • Medical and Rehabilitation Program: Collaborates with external resources and hospital centers, as well as with several doctors (neurologists and pediatric neurologists, child psychiatrists, orthopedic surgeons, ophthalmologists, otorhinolaryngologist, etc.) | <p>N.B: You can call Caritas according to your area and they will direct you to Sesobel services if applicable</p> <p>Sed El Baushriye 70168203 Mrijeh 70157789 Sin el fil 03-310471 Nahr Ibrahim 70191182 Bourj Hammoud 76412088 Rmeileh 70251290</p> | |
|---|---|--|--|

 **LEGAL PROTECTION:** Individual protection assistance, legal information and services (for example in relation to protection requests, registration of birth/marriage/death, custody and divorce, legal residency, travel ban).

| | | | |
|---|--|--|-------------|
| <p style="text-align: center;">Caritas</p>  <p style="text-align: center;">Caritas Lebanon</p> | <p>Areas of coverage: Sed l Bauchriye, Bourj hammoud, Mreijeh, Rmeileh, Naher Ibrahim, SDC MOSA, Aley, Ain El Jdeideh and Baysour</p> <ul style="list-style-type: none"> • Legal counseling, representation, and assistance • Awareness raising | <p>Paralegal's hotline: 70326651 Lawyers' hotline: 71801282 Outreach Volunteers hotline: 71080553</p> | <p>24/7</p> |
|---|--|--|-------------|

For more information, please visit: <https://www.refugees-lebanon.org/>