

# Welcome to İZMİR



CITY GUIDE

## Welcome to İZMİR City Guide



### PREPARED BY:

İzmir Metropolitan Municipality Urban Justice and  
Equality Directorate-Refugee Desk Team

### DESIGN:

Fikriye YELTETİK  
Melis OMAV VURAL

### ILLUSTRATIONS:

Ethem Onur BİLGİÇ  
Kürşat ÜNSAL

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## From Our Mayor

Boasting a strong historical and social heritage, Izmir has attracted a great number of internal and external migrants from past to present thanks to its geographical position, commercial potential and favourable living conditions.

The distinctive character of Izmir has not only turned the city into a melting pot of various cultures, but also generated economic, social and cultural wealth. Because, diverse identities bring diverse perspectives, and diverse perspectives enrich the culture of coexistence through increased dialogue, mutual understanding, mutual respect and shared values.

Throughout history, Izmir has blended Eastern and Western values like a beating heart that helps grow both values side by side. It is a city of production where different cultures meet and mingle to give birth to new ideas and values. It is for this reason that democracy, one of the greatest innovations of human history, has sprouted in this region and spread all across the world from here.

Izmir Metropolitan Municipality builds on this ancient history and takes an administrative approach that aims to foster the sense of democracy and coexistence among the city's residents. In this vein, we are doing our best to help all newcomers, whatever their background, to easily adapt to living in Izmir, access all services and build a sense of belonging with the city.

It is our primary duty to host those who seek asylum in our country and live in our city both under universal human rights law and the Law No. 5393 on Municipalities. According to the Law on Municipalities, everyone is a fellow citizen of the county which he lives in. We are well aware of the importance of adopting an approach based on the 'right to the city' to ensure our fellow citizens are able to live together in dignity. We believe public peace is predicated on access to essential services, equal involvement in decision-making processes and enjoyment of rights and freedoms by all fellow citizens.

We think terms like 'refugee', 'migrant', 'asylum-seeker' or 'expat' do not reflect the real essence and identity of people who leave their homes behind to start a new life. Accordingly, instead of all these terms, we consider everyone who comes to our city an Izmirite.

In this spirit, I hope you will feel very much a part of this city and make valuable contributions to the multi-vocal and multi-coloured identity of Izmir and the culture of peaceful coexistence with your presence, culture and ideas.

We used this very approach to draft this City Guide for you and included all things related to Izmir, from life in Izmir to services provided by the Metropolitan Municipality to education, health, work permit and legal aid rights to organizations that provide support and assistance.

As the Mayor of this city, I would like you to know that I am committed to doing everything in my power to help you quickly adapt to your new life in Izmir and benefit from all available services. I would like to welcome you once again to the city of Izmir and extend my sincere regards to you!

**Tunç SOYER**

Mayor of İzmir Metropolitan Municipality



***In this guide, according to its way of usage, the term 'refugee' refers to international protection applicants and status holders, temporary protection beneficiaries or the people who are unable or unwilling to return to their home countries owing to "wellfounded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion" and the risk of being exposed to serious harm.***

\*You can access more detailed information on the subject by scanning the QR codes in the relevant sections on your phone.

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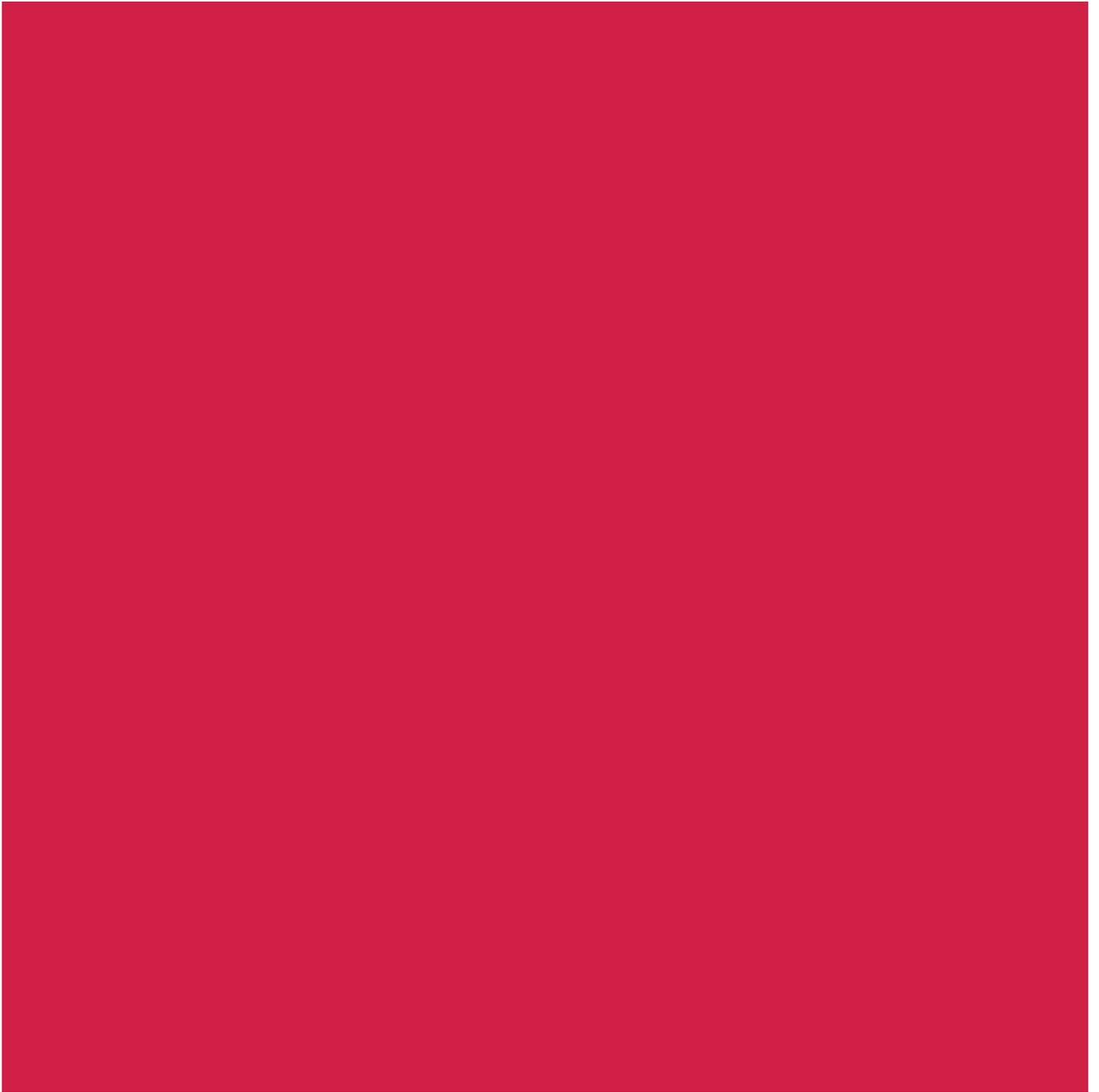
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PART 1

# LIFE IN IZMIR

# - Izmir



Izmir, Turkey's gateway to the west, is one of the most beautiful cities of the Mediterranean Basin with its climate, unique nature, and 8500 years of deep-rooted history. The rich past and multi-cultural texture of Izmir as a port city makes it possible to observe intermingling of trade, arts, and culture for centuries, and to witness a blended culture relying on harmonization of east and west since it has been located at the intersection point of great civilizations throughout the history.



## - Some Historical Places and Green Areas of Izmir



### Tepekule Mound (Bayraklı)

Here, there are findings dating back to 3000 BC, and this is proof of Izmir's long-standing history.



### Kadifekale

In the literature, it is stated that Macedonian Alexandros, who is called Alexander the Great in Turkish, defeated the Persian Empire army in 334 BC, came to Izmir region, and established a new city of Smyrna in the region currently denominated as Kadifekale.



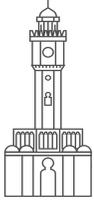
### Agora

Agora, located in the Basmane district in the city center, dates back to the 2nd century AD and belongs to the Roman Period.



### Kızlarağası Inn

Built in 1744, this inn is not only the most glorious one in Izmir, but it also offers a good representation of Ottoman architecture. Today it is well-known with its coffee houses.



