

Do you have difficulty accessing services in the camp due to physical pain or movement issues that is due to a physical disability or injury, or old age?

If you are having trouble getting about, or doing your daily tasks there are services that may be able to assist with this. If you suffer from a disability or are elderly, ARRA medical can be contacted to assist you.



Health care

	Shimelba camp	Mai Aini camp	Adi Harush camp	Hitsats camp
Primary Health Care				
Reproductive Health				
HIV/ AIDS and reproductive health (facility based)				
HIV/ AIDS and reproductive health (community based)				

Are you feeling unwell in your mind or having bad dreams, or bad thoughts?

Have you had bad things happen to you in the past that you can't stop thinking about?

Have you been abused or hurt by someone?

If you are not feeling well in your mind, due to a variety of reasons there are several services which can assist you. There is a facility based mental health clinic run by ARRA across the 4 camps, and there is a community based mental health program in each camp which is run by IHS, IRC and CVT.

Mental health

	Shimelba camp	Mai Aini camp	Adi Harush camp	Hitsats camp
Facility based mental health				
Community based mental health				

Do you feel unsafe in your home or community?

Have you been hurt by someone physically or sexually?

Are you a woman who needs support?

Each of the camps has a service specifically designed for women who are feeling unsafe. Some camps also have women's wellness centers where you can go to access advice and support. These services are provided by IRC across all the camps



Are you a child or young person who needs assistance or support?

All of the camps have social workers and programs which are designed to assist children. These include care arrangements, youth programs and community sports and recreation. These services are provided by NRC, IHS, IRC and JRS.



Children and Youth

	Shimelba camp	Mai Aini camp	Adi Harush camp	Hitsats camp
Child Protection				
Youth Program				

Do you have other concerns?

If you have a concern you would like to discuss, you can approach the UNHCR staff offices, or ARRA staff offices.



Welcome to Endabaguna Reception Centre!

THIS BROCHURE WILL PROVIDE YOU WITH INFORMATION ON YOUR ARRIVAL AND REGISTRATION IN ETHIOPIA, AND ON SERVICES AVAILABLE TO YOU IN THE REFUGEE CAMPS.

PLEASE ASK US QUESTIONS IF YOU REQUIRE FURTHER INFORMATION.

1. What is an Asylum-seeker and Refugee?

When people seek safety in countries other than their own, they are said to be seeking asylum and are known as asylum-seekers. A refugee is a person who is outside of his/her country of nationality or citizenship and is unable or unwilling to seek the protection of that country due to a well-founded fear of persecution based on race, religion, nationality, membership in a particular social group, and political opinion. Sometimes a person will not have a nationality or citizenship. If the person does not have a nationality or citizenship, it must be established that he/she fears persecution in the country of habitual residence.

2. What is ARRA?

The Government of Ethiopia via ARRA (Administration for Refugee and Returnee Affairs) is the leading office in Ethiopia responsible for the protection and assistance to refugees and asylum-seekers. ARRA has permanent presence in Endabaguna and each of the camps (Shimelba, Adi-Harush, Mai Aini or Hitsats), so do not hesitate to ask our colleagues for any information or advice.

3. What is UNHCR?

The United Nations High Commissioner for Refugees (UNHCR) is the United Nations agency in charge of **protecting and assisting asylum seekers, refugees and displaced persons**. UNHCR is an independent and a political international body. Its primary purpose is to advocate for the rights of refugees. UNHCR has permanent presence in Endabaguna and each of the camps (Shimelba, Adi-Harush, Mai Aini or Hitsats), so do not hesitate to ask our colleagues for any information or advice.



4. What is Registration and why is it important?

Registration is the process where ARRA and UNHCR interview you and your family to be able to provide you with protection and assistance inside Ethiopia.

After registration, ARRA, UNHCR and NGO partners will better know you and your family, and be able to assist you. It will also ensure your legal status in Ethiopia.

During the next three to five days, you will be interviewed and asked questions about you and your family members and your reasons for coming to Ethiopia. You will also have the opportunity to talk to UNHCR about specific needs or vulnerabilities you may have. During the registration process, your picture and fingerprint will be taken.

It is very important to answer all questions as thoroughly and honestly as you can. Having correct details, such as the spelling of your name, and your correct age, is very important. Once you are registered, it will be a difficult to change these details.

The information you provide ARRA and UNHCR, including your photos and fingerprint, is confidential and will never be shared without your consent. The only exception to this is information sharing with our camp partners; we may share your information with them so they can assist you with services.

We want families to live together; if you know of family members already in the camps inform ARRA and UNHCR during registration.



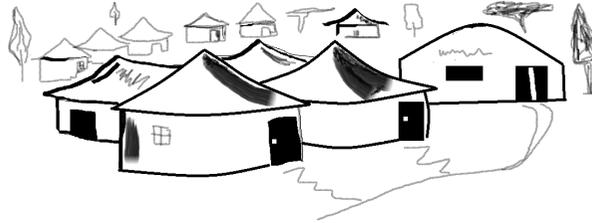
5. Is there further information you require?

How can I get permission to leave the camp?

If you have family or other means of support in Ethiopia, you may be allowed to live outside of camp. This is known as the Out of Camp policy and is subject to your Ethiopian sponsor acknowledging they will be responsible for you financially. You may also be able to leave the camp on a short term basis to visit family, attend medical facilities or other reasons. ARRA will inform you if this is possible based on your individual situation once you are in the camp.

How do I join family members in other countries?

UNHCR cannot assist you to join your family abroad. UNHCR can provide you with a letter for verification of status in Ethiopia which allows your relative to assist you in accordance with the Immigration rules and regulations of the country he/she resides in.



6. What are my rights and obligations?

Refugees enjoy all basic human rights as outlined in the Ethiopian law. The only exception is the right to form a political party; to vote; and, the right to work. Refugees must obey all Ethiopian laws. Movement outside the camps is only allowed with ARRA permission. Registration with ARRA and UNHCR is free of charge, and so are all support and assistance offered by partners before and after registration. If anyone asks you for money for any of these services please contact UNHCR immediately!

7. What happens after registration in Endabaguna?

After the registration process (which takes three to five days) you will be transferred to one of the four camps (Shimelba, Adi-Harush, Mai Aini or Hitsats).

Upon arrival, ARRA will provide orientation to the camp and services. It is important to ask questions when certain things are not clear. And don't forget, at any given moment, all ARRA, UNHCR and partner organization are there for you: NEVER HESITATE TO ASK OUR STAFF FOR ADDITIONAL INFORMATION OR

8. Which services are available to me in the camps?

ARRA, UNHCR and partner organizations will provide you with different services and assistance depending on your needs. Distribution of food, sanitary and hygiene kits, and health services, are available to all registered Eritrean refugees. Below is some information about the type of services you can access if you are feeling unwell, or if you have had bad things happen to you that you would like support with.

Are you feeling sick or do you have an illness or disease you need assistance with?

For primary health concerns you can go to the ARRA run clinic in the camps. They are able to treat most primary health concerns, however where they are not able to, they will be able to refer you onwards to another service, or assist you to obtain treatment outside of the camp. There is also a reproductive health service available and an HIV/ AIDS services across every camp.

