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El Nadim Center for the Management and Rehabilitation of Victims of Violence

1- Basic Information:

• ***Address:*** 3A Soliman Al Halaby Street off Ramsis Street – 2nd Floors- In front of the Egyptian Engineers Association.
Ahmed Orabi Metro Station
• ***Tel:*** 25787089
• ***Fax:*** 25776792
• ***Email:*** nadeem@link.net
• ***Website:*** www.hrinfo.net/egypt/nadeem/
• ***Working Hours:*** from Sunday to Wednesday / From 10 A.M to 3 P.M
And from 5 P.M to 10 P.M / On Thursday from 10 A.M to 3 P.M
• ***Person in Charge of Programs and Services:***
Dr. Suzan Fayad (responsible for management and rehabilitation)

2- Organizational Background:

El Nadim center was established in 1993 to provide medical and psychological rehabilitation for victims of violence and torture.

3- Programs and Services Currently Being Provided by the Organization:

a) Treatment and Psychological Rehabilitation Program:

- The center provide management and psychological rehabilitation for the victims of organized violence, torture, rape and any other form of violence.
- Once the patient arrive to the center, general doctor makes comprehensive medical evaluation for the case. Afterward the center provides the necessary either short or long term psychological management according to each case, as the patient will be referred to psychologist and so forth.
- The center refers some cases to CARITAS, whenever the case is eligible to benefit of CARITAS services.

b) Legal aid: the center refers some cases that would need legal assistance to other organizations such as; Hisham Mubarak Center for Law.

c) Medical reports: the center provides detailed medical report to UNHCR. This report considered as document that verify the torture case.

4- Ultimate Beneficiaries and Targeted Groups:

- The center provides its services for all refugees regardless their nationality, color, religion, their status with UNHCR etc…

5- Conditions to be met by the Beneficiaries:

a) Required Documents: there is no document required

b) Services Fees: patients can receive medical and psychological treatment as well as medications free of charge.

6- Means of Reaching Targeted Groups:

Primarily, through the center's publications and reports.

1- Basic Information:

• ***Address:*** 1 Souq El Tawfikeya Street, fifth floor, Downtown, Cairo.
• ***Tel:*** 25758908
• ***Fax:*** -----
• ***Email:*** hmlc@link.net
• ***Website:*** -----
• ***Working Hours:*** From Sunday to Thursday / From 10 A.M to 5 P.M
• ***Person in Charge of Programs and Services:***
Mr. Ahmed Saif - Tel: 0127910108

2- Organizational Background:

The center seeks to use the Egyptian courts to reform the Egyptian laws , in order to consistent with the International Law, and to help victims of violation of human rights.

3- Programs and Services Currently Being Provided by the Organization:

- The center provides legal aid for the victims of the violations of human rights.
- In regard to refugees, previously the center represented the refugees who were in troubles with Egyptian legal authorities. Also, the center assisted refugees with ***UNHCR*** refugee status determination process, cooperated with ***UNHCR*** to find refugee children places in Egyptian schools.
- In some special cases, the center referred refugees to specialized law offices.

It is important to mention that, the center chooses the cases based on certain criteria such as;

- Cases have potential to reach high constitutional court,
- Cases involve decisions that may affect many,
- Cases contain new information that might be used in human rights campaigns in Egypt.

4- Ultimate Beneficiaries and Targeted Groups

- The center provides legal assistance for the victims of human rights abuses in Egypt, including refugees, without discrimination based on color, religion, ethnic etc…. Refugees need not be recognized by UNHCR to receive assistance. However, the center do not serve many refugees.

5- Conditions to be met by the Beneficiaries:

a) Required Documents: Individuals should bring with them official documents whenever possible.
b) Services Fees: no fees charged.

6- Means of Reaching Targeted Groups:

- By publishing brochures that include information about the center and its services.

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El Khazendara Hospital

1- Basic Information:

• ***Address:*** 3 Shiban Street (off Shobra Street), beside El Khazendara Mosque, El Sahel, Shobra, Cairo.

• ***Tel:*** 22025551

• ***Fax:*** -----

• ***Email:*** -----

• ***Website:*** -----

• ***Working Hours:*** 7 days week, 24 hours.

