

### Helplines in North Lebanon March 2022

Sector	Agency	Area of coverage	Hotline Number	Opening hours
Hotlines Covering All Programs	Care international	Beirut, Mount Lebanon, North, Akkar	04-727961 or 76-524380 (for WhatsApp only)	Monday – Friday 09:00 – 05:00
	DRC (general information)	T5	81-478274	Monday – Friday 08:30 – 04:00
		Akkar	81-478276	
	LEB RELIEF/ general protection	All of Lebanon	76-304639	24/7 everyday
	Norwegian Refugee Council (NRC)	T5	70-005216	Monday – Friday 08:30 – 04:30
	Save the Children (SC)	T5 & Akkar	01-281865	Monday – Friday 08:00 – 04:30
	Solidarités International (SI)	Informal settlements in Zgharta, Minnieh and Sahel Akkar	70-066589	Monday – Friday 08:30 – 04:30
	UNHCR Call Centre	National	01-903014	Monday – Friday 08:30 – 04:00
WFP	for questions related to food assistance or any assistance provided by	1526	Monday - Saturday 08:00 - 07:00	
	Oxfam (protection services )	Tripoli	81-312580	Monday – Friday 09:00 – 05:30
Sector	Agency	Area of coverage	Hotline Number	Opening hours
Basic Assistance ( MCAP)	LEB RELIEF/ Food Security	Mhamara, Qobbet Chamra	79-139946	Monday - Friday 09:00 - 5:00
	PU-AMI cash for rent (CFR) Emergency Cash assistance ( ECA)	Akkar North	Akkar: 79 105 528 T5: 70 109 701	Monday –Thursday 09:00 - 03.30 Friday 8:00 - 2:00
	UNHCR, WFP and UNICEF (common card issues) - BLF bank	National	01-242477 03-242477	24/7 everyday
	OXFAM	Targeted Cash Assistance program	81-114713	Monday – Friday 09:00 – 05:30

Sector	Agency	Area of coverage	Hotline Number	Opening hours
Child Protection	Akkar Network for Development (AND)	Akkar	81-312538 (CP & PSS) 79-122934 (CM)	24/7 everyday
	Basmeh & Zeitouneh	Qoubeh & surrounding	76-158863 81-679927	Monday - Friday 08:30 - 04:30
	Concern Worldwide	T5 & Akkar	81-832405	24/7 every day
	Dorcas/Tabitha	Batroun district	70-169265	24/7 every day
	DRC	T5	Akkar	81- 428 625 71-702 698
Child Protection	DRC/ Al-Fayhaa	Beddaoui- Minyeh- Ouadi En Nahle- Zouq Bhannine- Karm EL Akhras- Borj El Yahoudiye- Dei Ammmar- Kobbe- Abou Samra-	76-166405 70-582201	Monday - Friday 8:30- 04:00
	DRC/ Leb Relief	Akkar: Tleil, Dinbo, Tal Bireh, Tal Hmayra, Tal Abbas El Sharq, Tal Abbas El Gharbi, Saadine, Darine, Shir Hmairine, Sheikh Ayyach, Ghzayle, Wadi El Jamous, Burj Al Arab, Deir Dalloum	81-792 314	Monday - Friday 08:00 - 04:30
	DRC/Al Midan	T5	71-481111	Monday - Friday 08:30 - 04:00
Child Protection	DRC/Ribat	Baddawi, Wadi Nhale, Deir Amar, Menieh, Bhannine, Karm Akhras, Burj Yahudiye	71-714058	Monday - Friday 08:30 - 04:00
	Himaya	Akkar: Mhamra - Bebnine - Halba - chafat - joumeh T5: Tripoli - Quobbeh - Old souks - Abou samra - Beb I ramel - Mina	79-300410	24/7 every day
	Himaya	Legal Protection in Akkar and T5	70-126194	24/7 every day
	International Rescue Committee (IRC) Programme for street working children	Akkar and T5	70-048008	24/7 every day
Child Protection	Intersos	T5	81-314099	24/7 every day
	Mouvement Social	Halba	06-691861	Monday - Friday 08:00 - 04:30
		Akkar	81-438269	Monday - Friday 08:00 - 04:30

