FREE SERVICES
IN URBAN AREA OF THESSALONIKI

Useful information for Refugees & Asylum seekers
goo.gl/WTXSTn
When to call

Phone number 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

Hellenic Red Cross

Mon–Fri

08:00–20:00

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...

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

Mon–Fri:

09:00–17:00

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…

Greece Cash Alliance Hotline

Mon–Fri:

09:00–15:00

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..

Dipla Sou

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

Mon–Fri:

08:00–16:00

210 9949837

Northern Greece General Info Line

BlueRefugeeCenter

2310 555 266

Arabic, Kurdish, Farsi, Turkish, Urdu

SERVICES LEGEND
1. Municipality of THESSALONIKI

a. **KEM:** "Center for Integration of Migrants and Refugees"
   Monastirioti 93B
   
   **Hours:** Monday to Friday 08:30-14:00
   **Languages:** Greek, Arabic, (Farsi, Sorani, Kurmanji – on demand)
   **Contact:** 2313318623, 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.

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

e. **Women’s Counseling Center** Alexandroupoleos 10, 3rd floor
   
   **Hours:** All day
   **Languages:** Greek
   **Contact:** 2310 528984 SOS 15900

All phone numbers are Greek. If you are using an international phone add +30
f. **Educational Support** Spartis 6A  
**Hours:** Monday – Friday 14:00-21:00  
**Languages:** Greek  
**Contact:** 2310848734 & 2310509013  
**Comments:** Educational Support: after school support for ages 12-18

g. **Special Entertainment Center** Grigorou Xenopoulou 8 & Trapezountos  
**Hours:** Monday – Friday 08:00 – 14:00  
**Languages:** Greek  
**Contact:** 2310 819515 & 2310509013  
**Comments:** Educational and cultural programs for adults. No interpretation available

h. **Transportation for people with physical disabilities** Monastiriou 53-55  
**Hours:** Monday – Friday 08:00 – 14:00  
**Languages:** Greek  
**Contact:** 2310 509013 & 2310509038  
**Comments:** Two shifts: 6:00-14:00 and 14:00-22:00. The persons using the service pay a symbolic price of 0.30 EUR for educational purposes and 0.60 EUR for professional purposes. Regular users pay a yearly fee of 15 EUR. Booking needs to be done 24 hours before the transport.

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:** 2310558505 & 2310558506 / Mavili 6 & 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. **Neapoli – Sykies Municipality Greek classes**  
**Hours:** Monday to Friday 08:00-20:00  
**Languages:** Greek  
**Contact:** 2313313151, 2313329525, 2313502226, 2313300206 / Ioanni Michail 1  
**Comments:** Multilevel morning and evening classes. Preparation for exams on certification of Greek. Studies and specific sections of history and culture for those who are going to interview to get Greek citizenship. Applications submitted on September. Condition for the applicant to be resident of Neapoli – Sykies municipality

---

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

Hours: 09:00-17:00
Languages: Arabic, Farsi/Dari, Georgian, Bulgarian, Spanish, French, Urdu, Bengali, Sorani, Kurmanji, German
Contact: 2310501030 / 2310501040 / Ptolemeon 29A, 4th flr
Comments: Appointment is needed for all services.

5. Blue Refugee Center/ Solidarity Now

General Info Line: 2310 555266

Hours: Monday to Friday 09:00 - 17:00
Contact: 2310555266 / 2310555264 / Ioanni Koletti 25D, 1st flr
Languages: Arabic, Farsi, English, French, Turkish, Urdu, Greek, Kurmanji, Sorani, Dari
Comments: (*) Upon enrollment in classes. (**) Appointment is needed. (***) After school (15:00 - 20:00) tutoring program of Math, English and Greek Courses for 6-17 years old.

