FREE SERVICES
IN URBAN AREA OF THESSALONIKI

Issue 3 – June 2018
1. Municipality of THESSALONIKI

a. KEM: “Center for Integration of Migrants and Refugees” Monastirioti no 93B  
   **Hours**: Monday to Friday 08:00-16:00  
   **Languages**: Greek & Arabic  
   **Contact**: 2313318647 & 2313318646  
   **Comments**: One stop shop services and facilitation of access to social services and social benefits. Psychosocial support, legal counselling, administrative support to migrants & refugees, social services access, referrals.

b. Municipal Clinic Karaiskaki 4, Triandria  
   **Hours**: 08:00-15:00  
   **Languages**: Greek  
   **Specialties**: Gynecologist, Cardiologist, X-ray, Midwife, Nurse, Microbiologist, Dentist, Ophthalmologist, GP, Paediatrician, Pulmonologist, Health Advisor, Nutritionist-Dietician  
   **Contact**: 2310 509053 & 2310 509020  
   **Comments**: Appointment is needed

c. Municipal Clinic, Monastirioti 53-55, 3rd floor  
   **Hours**: 08:00-15:00  
   **Languages**: Greek  
   **Specialties**: X-ray, Gynecologist, Nutritionist, Health specialist, Cardiologist, Nurse, Ophthalmologist (Eye doctor), Paediatrician, Pulmonologist  
   **Contact**: *2310509053 & 2310509020, **2310509012 & 2310509021  
   **Comments**: Appointment is needed for medical services.

d. Homeless Day Center Monastirioti 62  
   **Hours**: 10:00-20:00  
   **Languages**: Greek  
   **Contact**: 2310527938

All phone numbers are Greek. If you are using an international phone add +30
e. Women's Counseling Center Alexandroupoleos 10, 3rd floor

**Hours:** all day
**Languages:** Greek
**Contact:** 2310 528984 SOS 15900

f. Educational Support Spartis 6A

**Hours:** Monday – Friday 14:00-21:00
**Languages:** Greek
**Contact:** 2310 848734 & 2310509013
**Comments:** Educational Support: after school support for ages 12-18

2. KEM: “Center for Integration of Migrants and Refugees“ / Kordelio – Evosmos Municipality

**Hours:** Monday to Friday 08:00-14:00
**Languages:** Greek, English, Arabic & other
**Contact:** 2310 558505 & 2310 558506 / Mavili6 & Pithagora str, Evosmos
**Comments:** One stop shop services and facilitation of access to social services and social benefits. Administrative support, inter-mediation and interpretation, psychological support.

3. SOLIDARITY NOW

**Hours:** 09:00-17:00, Interpretation & escort to public services (**) is available 24/7
**Languages:** Arabic, Farsi, Dari, Georgian, Bulgarian, Spanish, French, German, Urdu, Bengali, Kurmanji, Sorani
**Contact:** 2310 501030 / 2310 501040 / Ptolemeon 29A, 4thflr
**Comments:** Appointment is needed for all services. (*) Upon enrollment in classes.

4. BLUE REFUGEE CENTER / SOLIDARITY NOW

**General Info Line:** 2310 555266

**Hours:** Monday to Friday 09:00 - 17:00
**Contact:** 2310 555266 / 2310 555264 / Ioanni Koletti 25D, 1st flr
**Languages:** Arabic, Farsi, English, French, Turkish, Urdu, Greek, Kurmanji, Sorani, Dari, Pashto
**Comments:** (*) – (**) Upon enrollment in classes. (**) After school (15:00 – 20:00) tutoring program of Math, Science, Arabic, English and Greek Courses for 6-17 years old. (***) Appointment is needed

5. PRAKISIS

**Hours:** 09:00 - 17:00, Monday to Friday
**Contact:** 2310 556145 / Arkadioupolos 1 & Agiou Dimitriou
**Languages:** Arabic – English – Greek – Farsi – French
**Comments:** (*) Dentist (Tuesday, Wednesday and Thursday), Legal Aid, Psychiatrist (only Wednesday, Pediatrician (only Wednesday); upon appointment. (***) General Practitioner, Cardiologist, Pharmacy: not available on Wednesdays. (***) Mobile school: Wednesday, Thursday, Friday

a. Day Center Laundry and Bath

**Hours:** Daily, 10:00 - 17:00
**Contact:** 2310 527938 / Monastiriotiou 62
**Comments:** Upon appointment; Specific hours for Farsi speakers
6. ALKYONE DAY CENTER/DKH