		Tripoli	71-663169 71-625579	Monday - Friday 08:00 - 04:30
<b>Child Protection</b>	<b>René Mouawad Foundation (RMF)</b>	Tripoli District mainly in Bab Al Tebbaneh and Chalfeh, Abou Samra, Shoq, Jabal Mohsen, Kobbah, Zeitoun Zgharta District mainly in, Mejdlaya, Meryata, Zgharta the city, Mejdlaya, Rachiine, Arde, Aachach, Fouwar, Hilane, Mezyara (mainly all villages) Koura District: Amyoun, Kfaraaka, Kfarhazir, Bterram, Bziza, Daher El Ein, Bsarma, Bechmezzine, Darb Ishtar, Aaba, Rechdebbine, Betroumin, Dedde, Fih, Kalhat, Mejdel, Ein Ekryne, Kosba, Ras Masqa, Anfé, Chekka, Bcharre district: Bcharre, Hasroun, Hadchit, Blawza, Beracha, Bazoun, Diman, Hadath Al Jebbeh, Knaywer, Beit minder, Knet, Barhalyoun, Bella, Aabdine, Mazraat Bani Saab, Mazraat, Qannoubine. Dennieh District Hraykis, Kfarhabou, Syr, Bakhoun, Sfeere, Bet Al Fakes, Ein Tine, Bkarsouna (special focus on remote areas)	70-352230	Monday - Friday 09:00 - 04:00
<b>Child Protection</b>	<b>Save the Children (SC)</b>	Akkar	81-600686	Monday - Friday 08:30 - 04:30
	<b>SHiFT-Social Innovation Hub</b>	Tripoli (Wadi- el nahle, Mankoubine, Beddawi Camp, Dahr el mogher, Abi samra, Kobbah, Jabal Mehssen, Riva, Bekkar, Amerken street, Mashrou3 Hariri and Tebbane	81-945421	Monday-Saturday 08:00 -05:00 pm
	<b>Union of Relief &amp; Development Associations (URDA)</b>	Akkar: Bebnine, Mohamara	76-016528	Monday - Friday 08:30 - 04:00
	<b>UPEL</b>	Akkar and T5	81-711636	24/7 every day

Sector	Agency	Area of coverage	Hotline Number	Opening hours
<b>Education</b>	<b>Caritas</b>	T5 & Akkar	79-135195 81-305291	Monday - Friday 08:00 - 04:00
	<b>International Rescue Committee (IRC) - Retention Support Programme</b>	Akroum, Kfartoun, Bkayaa, Rama, Hishe, Amayer, Rajm Hussein, Qenye, Kobbet Chamra, Qlayaat, Halba, Kfar Melki, Kherbet Daoud, Al Fared, Bireh, Berkayel	70 -609912	Monday - Friday 08:00 - 05:00
	<b>International Rescue Committee (IRC) Non-Formal Early Childhood Education Programme</b>	Akkar: Akroum, Bireh, Bkayaa, Hisheh, Hnayder, Kfartoun, Khalsa, Kherbet Daoud, Qlayaat, Rama T5: Deir Ammar, Bhanine, Qobbeh, Abou Samra	76-754347	Monday - Friday 08:00 - 05:00
		Akkar: Bkayaa, Ouweide, Bireh and kherbet Daoud T5: Abou samra , Zgharta and Beddawi	Akkar : 81 612 116 T5: 76 072 797	Monday – Friday 08:00 - 05:00
	<b>UNICEF</b>	<b>For questions related to cash assistance provided by UNICEF</b>	<b>04- 727300</b>	<b>Monday - Friday 09:00 - 06:00</b>
Sector	Agency	Area of coverage	Hotline Number	Opening hours
<b>Family Tracing and War Injured</b>	<b>International Committee for the Red Cross (ICRC)</b>	T5 & Akkar	79-301171 79-301172	Monday -Friday 08:00 - 04:30

