

**NRM GUIDEBOOK
SUPPLEMENT
ACTORS AND PROTECTION
SERVICES TO VICTIMS OF
TRAFFICKING IN HUMAN
BEINGS**



PART A: ACTORS BY SERVICES PROVIDED

TABLE 1.

SOCIAL & PSYCHOLOGICAL SUPPORT	Part B
A21 – SOCIAL & PSYCHOLOGICAL SUPPORT	01
ACTION AID HELLAS – SOCIAL SUPPORT (ATHENS)	02
ACTION FOR WOMEN – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	03
ADVISORY CENTRES of the General Secretariat for Equality and Human Rights	58
AGALIA – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	04
APOSTOLI- CHARITY ORGANISATION BY THE HOLY ARCHDIOCESE OF ATHENS	05
ARSIS – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, THESSALONIKI)	06
BABEL – PSYCHOLOGICAL SUPPORT (ATHENS)	07
BRIDGES HUMANITARIAN INITIATIVE	09
BOAT REFUGEE FOUNDATION – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	08
CARITAS HELLAS – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	10
DAMARIS COMMUNITY HOUSE– SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	11
DEFENCE FOR CHILDREN INTERNATIONAL – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	12
DIOTIMA - CENTRE FOR GENDER RIGHTS AND EQUALITY – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, THESSALONIKI, LESVOS)	13
DOCTORS OF THE WORLD – MEDECINS DU MONDE (MDM) –SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, THESSALONIKI)	14
DOCTORS WITHOUT BORDERS – MEDECINS SANS FRONTIERES (MSF) –SOCIAL & PSYCHOLOGICAL SUPPORT (SAMOS)	15
ELIX	16
EPAPSY-ASSOCIATION FOR REGIONAL DEVELOPMENT AND MENTAL HEALTH	17
EQUAL RIGHTS BEYOND BORDERS NON-PROFIT ORGANISATION	18
EUROPEAN LAWYERS IN LESVOS	19
FENIX	20
GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY NON-PROFIT ORGANISATION	21
GREEK ASSOCIATION OF PEOPLE LIVING WITH HIV «POSITIVE VOICE» - SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, THESSALONIKI)	22
GREEK CHILDREN'S VILLAGE – FILIRO	23
GREEK COUNCIL FOR REFUGEES – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	24
HELLENIC RED CROSS – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, THESSALONIKI, LARISSA, CORFU, PATRAS, AGRINIO, ARTA, TRIKALA, KARDITSA, HERAKLION-CRETE)	25
HIAS GREECE – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	26
HOPE SPOT – SOCIAL & PSYCHOLOGICAL SUPPORT (THESSALONIKI)	27
HUMAN RIGHTS 360	28
ILIAKTIDA – SOCIAL & PSYCHOLOGICAL SUPPORT (LESVOS)	29
INTERNATIONAL RESCUE COMMITTEE HELLAS (IRC HELLAS) – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, LESVOS)	31
INTERNATIONAL SOCIAL SERVICE	32
INTERSOS HELLAS – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	33
KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS) – SOCIAL & PSYCHOLOGICAL SUPPORT (THROUGHOUT THE COUNTRY)	34
KLIMAKA – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	35
«MELISSA» NETWORK OF MIGRANT WOMEN IN GREECE – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	36
METADRASI – ACTION FOR MIGRATION AND DEVELOPMENT	37

PART A: ACTORS BY SERVICES PROVIDED

MUNICIPAL COMMUNITY CENTRES	60
MUNICIPAL CONSULTING CENTRES FOR WOMEN	59
NATIONAL CENTRE FOR SOCIAL SOLIDARITY (NCSS) – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, THESSALONIKI)	38
NEA ZOI – NEW LIFE	39
NETWORK FOR CHILDREN’S RIGHTS– SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	40
ODYSSEA N.P.O.	41
ONE CHILD – ONE WORLD – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	42
O.U.R. RESCUE	43
PRAKSIS – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, SAMOS, CHIOS, LESVOS)	44
REFUGEE LEGAL SUPPORT - GREECE	45
REFUGEE SUPPORT IN THE AEGEAN (RSA)	46
REHABILITATION UNIT 18 ANO. ATTICA PSYCHIATRIC HOSPITAL – SOCIAL & PSYCHOLOGICAL SUPPORT	47
SALVATION ARMY – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	48
SAMS – SYRIAN AMERICAN MEDICAL SOCIETY HELLAS	49
SOLIDARITY NOW – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, THESSALONIKI)	50
SOS CHILDREN’S VILLAGES – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS, PIRAEUS, THESSALONIKI, HERAKLION-CRETE, IOANNINA, KALAMATA, KOMOTINI, PATRAS)	51
SYNYPARXIS-ECUMENICAL REFUGEE PROGRAMME – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	52
TERRE DES HOMMES HELLAS	53
THE SMILE OF THE CHILD – SOCIAL & PSYCHOLOGICAL SUPPORT	54
THREADS OF HOPE	55
UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE– SOCIAL & PSYCHOLOGICAL SUPPORT (HERAKLION-CRETE)	56
ZEYXIS – SOCIAL & PSYCHOLOGICAL SUPPORT (ATHENS)	57

TABLE 2.

ACTORS OFFERING ACCOMMODATION	Part B
FOR SINGLE WOMEN OR WOMEN WITH CHILDREN	
A21 – SHELTER FOR WOMEN VICTIMS OF HUMAN TRAFFICKING (THESSALONIKI)	01
DAMARIS - COMMUNITY HOUSE - LONG-TERM ACCOMMODATION (ATHENS)	10
DIOTIMA-CENTRE FOR GENDER RIGHTS AND EQUALITY – SHORT-TERM ACCOMMODATION (LESVOS)	13
MUNICIPALITY OF ATHENS – KETHEA – OKANA - TRANSITION SHELTER for the homeless substance users (MY ATHENS)	34
NATIONAL CENTRE FOR SOCIAL SOLIDARITY (NCSS) - EMERGENCY, SHORT-TERM & LONG-TERM ACCOMMODATION (ATHENS, THESSALONIKI)	38
O.U.R. RESCUE	43
SHELTERS FOR WOMEN VICTIMS OF VIOLENCE OR OF OTHER VULNERABILITIES (MUNICIPALITIES-GSDFPGE) (THROUGHOUT THE COUNTRY)	59
UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE - CRETE	56
FOR MEN	
A21	01
ARSIS	06
MUNICIPALITY OF ATHENS – KETHEA – OKANA - TRANSITION SHELTER for the homeless substance users (MY ATHENS)	34
NATIONAL CENTRE FOR SOCIAL SOLIDARITY (EKKA)	37
O.U.R. RESCUE	43

PART A: ACTORS BY SERVICES PROVIDED

FOR CHILDREN	
ACTORS OFFERING ACCOMMODATION AND ARE BEING CO-ORDINATED BY THE GENERAL SECRETARIAT FOR VULNERABLE PERSONS AND INSTITUTIONAL PROTECTION OF THE MINISTRY OF MIGRATION AND ASYLUM	63
ARSIS	06
GREEK CHILDREN'S VILLAGE – FILIRO	23
ILIAKTIDA	29
INTERNATIONAL RESCUE COMMITTEE HELLAS (IRC HELLAS) – SHORT-TERM & LONG-TERM ACCOMMODATION (ATHENS)	31
REGIONAL SOCIAL WELFARE CENTERS	61
SOS CHILDREN'S VILLAGES	51
THE SMILE OF THE CHILD	54

TABLE 3.

MEDICAL CARE	Part B
A21	01
“APOSTOLI” CHARITY ORGANISATION BY THE HOLY ARCHDIOCESE OF ATHENS – PHARMACEUTICAL CARE (ATHENS)	05
ARSIS (THESSALONIKI)	06
DOCTORS OF THE WORLD - MEDECINS DU MONDE (MDM) (ATHENS, THESSALONIKI)	14
DOCTORS WITHOUT BORDERS - MEDECINS SANS FRONTIERES (MSF) (SAMOS)	15
GREEK ASSOCIATION OF PEOPLE LIVING WITH HIV «POSITIVE VOICE» (ATHENS, THESSALONIKI)	22
HELLENIC RED CROSS (THROUGHOUT THE COUNTRY)	25
HOSPITALS, LOCAL MEDICAL UNITS (TOMY)	
KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS) (THROUGHOUT THE COUNTRY)	34
O.U.R. RESCUE	43
PRAKSIS (ATHENS, THESSALONIKI)	44
REHABILITATION UNIT 18 ANO. ATTICA PSYCHIATRIC HOSPITAL	47
SAMS – SYRIAN AMERICAN MEDICAL SOCIETY HELLAS	49
THE SMILE OF THE CHILD (THROUGHOUT THE COUNTRY)	54

TABLE 4.

PSYCHIATRIC SUPPORT	Part B
A21	01
BABEL (ATHENS)	07
DOCTORS OF THE WORLD - MEDECINS DU MONDE (MDM) - THESSALONIKI)	14
HOSPITALS, LOCAL HEALTH UNITS (TOMY)	
INTERNATIONAL RESCUE COMMITTEE HELLAS (IRC HELLAS) (ATHENS, LESVOS)	31
KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS) (THROUGHOUT THE COUNTRY)	34
KLIMAKA (ATHENS)	35
REHABILITATION UNIT 18 ANO. ATTICA PSYCHIATRIC HOSPITAL	47
SOS CHILDREN'S VILLAGES (ATHENS, THESSALONIKI)	51
THE SMILE OF THE CHILD	54

PART A: ACTORS BY SERVICES PROVIDED

TABLE 5.