Outpatient clinic opens everyday from 8 A.M to 12 P.M

• ***Person in Charge of Programs and Services:***

Dr. Zakaria Mohamed Hamed, Deputy Director of Hospital.

2- Organizational Background:

El Khazendara hospital is a government hospital, was established in 1946.

3- Programs and Services Currently Being Provided by the Organization:

- It offers outpatient clinic and hospital with all specialties except neuro and orthopedic surgery. Also, the hospital is unable to provide care for Cancer or TB patients.
- Roughly 150 doctors work at the clinic and hospital. The hospital has 143 beds.
- Patients requiring surgery can expect average wait of 2 months depending on the operation type.

4- Ultimate Beneficiaries and Targeted Groups:

- The hospital provides health care for Egyptians and foreigners, including refugees.

5- Conditions to be met by the Beneficiaries:

a) Required Documents: Refugees should proof that they are residing legally in Egypt i.e. awaiting status determination or official recognized. However, in emergency situation, the hospital will serve anyone in need.

b) Services Fees:

Outpatient clinic's cost divided into 2 categories: first category is free of charge, as patients only pay nominal fee of 1 EGP and receive examination, medicine etc… for free.

Second category; known as "economic department", charges each patient 3 EGP, plus charges extra for examination, investigation, medicine etc… depending on type of services rendered.

The hospital charges for operations, unless patient is unable to pay (i.e. referred by first category of outpatient clinic or arrives in emergency situation), in which case services are provided free of charge.

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Liwa Hospital

1- Basic Information:

• ***Address:*** In front of Mazlakhan, Ard El Liwa, Mohandessin, Cairo.
• ***Tel:*** 37322485 - 33258266
• ***Fax:*** -----
• ***Email:*** -----
• ***Website:*** -----
• ***Working Hours:*** -----
• ***Person in Charge of Programs and Services:***
Dr. Mohamed Hassen Ibrahim.

2- Organizational Background:

The hospital was established on 1986

3- Programs and Services Currently Being Provided by the Organization:

- The hospital offers all medical services i.e. surgery, pediatrics, internal medicine, ENT, orthopedics, ObGyn etc…
- The hospital refers TB and drug addiction cases to governmental hospitals.
- There is no continuing care, maximum hospital stay of 10 days.

4- Ultimate Beneficiaries and Targeted Groups:

- The hospital provides health care for Egyptians and foreigners, including refugees.
- Many Somalis live in the area and thus frequent this hospital.

5- Conditions to be met by the Beneficiaries:

a) Required Documents: no documents required in the emergency situations. But required for expensive surgery.

b) Services Fees:

the fees vary depending upon the service offered:
- Examination for surgery: 10 EGP
- ObGyn examination: 10 EGP

- Internal medicine or pediatrics: 10 EGP
- ENT: 5-10 EGP
- If the patient can not afford the fees, some arrangements can be made. For example, discounted operations available on case-by-case, depending on operation required and financial situation of patient.
- In emergency situations, the hospital will help immediately, but in "cold Case" will usually refer patient to government hospital in order to get service for free

6- Means of Reaching Targeted Groups:

- By displaying posters on bulleting boards in the area.

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Cairo Community Interpreters Project –CCIP-

1- Basic Information:

• ***Address:*** The American University in Cairo, Old Falaki Building, room # 503.
• ***Tel:*** 27942964
• ***Fax:*** -----
• ***Email:*** ccip.auc@gmail.com
• ***Website:*** www.aucegypt.edu/academic/interpreters
• ***Working Hours:*** ------
• ***Person in Charge of Programs and Services:***
Ms. Mariam Hashim- responsible for training.

2- Organizational Background:

CCIP has been operated by the Forced Migration and Refugee Studies Program at the American University in Cairo since 2003. CCIP aims at supporting displaced persons and refugees by strengthening refugees' linguistic access to aid, services, rights protection, educational and economic opportunities and community involvement.

3- Programs and Services Currently Being Provided by the Organization:

a) Interpreter Training Course: CCIP organizes training program to provide the refugees with the translation skills from English to five languages that are: Amharic, Fur, Somali, Arabic and Tigrinya and vice versa. In order to support the organizations that work with the refugees.