Hours: Monday to Friday 10:00-14:00
Contact: Orfanidou 5, 2315530644 – 6995356962 (WhatsApp), info@daycenter-emt.gr
Languages: Arabic – Urdu – Farsi – Turkish
Comments: Registration is needed. Breakfast(**) is served 09:00-10:30. Lunch(*) 12:30-14:00. (***) services upon appointment

7. ARSIS

a. Spartis 9 / Ptolemaion 40, Youth Support Centers

Hours: daily 09:00 - 20:00
Contact: 2310227311
Languages: Arabic – English – Greek – Farsi
Comments: Educational support for minors, school enrolment, recreational activities for minors, job counselling for parents (**09:00-17:00 in Spartis 9) Social service- psychosocial support: 09:00 - 20:00.

b. Ptolemaion 35, Social service

Hours: daily 09:00 - 16:00
Languages: Arabic – English – Greek – Farsi
Contact: 2311208056
Comments: Psycho-social support adults, job counselling adults, material support adults-minors

c. VenizeLou70, SYN-PRAKSI- Bank for the collection & distribution of items

Hours: daily 10:00-17:00
Contact: 2315504301
Comments: Material support

d. Ionos Dragoumi 59, Child Protection Department

Hours: daily 10:00 - 17:00
Languages: Arabic, Urdu, Pashtu, Kirmanji, Sorani, Farsi
Contact: 2310508626, +306908070490 (WhatsApp / Viber)
Comments: Streetwork, Psychosocial & legal support for UASC and minors with families, material support to UASC

8. RED CROSS MULTI FUNCTIONAL CENTER (MFC)

Hours: Monday to Friday, 09:00-16:30
Contact: 2310270914 – (6971736250: WhatsApp & Viber) / Ionos Dragoumi & Vamvaka 1 / mfc-thes@redcross.gr
Languages: In person: Greek, English, French, Arabic. On phone: Kurdish, Pashto, Dari, Russian, Swahili, Kinyarwanda, Kirundi
Comments: Cash assistance, casework, orientation & integration support, information distribution, restoring family link services

Red Cross Information & Support Hotline:
2105140440 or 6934724893 (WhatsApp/Viber): Mon - Fri, 08:00 - 20:00

9. MEDECINS DU MONDE

Hours: Monday – Friday 09:00-17:00 for all refugees, migrants and locals.
Languages: Greek – English – French – Bulgarian – Arabic
Contact: Ptolemeion 29A / 2310566641 / thessaloniki@mdmgreece.gr
Comments: Various medical specialties (including general practitioner, gynaecologist, psychiatrist, pediatrician etc.) are available upon appointment. (*) Psychiatrist: Mondays and Fridays, Psychologist Tuesdays, Wednesdays, Thursdays

10. CARITAS HELAS

Hours: Monday to Friday, 09:00-18:00
Languages: Greek – Arabic – English – Farsi – Turkish – French– German
Contact: 2316099947 / Polytechnieou 31
Comments: All activities are upon appointment apart from the (*)