6. Alkyone Day Center

Hours: Monday to Friday 10:00-14:00
Contact: Orfanidou 5, 2315530644 - info@daycenter-emt.gr
Languages: Arabic – Urdu – Farsi – Turkish
Comments: Registration is needed. Breakfast (**) served 09:15-10:30. Lunch (*) 12:30 - 14:00. (***) Services upon appointment (#) Early childhood care & development for children 0-6 and theirs siblings, Every Friday, 11:00 – 14:00
7. Arsis

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

b. Ptolemaion 40,
   Youth Support Centers
   Hours: daily 09:00 - 20:00
   Contact: 2311243058
   Languages: Greek, English, Arabic, Farsi
   Comments: Educational support for minors, school enrolment, recreational activities for minors, job counselling for parents, Social service - psychosocial support

c. Ptolemaion 35, Social service
   Hours: daily 10:00 - 18:00 upon appointment
   Languages: Greek, English, Arabic, Farsi, Urdu, Kurmanji, Pashtu, Sorani
   Contact: 2310508626 / 6908070490
   Comments: Psychosocial support minors, Legal Support UASC & Minors

d. Venizelou 70, SYN-PRAKSI- Bank for the collection & distribution of items
   Hours: daily 10:00 - 17:00
   Contact: 2315504301
   Comments: Material support

e. Monasthriou 12
   Hours: weekly 10:00 - 16:00
   Languages: Greek, English, Arabic, Farsi
   Contact: 2310 534652
   Comments: Every Tuesday. Psychosocial Support, job counselling, accountant and financial counseling
8. Diotima

Hours: Monday to Friday, 09:00 - 17:00
Languages: Farsi, Arabic, Turkish, Other upon request
Contact: 2310534445/6975872416 (WhatsApp) urban.thessaloniki.diotima@gmail.com
Comments: Specialized SGBV services (female/male/lgbtqi survivors): Case management, Legal aid/representation, Empowerment activities

9. Red cross multifunctional center (MFC)

Hours: Monday to Friday, 09:30 - 16:00
Contact: 2310270914 – (6971736250: WhatsApp & Viber) / Ionos Dragouni & Vamvaka 1
Languages: In person: Greek, English, French, Arabic, Urdu, Farsi.
Comments: Cash assistance, Greek language lessons, casework, orientation & integration support, restoring family links services 2105140440 or 6934724893 (WhatsApp/Viber)

10. YMCA Thessaloniki

a. YMCA Thessaloniki building

Nikolaou Germanou

Contact: 2316001000 - 884 (Refugees Programs)
Comments: Appointment is needed.
For children of 4-16 years old: Sports activities, Theatre, Handicrafts, Paintings, Creative activities (Monday - Friday, 13:00 - 17:00)
For adults: Greek - English courses (Monday - Friday, 15:00-19:00)

b. DIA-drasis “Children’s center for the development of social skills”

Contact: 2311264629/2316001000 – 884 / Prasakaki 8A and Koufoukli2.
Comments: Appointment is needed.
For children 2-4 years old, arab speakers. Day centre in Greek and Arabic
For children 2 - 6 years old from all nationalities. Seminars and activities such as theatre, music, sciences.

All phone numbers are Greek. If you are using an international phone add +30
11. Greek council for refugees

Hours: Tuesday – Thursday: Open doors 10:00 – 13:00
Contact: Danaidon 9, 4th Floor/ 2310250045 / gcr_thess@gcr.gr
Comments: Appointment needed for GBV psychological counselling on Monday, Thursday, and Friday from 10:00 to 16:00

12. Union of Hellenic-Arabic Friendship

Hours: Monday, Tuesday and Thursday, 10:00-15:00
Contact: 6995794379 / Olympou 14 / facebook.com/ArabianGreekFriendship
Languages: Arabic, Greek, English
Comments: Various classes (Arabic, Greek, English, Mathematics) are held on Wednesday, Friday, Saturday and Sunday from 14:00 – 20:00.