LEGAL COUNSELLING & REPRESENTATION	Part B
A21 – LEGAL COUNSELLING & REPRESENTATION	01
ACTION AID HELLAS – LEGAL COUNSELLING (ATHENS)	02
ACTION FOR WOMEN – LEGAL SUPPORT (ATHENS)	03
AGALIA – LEGAL COUNSELLING (ATHENS)	04
ARSIS – LEGAL COUNSELLING & REPRESENTATION (ATHENS, THESSALONIKI)	06
ADVISORY CENTRES of the General Secretariat for Equality and Human Rights	58
MUNICIPAL CONSULTING CENTRES FOR WOMEN - LEGAL COUNSELLING & REPRESENTATION	59
BRIDGES - HUMANITARIAN INITIATIVE	09
DEFENCE FOR CHILDREN INTERNATIONAL - GREECE- LEGAL COUNSELLING & REPRESENTATION (ATHENS)	12
DIOTIMA - CENTRE FOR GENDER RIGHTS AND EQUALITY – LEGAL COUNSELLING & REPRESENTATION (ATHENS, THESSALONIKI, LESVOS)	13
DOCTORS WITHOUT BORDERS – MEDECINS SANS FRONTIERES (MSF) –LEGAL COUNSELLING & REPRESENTATION (ATHENS, SAMOS)	15
EQUAL RIGHTS BEYOND BORDERS - LEGAL COUNSELLING & REPRESENTATION (ATHENS, CHIOS, KOS)	18
EUROPEAN LAWYERS IN LESVOS – LEGAL COUNSELLING & REPRESENTATION (LESVOS, ATHENS, THESSALONIKI)	19
FENIX – HUMANITARIAN LEGAL AID – LEGAL COUNSELLING & REPRESENTATION (ATHENS, LESVOS)	20
GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY - LEGAL COUNSELLING (ATHENS)	21
GREEK ASSOCIATION OF PEOPLE LIVING WITH HIV «POSITIVE VOICE» - LEGAL COUNSELLING (ATHENS, THESSALONIKI)	22
GREEK COUNCIL FOR REFUGEES – LEGAL COUNSELLING & REPRESENTATION (ATHENS)	24
HIAS GREECE - LEGAL COUNSELLING & REPRESENTATION (ATHENS, LESVOS AND IF APPLICABLE THROUGHOUT THE COUNTRY)	26
HOPE SPOT – LEGAL COUNSELLING (THESSALONIKI)	27
HUMAN RIGHTS 360 - LEGAL COUNSELLING & REPRESENTATION (ATHENS)	28
KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS) – LEGAL COUNSELLING & REPRESENTATION (THROUGHOUT THE COUNTRY)	34
«MELISSA» NETWORK OF MIGRANT WOMEN IN GREECE - LEGAL COUNSELLING (ATHENS)	36
NETWORK FOR CHILDREN’S RIGHTS – LEGAL COUNSELLING (ATHENS)	40
O.U.R. RESCUE	43
PRAXIS – LEGAL COUNSELLING & REPRESENTATION (ATHENS, THESSALONIKI, LESVOS, SAMOS, CHIOS)	44
REFUGEE LEGAL SUPPORT – GREECE – LEGAL COUNSELLING & REPRESENTATION (ATHENS)	45
REFUGEE SUPPORT IN THE AEGEAN (RSA) - LEGAL COUNSELLING & REPRESENTATION (THROUGHOUT THE COUNTRY)	46
SOLIDARITY NOW - LEGAL COUNSELLING & REPRESENTATION (ATHENS, THESSALONIKI)	50
SYNYPARXIS-ECUMENICAL REFUGEE PROGRAMME - LEGAL COUNSELLING & REPRESENTATION (ATHENS)	52
UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE – LEGAL COUNSELLING	56

TABLE 6.

GREEK LANGUAGE COURSES	Part B
ACTION AID HELLAS – GREEK LANGUAGE COURSES (ATHENS)	02
ACTION FOR WOMEN – GREEK LANGUAGE COURSES (ATHENS)	03
ARSIS – GREEK & ENGLISH LANGUAGE COURSES (ATHENS, CRETE, KOS, LEROS, SAMOS)	06

PART A: ACTORS BY SERVICES PROVIDED

CARITAS HELLAS – GREEK LANGUAGE COURSES (ATHENS)	09
COMMUNITY HOUSE DAMARIS - GREEK LANGUAGE COURSES (ATHENS)	10
ELIX – GREEK LANGUAGE COURSES (ATHENS)	16
GREEK COUNCIL FOR REFUGEES – GREEK LANGUAGE COURSES (ATHENS)	24
INTERNATIONAL RESCUE COMMITTEE HELLAS (IRC HELLAS) – GREEK LANGUAGE COURSES (ATHENS)	31
KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS) – GREEK LANGUAGE COURSES (ATHENS, THESSALONIKI, LARISSA, HERAKLION CRETE)	34
«MELISSA» NETWORK OF MIGRANT WOMEN IN GREECE – GREEK & ENGLISH LANGUAGE COURSES (ATHENS)	36
METADRASI – ACTION FOR MIGRATION AND DEVELOPMENT – GREEK, ENGLISH & GERMAN LANGUAGE COURSES (ATHENS, THESSALONIKI)	37
ONE CHILD – ONE WORLD – GREEK LANGUAGE COURSES (ATHENS)	42
SOLIDARITY NOW – GREEK & ENGLISH LANGUAGE COURSES (ATHENS, THESSALONIKI)	50
SOS CHILDREN’S VILLAGES – ENGLISH LANGUAGE COURSES (ATHENS, THESSALONIKI, HERAKLION CRETE, IOANNINA, KALAMATA, PATRAS)	51
ZEYXIS – GREEK LANGUAGE COURSES (ATHENS)	57

TABLE 7.

JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS	Part B
A21 – JOB SEARCH COUNSELLING	01
ACTION AID HELLAS - JOB SEARCH COUNSELLING (ATHENS)	02
ACTION FOR WOMEN – VOCATIONAL TRAINING PROGRAMS (ATHENS)	03
ARSIS – JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (ATHENS, THESSALONIKI, CRETE, KOS, LEROS, SAMOS)	06
CARITAS HELLAS – JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (ATHENS)	09
DAMARIS - COMMUNITY HOUSE– JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (ATHENS)	10
DIOTIMA - CENTRE FOR GENDER RIGHTS AND EQUALITY – JOB SEARCH COUNSELLING (ATHENS, THESSALONIKI)	13
GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY - JOB SEARCH COUNSELLING (ATHENS)	21
GREEK COUNCIL FOR REFUGEES - JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (ATHENS)	24
GREEK PUBLIC EMPLOYMENT SERVICE (DYPA) – JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (THROUGHOUT THE COUNTRY)	61
HELLENIC RED CROSS – JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (ATHENS, THESSALONIKI, LARISSA, CORFU, PATRAS, AGRINIO, ARTA, TRIKALA, KARDITSA, HERAKLION CRETE)	25
INTERNATIONAL RESCUE COMMITTEE HELLAS (IRC HELLAS) JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (ATHENS)	31
KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS) – JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (THROUGHOUT THE COUNTRY)	34
«MELISSA» NETWORK OF MIGRANT WOMEN IN GREECE - JOB SEARCH COUNSELLING (ATHENS)	36
METADRASI – ACTION FOR MIGRATION AND DEVELOPMENT – JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (ATHENS, THESSALONIKI)	37
NEA ZOI – NEW LIFE ASSOCIATION FOR THE SUPPORT & RESTORATION OF INDIVIDUALS IN PROSTITUTION - VOCATIONAL TRAINING PROGRAMS (ATHENS)	39
ODYSSEA N.P.O. – JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (ATHENS)	41
PRAKSIS – JOB SEARCH COUNSELLING (ATHENS, THESSALONIKI)	44
REHABILITATION UNIT 18 ANO. ATTICA PSYCHIATRIC HOSPITAL – JOB SEARCH COUNSELLING	47

PART A: ACTORS BY SERVICES PROVIDED

SOLIDARITY NOW – JOB SEARCH COUNSELLING (ATHENS, THESSALONIKI)	50
SOS CHILDREN’S VILLAGES – JOB SEARCH COUNSELLING & VOCATIONAL TRAINING PROGRAMS (KALAMATA)	51
THE SMILE OF THE CHILD	54
THREADS OF HOPE – VOCATIONAL TRAINING PROGRAMS (ATHENS)	55
UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE – JOB SEARCH COUNSELLING	56

TABLE 8.

MATERIAL ASSISTANCE	Part B
AGALIA (ATHENS)	04
ARSIS (THESSALONIKI)	06
BRIDGES HUMANITARIAN INITIATIVE	09
DIOTIMA - CENTRE FOR GENDER RIGHTS AND EQUALITY (ATHENS, THESSALONIKI)	13
ELIX (ATHENS)	16
GREEK ASSOCIATION OF PEOPLE LIVING WITH HIV «POSITIVE VOICE» (ATHENS, THESSALONIKI)	22
HOPE SPOT (THESSALONIKI)	27
INTERNATIONAL RESCUE COMMITTEE HELLAS (IRC HELLAS) (ATHENS)	31
INTERSOS HELLAS (ATHENS)	33
KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS) (ATHENS, THESSALONIKI)	34
METADRASI – ACTION FOR MIGRATION AND DEVELOPMENT (ATHENS, THESSALONIKI)	37
NETWORK FOR CHILDREN’S RIGHTS (ATHENS)	40
ONE CHILD – ONE WORLD (ATHENS)	42
PRAKSIS (ATHENS, THESSALONIKI)	44
REHABILITATION UNIT 18 ANO. ATTICA PSYCHIATRIC HOSPITAL	47
SALVATION ARMY (ATHENS)	48
SOS CHILDREN’S VILLAGES (ATHENS, PIRAEUS, THESSALONIKI, IOANNINA, KALAMATA, KOMOTINI, PATRAS)	51
THE SMILE OF THE CHILD	54
UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE	56
ZEYXIS (ATHENS)	57

TABLE 9.

RELOCATION & REPATRIATION ASSISTANCE	Part B
A21	01
INTERNATIONAL ORGANISATION FOR MIGRATION (IOM)	30
INTERNATIONAL SOCIAL SERVICE (ATHENS)	32
O.U.R. RESCUE	43
SALVATION ARMY (ATHENS)	48
THE SMILE OF THE CHILD	54

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

HELPLINES

A21

Hotline **1109** (24/7)

You can reach **1109** from abroad **0030-2310019880**

GENERAL SECRETARIAT FOR EQUALITY AND HUMAN RIGHTS

SOS Helpline **15900** (24/7)

NATIONAL CENTER FOR SOCIAL SOLIDARITY (EKKA)

Emergency Social Aid Helpline **197** (24/7) (Greek, English) Free of charge

National Child Protection Helpline **1107** (24/7) (Greek, English, Arabic, Farsi, Urdu) Free of charge

NATIONAL EMERGENCY RESPONSE MECHANISM (NERM)

GENERAL SECRETARIAT FOR VULNERABLE PERSONS AND

INSTITUTIONAL PROTECTION

HELPLINE: **15107** & **0030-2132128888** or

0030-6942773030 (WhatsApp or Viber) 24/7

for unaccompanied minors, homeless or in precarious living conditions

HELLENIC POLICE

Helpline for immediate police intervention in every region of the country or free text message (SMS) **100** (24/7)

Child protection Helpline: **10201** (24/7)

HELLENIC RED CROSS

Helpline for Refugees **2105140440**, **6934724893** (Viber, WhatsApp):

Information, counselling & tele-interpretation in Greek, English, French, Russian, Turkish, Arabic, Farsi/Dari, Urdu, Pashto, Punjabi, Swahili, Kinyarwanda, Kirundi, Pulaar, Susu, Malinke, Kissi

Working days & hours: M-F 8:00-20:00

Psychosocial support Helpline **10205**

Working days & hours: M-F: 8:00-14:30 (Greek, Ukrainian)

HELPLINES

EPAPSY-ASSOCIATION FOR REGIONAL DEVELOPMENT AND MENTAL HEALTH

Helpline- Psychosocial support for refugees

6936 514113 (French, Lingala, English) (M.-F.: 09:00 -17:00)

6936 728444 (Arabic) (M.-F.: 11:00 -19:00)

6936 514120 (Farsi) (M.-F.: 11:00 -19:00)

6936 514117 (Somali) (M.-F.: 09:00 -17:00)

KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS)

1145 Hotline for pathological drug, alcohol, internet/gaming users

Information and support services can also be accessed via e-mail (distance counselling) at helpline@kethea-ithaki.gr.

