Southeast Turkey GBV Sub-Working Group
Remote GBV Service and Hotline Mapping - November 2020

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

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

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

![Services Advisor logo]

English: [https://turkey.servicesadvisor.org/en](https://turkey.servicesadvisor.org/en)
Turkish: [https://turkey.servicesadvisor.org/tr](https://turkey.servicesadvisor.org/tr)
Arabic: [https://turkey.servicesadvisor.org/ar](https://turkey.servicesadvisor.org/ar)
Farsi: [https://turkey.servicesadvisor.org/ps](https://turkey.servicesadvisor.org/ps)
Kurdish: [https://turkey.servicesadvisor.org/ku](https://turkey.servicesadvisor.org/ku)

Please try to use this!

**SET Protection Partner Organizations who provide remote GBV services and hotlines**

Please see the table at the end of this document.

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

AAR Japan, CARE International, Concern Worldwide, Danish Refugee Council(DRC), GOAL, International Blue Crescent Relief and Development Foundation(IBC), SGDD- ASAM, Support To Life (STL), International Organization for Migration (IOM), Syrian American
Medical Society (SAMS), Union of Medical Care and Relieve Organization (UOSSM), Welthungerhilfe (WHH)

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

Access to Legal services (UTBA and UNHCR joint project)

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

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

Useful country-wide phone numbers

**UNFPA** Refugee Support Line hotline: **0850 888 0539**  
- Key Refugee Groups: LGBTI persons, persons living with HIV and sex workers  
- 7 days a week, 24 hours per day, available in Turkish, Arabic, Farsi and English

**UNHCR Counselling Line: 444 48 68**  
- 9.00 to 17.00 on Mondays-Thursdays, 9.00-16.00 on Fridays, available in Arabic, Farsi, Turkish and English. Counsellors speaking French, Urdu, Kurdish and Somali are available upon request. Alternatively, you can email UNHCR at [turan@unhcr.org](mailto:turan@unhcr.org).
KAMER hotline: 0530 664 4410
- 7 days a week, 24 hours per day, available in Turkish, Arabic and Kurdish. Reachable via WhatsApp as well.
- Services: Safety/accommodation, MHPSS/PSS and legal, specialised services for women and girls GBV survivors.

183 Social Support Line of the Ministry of Family, Labor and Social Services
184 COVID-19/ Coronavirus Hotline of the Ministry of Health
155 Police / 156 Gendarmerie / 112 Medical Emergency Service
157 Foreigners Communication Center (YIMER) by DGMM, available in Turkish, English, Arabic, Russian, Farsi, German and Pashto

Women and Girls Safe Spaces (WGSS)

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

Hatay: UNFPA/ASAM Hatay Women and Girls Safe Spaces (WGSS)
Social Worker: Senem Onen Saz
Phone: 0549 427 55 30

Hatay: UNFPA/ASAM Reyhanli Women and Girls Safe Spaces (WGSS)
Reyhanli GSM Yenisehir Mh. Abdulrezzak Alkan Cd. No:9 Reyhanli-Hatay
Social Worker: Nazli Kaya
Phone: 0546 607 73 74

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

Sanliurfa: UNFPA/Harran Univesity Urfa Makam Women and Girls Safe Spaces (WGSS)
Eyüp Nebi Mh. 3507. Sok, No 61, Eyyübiye, Şanlıurfa
Social Service Specialist: Tugce Tumkaya
Project Coordinator: Serhat Polat
Diyarbakır: UNFPA/KAMER Diyarbakır Women and Girls Safe Spaces (WGSS)
Center Coordinator: Ms Hayriye Ascıoğlu
Phone: 0507 516 76 62

Diyarbakır: UNFPA/SGYD Diyarbakır Youth Center
Center Coordinator: Berna Fatmaogulları
Phone: 0538 340 00 31