13. Praksis

Hours: 09:00-17:00, Monday to Friday
Contact: 2310556145 / Arkadioupolos 3
Languages: Arabic – English – Greek – Farsi – French
Comments: (*) Dentist (Tuesday, Wednesday and Thursday), Legal Aid, Psychiatrist (Tuesday, Wednesday and Thursday), Pediatrician (Wednesday), Gastroenterologist (Thursday): upon appointment. (**) General Practitioner, Cardiologist, Pharmacy: not available on Wednesdays.

a. Day Center Laundry and Bath

Hours: Daily, 10:00-17:00
Contact: 2310527938 / Monastiriou 62
Comments: Upon appointment; Specific hours for Farsi speakers

All services in this leaflet are free. If anyone requests money in exchange, please report it.
14. Intervolve - Irida Women's Centre

**Hours:** Monday to Friday: 10:00-17:00
**Languages:** All languages
**Contact:** 2311296392 / irida@intervolveqr.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. 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.

16. "ODYSSEAS" Solidarity School

**Hours:** Monday to Friday, 17:00 - 21:30
**Contact:** odisseasmet@yahoo.com / Aisopou 24
**Comments:** Greek language course (#1 level) for adult refugees/migrants/locals and adolescents 14-17 years old. Registrations start on September 2019

17. Medecins du monde

**Hours:** Monday – Friday 09:00-17:00 for all refugees, migrants and locals.
**Languages:** Greek – English – French – Bulgarian – Arabic
**Contact:** Ptolemeon29A / 2310566641 / thessaloniki@mdmgreece.gr
**Comments:** Various medical specialties, primary healthcare upon appointments (psychiatrist, gynecologist, pediatrician, internist, orthopedic, surgeons, urologist, cardiologist, dermatologist, etc.).

All phone numbers are Greek. If you are using an international phone add –30
18. METAdrasi

**Hours:** Monday to Friday, 15:00 – 17:00  
**Contact:** 2310501151 / Alex.Papanastasiou 13  
**Comments:** Greek language courses for refugees/migrants/asylum seekers. Various levels (starters, basic, advanced) and age groups (children, adolescents, adults). Appointment needed for enrollment in classes.

19. Naomi

**Hours:** Monday to Friday, 09:00 – 17:00  
**Contact:** Ptolemeon 29A / 2311243415  
**Comments:** Sewing Classes, Textile production, Social Help, psychological support and emergency aid.

20. Elpida Home

**Hours:** Monday to Friday, 09:00 – 17:00  
**Languages:** Greek – English – Arabic – French  
**Contact:** Str. Mrantouma 5 (entrance in Danaidon 8) / info@elpidahome.org / (*) 6943685855 / (**) 6943685856  
**Comments:** (**) Psychosocial support, individual and group sessions, (*) Support with access to the public healthcare system, translation services via telephone, help with booking appointments, Legal representation and counselling, Greek language classes (beginners).

21. Refugee Care Center

**Hours:** Tuesday and Thursday 12:00 to 18:00  
**Contact:** 2310541022 / 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.

All services in this leaflet are free. If anyone requests money in exchange, please report it.
22. Refugee Trauma Initiative / Terre des hommes

Contact: 2310888895 / info@refugeetrauma.org / melina.spathari@tdh.ch / 697 207 0223
Comments: Project based learning activities (e.g. cinema), various locations
(*) Football For All, Katsaneio Stadium, Agiou Dimitriou, Thessaloniki, Greece

23. IsraAID / Be a Robin – available in Sindos

Hours: Monday – Friday 09:30 – 17:30. Detailed program: https://tinyurl.com/y4ltuk6r
Languages: Arabic – Farsi – French – Greek
Contact: Andrea Papandreou 17, across from TEI, Sindos / 2310796019, 6941678675, 6973502573 / https://www.facebook.com/sindoscc/

24. Mobile Info Team

Hours: 9.30-17.00 Monday-Friday, Hotline open 10.30-12.30 Monday-Friday
Languages: Arabic, English, Urdu, French, Kurmanji
Contact: 6955388283 facebook.com/mobileinfoteam
Comments: Individual support with asylum procedures and family reunification

25. Eclipse

Hours: Monday to Friday
Languages: Arabic, English, Urdu, Greek, Farsi
Contact: eclipse_alkusuf@riseup.net / facebook.com/eclipsethessaloniki/
WhatsApp: 6982356813
Comments: Support for LGBTI+ and Queer Refugees

All phone numbers are Greek. If you are using an international phone add –30
when to call

phone number 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
Hellenic Red Cross
Mon–Fri 08:00–20:00
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…

General Secretariat for Gender Equality / E.K.K.A 15900 – Women 1107 – Children
Hellenic Red Cross Mon–Fri: 08:30–14:30
210 52 300 43
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 Mon–Fri: 09:00–17:00
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…

Greece Cash Alliance Hotline Mon–Fri: 09:00–15:00
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..