1114 Hotline for responsible gambling

Information and support services can also be accessed via e-mail (distance counselling) at 1114a@kethea-alfa.gr

REHABILITATION UNIT 18 ANO. ATTICA PSYCHIATRIC HOSPITAL

Aid Helpline **2103617089** for adults

Working hours: 10:00-16:00

HELLENIC COAST GUARD

Helpline **108** (24/7)

UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE

Hotline SOS **8011116000**, **6974301011** (24/7)

THE SMILE OF THE CHILD

1056 National SOS Helpline for children (24/7) Free of charge

116111 European Support Helpline for children and teenagers (24/7) Free of charge

116000 European Hotline for missing children (24/7) Free of charge

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

SOCIAL WELFARE ACTORS

01. A21

INTERNATIONAL NON-PROFIT, NON-GOVERNMENTAL ORGANISATION

Thessaloniki & Athens (Freedom Centres)

Tel: 2310535693

Greece Hotline [1109](tel:1109) (24/7)

For calls from abroad [0030-2310019880](tel:0030-2310019880)

www.1109.gr (online report)

email: info.gr@a21.gr

Working days & hours: M-F 09:00-17:00

Services provided (adults):

Needs & risk assessment

Short-term accommodation (autonomous apartments in Thessaloniki are provided only to women)

Social support

Psychological support

Psychiatric support

Medical care

Legal counselling

Legal representation

Job search counselling (for women that are accommodated)

Repatriation assistance

Tele-interpreting with access to over 200 languages using the Hotline “1109”

02. ACTION AID HELLAS

INTERNATIONAL NON-GOVERNMENTAL ORGANISATION

Athens

Tel: 2155557345

Address: 93 Petras Str., Kolonos

email: athens@actionaid.org

Working days & hours: M-F 9:00-19:00

Services provided (adults & families):

Social support

Legal counselling

Greek language courses

Remedial education courses

Educational guidance & counselling

Job search counselling

Tax services

03. ACTION FOR WOMEN

Athens

Tel: 2114128373 (for actors)

6945039807 (WhatsApp for women beneficiaries)

email: info@actionforwomen.ch, athens@actionforwomen.ch

Working days & hours: M-F 10:00-20:00

Services provided with interpretation in Arabic, Farsi, French, Lingala (women enrolled in language courses):

Greek language courses (daycare while mothers attending courses)

Vocational training programs (daycare while mothers attending courses)

Social support

Psychological support

Legal support

04. AGALIA

CHARITY ORGANISATION

Athens

Tel: 2108828788

Address: 41 Mavrommateon str., Athens

email: info@agaliam.org.gr

Working days & hours: M-F 9:00-16:00

Services provided (adults):

Needs & risk assessment

Social support

Psychological support

Legal counselling

Material assistance (for children & pregnant women)

05. APOSTOLI

CHARITY ORGANISATION BY THE HOLY ARCHDIOCESE OF ATHENS

Athens

Social Mission Clinic

Tel: 2130117390

Address: 113 Sevastoupoleos str., Athens

Working days & hours: M-F 09:00-13:30

Services provided:

Pharmaceutical care

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

06. ARSIS

NON-GOVERNMENTAL ORGANISATION

Athens

Youth Support Center

Tel: 2108611132, 6944230478

Address: 21b Tenedou str., Kypseli

email: arsis.neonchora@gmail.com

athensedu.arsis@gmail.com

Working days & hours: M-F 9:00-17:00

Services provided (refugee children 4-17 years):

Needs & risk assessment

Social support

Psychological support

Legal counselling

Legal representation

Greek & English language courses

Enrolling in public School

Remedial education courses

Vocational training programs

Job search counselling

Streetwork

Interpretation

Thessaloniki

Youth Support Center

Tel: 2310227311, 2311242956, 6986658511

Address: 9 Sparti str., Thessaloniki

email: kyn@arsis.gr

Working days & hours: M-F 9:00-17:00

Services provided (refugee children 4-17 years):

Needs & risk assessment

Social support

Psychological support

Legal counselling

Legal representation

Greek & English language courses

Enrolling in public School

Remedial education courses

Vocational training programs

Job search counselling

Tax services

Streetwork

Interpretation

Social Service Supporting Vulnerable Social Groups

Tel: 2310534652

Address: 12 Monastiriou str., Thessaloniki

email: socialservice@arsis.gr

Working days & hours: M-F 9:00-17:00

Services provided (adults):

Accommodation programmes (for refugee & local population)

Social support

Psychological support

Creative activities

Streetwork

Material assistance

Info Desk Center

Tel: 2316015307, 6908070490

Address: 6 Orfanidou str., Thessaloniki

email: arsis.streetwork@gmail.com

Working days & hours: M-F 10:00-18:00

Services provided (unaccompanied children):

Mobile units

Needs & risk assessment

Social support

Psychological support

Undertaking medical emergency needs

Legal counselling

Food & Non-Food items (NFIs)

Resting space with basic hygiene services

Crete

Youth Support Center

Tel: 6945263724, 6945263711

email: cretedu.arsis@gmail.com

Working days & hours: M-F 9:00-17:00

Services provided (refugee children 4-17 years):

Greek & English language courses

Enrolling in public School

Remedial education courses

Vocational training programs

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

Job search counselling

Kos

Youth Support Center

Tel: 2242042451, 6947631169

Address: Limni Agios Georgios, Pyli, Kos

email: keduarsis@gmail.com

Working days & hours: M-F 9:00-17:00

Services provided (refugee children 4-17 years):

Greek & English language courses

Enrolling in public School

Remedial education courses

Vocational training programs

Job search counselling

Leros

Youth Support Center

Tel: 6945413903

Address: Platanos (nearby Boulafenteio General High School), Leros

email: leduarsis@gmail.com

Working days & hours: M-F 9:00-17:00

Services provided (refugee children 4-17 years):

Greek & English language courses

Enrolling in public School

Remedial education courses

Vocational training programs

Job search counselling

Samos

«Alki Zei» Child and Family Support Center

Tel: 2273181030, 6936117548

Address: Malagariou Avenue Vathy, Samos

email: alkizei.arsis@gmail.com

Working days & hours: M-F 9:00-17:00

Services provided (refugee children 4-17 years):

Greek & English language courses

Enrolling in public School

Remedial education courses

Vocational training programs

Job search counselling

07. BABEL

MENTAL HEALTH UNIT FOR MIGRANTS

Athens

Tel: 2108616280, 2108616266, 2108676483

Address: 72 Ioannou Drossopoulou str., Kypseli

email: info@syn-eirmos.gr

Working days & hours: Monday 9:00-17:00

Tuesday 9:00-19:00

Wednesday 9:00-19:00

Thursday 9:00-20:00

Friday 9:00-19:00

Services provided with interpretation (adults & children):

Needs & risk assessment

Psychological support

Psychiatric support

Speech therapy

Occupational therapy

08. BOAT REFUGEE FOUNDATION (BRF- STICHTING BOOTVLUCHTELING)

Athens

Tel: 6980009695

email: athens-referrals@boatrefugee.com

Working days & hours: M-F 09:00-17:00

Services provided (adult migrant & refugee populations):

Social support

Psychological support

09. BRIDGES - HUMANITARIAN INITIATIVE

Athens

Address: Vilara 2, Athens

Tel: 210 5200894, 6972 232227

email: info@bridges.org.gr

Working days & hours: M-F 10:00-16:30

Services provided (adult migrant with interpretation)

Social support

Material assistance

Legal counselling

Services provided with Arabic interpretation.

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

10. CARITAS HELLAS

Athens

Caritas Social Spot in Neos Kosmos

Tel: 2130909940

Address: 2^A Rene Pio str., Neos Kosmos

email: neoskosmoscenter@caritas.gr

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults):

Social support

Psychological support

Vocational guidance & career counselling

Financial counselling & tax services

Greek language courses for adults

Vocational training programs

Group Activities:

Computer courses & certification

Physical activity and empowerment courses for women

Educational activities for children 5-12 years of age

*In person or online services are available in Greek, English, French, Ukrainian, Arabic, Farsi.

*Arrangement of an appointment is required.

11. DAMARIS COMMUNITY HOUSE

Athens

Tel: 2106547189

email: socialworker@damaris.gr, program@damaris.gr

Services provided with interpretation (single women or women with their children aged up to 8 years old):

Needs & risk assessment

Long-term accommodation

Social support

Psychological support

Psychiatric support

Greek language courses

Vocational training programs

Job search counselling

12. DEFENCE FOR CHILDREN INTERNATIONAL - GREECE

Athens

Tel: 2114136664

email: nantinatsekeri.dci@gmail.com, irispappa.dci@gmail.com

Services provided with interpretation (single-parent families & children):

Social support

Psychological support

Empowerment groups

Legal counselling

Legal representation

13. DIOTIMA - CENTRE FOR GENDER RIGHTS AND EQUALITY NON-PROFIT ORGANISATION

Athens

Support Services to Women Refugees

Tel: 2108816405

Address: 43^A 3rd Septemvriou str., Athens

email: urban.athens.diotima@gmail.com

Legal.diotima@gmail.com

Working days & hours: M-F 10:00-17:00

Services provided with interpretation (refugee women & children):

Social support

Psychological support

Legal counselling

Legal representation

Job search counselling

Material assistance

«All Safe» Project

Tel: 2103244380

Address: 43^A 3rd Septemvriou str., Athens

email: diotima@otenet.gr

helpdesk.diotima@gmail.com

Working days & hours: M-F 10:00-17:00

Services provided with interpretation (Greek or immigrant women & children who have experienced any form of gender-based violence):

Social support

Psychological support

Legal counselling (in person or online)

Legal representation (in person or online)

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

Job search counselling

Thessaloniki

Support Services in Women Refugees

Tel: 2310 534445

Address: 7 Dodekanisou str., Thessaloniki

email: urban.thessaloniki.diotima@gmail.com

Working days & hours: M-F 10:00-17:00

Services provided with interpretation (refugee women & children):

Social support

Psychological support

Legal counselling

Legal representation

Job search counselling

Material assistance

«All Safe» Project

Tel: 2310 534445

Address: 7 Dodekanisou str., Thessaloniki

email: diotima@otenet.gr

Working days & hours: M-F 10:00-17:00

Services provided with interpretation (Greek or immigrant women & children who have experienced any form of gender-based violence):

Social support

Psychological support

Legal counselling (in person or online)

Legal representation (in person or online)

Job search counselling

Lesvos

Tel: 2251024730

email: lesvos.diotima@gmail.com

Working days & hours: M-F 10:00-17:00

Services provided with interpretation (women & children):

Short-term accommodation

Social support

Psychological support

Legal counselling

Legal representation

14. DOCTORS OF THE WORLD - MÉDECINS DU MONDE (MDM) GREEK DELEGATION

Open Polyclinic in Athens

Social Service

Tel: 2103213150

Address: 12 Sappous str., Athens

email: info@mdmgreece.gr

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults & children):