All phone numbers are Greek. If you are using an international phone add+30
1. Municipalities of Thessaloniki
   a. KEM: Monastirioti Str no 938
   b. Municipal Clinic: Karaiskaki 4, Triandria
   c. Municipal Clinic: Monastirioti 53-55
   d. Homeless Day Center: Monastirioti 62
   e. Women’s Counseling Center: Alexandroupoleos 0
   f. Educational Support: Spartis 6A
2. KEM of Kordelio - Evosmos Municipalities
   Mavili 6 & Pithagora Str, Evosmos
3. SOLIDARITY NOW
   Ptolemaion 29A, 4th flr
4. BLUE REFUGEE CENTER / SOLIDARITY
   NOW Ioannou Koletti 25D, 1st flr
5. PRAKIS
   Arkadioupoulos 1 & Agiou Dimitriou
   a. Day Center Laundry & Bath Monastirioti 62
6. ALKYONE DAY CENTER
   Orfanidou 5
7. ARSIS
   a. YOUTH SUPPORT CENTERS: Spartis 9 / Ptolemaion 40
   b. Social Service: Ptolemaion 35
   c. SYN-PRAKIS Venizelou 70
   d. Child Protection Department: Ionos Dragoumi 59
8. RED CROSS Multi Functional Center
   (MFC) Ionos Dragoumi & Vanvaka 1
9. MEDECINS DU MONDE (MDM)
   Ptolemaion 29A
10. CARITAS HELSAS Polytechniou 31
11. YMCA
   YMCA building Thessaloniki / Evrou 49, Skies 56625
12. GREEK COUNCIL for REFUGEES
   Kassandrou 37A, 2nd flr
13. Hellenic-Arabic Friendship Association
    Olympiou 14
14. INTERVOLVE - Irida Multicultural
    Women’s Centre: Venizelous 59, 1st flr
15. REFUGEE CARE CENTER
    Christou Pipiou 5
16. ODYSSEAS" SOLIDARITY SCHOOL
    Asipou 24
17. MOBILE INFO TEAM
    mobile team
18. ISRAAID / BE A ROBIN A Papandreou
    17, Sindos
19. ADVOCATES ABROAD
    Orfanidou 5
20. IOM
    V. Georgiou A’ 1, City Hall, Building E, Office 26E

This Map is available on goo.gl/mXDTZs

Thessaloniki City Buses

Bus Routes are provided online http://oasth.gr/en (in English)
Mobile App can be downloaded as OASTH Bus
11. YMCA Thessaloniki

Hours: YMCA Thessaloniki building Central Thessaloniki (Nikolaou Str., YMCA square):
Monday – Friday, 13:00 - 17:00
Contact: 2316001000 (Refugees Programs)
Comments: Appointments needed. For children of 6-16 years old: Sports activities, Theatre, Handicrafts, Paintings, Creative activities. For adults (children’s parents): Greek – English – German language courses, cultural activities and other educative actions.

12. GREEK COUNCIL FOR REFUGEES

Hours: Tuesday – Friday: Opendoors 10:00 – 13:00
Contact: Kassandraou 37A, 2nd Floor/ 2310 250045 / gcr_thess@gcr.gr

13. Hellenic-Arabic Friendship Association

Hours: Monday, Tuesday and Thursday, 10:00–15:00
Contact: 6995794379/ Olympiou 14 /facebook.com/Arabian.Greek.Friendship/
Languages: Arabic, Greek, English
Comments: Classes are held on Wednesday, Friday, Saturday and Sunday from 17:00 – 20:00.

14. INTERVOLVE - Irida Multicultural Women’s Centre

Hours: Monday to Friday: 11:00-17:00.
Languages: English – Greek – Arabic – Farsi – French – German
Contact: 2311296392 / irida@intervolvegr.com /El. Venizelou 59, 1st floor
Comments: Center and programs open for women only. Children aged 12 and under offered activities at the same time as mom/carer (no drop-off). Call/email in advance for timetable of activities. No appointment needed-registration necessary.

15. REFUGEE CARE CENTER

Hours: Tuesday and Thursday 12:00 to 18:00
Contact: 6988666907/ Christou Pipsou 5 (near railway station)
Comments: Safe place to spend the day, an opportunity for bathing, washing and drying clothes. Distribution of sandwiches, refreshments and clothes. Child Friendly Space, sewing and English Lessons.

16. "ODYSEAS" SOLIDARITY SCHOOL

Hours: Monday to Friday, 17:00 - 21:30
Contact: odisseasmet@yahoo.com / Aisopou 24
Comments: Greek language course (A1 level) for adult refugees/migrants/locals and adolescents 14-17 years old. Registrations start on September 2018

All services in this leaflet are free. If anyone requests money in exchange, please report it.