Sector	Agency	Area of coverage	Hotline Number	Opening hours
Health	Complaints about NextCare	National	01-504025	24/7 every day
	ICRC	War wounded- all nationalities	76 148 148	Monday-Friday 09:00 - 05:00
	IMC	Support <b>10</b> primary health care centers in T5 to provide subsidized healthcare.	71-802152 81-311748	Monday - Friday 08:00 - 04.00
	IMC	Hotline number for all Health, Mental Health, and GBV services and for complaints. Covers all areas in Lebanon	81-31 17 48	Monday-Friday 09:00 - 05:00
Health	NextCare	National	01-504020	24/7 every day
	Palestine Children's Relief Fund (PCRF) 1- Cold surgeries (Full or a partial amount based on cost) 2- Medical devices 3- Medications for one to three months based on price. Children under 18.	North	81-709083	Monday-Friday 09:00 - 04:00
	PU-AMI	support to primary health care centers in Akkar and T5, services for PWD (assistive devices) and referrals.	Tripoli: 70 -109701 Akkar: 79- 10 55 28	Monday - Thursday 09:00 – 03:00 pm Friday til 2:00 pm.
Health	Relief International	Support 3 primary health care centers in T5 and Akkar to provide subsidized healthcare services. - Refer pregnant and lactating women to our IYCF services	70 -773315	Monday-Friday 09:00 - 05:00
	SAMS	Assistance with hospitalization costs for Lebanese and foreign workers	81 -329 528 reachable via WhatsApp	Monday-Friday 09:00 - 04:00
	World Rehabilitation Fund (WRF) Visual and hearing aids	T5 & Akkar	03-621439	Monday-Friday 08:00-04:30

Sector	Agency	Area of coverage	Hotline Number	Opening hours
Legal Assistance	<b>Basmeh &amp; Zeitouneh</b>	Tripoli and surrounding	76-491796 81-139083	Monday- Friday 08:30 -04:30
	<b>Danish Refugee Council (DRC)</b>	T5 & Akkar	71-889789 79-113064	Monday-Friday 08:30-04:30
	<b>International Rescue Committee (IRC)</b>	T5 Akkar	81-707787 81-646166	Monday- Friday 08:30 -04:30
Legal Assistance	<b>Intersos</b>	T5 & Akkar	81-314084	Monday- Friday 08:30 - 05:00
	<b>Legal Action Worldwide (LAW)</b>	Mont Lebanon, Beirut and North	81-315001	24/7 every day
	<b>Norwegian Refugee Council (NRC)</b>	All over Lebanon	70-005 216	Monday-Friday 09:00-04:30
	<b>Restart for detention reports or assistance (legal hotline)</b>	Akkar and T5	81-340133	Monday-Friday 10:00-05:00
Legal Assistance	<b>Restart for detention reports or assistance (social hotline)</b>	Akkar and T5	81-340493	Monday-Friday 10:00-05:00
	<b>Tabitha/MSD</b>	Batroun district	79-306359	Monday-Friday 8:00-04:00
	<b>Union of Relief &amp; Development Associations (URDA)</b>	Akkar and T5	03-007287	Monday-Friday 8:00-04:00

Sector	Agency	Area of coverage	Hotline Number	Opening hours
<b>Livelihood</b>	<b>Danish Refugee Council (DRC)</b>	T5	76-437596 71-684867	Monday-Friday 08:00-04:30
	<b>International Rescue Committee (IRC)</b>	T5	81-666914	Monday - Friday 08:30 - 04:30
		Akkar	76-064550	Monday - Friday 08:30-04:30
	<b>LEB RELIEF</b>	Mount Lebanon, T5, Akkar, and Beirut	71-656872	Monday - Friday 09:00 - 05:00
Sector	Agency	Area of coverage	Hotline Number	Opening hours
<b>Mental Health</b>	<b>International Medical Corps (IMC)</b>	T5 & Akkar	71-802598	Monday - Friday 08:00-04:30
	<b>Médecins sans Frontières (MSF) Switzerland</b>	Akkar	81-123439	Monday - Friday 08:00-04:00
	<b>Restart Centre</b>	T5 & Akkar	06-411451	Monday - Friday 08:00 - 04:30
Sector	Agency	Area of coverage	Hotline Number	Opening hours
<b>Persons with Specific Needs (elderly, persons at risk, persons with disabilities)</b>	<b>Caritas</b>	Akkar and T5	<b>03-412 901</b> <b>81-312 301</b> <b>03-103 227</b> <b>71-961 314</b> <b>03-409 371</b>	Monday -Friday 08:00 - 04:00
	<b>Danish Refugee Council (DRC)</b>	T5	79-100364	24/7 every day
		All Akkar	79-100373	24/7 every day
	<b>DRC (individual protection assistance -IPA) PWSN</b>	Akkar	81-478275	Monday - Friday 08:00 - 04:00
		T5	81-478273	Monday - Friday 08:00 - 04:00