Primary health care (clinical examination, prescription, referrals)

Mental health care and psychosocial support (only for registered beneficiaries)

Speech therapy

Streetwork

Open Polyclinic in Thessaloniki

Social Service

Tel: 2310566641

Address: 29A Ptolemeon str. (inside the covered walk), Thessaloniki

email: pssthes.mdmgreece@gmail.com

t.rousos.mdmgreece@gmail.com

Working days & hours: M-F 8:00-17:00

Services provided with interpretation (adults & children):

Primary health care (clinical examination, prescription, referrals)

Childhood immunisation (pediatric clinical examination, vaccinations)

Mental health care and psychosocial support (psychiatric diagnostic evaluation, psychotherapy sessions, case management only for registered beneficiaries)

Sexual & Reproductive health

Streetwork

15. DOCTORS WITHOUT BORDERS - MEDECINS SANS FRONTIERES (MSF) - GREEK DELEGATION

Athens

Tel: 2103839372

Address: 140 Solonos str., Athens

email: msfch-athens-socialworkermanager@geneva.msf.org

Working days & hours: Monday-Thursday 9:00-17:00

Friday 09:00-14:00

Services provided with interpretation (adults & children):

Needs & risk assessment

Social support

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

Psychological support
Medical care
Legal counselling
Legal representation
Interpretation in French, Ukrainian, Arabic, Farsi, Kurdish, Urdu, Bengali, Lingala

Samos' Day Care Center

Tel: 6949778755

Address: 10 Noemis Ntael str., Vathy Samos

email: msfch-samos-socialworker@geneva.msf.org

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults & children):

Needs & risk assessment

Social support

Psychological support

Medical care

Legal counselling

Legal representation

Interpretation in French, Arabic, Farsi, Lingala

16. ELIX - CONSERVATION VOLUNTEERS GREECE NON-PROFIT ORGANISATION

Athens

Education and Creative Activities Center

Tel: 2103810445

Address: 20-22 Patision str., Athens

email: elix@elix.org.gr

judith@elix.org.gr

Working days & hours: M-F 9:30-16:30

Services provided with interpretation (children):

Social support

Psychological support

Greek language courses

Material assistance

Interpretation

17. EPAPSY-ASSOCIATION FOR REGIONAL DEVELOPMENT AND MENTAL HEALTH

Tel: 210 3806028

Address: Botasi 9, 4th fl., Athens

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults):

Social support

Psychological support

Streetwork

18. EQUAL RIGHTS BEYOND BORDERS NON-PROFIT ORGANISATION

Athens

Tel: 6972436421, 6955953526

Address: 69A Emmanouil Benaki str., Athens

email: athens@equal-rights.org

Working days & hours: M-F 09:30-18:00

Services provided with interpretation (adults & children):

Needs & risk assessment

Legal counselling

Legal representation

Chios

Tel: 6983438905, 6979889203

Address: 1 Mitropolitou Polikarpou str., Chios

email: chios@equal-rights.org

Working days & hours: M-F 09:30-18:00

Services provided with interpretation in Chios and Kos (adults & children):

Needs & risk assessment

Legal counselling

Legal representation

19. EUROPEAN LAWYERS IN LESVOS

Lesvos

Tel: 6946234282

Address: 47C P. Kountouriotou, Mytilene

email: lesvos@europeanlawyersinlesvos.eu

Working days & hours: M-F 09:00-17:00

Services provided (adults & children):

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

Legal counselling
Legal representation

Athens

Tel: 6947208773
Address: 40 Alexandras Avenue, Athens
email: athens@europeanlawyersinlesvos.eu
Working days & hours: M-F 09:00-17:00
Services provided (adults & children):
Legal counselling
Legal representation

Thessaloniki

Tel: 6947612439 (Thessaloniki and Northern Greece)
Address: 25 Valaoritou str., Thessaloniki
email: thessaloniki@europeanlawyersinlesvos.eu
Working days & hours: M-F 09:00-17:00
Services provided (adults & children):
Legal counselling
Legal representation

20. FENIX HUMANITARIAN LEGAL AID

Athens

Tel: 6948172813
Address: 86 Ioannou Drosopoulou str., Athens
email: asterios@fenixaid.org
Working days & hours: M-F 08:30-17:00
Services provided with interpretation (adults):
Needs & risk assessment
Social support
Psychological support
Legal counselling
Legal representation
Tele-interpreting (Arabic, Farsi, French, Lingala, Somali)

Lesvos

Tel: 6948172813
Address: 311 Ermou str., Mytilene
email: karvela@fenixaid.org
Working days & hours: M-F 08:30-17:00
Services provided with interpretation (adults & children):
Needs & risk assessment

Social support
Legal counselling (Lesvos, Kos)
Legal representation (Lesvos, Kos)
Tele-interpreting (Arabic, Farsi, French, Lingala, Somali)

21. GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY NON-PROFIT ORGANISATION

Athens

Tel: 2130884494
Address: 14 Eleftherias Square str., Athens
email: info@g2red.org
Working days & hours: M-F 10:00-18:00
Services provided with interpretation (English, French) to migrant population (adults & children 15+):
Needs & risk assessment
Legal counselling
Vocational guidance & career counselling to children +15 years of age

22. GREEK ASSOCIATION OF PEOPLE LIVING WITH HIV “POSITIVE VOICE”

Athens

Positive Voice

Tel: 2103234492
Address: 4 Pittaki str., Athens
email: empowerment@positivevoice.gr
Working days & hours: M-F 10:00-14:00
Services provided:
Empowerment activities for people living with HIV and their fellow people

Athens Checkpoint

Tel: 2103310400
Address: 4 Pittaki str., Athens
Working days & hours: Tue-Sat 12:00-20:00
Services provided:
Rapid test for HIV, hepatitis B & C (arrangement of an appointment is required)
Counselling for Sexually Transmitted Diseases

REF Checkpoint

Tel: 2103310400
Address: 200 Michail Voda str., Athens
email: info@refcheckpoint.gr

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

Working days & hours: Thu-Sat 16:00-20:00

Services provided (refugee population):

Rapid test for HIV, hepatitis B & C (arrangement of an appointment is required)

Counselling for Sexually Transmitted Diseases

*Services are provided in English, French, Spanish, Portuguese, Russian, Arabic, Farsi/Dari & Urdu

RED UMBRELLA – Empowerment Center for Sex Workers

Address: 200 Michail Voda str., Αθήνα

email: redumbrellathens@gmail.com

Working days & hours: Wednesday 16:00-20:00

Services provided:

Empowerment, artistic & recreational activities

Rapid test for HIV, syphilis, hepatitis B, C & sexual health counselling

Psychosocial support

Legal support

Provision of free clothing and other basic necessities

Thessaloniki

Positive Voice

Tel: 2315525020

Address: 112 Egnatia str., Thessaloniki

email: empowerment@positivevoice.gr

Working days & hours: M-F 10:00-14:00

Services provided:

Empowerment activities for people living with HIV and their fellow people

Thessaloniki Checkpoint

Tel: 2310282284

Address: 112 Egnatia str., Thessaloniki

Working days & hours: Tue-Sat 12:00-20:00

Services provided:

Rapid test for HIV, hepatitis B & C (arrangement of an appointment is required)

Counselling for Sexually Transmitted Diseases

RED UMBRELLA – Empowerment Center for Sex Workers

Address: 112 Egnatia str., Thessaloniki

email: redumbrellathens@gmail.com

Working days & hours: Monday 16:00-18:00

Services provided:

Empowerment, artistic & recreational activities

Rapid test for HIV, syphilis, hepatitis B, C & sexual health counselling

Psychosocial support

Legal support

Provision of free clothing and other basic necessities

23. GREEK CHILDREN'S VILLAGE – FILIRO

Thessaloniki

Tel: 2310677556

Address: 11 Keramopoulou str. (Agias Sofias square), Thessaloniki

email: ellinikopaidikoxorio@gmail.com

Services provided (children 3-6 years of age):

Long-term accommodation

24. GREEK COUNCIL FOR REFUGEES

NON-GOVERNMENTAL ORGANISATION

Athens

Tel: 2103800990

Address: 25 Solomou str., Athens

email: gcr1@gcr.gr

Working days & hours: M-F 9:00-16:00

Tuesday 09:00-17:00

Services provided with interpretation (adults):

Social support

Psychological support

Legal counselling

Legal representation

Greek language courses

Job search counselling

Job placement

Interpretation

«Pyxida» Intercultural Center

Tel: 2103800990

Address: 25 Solomou str., Athens

email: gcr1@grc.gr

Services provided (adults & children):

Greek language courses

Vocational guidance & career counselling

Remedial education courses

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

25. HELLENIC RED CROSS

SOCIAL WELFARE SECTOR

ATHENS

REFERENCE CENTER FOR COUNSELLING AND PSYCHOSOCIAL SUPPORT

Tel: 2103613574

Address: 21 3rd Septemvriou str., Athens

Working days & hours: M-F 8:00-14:30

Psychosocial support Helpline **10205**

Working days & hours: M-F: 8:00-15:00

MULTIFUNCTIONAL CENTER FOR REFUGEES AND MIGRANTS IN ATHENS

Helpline for Refugees **2105140440**, **6934724893** (Viber, WhatsApp):

Information, counselling & tele-interpretation in Greek, English, French, Russian, Turkish, Arabic, Farsi/Dari, Urdu, Pashto, Punjabi, Swahili, Kinyarwanda, Kirundi, Pulaar, Susu, Malinke, Kissi

Address: 2 Kapodistriou str., Athens

Working days & hours: M-F 8:00-20:00

MULTIFUNCTIONAL CENTER FOR REFUGEES AND MIGRANTS IN THESSALONIKI

Tel: 2310270496

Address: I. Dragoumi str. and 1 Vamvaka str., Thessaloniki

SOCIAL SERVICE HRC THESSALONIKI

Tel: 2130529195, 2310531530

Address: 10 Navarchou Kountouriotou str., Thessaloniki

SOCIAL SERVICE HRC LARISSA

Tel: 2410532250

Address: 7 Megalou Alexandrou str., Larissa

SOCIAL SERVICE HRC CORFU

Tel: 2661028268

Address: 2 El. Venizelou str., New Fortress square, Corfu

SOCIAL SERVICE HRC PATRAS

Tel: 2610620774

Address: 28th Oktovriou str. and Agiou Andrea str., Patras

SOCIAL SERVICE HRC AGRINIO

Tel: 2641033853

Address: 2 Ioannou Staikou str., Agrinio

SOCIAL SERVICE HRC ARTA

Tel: 2681021637

Address: 29 N. Plastira str., Arta

SOCIAL SERVICE HRC TRIKALA

Tel: 2431027430

Address: 5 Erithrou Stavrou str. and Athanasiou Diakou str., Trikala

SOCIAL SERVICE HRC KARDITSA

Tel: 2441076761

Address: Municipal Market, Karditsa

SOCIAL SERVICE HRC HERAKLION

Tel: 2810 225094, 2810242084

Address: 7 Rousou Chourdou str., Heraklion, Crete

Services provided in HRC Social Services:

- Needs & risk assessment
- Psychosocial support
- Material assistance
- Vocational training programs
- Streetwork
- Job search counselling
- Medical care (Patras, Thessaloniki)

HEALTH CARE SECTOR

A. PRIMARY HEALTH CARE CENTERS

Educational Health Station in Athens

Tel: 2106910143

Address: 1 Athanasaki str., Ampelokipoi (General Hospital of Athens Korgialeneio - Benakeio Hellenic Red Cross – Marshal Building)

email: eyesath@redcross.gr

Working days & hours: M-F 8:00-14:00

Interpretation in Arabic, Farsi, French, Ukrainian

Educational Health Station in Ano Liosia

Tel: 2102473194

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

Address: 165 Filis Avenue, Ano Liosia
email: eyсанoлиoѕion@redcross.gr
Working days & hours: M-F 8:00-14:00

Educational Health Station in Kallithea

Tel: 2109417070, 2109417660
Address: 147 Xenofontos str., Kallithea
email: eyskallitheas@redcross.gr
Working days & hours: M-F 8:00-14:00
Interpretation in Arabic, Farsi, Ukrainian

Clinics of Educational Health Stations:

1. Paediatric clinic (Ampelokipoi, Kallithea, Ano Liosia)
2. Vaccination clinic (Ampelokipoi, Kallithea, Ano Liosia)
3. Gynaecology clinic (Ano Liosia)
4. Eye care clinic (Ano Liosia)
5. Orthopaedic clinic (Kallithea, Ano Liosia)
6. Dental clinic (Kallithea, Ampelokipoi)
7. Pulmonary clinic (Kallithea)
8. Cardiac clinic (Kallithea)
9. Internal medicine clinic (Ampelokipoi)
10. Mental health clinic (Ampelokipoi, Kallithea)

B. HOME CARE SERVICE

for patients who leave the Hospital but must continue their treatment at home, as well as for the elderly and people with chronic diseases. The specialized staff educates the patients in self-care, but also the family environment and/or the caregivers, thus enhancing the care of the individual.

ATHENS

Tel: 2106997658
Address: 1 Athanasaki str., Ampelokipoi (General Hospital of Athens Korgialeneio - Benakeio Hellenic Red Cross – Marshal Building)
email: nossپiti@redcross.gr
Working days & hours: M-F 8:00-14:00

THESSALONIKI

Tel: 2310531532
Address: 10 Navarchou Kountouriotou str., Thessaloniki
email: thessaloniki_dpt@redcross.gr

Working days & hours: M-F 8:00-14:00

PATRAS

Tel: 2610277833
Address: 28th Oktovriou str. and Agiou Andrea str., Patras
email: nos.spitipatras@redcross.gr
Working days & hours: M-F 8:00-14:00

C. FIRST AID STATION HRC PATRAS

Tel: 2610277833
Address: 28is Oktovriou str. and Agiou Andrea str., Patras
email: deppatras@redcross.gr
Working days & hours: M-F 8:00-15:00

D. ACCOMPANIED REFERRALS - ACCREF

The Programme consists of a team of experienced and trained interpreters/cultural mediators specialized in medical terminology, with the aim of accompanying and facilitating the access of refugees and asylum seekers to public health services. It is offered exclusively with physical presence both in primary health care units (Local Health Units, Municipal Clinics) and in secondary Units (Public Hospitals) of Athens.

Tel: +306909173104
email: accrefhrc@redcross.gr

Working days & hours: M-F 7:30-15:00

Interpretation in Arabic, Farsi, Urdu, Kurmanji, Lingala, English, French, Ukrainian

26. HIAS GREECE

NON-GOVERNMENTAL ORGANISATION

Athens

Tel: 2251055488
Address: 63B Kefallinias str., Athens
email: info@hias.org
Services provided with interpretation (adults & children +16 years of age):
Social support (Athens, Mytilene)
Psychological support (Athens)
Legal counselling (Athens, Mytilene and if applicable throughout the country)
Legal representation (Athens, Mytilene and if applicable throughout the country)

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

27. HOPE SPOT

NON-GOVERNMENTAL ORGANISATION

Thessaloniki

Tel: 2310620785 (24/7)

Address: 45 Filikis Eterias str., Thessaloniki

email: info@hopespot.gr

Services provided (adults):

Social support

Psychological support

Legal counselling

Material assistance

28. HUMAN RIGHTS 360

NON-PROFIT ORGANISATION

Athens

Tel: 6985790897

email: contact@humanrights360.org

Services provided (adults):

Legal counselling

Legal representation

29. ILIAKTIDA

NON-PROFIT ORGANISATION

Lesvos

Tel: 2251045577

Address: 26 Gymnasiarchou David str., Mytilene

email: e.oikonomidou@iliaktida-amea.gr, k.kalampoki@iliaktida-amea.gr

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (children & single-parent families):

Needs & risk assessment

Emergency accommodation

Social support

Psychological support

Interpretation in French, Arabic, Farsi, Urdu, Lingala, Somali

Provision of interpretation to Organisations

30. INTERNATIONAL ORGANISATION FOR MIGRATION (IOM)

INTERNATIONAL ORGANISATION

Tel: 2109919040

Address: 6 Dodekanisou str., Alimos, Athens

email: akaramichali@iom.int, pferentinou@iom.int

Athens

Tel: 6948908362, 6955490509, 6956296789, 6958007950, 6949180247
6948669811, 6948462581

Thessaloniki

Tel: 6949662666, 6955490510

Address: 93^B Monastiriou str., Thessaloniki

Patras

Tel: 6985111206

Address: 17^A Vasileos Georgiou Square (4th floor), Patras

Corinth

Tel: 6970424354

Drama – Paranesti

Tel: 6948908372

Crete

Tel: 6985111205

Address: 2 Elefthernis str. and Ifestou str., (1st floor), Heraklion

Lesvos

T: 6948894741

Samos

Tel: 6972331440

Evros

Tel: 6946840125, 2552098926

Chios

Tel: 6932540849

Kos

Tel: 6944864986

Leros

Tel: 6941580330

Ioannina

Tel: 6986547044, 2651001025

Address: 6 Averof str., (1st floor), Ioannina

Services provided with interpretation:

The implementation of assisted voluntary returns including reintegration measures (AVRR)

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

The project can assist third-country nationals:

1. who don't have the legal documents to stay in Greece and may opt for the voluntary return
2. whose asylum application has been rejected and have chosen to opt for voluntary return
3. who want to withdraw their asylum application

IOM can assist them according to their needs by:

- Providing individualised information about the situation in their home country, the benefits and assistance included in the program
- Assisting with the issuance of the travel document
- Arranging transportation by plane to their home country, as well as onwards transportation within the country, if needed
- Assisting at the departure airport in Greece, as well as in transit and upon arrival, if needed
- Providing one-time cash grant to them and if applicable, family members travelling with them
- Open Center in the Prefecture of Attica for applicants of voluntary returns

*Migrants in vulnerable situations, such as victims of trafficking, are provided with tailor made assistance during all stages of the return process and can be further benefited from the in-kind reintegration assistance in their home country.

The migrants can decide to leave the program any time of the procedure without any obligation.

31. INTERNATIONAL RESCUE COMMITTEE HELLAS (IRC Hellas)

Athens

Mental Health & Psychosocial Support Program

Tel: 6947134340 (for professionals & beneficiaries)

6947250695 (WhatsApp – for beneficiaries)

email: melina.astyrakaki@rescue.org (for professionals)

Working days & hours: Tue-Th 09:00-17:00

Services provided with interpretation (adults with initial request for psychological support):

Social support

Psychological support

Psychiatric diagnostic evaluation & medication prescription (when needed)

Material assistance

Employability Service

Tel: 6945755823 (for professionals)

6947250695 (WhatsApp, Viber – for beneficiaries)

email: aspasia.karavia@rescue.org (for professionals)

livihoods.ath@rescue.org (for beneficiaries)

Working days & hours: M-Th 10:00-16:00

Services provided with interpretation (adults):

Greek language courses

Vocational training programs

Job search counselling

Job placement

Supported Independent Living Program

Services provided with interpretation (unaccompanied children aged 16-18 years of age):

Short-term & long-term accommodation

Social support

Psychological support

Greek language courses

Material assistance

Mytilene

Tel: 6941661409

email: mhpss.lesvos@rescue.org

Working days & hours: M-F 09:00-17:00

Mental Health & Psychosocial Support Program

Services provided with interpretation (adults & children 16+ years of age with initial request for psychological support):

Social support

Psychological support

Psychiatric diagnostic evaluation & medication prescription (when needed)

[Refugee.info Greece Helpdesk](#) with access to English, French, Arabic, Farsi, Urdu, Ukrainian

32. INTERNATIONAL SOCIAL SERVICE

Athens

Tel: 2103636191, 2103612433

Address: 24 Derigni str., Athens

email: info@iss-greece.gr

Working days & hours: M-F 9:00-17:00

Services provided (adults):

Relocation assistance to a third country in cooperation with a third country actor

Repatriation assistance in cooperation with an actor in the country of origin

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

33. INTERSOS HELLAS

Athens

Tel: 21067001596

Address: 12 Sapfous str., Athens

email: info@intersos.gr

Working days & hours: M-F 09:00-17:00

Services provided (adults & unaccompanied children):

Needs & risk assessment

Social support

Psychological support

Material assistance

34. KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS)

Info Desk

Tel: 2109241993/-6

email: info@kethea.gr

1145 Hotline for pathological drug, alcohol, internet/gaming users

Working days & hours: M-F 9:00-17:00

Information and support services can also be accessed via e-mail (distance counselling) at helpline@kethea-ithaki.gr

1114 Hotline for responsible gambling

Working days & hours: M-F 9:00-21:00

Information and support services can also be accessed via e-mail (distance counselling) at 1114a@kethea-alfa.gr

Services provided (substance users):

Preliminary evaluation / Needs assessment

Streetwork, low threshold centers, harm reduction programs & primary health care - addicts on the street regardless of their age, gender, ethnicity etc. (Athens, Thessaloniki).

Therapeutic community for adults - people with dual diagnosis are excluded (Sindos-Thessaloniki, Athens, Piraeus, Kalamata, Heraklion, Ioannina, Larissa).

Therapeutic community for intensive residential care to adolescents struggling with substance abuse or addiction - people with dual diagnosis are excluded (Athens, Volos).

Outpatient treatment unit for people with dual diagnosis - co-occurring mental health and substance use disorder (Athens, Thessaloniki, Heraklion – Crete).

Information, intercultural counselling, psychological support and relapse prevention services to immigrants and refugees with addictions (Athens).