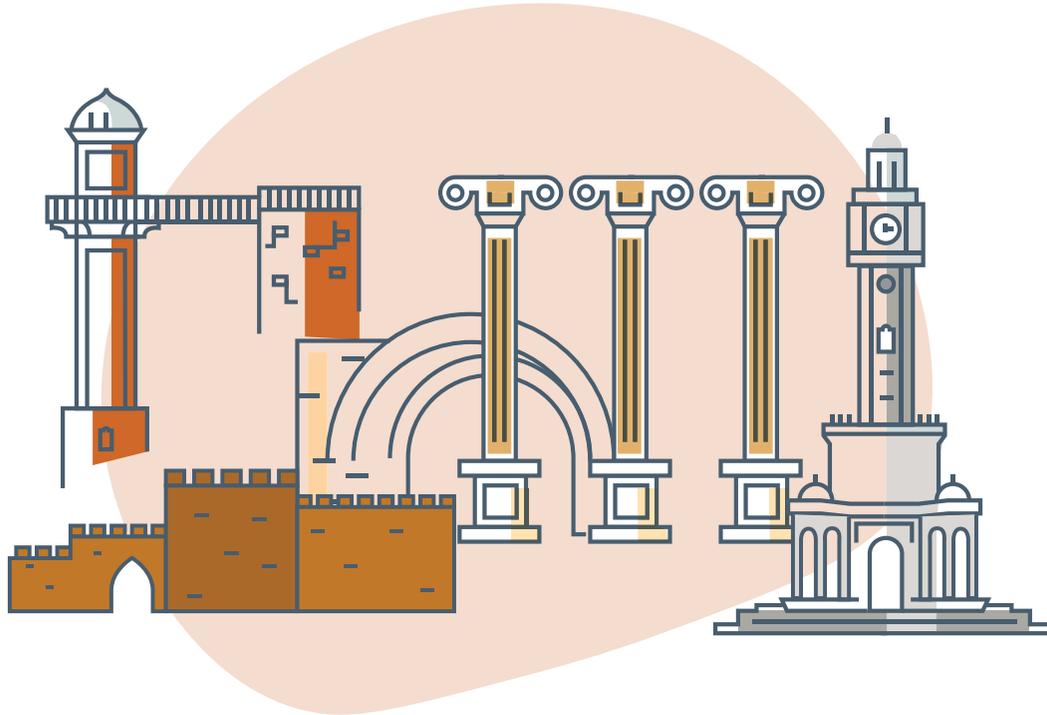
## Konak Square and Clock Tower

It is a square that was constructed upon opening of the Government House in the 19th century during the Ottoman period. Konak Clock Tower, one of the symbols of Izmir, was built in 1901 due to the 25th anniversary of Sultan Abdulhamid II's ascension to the throne.



## Elevator

Located in Karataş, Nesim Levi who was a Jewish businessperson living in Izmir, had this structure built in 1907 so as to provide people with a mechanism to climb up Halil Rifat Paşa Street from Mithatpaşa Street.





## The following large green areas of Izmir are other places to enjoy your time:

- Kulturpark Fair Area
- Inciralti City Forest
- Sasalı Wildlife Park
- Bird Paradise
- Kara Gol (Black Lake)
- Bornova Asik Veysel Recreation Area
- Balcova Therapy Forest
- Bergama Kozak Plateau
- Kemalpasa Ovacik Plateau
- Kemalpasa Nazarkoy, Derekey,
- Asagi Kizilca Neighborhoods
- Odemis Bozdag Neighborhood
- Odemis Golcuk Plateau
- Odemis Birgi Neighborhood
- Tire (District) Bazaar
- Tire Kaplan Village
- Seferihisar Kizil Mountains (Godence, Golcuk, Camlik, Efemcukuru)
- KarabaglarKavacik Village

More information about the history, natural attraction points, and touristic areas of Izmir can be obtained from the Tourism Guide linked below and through telephone numbers given:

[www.izmir.bel.tr/tr/Yayin/145/225#dergi/sayfa1](http://www.izmir.bel.tr/tr/Yayin/145/225#dergi/sayfa1)

**Izmir Provincial Directorate  
of Culture and Tourism:**

(0232) 483 62 16-482 51 17

**Tourism  
Information Office:**

(0232) 484 21 47

**Tourism Information  
Central Office:**

(0232) 445 73 90





## Culture and Art Places in Izmir

For the festivals and events, information may be obtained from  
[www.kultursanat.izmir.bel.tr/](http://www.kultursanat.izmir.bel.tr/)



### AHMED ADNAN SAYGUN ARTS CENTER

Phone: 0232 293 38 00  
Address: Mithatpaşa Caddesi  
No: 1087 Güzelyalı  
[www.aassm.org.tr](http://www.aassm.org.tr)



### CETIN EMEC ART GALLERY

Phone: 0232 293 40 49  
Address: 900 Sokak No:17  
Hisarönü



### IZMIR SANAT

Phone: 0232 293 40 49  
Address: Kültürpark Fair Area  
Next to 26 Ağustos Gate  
[www.izmirsanat.org.tr](http://www.izmirsanat.org.tr)



### BORNOVA ASIK VEYSEL AMPHITHEATRE

Phone: 0232 293 19 61



### ISMET INONU CULTURE AND ART CENTER

Phone: 02323 293 40 49  
Address: Kültürpark Fair Area  
Next to Lozan Gate



### HISTORICAL HAVAGAZI FACTORY YOUTH SETTLEMENT

Phone: 0232 293 34 24  
0232 293 17 21



### ATATURK FAIR AREA OPEN AIR THEATER

Phone: 0232 293 40 49  
Address: Kültürpark Fair Area



### INCIRALTI OPEN AIR THEATER

Phone: 0232 293 40 49  
Address: Haydar Aliyev Bulvarı  
İnciraltı/Balçova





## WizmirNET

Izmir Metropolitan Municipality provides wireless internet access service in many of the communal areas of the city. Some of these areas are as follows: **Gundogdu Square, Kulturpark (Fair) Konak Square, Passport, Asik Veysel Recreation Area, Historical Havagazi Factory, Halkapinar Metro Station, Buca Hasanaga Sports Complex, Inciraltı Center for the Disabled, Camdibi Ataturk Park, and some ESHOT buses.**



### It is very easy to get connected to WizmirNET:

After opening the Wi-Fi list from a mobile phone, tablet, or computer, the "WizmirNET" network can be selected. Then, after a web page is opened from the browser, by clicking the "Register" button on the Home page, the requested information (phone number, etc.) is filled in, and lastly, the password sent to the phone is written in the relevant field and the internet usage is started.

# - Transportation Services

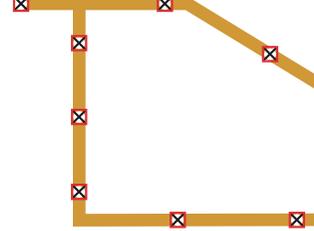


## Izmir Public Transportation Networks Maps

<https://www.eshot.gov.tr/tr/izmir-ulasim-haritalari/146/452>



KATİP ÇELEBİ  
ÜNİVERSİTESİ



## İZMİR KÖRFEZİ İZMİR GULF



### İşaretler • Signs

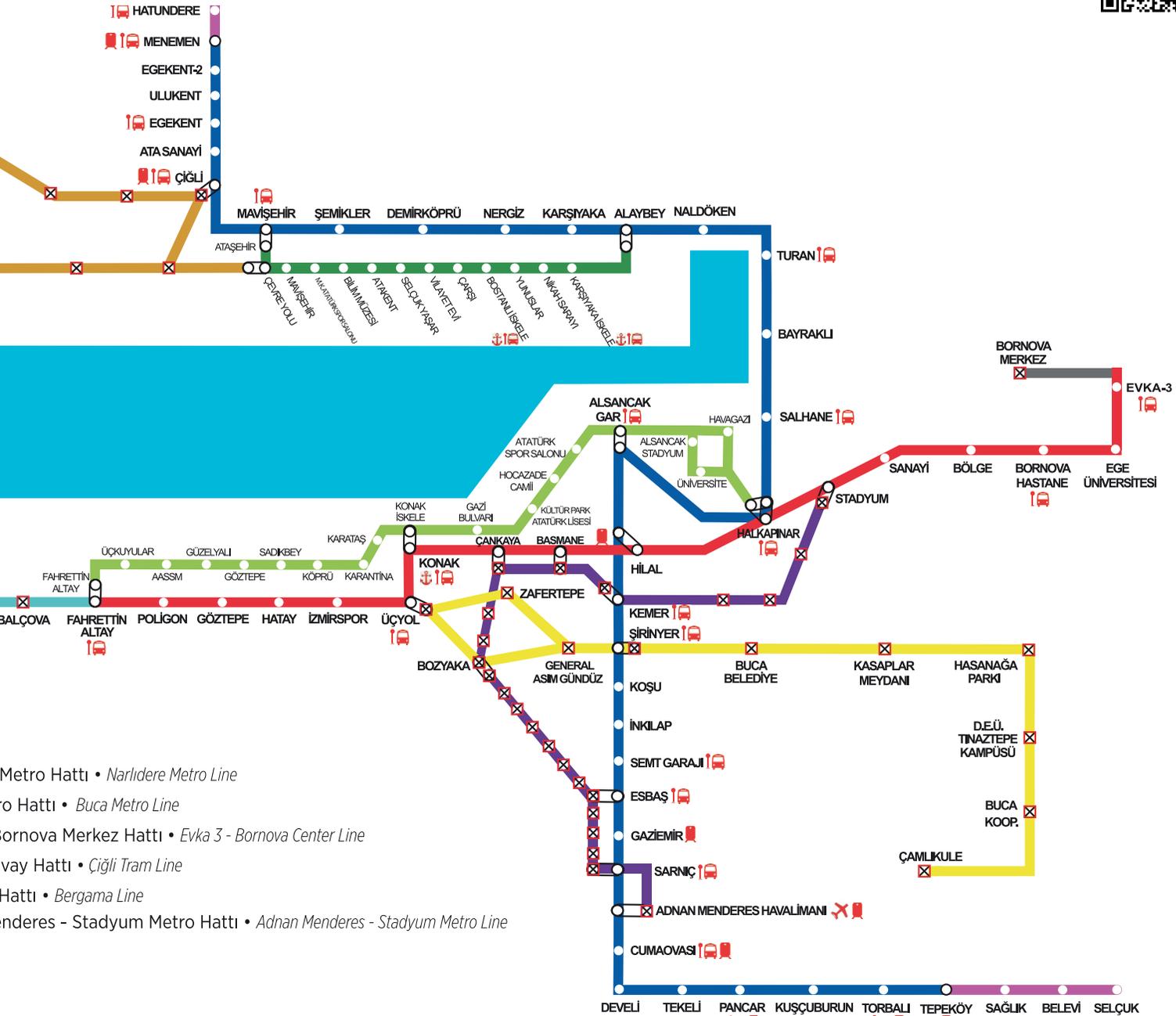
- |                                                                  |                                                      |
|------------------------------------------------------------------|------------------------------------------------------|
| ○ İstasyon • Station                                             | ⚓ Vapur İskelesi • Ferry                             |
| ⊠ Yapım ve Planlama Aşamasında • Under Construction and Planning | ✈ Havalimanı • Airport                               |
| ⊞ Transfer İstasyonları • Railway Transfer                       | 🚂 TCDD İstasyonu • National Railway Station          |
| ! Tepeköy - Selçuk (Farklı Sefer Saatleri)                       | 🚏 Eshot Otobüs Aktarma Merkezi • Bus Transfer Center |
| ● Menemen - Aliağa (Different Timetables)                        |                                                      |