Sector	Agency	Area of coverage	Hotline Number	Opening hours
Sexual and Gender Based Violence (SGBV)	Abaad Men Center	All Lebanon	71-283820	24/7 every day
	Abaad Safe Housing Program	All Lebanon	76-060602	24/7 every day
Sexual and Gender Based Violence (SGBV)	Abaad Women & Girls Safe Spaces	Tebanneh, Jabal Mohsen, Qobbeh, Wadi El nahle, Ayrounieh, Sir and Zgharta	81-790600 70-007621	Monday - Friday 08:00 - 04:00
		Tebanneh, Jabal Mohsen, Qobbeh, Wadi El nahle, Ayrounieh, Sir and Zgharta	81 78 81 78	24/7 every day
		Bebnine (including SDC), Mohamra, Abdeh	81-790300	Monday - Friday 08:00 - 04:00
		Bebnine (including SDC), Mohamra, Abdeh	81 78 81 78	24/7 every day
Sexual and Gender Based Violence (SGBV)	Akkar Network for Development (AND)	Halba	70-261573 70-261635	24/7 every day
		Jered Kayteh	79-300819 76-409267	24/7 every day
		In coastal area	70-304869	24/7 every day
		Joumeh area	79-123487	24/7 every day
Sexual and Gender Based Violence (SGBV)	Concern Worldwide	Miniyeh, Halba and Dreib, Joumeh	81-832405	24/7 every day
	Danish Refugee Council (DRC)	Herri Batroun Jroud and Costal Area Bcharre Zgharta (not village + not Miryata ) Koura (not dedde)  Chok Denniyeh (except Sir el Denniyeh and Aassoun) Minieh (around Sada El Minieh) and Borj al Yahoukiye, Rihaniye, Bhannine Tripoli (Zahriye, Beib El Ramel) Mina - Syrian GBV CM Back up For Chekka and Anfeh  In all the areas, DRC covers: All nationalities (except Mina) All vulnerabilities LGBTIQ+	70-178555	24/7 every day



Sexual and Gender Based Violence (SGBV)	Danish Refugee Council (DRC)	<p>Wade Khaled and Akroum area: All Akroum, Aamyer, Hisheh, khtouba, Fared, Majdal Karha, Mhata, Baaliyeh, Saeed, Knayseh, Rajem hsein.</p> <p>Qayteh area: Wade Jamous, Mhamara, berkayel including ISs (all nationalities + all vulnerabilities, excluding rape and sexual abuse) , Deir Dalloum, Al Aamara Beit Haoush, Ouyoun El Ghezlen, Sfeinet El Qayteh, Saysouk, Hmayret Akkar, Kloud Al Bakiye, Saadine, Majdala, Zouk Al Hedara, Zouk Habalsa, Mar Touma, Sadaka, beit Ayoub, Khebet Akar, Shan, Beit Al Hor, Bzail.</p> <p>Dayret Naher al Kabir, Kfartoun, Akroum, Mounseh.</p> <p>In all the areas, DRC covers: All nationalities All vulnerabilities (except Berkayel) LGBTIQ+ (except Qardaf, Bebnine, Berkayel, Khraybit el Jundi)</p>	70-567598	24/7 every day
	Himaya (for children that are survivors of sexual trauma)	Akkar and T5	03-414964 79-301127	24/7 every day
	International Medical Corps (IMC)	<p><b>T5:</b> Syr, Wadi el Nahle, Ayrounieh, Fouar.</p> <p><b>Akkar:</b> Coastal Area: Aboudiyeh, Aridet el Cheik Zennad, Barcha, Cheik Zennad, Chir Hmayrin, Cheik Ayash, Hokr Ed Dahri, Hokr Etti, Knaisset Akkar, El Qlaiaat, Samakiye, Tal Bireh, Tal Hmayra, Tal Kendi, Tal Meaayan (Tal Kiri)</p>	70-158461 79-179212 70-448063	24/7 every day