Outpatient treatment units for adolescents and adults struggling with addiction (Agios Nikolaos, Alexandroupoli, Arta, Athens, Chania, Chios, Corfu, Elefsina, Heraklion, Ioannina, Kavala, Kalamata, Kalymnos, Kozani, Komotini, Lamia, Larissa, Livadeia, Mytilene, Nafplio, Orestiada, Patras, Piraeus, Pyrgos, Rhodes, Thessaloniki, Trikala, Volos).

Services provided (Members of KETHEA's therapeutic community throughout the country):

Social support

Psychological support

Psychiatric support

Interpretation (Athens)

Medical care

Material assistance (Athens, Thessaloniki)

Legal counselling

Legal representation – when their legal issues are linked to their substance abuse and might undermine their therapy's progress.

Vocational training programs

Greek language courses - including beneficiaries from other actors. Request is required. (Athens, Thessaloniki, Larissa, Heraklion)

Social reintegration

Job search counselling

* In cases where the substance users lack of support systems and their life or health are in immediate danger, KETHEA can provide «crisis admission» in residential Therapeutic Community located in different parts of the country. That includes immediate admission to the Community, omitting the usual preparation that takes place at an outpatient counselling center. *This procedure can also be applied to victims of human trafficking that struggle with addiction and are willing to join a therapeutic community.*

* Moreover, victims of human trafficking that are struggling with addiction, regardless of their will to join a therapeutic community, can be accommodated to the Transition Shelter **for the homeless substance users** (My Athens), of Municipality of Athens – KETHEA – OKANA, **tel.: 210 5242622**.

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

35. KLIMAKA

NON-GOVERNMENTAL ORGANISATION

Athens

Tel: 2103417162

Address: 30-32 Evmolpidon str., Kerameikos

email: central@klimaka.org.gr

Working days & hours: M-F 10:00-17:00

Services provided with interpretation (adults):

Needs & risk assessment

Social support

Psychological support

Psychiatric support

36. «MELISSA» NETWORK OF MIGRANT WOMEN IN GREECE

Athens

Tel: 2108218486

Address: 18 Ferron Str., Victoria Sq., Athens

email: melissanetwork.adm@gmail.com

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (women):

Needs & risk assessment

Social support

Psychological support

Legal counselling

Greek language courses

English language courses

Job search counselling

Self-care group activities

Interpretation

*Psychosocial services are provided to women who have enrolled on Greek or English language courses.

* Daycare while mothers attending courses.

* Joining the waiting list is required.

37. METADRASI – ACTION FOR MIGRATION AND DEVELOPMENT

NON-GOVERNMENTAL ORGANISATION

Athens

Tel: 2141008700, 2104831611

Address: 7, 25th Martiou str., Tavros

email: info@metadrasi.org

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults & children):

Needs & risk assessment

Greek, English & German language courses

Mathematics courses

Job search counselling

Labour market integration

Material assistance

Interpretation

Thessaloniki

Tel: 2314070433

Address: 2-8 Esopou str., Thessaloniki

email: info@metadrasi.org

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults & children):

Needs & risk assessment

Greek, English & German language courses

Mathematics courses

Job search counselling

Labour market integration

Material assistance

Interpretation

* Child Daycare while parents attending courses.

* Case management is offered to beneficiaries located inside the facilities on Lesbos, Chios, Leros, Kos islands. The initial request is made to the central office in Athens.

38. NATIONAL CENTRE FOR SOCIAL SOLIDARITY (NCSS-EKKA)

PUBLIC ENTITY

Emergency Social Aid Helpline [197](tel:197) operates on 24/7 basis (Greek, English) and is free of charge.

National Child Protection Helpline [1107](tel:1107) operates on 24/7 basis (Greek, English, Arabic, Farsi, Urdu) and is free of charge.

Social Support Centre in Ampelokipi, Athens

Tel: 2132039768/ -778

email: dkp_ypodochi@ekka.org.gr

Working days & hours: M-F 8:00-16:00

Services provided (adults & children):

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

Needs & risk assessment
Emergency & short-term accommodation for single women or women with their children
Accommodation for adult men and women
Social support
Psychological support

Social Support Centre in Finikas, Thessaloniki

Tel: 2313313930

email: kksfinika@thess.ekka.org.gr

Working days & hours: M-F 8:00-16:00

Services provided (adults & children):

Needs & risk assessment
Emergency & short-term accommodation for single women or women with their children
Accommodation for adult men and women
Social support
Psychological support

39. NEA ZOI – NEW LIFE

ASSOCIATION FOR THE SUPPORT & RESTORATION OF
INDIVIDUALS IN PROSTITUTION

Athens

Tel: 2105203852

email: contact@neazoi.org

Services provided with interpretation (adults):

Streetwork and support to beneficiaries
Vocational training programs

40. NETWORK FOR CHILDREN'S RIGHTS

NON-PROFIT ORGANISATION

Athens

Child Protection Unit

Tel: 2121214062

Address: 187 Konstantinoupoleos str., Athens

email: diktio@ddp.gr, e.antonatou@ddp.gr

Working days & hours: Info desk: M-F 10:00-20:00

Mobile Units: 08:00-23:00 & Sat 11:00-19:00

Services provided with interpretation (children):

Escort of unaccompanied children

Streetwork
Legal counselling
Food & Non-Food items (NFIs)

Protection for all minors

Tel: 2108846590

Address: 11B Alkamenous str., Athens

email: diktio@ddp.gr, e.mansali@ddp.gr

Working days & hours: M-F 9:00-19:00

Services provided with interpretation (children):

Needs & risk assessment
Social support
Psychological support
Legal counselling
Food & Non-Food items (NFIs)

41. ODYSSEA N.P.O.

Athens

Tel: 2108839877, 2104815780

Address: 17 Nikiforou Mandilara str., Athens

email: info@odyssea.com

Working days & hours: M-F 9:00-18:00

Services provided:

Vocational training programs
Job search counselling
Relief interventions supporting vulnerable social groups

42. ONE CHILD – ONE WORLD

NON-PROFIT ORGANISATION

Athens

Tel: 2108838512

Address: 10 Rethimnou str., Athens

email: socialservices@paidi-kosmos.gr, info@paidi-kosmos.gr

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults & children):

Needs & risk assessment
Social support
Psychological support
Greek language courses
Remedial education courses (children 6-12 years of age)

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

Material assistance
Financial assistance

43. O.U.R. RESCUE GREECE

Tel.: 6981 309339 (Ana Ines Juarej Amat)

Services provided:

Emergency accommodation

Legal counselling

Legal representation

Escort to services and authorities

Medical support (medical exams, medicines etc)

Repatriation assistance

44. PRAKSIS – HUMANITARIAN NON-PROFIT ASSOCIATION

(Information on supportive structures for victims of human trafficking)

Athens

Tel: 2105205200

Address: 57 Stournari str., Athens

email: info@praksis.gr; m.moudatsou@praksis.gr

Working days & hours: M-F 9:00-17:00

Community Center

Tel: 2108213704

Address: 24 Sarpidonos str., Kolonos

Working days & hours: M-F 9:00-17:00

Open Day Center for the Homeless

Tel: 2105244574/ -576

Address: 26-28 Deligiorgi str., Metaxourgeio

Working days & hours: M-S 8:00-20:00

Thessaloniki

Polyclinic

Tel: 2310556145

Address: 1 Arkadioupoleos str. and Agiou Dimitriou str., Thessaloniki

Working days & hours: M-F 9:00-17:00

Services provided (adults & children):

Interpretation for cases supported from PRAKSIS (Athens, Thessaloniki, Samos, Chios, Lesvos)

Needs & risk assessment (Athens, Thessaloniki, Samos, Chios, Lesvos)

Escort for cases supported from PRAKSIS (Athens, Thessaloniki, Samos, Chios, Lesvos)

Street work/ mobile units (Athens, Thessaloniki)

Psychosocial support (Athens, Samos, Chios, Lesvos)

Medical care (Athens, Thessaloniki)

Material assistance/ necessities, depending on the organisation's capacity (Athens, Thessaloniki)

Legal counselling, support & escort (Athens, Thessaloniki, Samos, Chios, Lesvos)

Legal representation in court & public bodies – tailor made service (Athens, Thessaloniki, Samos, Chios, Lesvos)

Escort to the police in case the victim decides to cooperate with the authorities (Athens, Thessaloniki, Samos, Chios, Lesvos)

Vocational training programs – occasional service (Athens, Thessaloniki)

Job search counselling (Athens, Thessaloniki)

Supportive activities for social integration (Athens, Thessaloniki)

45. REFUGEE LEGAL SUPPORT - GREECE

NON-PROFIT ORGANISATION

Athens

Tel: 6940662583

Address: 14 Alexandras Avenue, Athens

email: coordinator@refugeelegalsupport.org

Working days & hours: M-F 10:00-18:00

Services provided (adults & children):

Legal counselling

Legal representation

46. REFUGEE SUPPORT IN THE AEGEAN (RSA)

NON-PROFIT ORGANISATION

Chios

Tel: 2271103721

Address: 7 Efstratiou Argenti str., Chios

email: info@rsaegean.org

Athens

Tel: 6948818007

email: xristinaretziou@rsaegean.org

Services provided (adults & children):

Legal counselling (throughout the country)

Legal representation (throughout the country)

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

Interpretation to Farsi in cases being handled by the Organisation

47. REHABILITATION UNIT 18 ANO. ATTICA PSYCHIATRIC HOSPITAL

Email: kye.gynaikon@gmail.com, kpoulakida@yahoo.gr

Reception Center for Women & Mothers Substance Users

Tel: 2103215813, 2103219290

Working days & hours: M-F 7:00-15:00

A' Counselling Center for men

Tel: 2103611803

Working days & hours: M-F 8:00-19:00

B' Counselling Center for men

Tel: 2108234634, 2108234740

Working days & hours: M-F 9:00-17:00

Department for teenagers & young adults

Tel: 2103638833

Working days & hours: M-F 9:00-18:00

Aid Helpline [2103617089](tel:2103617089) for adults

Working hours: 10:00-16:00

Services provided (women, men & teenagers substance users that are willing to join the therapeutic community aiming to their rehabilitation. All units are in Attica):

Needs & risk assessment

Social support

Psychological support

Psychiatric support

Medical care

Job search counselling

Material assistance

48. SALVATION ARMY

INTERNATIONAL NON-PROFIT ORGANISATION

Athens

Green Light Project

Tel: 6943219486

Address: 38 Satovriandou str., Omonoia

email: info@salvationarmy.gr

Working days & hours: M-F 09:00-17:00

Services provided with interpretation (adults & children):

Needs & risk assessment

Social support

Psychological support

Material assistance

Streetwork

49. SAMS – SYRIAN AMERICAN MEDICAL SOCIETY HELLAS INTERNATIONAL NON-PROFIT ORGANISATION

Athens

Tel: 6983 094414 (& Whatsapp/ Viber)

Address: Skiathou 64, Patisia

email: athens-mhpss-referrals@sams-usa.net

Working days & hours: M-F 09:00-17:00

Services provided with interpretation (adults- following communication):

Social support

Psychological support

Medical support (Gynecologist & pediatrician)

Services are provided with interpretation in Arabic and Farsi

50. SOLIDARITY NOW

NON-GOVERNMENTAL ORGANISATION

Athens Solidarity Centre (ASC)

Tel: 2108220883, 2108250986

Address: 2 Domokou str. and Filadelfias str., Athens

email: athens@solidaritynow.org

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults & children):

Social support (adults)

Psychological support (adults)

Legal counselling (adults)

Legal representation (adults)

Job search counselling

Tax assistance (adults)

English language courses (children 4-17 years of age)

Enrolling in public School (children 4-17 years of age)

Remedial education courses (children 4-17 years of age)

Interpretation to Greek, English, French, Arabic, Farsi, Lingala

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

*Online, phone or in person arrangement of an appointment is required.