- CCIP initiate its call for applications via the website; www.aucegypt.edu/academic/interpreters or within the organizations that are working with the refugees.
- Candidates must have certain eligibility requirements such as; fluency in English language (spoken and read), good educational background (high school- university level), good oral communications skills and aptitude for learning. The maximum number of students the course can admit is 35.
- It is a three-month training course. The training runs for 4 days per week. For example, the schedule for the present course is; Saturday, Sunday and Monday from 6 P.M to 8 P.M. And Tuesday from 6 P.M to 9 P.M, when they invite speaker to discuss one of the human rights issues that concern the students.
- The course includes other training to enhance the refugees' awareness about human rights and accepting the other.
- After the student finishes her/his course successfully, CCIP distributes information about her/him to the entire organizations that are working with the refugees, as well as, to the American, Canadian and Australian Embassies in Cairo.

b) Participatory research: CCIP facilitates the link between scholars and refugee communities to conduct participatory researches about language issues.

4- Ultimate Beneficiaries and Targeted Groups:

- The project targets all refugees without discrimination based on nationality, color, sex, religion, ethnic etc…

5- Conditions to be met by the Beneficiaries:

a) Required Documents:

the candidate must fill the application form, Then the project's management will select specific number of eligible applicants.

In the following step, candidates will be required to pass an English and attitudinal test in order to be admitted to the training course. And it is a part of the candidate's interview.

b) Services Fees: if admitted to the course, the candidate will be charged L.E 60 registration fee.

6- Means of Reaching Targeted Groups:

- By the website,
- Announcements in the organization and churches that are working with refugees,
- And, through announcing within International Organization of Migration, AMERA and UNHCR.

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Africa & Middle East Refugee Assistance– Egypt “AMERA”

1- Basic Information:

- ***Address:*** 1 Latin America Street, Garden City, Cairo.
- ***Tel:*** 27953202
- ***Fax:*** -----
- ***Email:*** ksamson@amera-uk.org
- ***Website:*** www.amera-uk.org
- ***Working Hours:*** From Monday to Wednesday From 9 A.M to 5 P.M
- ***Person in Charge of Programs and Services:***

2- Organizational Background:

AMERA attempts to promote the legal protection of asylum seekers and refugees, through increasing access to administrative justice in International and Local Institutions.

3- Programs and Services Currently Being Provided by the Organization:

a) Legal Aid Program: it provides legal advice and assistance in matters of refugee status determination, security, detention, family reunification, unaccompanied minors, gender-based violence and access to fundamental rights.

b) Program for Caring Unaccompanied Minors

4- Ultimate Beneficiaries and Targeted Groups:

- AMERA targets all asylum seekers and refugees from all countries without discrimination.

5- Conditions to be met by the Beneficiaries:

a) Required Documents:------

b) Services Fees: no fee charged

6- Means of Reaching Targeted Groups:

- By contacting community's leaders and advertising at organization's headquarters

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Serving Refugees and Community Organization for Development and Rehabilitation

1- Basic Information:

• ***Address:*** Building # 8, ground floor, Lawa Al Islam Street, Al Taba area, 8th Zone, Nasr City, Cairo.

• ***Tel:*** 29288922

• ***Fax:*** -----

• ***Email:*** butros_deng@yahoo.com
refugeesservice@aim.com

• ***Website***: -----

• ***Working Hours:*** From Monday to Thursday / From 10 A.M to 5 P.M in summer.
From 11 A.M to 5 P.M in winter.

• ***Person in Charge of Programs and Services:***

Mr. Butros . Tel: 0124038349

2- Organizational Background:

Serving Refugees and Community is charity organization initiated by group of refugees and emigrants from different nationalities to rehabilitate and support refugees technically, academically and vocationally.

3- Programs and Services Currently Being Provided by the Organization:

a) Health Care: it provides medical services that includes free medicines. In case of surgeries, patient pays percent of the cost and the organization covers the rest of cost.

b) Motherhood and Childhood program: it includes training courses on mother health and family planning.

c) Education Service Program: it includes different activities such as;

- Technical Program: it includes, computer course. The program attempts to find jobs for refugees to enhance their economic situation.
- Vocational program: the organization provides certain vocational training in partnership with other specialized organizations.

d) Economic enhancement Program:

- Job Placement services.