Online Applications

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

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

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

If you are harmed or feel threatened, intimidated or harassed, don’t stay silent and seek remote confidential support from the helplines available in this document. You have the right to get help to make it stop and do not have to manage this on your own.
<table>
<thead>
<tr>
<th>Organization</th>
<th>Working Days and Hours</th>
<th>Phone Number/ Online application</th>
<th>Health/ Medical Access to accomodation</th>
<th>MNHP/ PSS</th>
<th>Legal</th>
<th>Cash/ in-kind assistance</th>
<th>Livelihood</th>
<th>Interpretation</th>
<th>Location of the organization in the SouthEast</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAR Japan</td>
<td>Monday-Friday 9:00-17:00</td>
<td>Gaziantep: 0534 145 63 17</td>
<td>WhatsApp Arabic, Turkish</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gaziantep, Sanliurfa, Mardin</td>
<td>Care Management activities, including information dissemination and referral to the other actors based on individual protection assessment.</td>
</tr>
<tr>
<td>CARE</td>
<td>Monday-Friday 9:00-17:00</td>
<td>Hatay: 0542 220 00 27</td>
<td>WhatsApp Arabic, Turkish</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td>Gaziantep, Kilis, Sanliurfa, Mardin</td>
<td>We refer to related service providers. We provide a referral project only for women. We provide in-kind cash assistance when the case has protection risks.</td>
</tr>
<tr>
<td>Concern Worldwide</td>
<td>Monday-Friday 8:30-17:30</td>
<td>Hotline +90 0534 888 1122, CRM WhatsApp</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Sanliurfa</td>
<td>In-kind assistance and livelihood supports are limited to Sanliurfa. In Gaziantep, Adiyaman, and Mardin, these services are provided through partners.</td>
</tr>
<tr>
<td>IRC</td>
<td>Monday-Friday 9:00-17:00</td>
<td>(Hatay): 0541 808 5681</td>
<td>WhatsApp Arabic, Turkish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Sanliurfa</td>
<td>Specialized services for survivors of GBV/SGBV persons are available with the integration of livelihood support services tailored for GBV survivors.</td>
</tr>
<tr>
<td>GOAL</td>
<td>Monday-Friday 8:00-17:00</td>
<td>Gaziantep: 0534 111 10 66</td>
<td>Email: <a href="mailto:info@sgdd-asam.org">info@sgdd-asam.org</a></td>
<td>Arabic, Turkish, Kurdish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gaziantep, Hatay, Mardin</td>
<td>Support are available to Syrian and semi-nomadic groups. In Adana, Syrian seasonal agricultural workers can also benefit.</td>
</tr>
<tr>
<td>IRC</td>
<td>Monday-Friday 9:00-17:00</td>
<td>Gaziantep: 0534 145 63 17</td>
<td>WhatsApp Arabic, Turkish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gaziantep, Sanliurfa, Ada</td>
<td>Services are not SGBV specific, but they are available for SGBV survivors and those at risk upon receiving referrals from organizations.</td>
</tr>
<tr>
<td>STL</td>
<td>Monday-Friday 9:00-17:00</td>
<td>Gaziantep: 0534 145 63 17</td>
<td>Email: <a href="mailto:info@sgdd-asam.org">info@sgdd-asam.org</a></td>
<td>Arabic, Turkish, Kurdish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gaziantep, Sanliurfa, Mardin</td>
<td>SGBV specific services exist are available in Hatay and Adana. In-kind assistance and livelihood supports are limited to Sanliurfa. In Kilis Province.</td>
</tr>
<tr>
<td>NGO-ASAM</td>
<td>Monday-Friday 9:00-17:00</td>
<td>Gaziantep: 0534 145 63 17</td>
<td>Email: <a href="mailto:info@sgdd-asam.org">info@sgdd-asam.org</a></td>
<td>Arabic, Turkish, Kurdish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gaziantep, Sanliurfa, Ada, Mardin, Diyarbakır, Mersin, Kahramanmaraş, Malatya, Osmaniye, Mardin, Hatay</td>
<td>All supports are available to Syrian and non-Syrian refugees. For more phone numbers, please access: NGO-ASAM: Where we work: <a href="https://sgdd.org.tr/where-we-work/">https://sgdd.org.tr/where-we-work/</a></td>
</tr>
<tr>
<td>IOM</td>
<td>Monday-Friday 9:00-17:00</td>
<td>Gaziantep: 0534 145 63 17</td>
<td>Email: <a href="mailto:info@sgdd-asam.org">info@sgdd-asam.org</a></td>
<td>Arabic, Turkish, Kurdish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gaziantep, Sanliurfa, Hatay, Mardin</td>
<td>Support are available only to Syrian and semi-nomadic groups. In Adana, Syrian seasonal agricultural workers can also benefit.</td>
</tr>
<tr>
<td>SAMS</td>
<td>Monday-Friday 9:00-17:00</td>
<td>Gaziantep: 0534 145 63 17</td>
<td>Email: <a href="mailto:info@sgdd-asam.org">info@sgdd-asam.org</a></td>
<td>Arabic, Turkish, Kurdish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gaziantep, Sanliurfa, Hatay, Mardin</td>
<td>SAMS provides: medications for the Mental Health out Patients, and transportation cards inside Gaziantep, and in Kilis as well and HR (in-kind assistance donations) for the beneficiaries of the MNHPs center. For more details please visit: <a href="https://turkey.servicesadvisor.org/en/service/50152-2">https://turkey.servicesadvisor.org/en/service/50152-2</a></td>
</tr>
<tr>
<td>UOSSM</td>
<td>Monday-Friday 9:00-17:00</td>
<td>Gaziantep: 0534 145 63 17</td>
<td>Email: <a href="mailto:info@sgdd-asam.org">info@sgdd-asam.org</a></td>
<td>Arabic, Turkish, Kurdish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gaziantep, Hatay, Kilis, Mardin</td>
<td>UNHCR (physiological/psychological center) and MSF (mental health center), which also have special needs rehabilitation services for children with disabilities, women and girls during the week. Hospital is working 24/7 for in three languages except for Fridays for English speaking.</td>
</tr>
</tbody>
</table>

## Other Organizations

- **SAMS (Sanliurfa)**
  - Gaziantep: 0534 111 10 66
  - Hatay: 0541 808 5681
  - Email: info@sgdd-asam.org

- **WWH (Sanliurfa)**
  - Gaziantep: 0534 111 10 66
  - Hatay: 0541 808 5681

- **WWH (Mardin)**
  - Gaziantep: 0534 111 10 66
  - Hatay: 0541 808 5681

**Access to In-kind and Cash Assistance**

- Gaziantep: 0534 111 10 66
- Hatay: 0541 808 5681
- Sanliurfa: 0541 808 5681
- Mardin: 0534 111 10 66

**In-kind Assistance andLivelihood**

- Gaziantep: 0534 111 10 66
- Hatay: 0541 808 5681
- Sanliurfa: 0541 808 5681
- Mardin: 0534 111 10 66

**Interpretation**

- Gaziantep: 0534 111 10 66
- Hatay: 0541 808 5681
- Sanliurfa: 0541 808 5681
- Mardin: 0534 111 10 66

**Notes**

- Gaziantep: 0534 111 10 66
- Hatay: 0541 808 5681
- Sanliurfa: 0541 808 5681
- Mardin: 0534 111 10 66