Thessaloniki Solidarity Centre

Tel: 2310501030

Address: 29^A Ptolemeon str., Thessaloniki

email: thessaloniki@solidaritynow.org

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults & children):

HELIOS Project

Greek language courses

English language courses

* Child Daycare while parents attending courses.

Blue Refugee Centre

Tel: 2310555266

6945133112 (Call Center)

Address: 25D Koletti str., Thessaloniki

email: thebluecenter@solidarity.org

Working days & hours: M-F 9:00-19:00

Services provided with interpretation (adults & children):

Social support

Psychological support

Legal counselling

Greek language courses (adults)

English language courses (adults)

Job search counselling

Tax assistance (adults)

Remedial education courses (children 6-18 years of age)

Internet corner

51. SOS CHILDREN'S VILLAGES

NON-PROFIT ORGANISATION

• Centre for Children and Families Support

1. Athens

Tel: 2108650111

Address: 23 Megistis str.

2. Piraeus

Tel: 2104190935

Address: 19 Iroon Politechniou Avenue

3. Heraklion

Tel: 2810222610

Address: 4 Giannitson str.

4. Thessaloniki

Tel: 2310233692

Address: 94 Egnatia str.

5. Ioannina

T: 2651031847

Address: 11 Papadopoulou str.

6. Kalamata

Tel: 2721098660

Address: 11 Kapetan Krompa str. and 2 Anagnostara str.

7. Komotini

Tel: 2531082788

Address: 7-11 Skepastou str.

8. Patras

Tel: 2610320879

Address: 70 Athanasiou Diakou str.

Services provided (parents & children):

Social support

Assessment – Diagnostic evaluation for children and their parents'

Parental counselling

Psychological support for children and parents

Psychiatric support (Athens, Thessaloniki)

Psychotherapy intervention

Speech therapy

Material assistance

Job search counselling (Kalamata)

Vocational training programs (Kalamata)

Creative & psychoeducational group activities

- **Tutoring and Educational Support Centers** (Athens, Thessaloniki, Heraklion, Ioannina, Kalamata, Patras)

Services provided (children 9-15 years old):

Greek and Mathematics courses for elementary school students

Greek, Mathematics and Physics courses for junior high school students

English language courses

Computer courses

- **Educational and Family Support Center** in Kalamata

Services provided:

Vocational guidance & career counselling to parents

Remedial education courses for children 6-15 years old

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

52. SYNYPARXIS-ECUMENICAL REFUGEE PROGRAMME

Athens

Tel: 2107295926/ -7

Address: 22 Thiras str., Athens

email: ecrpath@gmail.com

Working days & hours: M-F 9:00-17:00

Services provided with interpretation (adults):

Needs & risk assessment

Social support

Psychological support

Legal counselling

Legal representation

53. TERRE DES HOMMES HELLAS

INTERNATIONAL CHILD PROTECTION ORGANISATION - GREEK DELEGATION

Athens

Tel: 2107510007

Address: 28 Meteoron str., Athens

email: gcr.office@tdh.ch

Working days & hours: M-F 9:00-17:00

Services provided:

Empowerment groups for children and young adults

Psychosocial support for parents and legal guardians of children who are in contact with the law

54. THE SMILE OF THE CHILD

VOLUNTARY NON-PROFIT ORGANISATION

Helplines

1056 National SOS Helpline for children (24/7)

116111 European Support Helpline for children and teenagers (24/7)

116000 European Hotline for missing children (24/7)

Address: 1 Spirou Loui str., Marousi

Email: TraffickingCoord@hamogelo.gr, Internationaldept@hamogelo.gr

Medical & Social Support Centers

1. Athens

Tel: 2107484010, 2107483655

Address: 6 Omirou str.

2. Thessaloniki

Tel: 2310250160

Address: 3 Papakiriazi str.

3. Patras

Tel: 2610332499

Address: 83 Othonos Amalias str.

Services provided:

✓ Medical care for children (arrangement of an appointment is required):

- Pediatrician
- Ophthalmologist
- Otolaryngologist (ENT)

✓ Pediatric Home Health Care Treatment

This action is addressed to children with serious health problems and most of them are not able to move. Mobile Medical Unit composed of experienced healthcare professionals do home visits to children and provides:

- Medical and nursing care under the supervision of the attending and chief physicians of Paediatric Hospitals.
- Social and psychology support for children with health issues and their families.
- Creative activities at home for children

✓ Social and counselling services to children with health issues:

- Medical & pharmaceutical supplies, diagnostic examinations, therapy sessions
- Attending physicians refer patients to foreign actors and services
- Collaboration with medical, nursing and social services
- Medevac

Support Centers

1. Attica

Tel: 2106095844

Address: Stoudiou str. and 2 Gliati str., Marousi

2. Attica

Tel: 2105781060, 2118003075

Address: Achaia str. and 2 Nafpliou str., Ilion

3. Nea Makri

Tel: 2294096711

Address: 31st km Marathonos Avenue

4. Thessaloniki

Tel: 2310535629

Address: 4 Emmanouil Chrisolora str.

5. Pyrgos

Tel: 2621024080

Address: 32 Agiou Charalampous str.

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

6. Corfu

Tel: 2661080368

Address: Ethniki Odos Palaiokastritsa – Alykes Potamou

7. Chalkida

Tel: 2221079788

Address: 41 Favierou str.

8. Corinth

Tel: 2741071211

Address: 14 Emou str.

9. Larissa

Tel: 2410555422

Address: 97 Agias str.

10. Tripoli

Tel: 2710234154

Address: 34 El. Venizelou str.

11. Chania

Tel: 2821092300

Address: 30 Smirnis str.

12. Heraklion

Tel: 2810245162

Address: 136 Ethnikis Antistaseos str.

13. Rethymno

Tel: 2831055600

Address: 59 Stamathioudaki str.

14. Kavala

Tel: 2510232616

Address: 16 Filellinon str. and Fotila str.

15. Patras

Tel: 2610332499

Address: 83 Othonos Amalias str.

Services provided:

Material assistance

Medical care (medical examinations, surgeries etc.)

Fulfillment of child's other needs (tutoring, etc.)

The House of the Child

Tel: 2107717773, 2107485531

Address: 7 Nilou str., Zografou

Services provided (children victims of abuse or neglect):

Mental health care

Diagnostic evaluation and therapy

Day Care Homes

Tel: 2621095487, Vrohitsa Ilia

Tel: 2641095473, Kalyvia, Municipality of Agrinio

Tel: 2221050199, Chalkida

Services provided:

Recreational activities

Empowerment of the family so that provides a healthy and well-structured living environment, incentives and developmental opportunities to children

55. THREADS OF HOPE

NON-GOVERNMENTAL ORGANISATION

Athens

Tel: 2105234993

Address: 14 Deligianni str., Athens

email: info@threadsofhopehellas.org

Services provided (women):

Vocational training courses specialised in sewing and general job skills & offer employment to women – survivors of human trafficking

56. UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE

Crete

Tel: 2810242121

Hotline SOS [8011116000](tel:8011116000), [6974301011](tel:6974301011) (24/7)

Address: 56 Meramvellou str., Heraklion

email: info@kakopoiisi.gr

Working days & hours: M-F 09:00-17:00

Services provided (women & mothers with children):

Accommodation (6-8 months)

Social support

Psychological support

Legal counselling

Networking with educational actors for recurrent training

Job search counselling

Material assistance

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

57. ZEYXIS

NON-PROFIT ORGANISATION

Athens

Tel: 2103809870, 2103809872

Address: 15 Veranzerou str., Athens

email: info@zeuxis.org.gr

Working days & hours: M-F 9:00-18:00

Services provided with interpretation (children):

Social support

Psychological support

Greek language courses

Material assistance

58. ADVISORY CENTRES of the General Secretariat for Equality and Human Rights

Athens, Piraeus, Thessaloniki, Patras, Tripoli, Ioannina, Larissa, Lamia, Heraklion, Corfu, Komotini, Kozani, Mytilene, Syros

<http://womensos.gr/sumvouleutika-kentra-ggif/>

24/7 HELPLINE SOS 15900

Services Provided:

Women victims of violence or in any vulnerable situation are referred to shelters through Advisory Centres or the SOS Helpline 15900

59. MUNICIPAL CONSULTING CENTRES FOR WOMEN

http://womensos.gr/symvouleutika_kentra_ota-2/

Services provided:

Information on gender equality and effective handling of discrimination and violence

Social support

Psychological support

Legal support

Vocational guidance & career counselling

60. MUNICIPAL COMMUNITY CENTRES

<https://opeka.gr/kentra-koinotitas/>

Services provided:

Information and psychosocial support

Collaboration with services and actors

Improving quality of life and social integration of beneficiaries

61. GREEK PUBLIC EMPLOYMENT SERVICE (DYPA)

Tel: 1555 (24/7)

Address: 8 Ethnikis Antistaseos str., Alimos, Athens

<https://www.oaed.gr/idikes-koinonikes-omades?tab=efpathis-koinonikes-omades-kai-anerghia&tab2=&tab3=>

62. HELLENIC POLICE

ANTI-TRAFFICKING DEPARTMENT

Athens

T: 210 6476806

email: dda.anti-trafficking@astynomia.gr,

Thessaloniki

T: 2310388364, 2310388372

email: trafficking.thess@hellenicpolice.gr

63. General Secretariat for Vulnerable Persons and Institutional Protection National Emergency Response Mechanism (NERM) for unaccompanied

minors, homeless or in precarious living conditions

HELPLINE: 15107 & 0030-2132128888 OR 0030-6942773030 (WhatsApp or Viber) 24/7

Accommodation requests for unaccompanied minors are submitted to the General Secretariat for Vulnerable Persons and Institutional Protection:

Tel: 213 2128 506

email: ssuams.stegasi@migration.gov.gr

64. Accommodation requests for children and patients with chronic illnesses are submitted to:

REGIONAL SOCIAL WELFARE CENTRES throughout the country.