- Job placement for women-heading families, with conditions suit with the organization's vision regarding to women employment.

e) Social Assistance Program: this program attempts to solve programs face elderly, disable persons, unaccompanied minors and women.

f) Spiritual Services for refugees.

4- Ultimate Beneficiaries and Targeted Groups:

- Organization provides it services for refugees Community from Sudan regardless their religion, ethnicity, sex etc…
- Organization serves youth, women and elderly.

5- Conditions to be met by the Beneficiaries:

a) Required Documents: individuals must submit their IDs or Passports.

b) Services Fees:

- Individuals who wish to benefit of health care service must issue registration ID "2 Photos and 3 L.E"
- Individuals pay 10 % of the cost as a registration fee for Computer Courses.
- Organization provides its services for free for orphan, women-heading families , unaccompanied minors and elderly.

6- Means of Reaching Targeted Groups:

- By advertising in refugees-gathering places and the organization's headquarter.

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Al Shehab Foundation for Comprehensive Development

1- Basic Information:

- ***Address:*** 1 Ibn El Rumy Street, 7th Zone, Nasr City, Cairo.
- ***Tel:*** 24048614
- ***Fax:*** 24048614
- ***Email:*** alshehabcenter@hotmail.com
- ***Website:*** www.shehabinstitution.org
- ***Working Hours:*** From Saturday to Thursday / From 9 A.M to 5 P.M
- ***Person in Charge of Programs and Services:***

Mrs. Reda Shukry- Executive director- Tel: 012 7888462

2- Organizational Background:

Al Shehab was founded on 2001, and aims at promoting poor and marginalized communities through empowering people to gain tools to advocate and defend their rights. The foundation pays particular attention to most vulnerable groups such as women and children.

Since 2004, the foundation initiated its work with refugees. It is aiming at alleviating all forms of violence and discrimination that displaced persons and refugees face

3- Programs and Services Currently Being Provided by the Organization:

a) Children Artistic Activities:

• It works toward providing Egyptian and refugees children the opportunity to work together in different artistic activities that aim at enhance spirit of accepting the other, teamwork among children. This through different artistic activities such as; drawing, theatre, choir singing groups.

• It also aims at creating space for children in where they can express themselves, their opinions about their problems. As well as, their community's problems, from the children's points of view.

b) Awareness-raising sessions at local community about refugees' problems:

• This activity aims at raising Ezbet El Haggana community awareness about rights of most marginalized and vulnerable groups in the community.

Also, their awareness about the nature of the problems that are facing refugees in

the country.

c) Publishing quarterly magazine:

The foundation issues magazine each three months. The magazine focuses on the issues that face refugees and displaced persons in Africa and Arabian region. Also, it documents the most pressing problems that face refugees in Egypt. The magazine pays particular attention to the problems and challenges of Ezbet El Haggana community in Cairo.

d) Health Care: foundation provides health care through "Al Shehab Medical Clinic". The clinic provides different cares such as childhood and motherhood. In addition to Laboratory.

e) Vocational Training: foundation provides vocational training program for women to enhance their economic situations. Through, income-generation workshop (sewing) and helping women to find places inside and outside Egypt to market their productions.

f) Building the capacity of Community-based Organizations –CBOs-: foundation provide capacity-building programs for CBOs that are working with refugees. It enable them to use participatory management and implementation tools and Right-based Approach, in addition to other methods that could support CBOs and enhance its capacity to defend the rights of refugees and vulnerable groups.

4- Ultimate Beneficiaries and Targeted Groups:

- The foundation targets all refugees without discrimination based on their nationality, religion, color, sex, language, ethnicity etc…

5- Conditions to be met by the Beneficiaries:

a) Required Documents: No documents required

b) Services Fees: no fees charged

6- Means of Reaching Targeted Groups:

- Through contacting refugees in refugees-gathering-places, publications, contacting community's leaders and organizations that are working with refugees.

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Ma’an Center

1- Basic Information:

• ***Address:*** 40 El Balaksa Street, off El Tahrir street, Abdin, (Mohamed Naguib metro Station) Cairo.
• ***Tel:*** 27960013
• ***Fax:*** -----
• ***Email:*** maanorganization@yahoo.com
• ***Website:*** www.maanonline.org
• ***Working Hours:*** From Sunday to Wednesday / From 10 A.M to 3 P.M
• ***Person in Charge of Programs and Services***
Mr. Bakry El Jak, Mr. Aymen Harwan, Ms. Rasha Mousa, Mr. Mohamed Al Tayba.