Dipla Sou 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 Mon–Fri: 08:00–16:00
210 9949837

Short Guidelines

Online map: goo.gl/Z2MFjZ

24 hour emergency duty on a rotating schedule between hospitals starting at 8 am. Often different hospitals on duty for different specialties.


Monthly program for hospital shift duty:
• in Arabic: goo.gl/m1CGzE
• in Farsi: goo.gl/kxNQSR
• In Turkish: goo.gl/1DYjeF
• In Urdu: goo.gl/oEb9tF
• In Sorani: goo.gl/bLObHZ

Detailed information on referral pathways for health services: goo.gl/aWukEF (in English)
## useful TELEPHONE numbers

<table>
<thead>
<tr>
<th>when to call</th>
<th>who to call</th>
<th>phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>for general questions and help with asylum procedure, residence permit, legal issues and rights/entitlements, other agencies services and interpreting support by telephone...</td>
<td>Information and Support HOTLINE Hellenic Red Cross Mon – Fri 08:00 – 20:00</td>
<td>210 514 0440 Viber/WhatsApp: 6934724893 Greek, English, French, Arabic, Kurdish, Pashto, Dari, Swahili , Kinyarwanda, Kirundi, Turkish</td>
</tr>
<tr>
<td>if you are a victim or you know a victim of human trafficking...</td>
<td>Human Trafficking Resource Line</td>
<td>1109 (Multi-language)</td>
</tr>
<tr>
<td>if you are a woman/child experiencing domestic violence or you know someone who is...</td>
<td>General Secretariat for Gender Equality / E.K.K.A</td>
<td>15900 - Women 1107 - Children</td>
</tr>
<tr>
<td>for lost family members...</td>
<td>Hellenic Red Cross Mon–Fri: 08:30 –14:30</td>
<td>210 52 300 43</td>
</tr>
<tr>
<td>for psychological support for adults / children and teenagers</td>
<td>E.K.K.A. / Smile of a Child</td>
<td>197 – Adults 1056 – Children</td>
</tr>
<tr>
<td>if you, or if you know someone who you know is thinking of ending their life...</td>
<td>Klimaka</td>
<td>1018</td>
</tr>
<tr>
<td>if you want to report a racist incident or learn about your rights</td>
<td>Police anti-racist department</td>
<td>11414</td>
</tr>
<tr>
<td>information on Greek Asylum...</td>
<td>EASO Mon-Fri:09:00-17:00</td>
<td>694 482 9138 Arabic, Kurmanji, Sorani, Farsi</td>
</tr>
<tr>
<td>information on Greek Asylum...</td>
<td>Greek Asylum Office</td>
<td>210 69 885 00</td>
</tr>
<tr>
<td>if you need help with your cash card, report lost card and/or have problem...</td>
<td>Greece Cash Alliance Hotline Mon-Fri:09:00-15:00</td>
<td>210 33 001 70 Arabic and French 6944514441 Other languages 6940716099</td>
</tr>
<tr>
<td>if you identify yourself as lesbian, gay, bisexual, transgender, intersex and need support..</td>
<td>Dipla Sou Mon-Fri:10:00-19:00</td>
<td>11528 English, French + others upon email request: <a href="mailto:diplasou@11528.gr">diplasou@11528.gr</a></td>
</tr>
<tr>
<td>if you have a disability or chronic illness and need support..</td>
<td>NCDP Mon-Fri:08:00-16:00</td>
<td>210 9949837</td>
</tr>
<tr>
<td><strong>Northern Greece General Info Line</strong></td>
<td>BlueRefugeeCenter</td>
<td><strong>2310 555 266</strong> - Arabic, Kurdish, Farsi, Turkish, Urdu</td>
</tr>
</tbody>
</table>