### İşletmedeki Hatlar • Lines in Operation

- |                                                        |                                                 |
|--------------------------------------------------------|-------------------------------------------------|
| 🚇 Metro hattı • Metro Line                             | 🚊 Karşıyaka Tramvay hattı • Karşıyaka Tram Line |
| 🚆 İZBAN hattı • İzban Line<br>(*Artı Para / overdraft) | 🚊 Konak Tramvay hattı • Konak Tram Line         |

- |              |
|--------------|
| 🚇 Narlıdere  |
| 🚇 Buca Metro |
| 🚇 Evka 3 - B |
| 🚇 Çiğli Tram |
| 🚇 Bergama    |
| 🚇 Adnan Me   |

### Yapımı Devam Eden Ve Planlanan Hatlar • Project And Lines Under Construction



Metro Hattı • Narlıdere Metro Line

ro Hattı • Buca Metro Line

ornova Merkez Hattı • Evka 3 - Bornova Center Line

vay Hattı • Çiğli Tram Line

Hattı • Bergama Line

nderes - Stadyum Metro Hattı • Adnan Menderes - Stadyum Metro Line



In order to use public transportation vehicles such as buses, ferries, tram, metro, and IZBAN in Izmir, it is necessary to have IZMIRIMKART, which has enough money to cover transportation costs. Money can be loaded to IZMIRIMKART by using the machines located at metro stations, ferry ports, and IZBAN stations and from some kiosks and by credit card at [izmirimkart.com.tr](https://izmirimkart.com.tr).



Students can either click the First Card Application tab on [izmirimkart.com.tr](https://izmirimkart.com.tr) to apply for a Student card or apply in person to one of the following centers:

- Konak Directorate of Electronic Cards
- Fahrettin Altay Card Application Center (Fahrettin Altay Transfer Center)
- BostanlıCard Application Center (Bostanlı Transfer Station)
- Konak Parking Garage Card Application Center (Under the Konak Parking Garage)



As of September 1, 2020, during transportation, usage made within **120 minutes after the third transfer is free of charge.**



Until the COVID-19 measures are over, **it is necessary to wear a mask in public transport.** In addition, IZMIRIMKART must be matched with a personal HES Code valid for at least 6 months (for broader information on HES Code please see Part 3).





## Transportation by Bicycle



### Smart Bicycle Rental System

Bicycles can be rented by credit card and IZMIRIMKART at **Smart Bicycle Rental System (BISIM)** points. You can visit [www.bisim.com.tr](http://www.bisim.com.tr) for up-to-date information about BISIM.

With a new decision taken by the Izmir Metropolitan Municipality in order to support the use of bicycles, passengers who get on the ferries and ferryboats by bicycle pay a discounted price.

Transportation lines and times in Izmir and other news about the Metropolitan Municipality can be accessed by downloading the Izmir Metropolitan Municipality, IZUM, and ESHOT applications to the phone.



## Izmir Transportation Information Table

| INSTITUTION                                                                                          | INFORMATION                                                                                                                              | LINK                                                                 |
|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
|  <b>ESHOT</b>       | Bus Lines<br>Bus Timetable<br>Up-to-date Announcements<br>IZMIRIMKART                                                                    | <a href="http://www.eshot.gov.tr">www.eshot.gov.tr</a>               |
|  <b>İZDENİZ</b>     | Ferry Lines<br>Ferry Timetable<br>Up-to-date Announcements                                                                               | <a href="http://www.izdeniz.com.tr">www.izdeniz.com.tr</a>           |
|  <b>METRO İZMİR</b> | Metro Lines<br>Metro Timetable<br>Up-to-date Announcements                                                                               | <a href="http://www.izmirmetro.com.tr">www.izmirmetro.com.tr</a>     |
|  <b>TRAM İZMİR</b>  | Tram Lines<br>Tram Timetable<br>Up-to-date Announcements                                                                                 | <a href="http://www.tramizmir.com">www.tramizmir.com</a>             |
| <b>İZUM</b>                                                                                          | Situation and Flow of Traffic<br>Accidents and Road Works<br>City Surveillance Cameras<br>Parking Lots<br>Weather Forecast<br>Pharmacies | <a href="http://izum.izmir.bel.tr/index">izum.izmir.bel.tr/index</a> |



# - Subscription Procedures in the City



## Electricity

Electricity distribution in Izmir is carried out by Gediz Elektrik A.S. Subscription procedures regarding residential electricity, such as new subscription, subscriber transfer, security deposit return, and up-to-date security deposit inquiry can be carried out by going to Gediz Elektrik Customer Relations Centers (MIM) or by calling 0850 800 0 186. In addition, individual subscription applications, individual subscription termination applications, debt information inquiries, and payment information inquiries can be conducted through the e-government system. Before going to Gediz Elektrik MIM, an appointment can be set via [randevu.gediz.com](https://randevu.gediz.com) . HES Code is required when entering the centers.

### Documents to be submitted for residential electricity subscription are:

1. The number of the installation to be subscribed,
2. Signed Retail Sales Agreement Application Form,
3. Original Identity Card,
4. Policy or policy number to be obtained from the Natural Disaster Insurance Institution (DASK)
5. When the consumer applies for a retail sales contract with a request for transfer to a place of use whose current retail sales contract has not been terminated, the company may request from the consumer the documents indicating the right to use the relevant residence. (Rental contract, housing allocation certificate for official institutions, title deed, water bill, natural gas bill, internet bill)



## Water

Water subscriptions are made by IZSU in Izmir. In case of renting a new house or changing the name of the subscriber registered to the house, the steps to be followed, the necessary documents, and the fees to be paid are as follows:

### Process Steps:

1. An application is made to the relevant Branch Office of the Department of Subscription Affairs.
2. The printed petition received from the system is signed.
3. The security deposit and old contract debts, if any, are paid.
4. The new contract is signed and thus the name on the contract can be modified.

### Required Documents and Information

1. Petition (prepared by İZSU at the time of application)
2. A Document with Turkish Identity Number (Passport, Identity Card or Driver's License)  
If the subscriber cannot apply in person, a document regarding representation (letter of attorney)
3. DASK (Natural Disaster Insurance Policy) Policy Number



## Natural Gas

Subscription procedures can be completed by applying to İZMİR DOĞALGAZ Subscription Center. A customer contract is made for tenants. The documents required for this contract and the points to be considered are as follows:

1. Photocopy of Rental Contract, Certificate of Residence or Electricity / Water bill (must be in the name of the contractor)
2. Photocopy of the identity card of the contractor
3. Subscriber - Account number

If the Subscriber Connection and Customer Agreement procedures are to be made by another person/company on behalf of the right owner, a letter of attorney and a copy of the proxy's identity card must be submitted.

Automatic payment instructions given to the bank after the subscriber connection procedure should be updated again after the customer agreement procedure.

The addresses of IZMIR DOGALGAZ Subscriber Centers can be accessed via the following link:

<http://www.izmiringaz.com.tr/tr/Abonelik-Hizmetleri/Abonelik-Hizmetleri-Genel-/Abone-Merkezleri.html>

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## Points to Consider When Renting a House

- It is necessary to have a valid ID to rent a house in Turkey.
- To rent a house, a Rental Agreement (contract) must be concluded between the landlord and the person who wants to rent the house. This contract can be oral or written, but a written rental contract should be preferred as an assurance.
- It is important to ensure that the information about the person who rented the house and the address of the rented house are written correctly in the contract. It is required to act diligently to indicate the rental price, the starting date of the rental period, the duration of the contract, the payment method (bank transfer, etc.), the current status of the rented house, and the deposit amount in the contract. Each page of the contract must be signed by both parties. One copy of the contract must be held by landlord whereas another copy shall be kept by the renter.