Sexual and Gender Based Violence (SGBV)	International Rescue Committee (IRC)	"Wadi Khaled: Khat el Petrol, Bani Sakher, Mkyable, Khrab El Hayat, Awade, Rama, Jermanaya, Rajem Khalaf, Rajem Issa, Kalkha, Bkayaa, Hnaider, Hishi, knayseh  Mobile: Zouk Al Hosniye, Sammaqiye, Qoubbet Chamra, Hweish, Burj El Arab, Ghzayleh, Koss (Akkar Al Atika)"	76-777837	24/7 every day
	Intersos	<b>Akkar:</b> Berqayel Qardaf, Bebnine, Hrar Qaytei and Kweikhath.  <b>T5:</b> Meriata, Arda, Alma, Terbol and Hallan.	<b>76-509896</b> <b>81-314045</b>	<b>24/7 every day</b>
	The Lebanese Counsel to Resist Violence Against Women (Lecorvaw)	T5: Mina Jardin, Mina Hay el Tanak, Tripoli Jardin, NejmeH, Meniyeh coastal area, Bhanine, Abou Samra.		Monday - Friday 08:00-04:30
	Union of Relief & Development Associations (URDA)	Tripoli: T5, Akkar: Bebnine - Mohammara	81-990712	Monday - Friday 08:00 - 04:00
<b>Sector</b>	<b>Agency</b>	<b>Area of coverage</b>	<b>Hotline Number</b>	<b>Opening hours</b>
Shelter/WASH	Concern Worldwide (informal settlements)	T5 & Akkar	78-879293 (Shelter)	Monday-Friday 08:00 - 04:00
	Leb Relief	T5	78-838653	Monday-Friday 08:00-04:00
	LEB RELIEF/ Wash & Sanitation	Merkebta Nabi Youchaa Raouda-Aadoua Deir Amar/ WASH - ITS Hygiene Promoter Water Trucking & Desludging	81-096274	24/7 every day
	LEB RELIEF/ Wash & Sanitation	Minie Zouq Bhannine/	78-831765	24/7 every day
	LEB RELIEF/ Wash & Sanitation	Koura Batroun Zgharta Tripoli Bcharre Beddaoui/WASH - ITS Hygiene Promoter Water Trucking & Desludging Emergency in Batroun & Tripoli Area	71-581948	24/7 every day
Shelter/WASH	LEB RELIEF/ Wash & Sanitation	Qaabrine Rmoul Kfar Melki Aakkar Mqaitaa/ WASH - ITS Hygiene Promoter Water Trucking & Desludging	81-334585	24/7 every day
	LEB RELIEF/ Wash & Sanitation	T5 & Akkar Akkar Only : Qaabrine - Kfar Melki Aakkar - Rmoul & Mqaitaa/WASH - ITS Hygiene Promoter Water Trucking & Desludging Emergency in Batroun & Tripoli Area	78-838653	24/7 every day
	LEB RELIEF/ Wash & Sanitation	T5:tripoli-koura-batroun- zgharta - minyi doniyi	71-783636 70-325409	24/7 every day

	<b>LEB RELIEF/Shelter</b>	All of Lebanon	71-884231	Monday - Friday 09:00 - 05:00
	<b>PU-AMI</b> - Upgrading of common areas - Residential Buildings / Collective Sites - Cash for rent (CFR)	<b>Akkar</b>	<b>Akkar: 79 -105 528</b>	<b>Monday -Thursday 09:00 - 03.30 Friday 8:00 - 2:00</b>
<b>Shelter/WASH</b>	<b>Solidarités International (SI)</b>	Informal settlements in Zgharta, Minnieh and Sahel Akkar	70-066589	Monday - Friday 08:30-04:30
<b>Sector</b>	<b>Agency</b>	<b>Area of coverage</b>	<b>Hotline Number</b>	<b>Opening hours</b>

<b>Food Security</b>	<b>PU-AMI</b> - agricultural inputs distribution - Greenhouse rehabilitation - Rehabilitation of agricultural infrastructure - Training on agricultural techniques	<b>Akkar</b>	<b>Akkar: 79 105 528</b>	<b>Monday -Thursday</b> <b>09:00 - 03.30</b> <b>Friday</b> <b>8:00 - 2:00</b>
----------------------	--	--------------	--------------------------	--