65. HELLENIC COAST GUARD

Helpline 108 (24/7)

PART C: ACTORS OF THE NRM

PUBLIC BODIES

OFFICE OF THE NATIONAL RAPPOREUR ON TRAFFICKING IN HUMAN BEINGS (MINISTRY OF FOREIGN AFFAIRS)

Tel: 2103683197

Address: 3 Zalakosta str., Athens

email: nat.rap@mfa.gr

NATIONAL CENTER FOR SOCIAL SOLIDARITY

National Referral Mechanism for the Protection of Human Trafficking Victims (NRM)

Tel: 2132039772/ -620

email: ema.info@ekka.org.gr, ema.helpdesk@ekka.org.gr

MINISTRY OF SOCIAL COHESION AND THE FAMILY

1. General Secretariat for Equality and Human Rights

▽ Counselling Centers for women victims of violence

▽ Municipal shelters for women victims of violence and their children

2. Social Welfare Centers of Regions

MINISTRY OF LABOUR AND SOCIAL SECURITY

∂ Greek Public Employment Service (DYPA)

LABOUR INSPECTORATE – Independent Authority

MINISTRY OF THE INTERIOR

First Level of Local Authorities

∂ Community Centers & Social Services of Municipalities

MINISTRY OF JUSTICE

∂ Juvenile Probation and Social Assistance Services

MINISTRY OF CITIZEN PROTECTION

∂ Hellenic Police

Anti-trafficking Department

Tel: 2131520236, 2310388372

email: dda.anti-trafficking@astynomia.ge

Trafficking.thess@hellenicpolice.ge

MINISTRY OF MARITIME AND INSULAR POLICY

∂ Hellenic Coast Guard

MINISTRY OF MIGRATION AND ASYLUM

∂ Asylum Service

∂ Reception and Identification Service

∂ General Secretariat for Vulnerable Persons & Institutional Protection

MINISTRY OF HEALTH

∂ Health Authorities (Hospitals, Health Centers, Local Health Units)

∂ National Public Health Organisation

∂ Institute of Child Health

∂ Health Units SA (AEMY A.E.)

∂ EOPAE - Rehabilitation Unit 18 Ano. Attica Psychiatric Hospital

∂ EOPAE - KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS)

Tel: 2109241993/-6 (Dept. of Information)

email: info@kethea.gr

MINISTRY OF INFRASTRUCTURE & TRANSPORT

∂ Civil Aviation Authority

NON-GOVERNMENTAL ORGANISATIONS

A21

Tel: 2310535693

Greece Hotline «1109» (24/7)

email: info.gr@a21.gr

ACTION AID HELLAS

Tel: 2155557345

Address: 93 Petras str., Kolonos

email: athens@actionaid.org

ACTION FOR WOMEN

Tel: 2114128373

email: info@actionforwomen.ch,

athens@actionforwomen.ch

AGALIA

Tel: 2108828788

Address: 41 Mavrommateon str., Athens

email: info@agaliam.org.gr

APOSTOLI

Tel: 2130117390

Address: 113 Sevastoupoleos str., Athens

ARSIS

Tel: 2108611132, 6944230478

Address: 21b Tenedou str., Kypseli

email: arsis.neonchora@gmail.com

athensedu.arsis@gmail.com

BABEL

Tel: 2108616280, 2108616266, 2108676483

Address: 72 Ioannou Drosopoulou str., Kypseli

email: info@syn-eirmos.gr

BOAT REFUGEE FOUNDATION (BRF-STICHTING BOOTVLUCHTELING)

Tel: 6980009695

email: athens-referrals@boatrefugee.com

BRIDGES – HUMANITARIAN INITIATIVE

T.: 210 52 00 894

Address: Vilara 2, Athens

email: info@bridges.org.gr

PART C: ACTORS OF THE NRM

CARITAS HELLAS

Tel: 2130909940

Address: 2^A Rene Pio str., Neos Kosmos

email: neoskosmoscenter@caritas.gr

COMMUNITY HOUSE DAMARIS

Tel: 2106547189

email: socialworker@damaris.gr,

program@damaris.gr

DEFENCE FOR CHILDREN INTERNATIONAL - GREECE

Tel: 2114136664

email: nantinatsekeri.dci@gmail.com,

irisappa.dci@gmail.com

DIOTIMA - CENTER FOR GENDER RIGHTS AND EQUALITY

Tel: 2108816405

Address: 43^A 3rd Septemvriou str., Athens

email: urban.athens.diotima@gmail.com,

Legal.diotima@gmail.com

ELIX

Tel: 2103810445

Address: 20-22 Patision str., Athens

email: elix@elix.org.gr

judith@elix.org.gr

EPAPSY – ASSOCIATION FOR REGIONAL DEVELOPMENT & MENTAL HEALTH

T: 210 80 56 920

Address: Salaminos 36, Maroussi

email: grammateia@epapsy.gr

EQUAL RIGHTS BEYOND BORDERS

Tel: 6972436421, 6955953526

Address: 69A Emmanouil Benaki str., Athens

email: athens@equal-rights.org

EUROPEAN LAWYERS IN LESVOS

Tel: 6946234282

Address: 47C P. Kountouriotou, Mytilene

email: lesvos@europeanlawyersinlesvos.eu

FENIX HUMANITARIAN LEGAL AID

Tel: 6948172813

Address: 86 Ioannou Drosopoulou str., Athens

email: asterios@fenixaid.org

GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY

Tel: 2130884494

Address: 14 Eleftherias Square str., Athens

email: info@g2red.org

GREEK ASSOCIATION OF PEOPLE LIVING WITH HIV «POSITIVE VOICE»

Tel: 2103234492

Address: 4 Pittaki str., Athens

email: empowerment@positivevoice.gr

GREEK CHILDREN'S VILLAGE – FILIRO

Tel: 2310677556

Address: 11 Keramopoulou str. (Agias Sofias square), Thessaloniki

email: ellinikopaidikoxorio@gmail.com

GREEK COUNCIL FOR REFUGEES

Tel: 2103800990

Address: 25 Solomou str., Athens

email: gcr1@gcr.gr

HELLENIC RED CROSS

Tel: 2103613574

Address: 21 3is Septemvriou str., Athens

HIAS GREECE

Tel: 2251055488

Address: 63B Kefallinias str., Athens

email: info@hias.org

HOPE SPOT

Tel: 2310620785 (24/7)

Address: 45 Filikis Eterias str., Thessaloniki

email: info@hopespot.gr

HUMAN RIGHTS 360

Tel: 6985790897

email: contact@humanrights360.org

ILIAKTIDA

Tel: 2251045577

Address: 26 Gymnasiarchou David str., Mytilene

email: e.oikonomidou@iliaktida-amea.gr,

k.kalampoki@iliaktida-amea.gr

INTERNATIONAL RESCUE COMMITTEE HELLAS (IRC Hellas)

Tel: 6947134340 (for professionals & beneficiaries)

email: melina.astyrakaki@rescue.org

INTERNATIONAL SOCIAL SERVICE

Tel: 2103636191, 2103612433

Address: 24 Derigni str., Athens

email: info@iss-greece.gr

INTERSOS HELLAS

Tel: 21067001596

Address: 12 Sapphous str., Athens

email: info@intersos.gr

KLIMAKA

Tel: 2103417162

Address: 30-32 Evmolpidon str., Kerameikos

email: central@klimaka.org.gr

MEDECINS DU MONDE (MDM) – DOCTORS OF THE WORLD

Tel: 2103213150

Address: 12 Sapphous str., Athens

email: info@mdmgreece.gr

PART C: ACTORS OF THE NRM

MEDECINS SANS FRONTIERES (MSF) – DOCTORS WITHOUT BORDERS

Tel: 210 52 00 500

Address: Xenias 15

email: info@msf.gr

«MELISSA» NETWORK OF MIGRANT WOMEN IN GREECE

Tel: 2108218486

Address: 18 Ferron Str., Victoria Square, Athens

email: melissanetwork.adm@gmail.com

METADRASI – ACTION FOR MIGRATION AND DEVELOPMENT

Tel: 2141008700, 2104831611

Address: 7 25th Martiou str., Tavros

email: info@metadrasi.org

NEA ZOI – NEW LIFE ASSOCIATION FOR THE SUPPORT & RESTORATION OF INDIVIDUALS IN PROSTITUTION

Tel: 2105203852

email: contact@neazoi.org

NETWORK FOR CHILDREN'S RIGHTS

Tel: 2121214062

Address: 187 Konstantinoupoleos str., Athens

email: diktio@ddp.gr,

e.antonatou@ddp.gr

ODYSSEA N.P.O.

Tel: 2108839877, 2104815780

Address: 17 Nikiforou Mandilara str., Athens

email: info@odyssea.com

ONE CHILD – ONE WORLD

Tel: 2108838512

Address: 10 Rethimnou str., Athens

email: socialservices@paidi-kosmos.gr,

info@paidi-kosmos.gr

O.U.R. GREECE

T: 6947 80 03 53

email: gvanikiotis@ourrescue.org/ ajuarez@ourescue.org

PRAKSIS

Tel: 2105205200

Address: 57 Stournari str., Athens

email: info@praksis.gr;

m.moudatsou@praksis.gr

REFUGEE LEGAL SUPPORT - GREECE

Tel: 6940662583

Address: 14 Alexandras Avenue, Athens

email: coordinator@refugeelegalsupport.org

REFUGEE SUPPORT IN THE AEGEAN (RSA)

Tel: 2271103721

Address: 7 Efstratiou Argenti str., Chios

email: info@rsaegean.org

SALVATION ARMY

Tel: 6943219486

Address: 38 Satovriandou str., Omonoia

email: info@salvationarmy.gr

SAMS – SYRIAN AMERICAN MEDICAL SOCIETY HELLAS

T: 210 52 39 868, 6978 043 354

email: info@sams-hellas.net

SOLIDARITY NOW

Tel: 2108220883, 2108250986

Address: 2 Domokou str. and Filadelfias str., Athens

email: athens@solidaritynow.org

SOS CHILDREN'S VILLAGES

Tel: 2108650111

Address: 23 Megistis str.

SYNYPARXIS-ECUMENICAL REFUGEE PROGRAMME

Tel: 2107295926/ -7

Address: 22 Thiras str., Athens

email: ecrpath@gmail.com

THE SMILE OF THE CHILD

Address: 1 Spirou Loui str., Marousi

Email: TraffickingCoord@hamogelo.gr,

Internationaldept@hamogelo.gr

THREADS OF HOPE

Tel: 2105234993

Address: 14 Deligianni str., Athens

email: info@threadsofhopehellas.org

UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE

Tel: 2810242121

Hotline SOS 8011116000, 6974301011 24/7

Address: 56 Meramvellou str., Heraklion

email: info@kakopoiisi.gr

ZEYXIS

Tel: 2103809870, 2103809872

Address: 15 Veranzerou str., Athens

email: info@zeuxis.org.gr

INTERNATIONAL ORGANISATIONS

INTERNATIONAL ORGANISATION FOR MIGRATION (IOM)

Tel: 2109919040

Address: 6 Dodekanisou str., Alimos, Athens

email: akaramichali@iom.int,

pferentinou@iom.int

UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)

Tel: 2162007800

email: great@unhcr.org