- After the rental contract is signed, the electricity, water and natural gas subscriptions of the house must be completed by the renter in his/her name.
- The landlord must pay the cost of repairs to fix the defects in the home fixtures.
- Rental contracts are usually signed for one year unless otherwise is specified. Term of the contract shall be properly specified. The increase rate of the rent can be determined in the rental contract. However, even if the increase rate of the rent is determined in the contract, this rate cannot exceed the change rate calculated on the basis of alterations in 12-month averages of the consumer price index (CPI) in the previous rental year pursuant to Article 344 of the Turkish Code of Obligations.
- Rent increases are affected at the end of the period specified in the contract. Rent increases cannot be made within the rental period.
- If the landlord wants to dispossess the tenant before the end of the contract period, there must be a fair reason.
- The tenant can leave the house by notifying the landlord 15 days before the contract expires. If the renter leaves the house before the contract expires, the renter is still obliged to pay the rent for the remaining months.
- If no notification on termination is made for rental contracts that are issued with a definite time period 15 days prior to the expiry date of the contract, the contract shall be extended for another year under the same conditions. Landlord cannot terminate the contract based on expiration in these circumstances



## Neighborhood Bazaars

District, day and, address information can be accessed at

<https://www.izmir.bel.tr/tr/Acrdlcerik/3206/29>



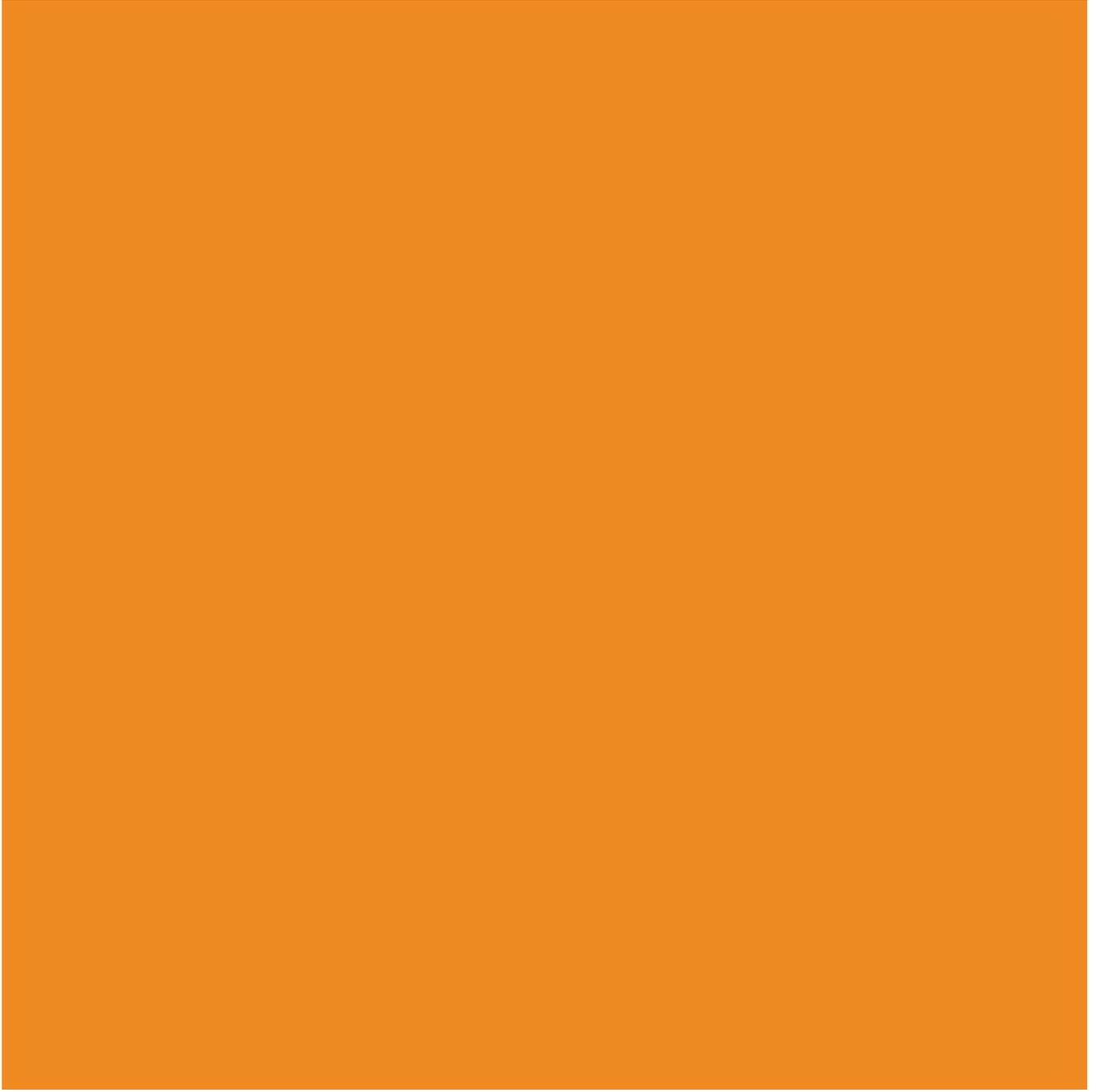
## Disaster and Emergency Gathering Areas in Izmir

Disaster and emergency gathering areas are safe areas where people can gather away from dangerous areas immediately after disasters and emergencies (earthquakes, fire, flood, etc.) in order to prevent panic and ensure healthy information exchange in the meantime until temporary accommodation centers are made available.

The list of emergency gathering areas in Izmir divided by districts can be accessed from the link below:

<https://izmir.afad.gov.tr/izmir-toplanma-alanlari-merkezicerik>





PART 2

**SERVICES OF IZMIR  
METROPOLITAN  
MUNICIPALITY**

# - Izmir Metropolitan Municipality

 : This sign means that Arabic language support is provided by the relevant unit.



## Citizen Communication Center (HİM)

There is a communication center within the body of Izmir Metropolitan Municipality where people living in Izmir and visiting Izmir can get information about municipal services and how to apply for these services, apply for some services, submit their complaints by providing specific information about the problems in the city (address, street name, neighborhood name, etc.). The name of this center is Citizen Communication Center, abbreviated as HİM locally.

**Applications can be lodged to HİM through many different channels such as phone, social media, e-mail, or website:**

Call Center: **444 40 35**

Twitter: @izmirhim

E-mail: him@izmir.bel.tr

<https://him.izmir.bel.tr/>





## Bizizmir Platform

It is a digital platform where people living in Izmir can receive news about all activities, solidarity campaigns, and city services in the city, and share their opinions and suggestions on important issues.

[www.bizizmir.com](http://www.bizizmir.com)



## - Social Assistance



### Sut Kuzusu (Milk for Mummy's Children) Project

Izmir Metropolitan Municipality purchases milk from producer cooperatives and distributes it free of charge to homes where children aged 1-5 reside. In order to benefit from Sut Kuzusu project, applications can be made to the Sut Kuzusu Project Units, by using details given below with the required documents (identity documents of parents and children aged 1-5, address details, etc.):

#### Address 1

Laleli Mahallesi Menderes Caddesi No:418,  
Gürçeşme Zübeyde Hanım Huzurevi, Buca/İzmir  
Telefon: 444 40 35

#### Address 2

Milli Kütüphane Cad. No:41/A  
Z47 (Katlı otopark altı)  
Konak/İZMİR



## Soup Kitchen Service

By the Directorate of Public Soup-Kitchens, hot meals prepared by the chef staff of the directorate are distributed to the people in need every weekday at noon.

### Addresses

1. Location: Güney Mahallesi 1150 Sokak No:36 Konak/İZMİR
2. Location: Mehmet Akif Mahallesi 2739 Sokak No:36/A Zemin Kat Konak/İZMİR
3. Location: Süvari Mahallesi 803 Sokak No:87 Konak/İZMİR
4. Location: Göksu Mahallesi 684/11 Sokak no:38/A Buca/İZMİR



## In-kind Assistance

Izmir Metropolitan Municipality has services such as food and fuel assistance for people in need. Detailed information can be obtained from **Izmir HIM (Phone: 444 40 35)**, or an application can be made to the Directorate of Social Assistance at the following addresses.

### Address 1

Laleli Mah. Menderes Cad. No: 420  
(Eski Zübeyde Hanım Huzurevi 2  
No:39) Gürçeşme Buca/İZMİR

### Address 2

Milli Kütüphane Cad. No:41/A  
Z47 (Katlı otopark altı)  
Konak/İZMİR





## Muyesser Turfan Male Temporary Guest House

Muyesser Turfan Male Temporary Guest House in Ornekkoy, which operates as a unit affiliated to the Izmir Metropolitan Municipality Directorate of Almshouse, provides accommodation, food and clothing opportunities to male citizens aged 18-60 living on the street for 12 months of the year, in line with the reports from various sources.