All phone numbers are Greek. If you are using an international phone add +30
17. MOBILE INFO TEAM

**Hours:** Mobile team – 09:30-12:30, Monday to Friday  
**Languages:** Arabic – English – Farsi – Urdu – French – Turkish  
**Contact:** 695 538 8283 facebook.com/mobileinfoteam  
**Comments:** Information and advice on family reunification and asylum procedures

18. ISRAAID / Be a Robin (available in Sindos)

**Hours:** Monday–Friday 09:30 – 16:30 / (***) Thursday 09:00 – 16:00  
**Languages:** Arabic – Farsi – French – Greek  
**Contact:** Andrea Papandreou 17, across from TEI, Sindos / abenekou@israaid.org / 6933373730 / valentino.velasquez@be-a-robin.com / 6942907596 and whatsapp 0041795754373  
**Comments:** Workshops and seminars for Greek and English languages, Occupational activities and CV support by appointment. (*) Psychosocial support activities available on Mondays, Tuesdays, and Fridays - Arabic only. (***) Art therapy for single mothers living in Filoxenias shelter – Arabic only. It workshops offered on Mondays at 12:30 in Arabic only. Leisure Trips for families during holidays.

19. ADVOCATES ABROAD

**Hours:** Tuesday 11:00-14:00 in Orfanidou 5 / Monday to Friday 09:00-19:30 Mobile team  
**Languages:** Arabic – English – Farsi – Greek – Urdu  
**Contact:** thessaloniki@advocatesabroad.org / facebook.com/advocatesabroad  
**Comments:** Appointment with Mobile Team can be made via WhatsApp: 6946864341

20. IOM

**Hours:** Monday to Friday, 08:30-16:30  
**Contact:** 2313317349 / V. Georgiou A’1, City Hall, Building E, Office 26E  
**Comments:** Assistant Voluntary Return and Reintegration project.

21. Eclipse

**Hours:** Monday to Friday 12:00-19:00  
**Languages:** Arabic, English, Urdu, Greek  
**Contact:** eclipse_alkusuf@riseup.net / facebook.com/eclipsethessaloniki  
**Comments:** Support for LGBT+ and Queer Refugees

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**USEFUL WEBSITES**

UNHCR Information Platform………………………http://help.unhcr.org/greece

Online Version of this booklet……………………………goo.gl/mXDTZs

Refugee Info…………………………………………https://www.refugee.info


Virtual Volunteer (Red Cross and Red Crescent) http://www.virtualvolunteer.org
when to call | who to call | phone number
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for general questions and help with asylum procedure, residence permit, legal issues and rights/entitlements, other agencies services and interpreting support by telephone... | Information and Support HOTLINE | 210 514 0440
Viber/WhatsApp: 6934724893 Greek, English, French, Arabic, Kurdish, Pashto, Dari, Swahili, Kinyarwanda, Kirundi, Turkish
if you are a victim or you know a victim of human trafficking... | Human Trafficking Resource Line | 1109 (Multi-language)
if you are a woman/child experiencing domestic violence or you know someone who is... | General Secretariat for Gender Equality / E.K.K.A | 15900 - Women
1107 - Children
for lost family members... | Hellenic Red Cross | 210 52 300 43
if you are a woman/child experiencing domestic violence or you know someone who is... | General Secretariat for Gender Equality / E.K.K.A | 15900 - Women
1107 - Children
for psychological support for adults / children and teenagers | E.K.K.A. / Smile of a Child | 197 – Adults
1056 – Children
if you, or if you know someone who you know is thinking of ending their life... | Klimaka | 1018
if you want to report a racist incident or learn about your rights | Police anti-racist department | 11414
information on the European Union’s relocation programme | EASO | 694 482 9138 Arabic, Kurmanji, Sorani, Farsi
information on Greek Asylum... | Greek Asylum Office | 210 69 885 00
if you need help with your cash card, report lost card and/or have problem... | IFRC Greece Cash Alliance Hotline | 210 33 001 70 Viber & Whatsapp: Arabic and French
6944514441 Other languages 6940716099
if you identify yourself as lesbian, gay, bisexual, transgender, intersex and need support... | Diploma Sori Mon - Fri: 10:00 - 19:00 | 11528 English, French + others upon email request: diplasou@11528.gr
if you have a disability or chronic illness and need support... | NCDP | 210 9949837
Northern Greece General Info Line | BlueRefugeeCenter | 2310 555 266 - Arabic, Kurdish, Farsi, Turkish, Urdu