2- Organizational Background:

Ma'an focuses on empowering individuals by improving their capabilities and individuals skills. The center pays particular attention to women.

3- Programs and Services Currently Being Provided by the Organization:

a) Education program:
• English Language course.
• English Conversation Course
• Web-design course
• Accounting course.
b) Vocational training: the center provides different vocational training i.e. training on heavy equipments, Bulldozer. These trainings are being provided in partnership with Institute for Heavy Equipments at 6th October City.
c) Weekly group discussions: the center organizes group discussions every week with refugees around different themes such as; human rights, reproductive health, women's issue and Identity's issues.
d) Legal awareness sessions: the centers holds legal awareness classes in different districts i.e. 8th Zone and 10th Zone Nasr City and Qattamya district
e) NGOs Support and capacity-building project: the center provides basic information for NGOs' employees to assist them in order to enhance the capacity of

planning and management.

4- Ultimate Beneficiaries and Targeted Groups:

- The center targets refugees from Sudan without discrimination based on religion, sex, ethnicity or political believes
- The centers gives particular priority for women as most marginalized group.

5- Conditions to be met by the Beneficiaries:

a) Required Documents: individuals must bring ID or passport.
b) Services Fees: no fee charged.

6- Means of Reaching Targeted Groups:

- Advertising its program by brochures.
- Announcements at refugees' gathering places (Sudanese Coffees)

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Catholic Relief Services- Egypt

1- Basic Information:

• ***Address:*** 13 Ibrahim Nagiub Street. PO Box 2410, Garden City, Cairo.
• ***Tel:*** 27958034
• ***Fax:*** -----
• ***Email:*** office@crsegypt.org
• ***Website:*** www.catholicrelief.org
• ***Working Hours:*** From Sunday to Thursday / From 8 A.M to 4 P.M

2- Organizational Background:

Catholic Relief Service works toward promoting social justice through programs aims at alleviating human suffering, promoting human development, solidarity and changing structures that undermine justice and peace.
In regard to refugee program it basically tackles the refugees' priorities and needs. It focuses on education and skills training.

3- Programs and Services Currently Being Provided by the Organization:

a) Education and Adult literacy grant Program: Catholic Relief Services implements UNHCR's education and literacy grant program.
• Upon receiving UNCR annual grant money, the organization advertises availability of funding through schools, churches and various NGOs.
• Prospective individuals are asked to apply for funding, demonstrating both official UNHCR refugee status and prior enrolment in education institutions.
• Catholic Relief Organization then distributes funding at St. Andrews Church to children and adults already enrolled in;
• One of six refugee schools: All Saints Cathedral, St. Luangwa, St. Bekita, St. Josephs, African Hope, Displaced Sudanese Learning Center and Arba-wa-nus Central. In addition to 70 private and government run schools.
• One of 5 Literacy centers: 4 are run by St. Andrews and 2 in Arba-wu-nus.
• In terms of education grants, individual generally receives 600 EGP per year. Children who are enrolled in refugee schools receive 400 EGP directly and 200 EGP per child is given to refugee school itself.

b) Private program: since 2000, Catholic Relief Organizations work in partnership with other NGOs and churches to provide services for refugees, such as;
• Funding vocational training program offered by Sakakini Sacred Heart Church.
• Funding summer program offered by Don Bosco in Maadi (church-affiliated group working with Sakakini).
• Donating medical equipments to All Saints Church.
• Donor to St. Andrews Church.

4- Ultimate Beneficiaries and Targeted Groups:

- The education and adult literacy grant program is limited for refugees who are officially recognized by UNHCR.
- Refugees who are not recognized by UNHCR could benefit the private programming the organization implements in partnership with other churches and NGOs

5- Conditions to be met by the Beneficiaries:

a) Required Documents: prospective refugees who apply for education grant have to submit official UNHCR status.
b) Services Fees: no fees charged

6- Means of Reaching Targeted Groups:

- The organization advertises availability of funding through schools, churches and various NGOs. Also, through its web-site.