### Muyesser Turfan Male Temporary Guest House

7449 Sok. No:16 Zübeyde Hanım Mah. Örnekköy – Karşıyaka/ İZMİR

Phone: 0 (232) 361 71 51 ( Out of working hours, the guest house can be reached at 0232 361 00 82.)

## Social Projects

### - Services for Women



## Anahtar (Key in Turkish) - Women Studies Integrative Service Center

Anahtar is a center established to carry out activities aimed at achieving gender equality. Gathering many services under a single roof, from consultancy services to vocational courses, from trainings on cooperatives, employment, and entrepreneurship to sports and cultural studies, this center aims to provide women with easy access to these services. In addition, there are areas in the center where non-governmental organizations working in the field of women can organize seminars, meetings, trainings, and carry out joint projects.



**Address:** Örnekköy Yerleşkesi  
Zübeyde Hanım Mahallesi  
Başpehlivan Karaali Cad. No:377  
Karşıyaka/ İZMİR  
Phone: (0232) 293 91 48



## Women's Counseling Center

In Women's Counseling Center of Izmir Metropolitan Municipality, legal and psychological counseling support is provided to all women, including women under temporary protection and international protection, who have been subjected to violence or who are at the risk of being subjected to violence. Guidance is provided for women to access social service mechanisms. In addition, trainings and workshops are held to empower the women by ensuring that they know their rights.

**Address:** Çankaya Mahallesi 155 Sokak No: 18 Hatay Konak/İZMİR

Phone: 0 (232) 293 4293



## Women Shelter

The Women Shelter aims to temporarily meet the basic needs, primarily housing, of women, girls up to the age of 18 and boys up to the age of 12 who have experienced violence and discrimination or are at risk of violence, and to empower these women and children in this process. Application to the shelter can be made through the nearest police station, gendarmerie, or the Violence Monitoring and Prevention Center (SONİM=Siddet İzleme ve Önleme Merkezi).

## - Services for Children and Youth



### Children and Youth Centers (ÇOGEMs / Çocuk ve Gençlik Merkezleri)

These are the centers that have been established to contribute to the development of children aged 7-14 in a safe environment. These centers carry out activities for children to make use of their out-of-school time effectively and develop their skills. Education support services are provided for children. Art education studies and cultural trips are organized. Social service counseling services are provided in order to ensure the continuity of the physiological and psycho-social development of children through psychological counseling services for individuals, families, and groups. Cooperation activities and trainings are carried out with schools and families in order to ensure the continuity of the children in education and to reintegrate them into education.



You can access detailed information from the following addresses:

- **Gumuspala Children and Youth Center**  
Gümüşpala Mah. 717 Sk. No:49 A-B  
Karşıyaka  
Phone: (0232) 293 87 15-13
- **Limontepe Children and Youth Center**  
Limontepe Mah. 9708 Sk. No:3  
Karabağlar  
Phone: 0 (232) 293 97 23
- **Cigli Children and Youth Center**  
8715 Sok. Anadolu Cad. No:16  
Küçükçiğli  
Phone: 0 (232) 293 96 71- 76
- **Guzelbahce Children and Youth Center**  
Atatürk Mah. Namık Kemal Cad.  
No:16/A  
Phone: 0 (232) 293 97 67
- **Uzundere Children and Youth Center**  
Yaşar Kemal Mah. 6002 Sok.  
No:10/1 Uzundere/Karabağlar  
Phone: 0 (232) 293 96 82
- **Toros Children and Youth Center**  
Adalet Cad. No:66 Toros/Konak  
Phone: (0 (232) 293 44 36
- **Buca Children and Youth Center**  
1263 Sok. Aydoğdu Mah. Sosyal  
Yaşam Kampüsü Buca Çocuk ve  
Gençlik Merkezi No:1/B Evka1/Buca  
Phone: 0 (232) 293 96 68-85
- **Ornekkoy Children and Youth Center**  
Zübeyde Hanım Mah. Başpehlivan  
Karaali Cad. No:377 A Blok 1.Kat  
Örnekköy/Karşıyaka  
Phone: 0 (232) 293 96 65



## Fairytale Houses:

Fairytale Houses are the centers where the needs and developmental characteristics of children aged between 36 and 53 months are considered, and within this context, activities such as socio-cultural activities, meeting with nature workshops, awareness and concept studies on children's rights, body coordination, painting, handicraft, and language development activities and music workshops are carried out. For mothers, vocational and skill courses are organized, and awareness group activities are conducted.

You can access detailed information from the following addresses:

- **Toros Fairytale House**  
Adalet Cad. No:66 Toros/Konak  
Phone: 0 (232) 293 44 36
- **Bayrakli Fairytale House**  
Cengizhan Mah. 1620/39 sk.  
No:23/B Bayraklı  
Phone: 0 (232) 293 96 90
- **Kadifekale Fairytale House**  
Aziziye Mah. 717 Sk. No: 106A Konak/İZMİR  
Phone: 0 (232) 293 96 69
- **Tire Fairytale House**  
Kurtuluş Mahallesi İsmail Taşlı cd. No:34/A Tire  
Phone: 0 (232) 293 96 75
- **Buca Fairytale House**  
Buca Sosyal Kampüs Aydoğdu Mah.  
1263 sk. No:1B Evka1 Buca/İZMİR  
Phone: 0 (232) 293 96 87
- **Ornekkoy Fairytale House**  
Zübeyde Hanım Mahallesi  
Başpehlivan Karaali Cad. No:377  
A Blok Zemin Kat, Karşıyaka/İZMİR  
Phone: 0 (232) 293 96 65
- **Gumuspala Fairytale House**  
Gümüşpala Mah. 717 Sk. No:49 A-B  
Karşıyaka  
Phone: (0232) 293 87 15-13
- **Limontepe Fairytale House**  
Limontepe Mah. 9708 Sk. No:3  
Karabağlar  
Phone: 0 (232) 293 97 23



## Youth Campuses

In these campuses, all young people between the ages of 15-30 can benefit from personal development courses, artistic events, volunteer activities, seminars, library services, and foreign language education, free of charge.

- **Havagazi Youth Campus**  
Tarihi Havagazi Fabrikası Gençlik  
Yerleşkesi Umur Bey Mahallesi Liman  
Caddesi A/B Blok Fikrimiz/Fabrikalab  
İzmir Alsancak/Konak  
Phone: 0 (232) 293 34 24  
/ 0 (232) 293 17 21
- **Ornekkoy Youth Campus**  
Zübeyde Hanım Mahallesi Başpehlivan  
Karaali Cad. No:377 Karşıyaka/İzmir  
Phone: 0 (232) 293 16 95





## Young Izmir Digital Youth Platform

The website [www.gencizmir.com](http://www.gencizmir.com), which has been created in the digital environment, is a meeting point for young people between the ages of 15-30.

Courses, activities, and youth work organized at the Havagazi Youth Campus are shared through this platform. In addition, digital programs to be prepared and presented by young people will be realized through the social media channel of Genc Izmir to be established.

## - Services for People with Disabilities



Buca, Konak, Inciralti Disability Service Centers, and Awareness Centers in Limontepe and Ornekkoy carry out various activities. In these centers, there are individual trainings in line with interviews with families, related reports, and Guidance Research Reports (RAM=Rehberlik Arastirma Raporlari). Buca Service Center offers multilateral services such as pre-school and school education, personal development, social guidance, sports activities, handicrafts, painting, and drama training.



\*Disabled refugees can benefit from vehicle support by requesting at least two days in advance for their needs for transportation to public institutions and organizations (school, hospital, courthouse, etc.).

- **İnciralti Disability Service Center**  
Kent Ormanı, Haydar Aliyev Blv.,  
Bakü Cad., 35330 Balçova  
Phone: 0 (232) 293 98 36
- **Buca Disability Service Center**  
Aydoğdu Mahallesi 1263 Sokak No:1  
Evka 1/Buca  
Phone: 0 (232) 293 9823 /  
0 (232) 293 9824
- **Konak Disability Service Center**  
Sümer, Milli Kütüphane Cd. No:41,  
35260 Konak/İZMİR  
Phone: 0 (232) 293 32 96
- **Ornekkoy Disability Awareness Center**  
Zübeyde Hanım Mahallesi  
Başpehlivan Karaali Cad. No:377  
Karşıyaka/İZMİR
- **Balçova Disability Awareness Center**  
Çetin Emeç Mahallesi, Üniversiad  
Caddesi, No:4/40, Olimpiyat Köyü,  
Balçova/ İZMİR  
Phone: 0 (232) 293 92 14

## - Vocational Courses



Anyone over the age of 16 can benefit from vocational training, especially women, young unemployed people, businesses operating in various sectors, those who want to advance in their profession, students studying in technical departments of universities and high schools in Izmir.

Arranged vocational trainings are free of charge aiming to develop professional knowledge and skills.

### For anyone over the age of 16;

- In order to participate in Certified Courses, it is required to have (and document) Turkish reading and writing skills.
- There is no requirement for the courses with a Document of Participation (without a certificate).
- Interpreter support is provided in some courses.

### Halkapınar Course Center

Şehitler Caddesi No:138-140/1  
Halkapınar/Konak  
(Eski Un Fabrikası)  
Phone: 0 (232) 293 18 58

## - The Directorate of Urban Justice and Equality



The Directorate of Urban Justice and Equality was established to fight against all kinds of discrimination in Izmir and to support the spread of human rights, social justice, and the culture of living together to all segments of the society in order to establish social peace throughout the city.

### Refugee Desk

Working under the directorate, the Refugee Desk conducts activities that increase the equality of refugees' access to urban services and equal opportunities.

## - Emergency Services



Fire and Emergency Response Branch Office affiliated to the Department of Fire Brigade handles home, vehicle, workplace, and closed area fires (tunnel, etc.), flood, suicide cases, multistorey building, skyscraper fires, and in cases of fire risk, companionship service is provided for precautionary purposes.

By Fire Department Directorate of Search & Rescue and Disaster Affairs, urban search and rescue (earthquake, dent), mountain and nature search and rescue, underwater and surface search and rescue activities are carried out. In addition to those, traffic accidents, falling into a well, being stuck in an elevator, landslide and CBRN (chemical, biological, radiological, nuclear) incidents are intervened, and precautionary escort services are provided with sea boat and AKS (Search & Rescue and Health=Arama Kurtarma ve Saglik) vehicles.

These services are accessible as free of charge through the **112 and 110 Emergency Call Centers.**

## - Community Health Services



### Healthy Life and Home Care Services

Persons residing in one of the central districts of Izmir province and needing care support can apply for these services either by themselves or through the headmen (mukhtars) of the neighborhood they reside in. In this sense, they can benefit from home cleaning, personal care, psychological support, physical therapy training, and medical dressing services, free of charge.

**Address:** Aydođdu Mahallesi 1263 Sokak No:1E Buca/İZMİR  
(Sosyal Yaşam Kampüsü)  
Phone: 0 (232) 293 18 70 - 71

## - Youth and Sports Activities



Izmir Metropolitan Municipality Youth and Sports Club offers sports opportunities to many children, young people, and adults.



Detailed information about Sports Halls and courses are accessible from the following addresses and phones:

#### Center

- **Izmir Metropolitan Municipality Youth and Sports Club Association**  
Celal Atik Spor Salonu, Kùltürpark/İZMİR  
Phone: 0 (232) 425 04 21 / 0 (232) 446 26 15
- **Bostanlı Tennis Courts:** 0 (232) 293 95 17
- **Bornova Ice Sports Hall Course Registration:** 0 (232) 293 42 12
- **Buca Social Life Campus:** 0 (232) 293 98 10
- **Seha Aksoy Atletizm Sahası:** 0 (232) 425 04 21 – 425 04 42 (Gençlik ve Spor İl Müdürlüğüne ait)
- **Yesilyurt Sports Facility Carpet Pitch:** 0 (232) 228 75 75
- **Uzundere Can Çagnay Multipurpose Sports Hall:** 0 (232) 226 78 43
- **İnciraltı Sports Facilities:** 0 (232) 278 06 00
- **Kulturpark Fairground:** 0 (232) 425 08 25
- **Evka-4 Naim Suleymanoglu Sports Hall:** 0 (232) 351 38 66
- **Cicek Neighborhood Carpet Pitch:** 0 (232) 345 87 47



## Asık Veysel Recreation Area Ice Sports Hall

Public session services on weekdays are held between 13:00 - 13:45 / 14:00 - 14:45, Public session services on weekends are held on Saturdays and Sundays between 13:00 - 13:45 / 14:00 - 14:45 / 15:00 - 15:45.

For those under the age of 18, the presence of a mother or father is mandatory during the application process.

#### For detailed information:

The Information Unit can be reached via the phone numbers: 0232 293 4212 and 0232 293 31 03.

Address: KizilayMah., Buz Sporlari Salonu, 506.sk. Sk. No:1, 35030 Bornova/Izmir

## - Libraries



In the two traveling libraries and in the libraries in different parts of the city, belonging to the Izmir Metropolitan Municipality, people can read books, do research and get information about the history of the city. Libraries have free internet service. Membership is a condition for borrowing books, and a residence in Izmir province is required for membership.

- **Izmir City Library**  
Atatürk Cad. No: 454 - Alsancak  
(Right across the Alsancak train terminal)  
Phone: 0 (232) 293 11 51  
Fax: 0 (232) 293 39 52  
E-mail: kutuphane@izmir.bel.tr  
Working Hours: Between 08.00-22.00 on weekdays.
- **Buca Library**  
Ufuk Mah. 916 Sk. No:31/1 Buca  
Phone: 0 (232) 293 11 49  
E-mail: bucakutuphanesi izmir.bel.tr  
Working Hours: Between 08.00 - 18.00 on weekdays.
- **Guzelbahce Library**  
Yıldız Sk. No: 31/1 Güzelbahçe  
Phone: 0 (232) 293 11 53  
E-mail: guzelbahcekutuphanesi izmir.bel.tr  
Working Hours: Between 08.00 - 18.00 on weekdays.
- **Sato Library**  
Yeşiltepe Mah. Halil Rifat Paşa Cad.  
No:37 Konak/İZMİR  
<https://satokutuphanesi.izmir.bel.tr/home>  
Phone: 0 (232) 293 10 20
- **Havagazi Youth Campus Research Library**  
Tarihi Havagazi Fabrikası Gençlik Yerleşkesi Umur Bey Mahallesi Liman Caddesi A/B Blok İzmir Alsancak/Konak  
Phone: 0 (232) 293 95 42



## APIKAM (Ahmet Piriřtina City Archive and Museum)

Ahmet Pirstina City Archive and Museum serves citizens who want to study and research the history of Izmir. Many historical data available as a soft copy in the Urban Archive database can be accessed digitally. In addition to the archive service, studies on permanent and temporary exhibitions on the history of Izmir are also carried out. Migration and Population Exchange Remembrance House in Buca district is also an exhibition space established in this context.

- **Ahmet Piriřtina City Archive and Museum (APIKAM)**

řair Eřref Bulvarı No:1/A ankaya/İZMİR  
Phone: 0 (232) 293 39 00-01-02  
www.apikam.org.tr

- **Migration and Population Exchange Remembrance House**

Menderes, 132. Sk. 41 B, 35370 Buca/İZMİR

## - Culture and Art Services



Participation in the courses organized by the Izmir Metropolitan Municipality mentioned below is free of charge. For detailed information, communication can be realized at the telephone numbers given below:

- For Dance and Rhythm Community (9 - 25 years old), Turkish Classical Music Choir (18 - 50 years old), Turkish Folk Music Choir (18 - 50 years old), Children's Polyphonic Choir (8 - 14 years old), Ballet Course (5 - 10 years old), Hip Hop, Modern Dance, Flamenco and Tango Training (7 years old and above): 0 (232) 293 34 79
- For Neighborhood Orchestra (8 - 17 years old), Piano Training (5 - 14 years old), Percussion Training (7 years old and above): 0 (232) 293 40 42
- For Training of Collective Imagination and Musical Meetings (7 years old and above): 0 (232) 293 34 36

## - Funeral Services



When a person dies, a death report is given from the hospital, if the person died at home, death report can be obtained through any family health center or the doctor of the district municipality. By calling the Izmir Metropolitan Municipality Funeral Services number **188 (ALO 188)**, information about the death is given. A vehicle for the funeral is allocated by the Funeral Services.

All services related to the burial procedures of the relatives of the citizens who verbally declare that their financial situation is not well during the procedures are provided free of charge by the Izmir Metropolitan Municipality.

## - Disinfection and Pest Control Services



The Pest Control Unit of the Environmental Protection and Control Directorate of Izmir Metropolitan Municipality conducts all activities to combat mosquitoes throughout the year. In addition, periodic disinfection is carried out according to a specific program to combat pests such as cockroaches, lice, fleas, ticks, houseflies, and mice. Garbage containers placed on streets and main roads are regularly disinfected against the growth of pests. In order to combat microorganisms such as bacteria, viruses, and fungi that cause danger to human health, disinfection is carried out in public areas.

You can call Protection and Control Directorate for the needs regarding pest control:

0 (232) 293 37 14-15

## - Veterinary Services



At the Fair Small Animal Polyclinic in Kulturpark, Izmir Metropolitan Municipality provides free service for street animals. In addition, for injured and sick animals found on the street, the veterinary services of the district municipalities can be applied during working hours on weekdays. On weekends and out of working hours, the Metropolitan Municipality Emergency Response Unit can be reached by calling **0232 293 39 80** for injured street animals found in metropolitan districts.

### Fair Small Animal Polyclinic

Fuar İçi Kültürpark Kahramanlar - Alsancak/İZMİR  
Phone: 0 (232) 293 39 80



### Işikkent Dog Care Center

In the Işikkent Dog Care Center, the animals abandoned by their owners and unable to live on the street are taken care of. In addition, the center supports the veterinary works of metropolitan district municipalities in terms of neutering, and the dogs are rounded up by the district municipal teams and brought to the center. Dogs that have been sterilized, marked, and completed rabies vaccination processes and anti-parasitic treatments are delivered to the teams that brought them.



### Address:

Işikkent – Gökdere Cad. No:8 Bornova / İZMİR  
Phone: 0232 293 46 51



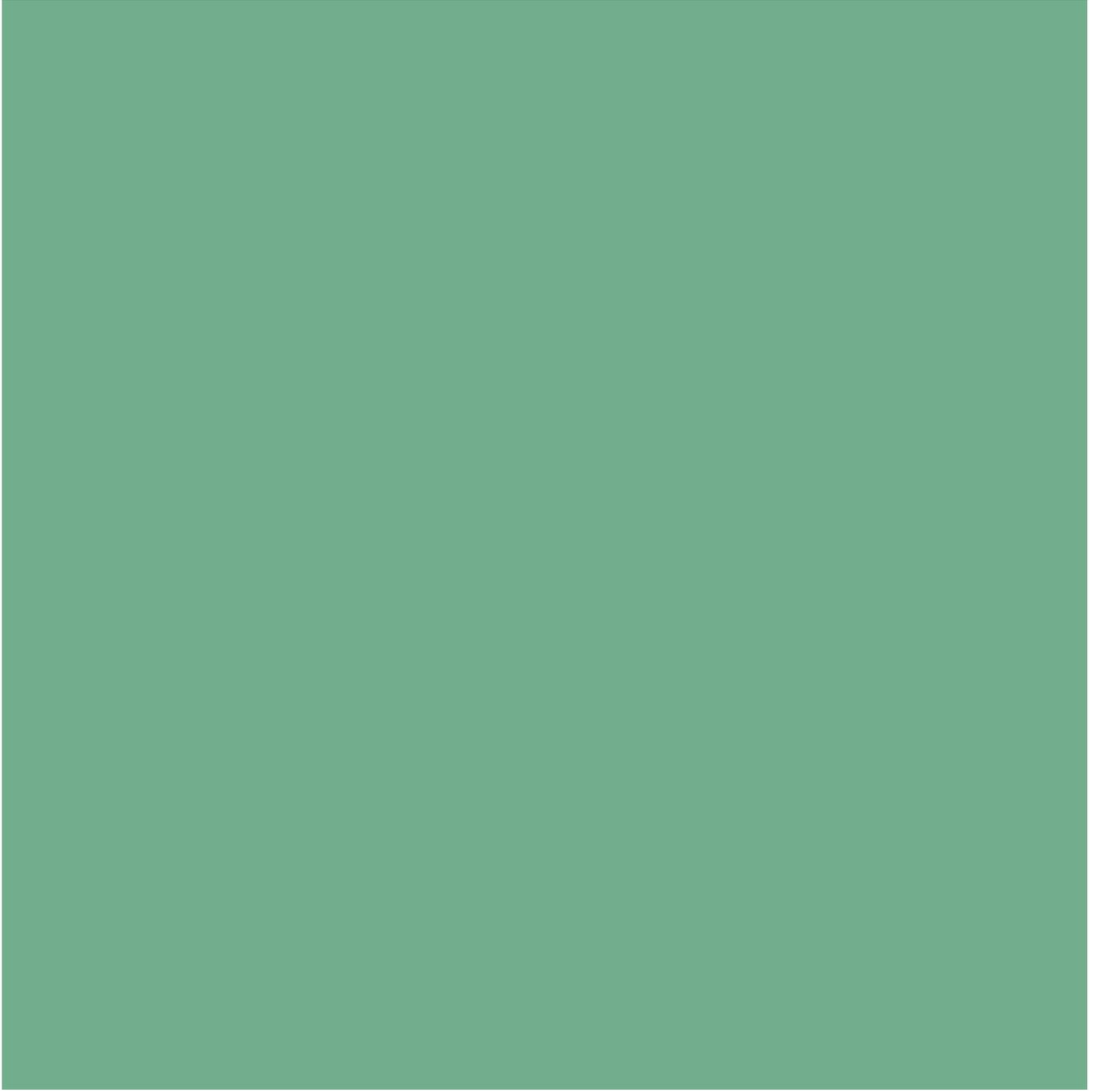
## Seyrek Dog Care Center

In Seyrek Dog Care Center, in addition to the services provided in Isikkent Dog Care Center, operations requiring orthopedics and inhalation anesthesia are performed. In addition, the unit also has the Owned Animal Cemetery service for cats and dogs registered in the district municipality. Care Center is open to visitors between 13.30 - 16.00 on working days. The Small Animal Cemetery is open to visitors 365 days and burials only during working days. There are no burials on weekends but morgue service is provided within this scope.

**Address:** İnönü Mah. Simavlı Mezarlığı Mevkii No:1 Seyrek  
Menemen/İZMİR  
Phone: 0 (232) 293 94 78

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***\*During pandemics, natural disasters, etc., there may be changes in the addresses, contact information, and service hours for the aforementioned services.***



PART 3

**REFUGEES' RIGHTS,  
OBLIGATIONS, AND  
RELEVANT INSTITUTIONS**

# - Registration



## Izmir Provincial Directorate of Migration Management

- Refugees living in Izmir are required to register at Izmir Provincial Directorate of Migration Management and obtain a Temporary Protection (TP) or International Protection (IP) identity document.
- The prerequisite for the enjoyment of rights and services in Turkey is to be registered.
- Persons registered in Izmir under temporary protection or international protection are under obligation to report address change, change in civil status, such as marriage, birth, death, and change in their work situation (e.g. obtaining work permit), contact information change to the Data Verification Center in Alsancak within 20 days. Also, people with specific needs, can inform the Provincial Directorate about their situation via Data Verification Center.
- Before going to Izmir Provincial Directorate of Migration Management and Data Verification Center, it is necessary to make an appointment at <https://e-randevu.goc.gov.tr/>
- Children born in Turkey must be registered immediately to the Provincial Directorate of Migration Management. Alongside the Provincial Directorate, you need to notify the birth of your child to the Civil Registry Office in the district where you reside.
- International protection applicants and status holders have reporting duties as per the legislation. They need to report in terms determined by the Provincial Directorate of Migration Management.



- Refugees are obliged to reside in the province specified on their identity documents. They cannot access to rights and services outside their province of residence.
- In order to travel or move to another province refugees need to obtain a travel permit document from the Provincial Directorate of Migration Management. If they leave their province of residence without a travel permit obtained from the Provincial Directorate of Migration Management, there might be some legal sanctions. Traveling without a Travel Permit may lead to administrative action for temporary protection holders and for people under international protection it may result in their application for international protection to be considered withdrawn.
- In order to change their city of registration, refugees need to apply to the Provincial Directorate of Migration Management for transfer to another city. They can legally change their city of registration with the travel permit document issued upon approval of their request.

### How to Apply for a Travel Permit via E-Government?

Currently, the application for the Travel Permit Document is reachable on e-government. Upon completion of the questions regarding the relevant travel permit on the system, the request for travel permit is recorded for assessment.

### Foreigners Communication Center (YİMER) 157

This line, owned by the Directorate General of Migration Management, can be called 24/7 for questions concerning international protection and temporary protection procedures and access to rights and services. Also, line assists victims of human trafficking and refers distress calls at sea to the Turkish Coast Guards for rescue. The line serves in seven languages: Turkish, English, Arabic, Persian, Russian, German, and Pashto.

**Address:** 855 Sk. No:40/A Kemeraltı - KONAK/İZMİR

E-mail: izmir@goc.gov.tr

Phone: 0 (232) 402 44 62

Fax: 0 (232) 484 32 70

### Data Verification Center

Address: Umurbey Mah. 1519 Sk. No:5 (Behind Alsancak Train Station)



## Provincial / District Directorate of Civil Registry Office

- In the case that refugees living in Izmir are registered at Izmir Provincial Directorate of Migration Management and obtained a Temporary Protection (TP) or International Protection (IP) identity card, they have to go to the Provincial / District Directorates of Population and Citizenship within 20 days and register their address.
- For address registration, it is necessary to present a document (rental contract, electricity/water bill, etc.) showing that the person lives at the address specified.
- For making an appointment at the Directorate of Population and Civil Registry Office, you can use the link: <https://randevu.nvi.gov.tr/>
- **Provincial Directorate of Population and Citizenship**  
İsmet Kaptan, Hürriyet Blv. 16-1, 35210  
Konak/İZMİR  
Phone: 0 (232) 483 88 87
- **Buca District Directorate of Population**  
Yenigün Mahallesi Uğur Mumcu Caddesi  
No:135 Buca Kaymakamlığı  
Phone: 0 (232) 426 36 91
- **Konak District Directorate of Population**  
İsmet Kaptan, Hürriyet Blv. 16-1, 35210  
Konak/İZMİR
- **Bornova District Directorate of Population**  
Erzene, Kazım Karabekir Caddesi No:1,  
35310 Bornova  
Phone: 0 (232) 388 10 59
- **Karabağlar District Directorate of Population**  
Bahar Mah. 2904 Sk No: 4-10 Kat:2  
Karabağlar/İZMİR  
Phone: 0 (232) 250 20 67 / 0 (232) 256 01 21
- **Bayraklı District Directorate of Population**  
Adalet, 1586/17. Sk No:3/α, 35580  
Bayraklı/İZMİR  
Phone: 0 (232) 462 62 70



## Marriage Procedures

Marriage procedures are conducted in line with the Turkish Civil Code also for refugees. According to the Turkish Civil Code, the earliest age of marriage is 18. However, children who are 17 years old can marry with the permission of their parents (with a letter of consent), and children aged 16 can only marry in exceptional circumstances and if there is crucial reason with a court decision.

Based on above legislation, persons below 18 years old cannot marry and any marriage with a religious ceremony would not be valid and subject to criminal proceedings under Turkish criminal law. Accordingly, sexual abuse of the child is punishable with imprisonment.

Also, marriage with more than one spouse is not legal under the Turkish Civil Code and a criminal offense under the Turkish Penal Code.

Marriage procedure conducted only by authorized officials is considered official. Therefore, marriage through religious ceremony is not valid in Turkey.

- Refugees must obtain a celibacy document to marry either from the Provincial Directorate of Migration Management or on e-government in order to marry officially.
- Official marriage is realized by applying to the Marriage Departments of Municipalities.

- **Fuar Marriage Department**  
Kültürpark (Fuar) / İZMİR  
Phone: 0232 425 24 60
- **Konak Marriage Department**  
Donanmacı, 9 Eylül Meydanı No:11,  
35530 Konak/İzmir  
Phone: (0232) 489 45 22
- **Karabağlar Central Marriage Department**  
Cennetoğlu, Yeşillik Cd. No:232, 35110,  
35110 Karabağlar/İzmir  
Phone: (0232) 414 77 50
- **Bornova Municipality Marriage Department**  
Kazımdirik, Fevzi Çakmak Cd. No: 38,  
35100 Bornova/İzmir  
Phone: (0232) 999 19 19
- **Buca Marriage Department**  
Uğur Mumcu Cad. No:29 (Buca  
Belediyesi Kültür Sanat Merkezi-BBKSM)  
Phone: 0 (232 439 10 10- (2507, 2508,  
2509, 2510, 2511)
- **Bayraklı Marriage Department**  
Bayraklı, 1900/1. Sk No:2/A, 35530  
Bayraklı/İzmir  
Phone: 0 (232) 341 20 36



# - Social Assistance and Social Services



## Social Assistance and Solidarity Foundations (SASF)

Social Assistance and Solidarity Foundations (SASF), which are under the direction of governorships and district governorships, are institutions that identify people who need social assistance that will be provided by the state and distribute this assistance to appropriate people.

Applications for the EU (European Union) -funded Social Cohesion Assistance Program (ESSN) and The Conditional Cash Transfer for Education (CCTE) Program's assistance for refugees can be made to the Social Assistance and Solidarity Foundations (SASF). Applications for ESSN and CCTE assistance can also be made through the Red Crescent Service Centers. Other than these, the assistance of SASF can also be applied for.

- **İZMİR-CITY CENTER**  
Hükümet Konağı B Blok Konak  
Kaymakamlığı K:2 Konak/İZMİR  
Phone: 0(232) 445 36 57 / 445 22 77  
Fax: 445 22 79
- **BORNOVA**  
Ergene Mah. 550 Sok.No:37 Bornova/İZMİR  
Phone: 0 (232) 388 68 05
- **KONAK**  
Vilayet Blokları Konak Kaymakamlığı  
Zemin Kat Konak/İZMİR  
Phone: 0 (232) 484 30 24
- **BUCA**  
Buca Kaymakamlık Binası Buca/İZMİR  
Phone: 0 (232) 438 08 83
- **KARABAĞLAR**  
Gökdere Cad. No:3 Yeşilyurt  
Karabağlar/İZMİR  
Phone: 0 (232) 245 42 08
- **BAYRAKLI**  
Mansuroğlu Mah. 295/2 Sok. A Blok No:1  
Bayraklı/İZMİR  
Phone: 0 (232) 486 60 40

**168 RED CRESCENT CALL CENTER:** This is the hotline that provides information on questions and problems regarding Social Cohesion Assistance (ESSN-Kizilaykart) and The Conditional Cash Transfer for Education (CCTE), and where ESSN and CCTE beneficiaries can also update information such as change of address. Language options are Arabic, Persian, English, Pashto, Turkish.

**ALO 144:** ALO 144 Social Assistance Phone Line accepts calls regarding all kinds of requests, suggestions, and complaints about aids under the responsibility of Social Assistance and Solidarity Foundations such as conditional education aid, health aid, coal aid, food aid, handicapped pension, aid to be provided to widowed women, harboring aid, maternity aid, etc. and about the project supports and gives the information to the applicant about his/her application examining the database then according to this, the applicant is referred to the relevant Provincial/District Social Assistance and Solidarity Foundation. Kurdish and Arabic language options are available.



## Social Service Centers

- Social Service Centers, which are multi-purpose centers affiliated to the Ministry of Family and Social Services, are units responsible for facilitating the access of groups at risk (disabled, children, women, etc.) to social services provided by the state.
- In places where there is neither Violence Prevention and Monitoring Centers (ŞÖNİM) nor the first admission unit, these centers undertake their duties.
- Persons at risk such as unaccompanied refugee children, children exposed to violence and abuse, and women exposed to gender-based violence can be referred to these centers.
- Social and Economic Support (SED) applications are also accepted by these centers for the children of families who cannot meet the basic needs of their children and who have difficulty in living even at a minimum level.

**ALO 183:** It is the Social Support Line number of the Ministry of Family and Social Services. This line is accessible for support and reporting in cases of violence against women, violence against children, and abuse. In addition, it can also be reachable for guidance and counseling for family, women, children, disabled and elderly people. Kurdish and Arabic language options are available. This line is available 24/7.

- **Konak Directorate of Social Service Center**  
İsmet Kaptan Mah. Hürriyet Bulvarı Musullugil  
İş Merkezi No:5/1 Kat:5 Konak/İZMİR  
Phone: 0 (232) 446 75 40
- **Karabağlar Directorate of Social Service Center**  
Aydın Mah.4280 Sk No:8 Karabağlar/İZMİR  
Phone: 0 (232) 207 20 11
- **Bornova Directorate of Social Service Center**  
Mevlana Mah. 1744 Sk No:19 Bornova/İZMİR  
Phone: 0 (232) 290 20 60
- **Buca Directorate of Social Service Center**  
Şirinkapı Mah. 1033 Sk No:2 Evka:1 Buca/  
İZMİR  
Phone: 0 (232) 442 02 26
- **Bayrakli Cahide-Ahmet Dalyanoglu Directorate of Social Service Center**  
Osmangazi Mahallesi 595 Sk No:14/1  
Bayraklı/İZMİR  
Phone: 0 (232) 346 04 64



## Mechanisms for Combating Violence Against Women

Law No. 6284 on the Protection of Family and Prevention of Violence Against Women has introduced a series of mechanisms aimed at protecting every woman in Turkey from violence. Pursuant to Law No. 6284, a preventive and protective order can be issued against the perpetrator of violence. Women who have been subjected to/at risk of violence should state that they want to benefit from Law No. 6284 when they go to the police or prosecutor's office.



In case of being subjected to violence or witnessing violence against women, the following numbers are accessible:

**155 POLICE EMERGENCY LINE** (24/7)

**156 GENDARMERIE EMERGENCY LINE** (If the region is an area where the Gendarmerie is responsible) (24/7)

**ALO 183 Information Line of the Ministry of Family and Social Services** (Arabic and Kurdish, 24/7)

**Izmir Metropolitan Municipality Women Counseling Center** (During Working Hours): 0(232) 293 4 293

**Violence Prevention and Monitoring Centers (ŞÖNİM):** 0 (232) 363 33 41

**Izmir Bar Association Women's Rights Center:** 0 (232) 400 00 04

**Izmir Bar Association Child Rights Center:** 0 (232) 400 00 14

**KADES (Application of Support for Women, affiliated to the Ministry of Internal Affairs):** This application can be downloaded to the smartphone and in case of the danger of being exposed to violence, one can apply to the police with a single click. In KADES application, there are Turkish, Arabic, Persian, English, Russian and French language options.



## Violence Prevention and Monitoring Centers (ŞÖNİM)

- Violence Prevention and Monitoring Centers (ŞÖNİM) were established within the scope of Law No. 6284.
- ŞÖNİM is a center that provides shelter measures for all women, including refugee women, children, and family members who have been subjected to, or are at risk of, violence, and for the persons who have been exposed to stalking. ŞÖNİM gives legal, psycho-social, economic support and, where necessary, health support. It also supports women who have been subjected to violence to stay in a shelter or another address and provides them with support during their stay.
- According to the Circular of the Governorate of Izmir published in September 2020, during the procedures in ŞÖNİM; law enforcement units, judicial authorities, and health units, Izmir Provincial Directorate of Migration Management is responsible to provide an interpreter on a 24/7 basis.

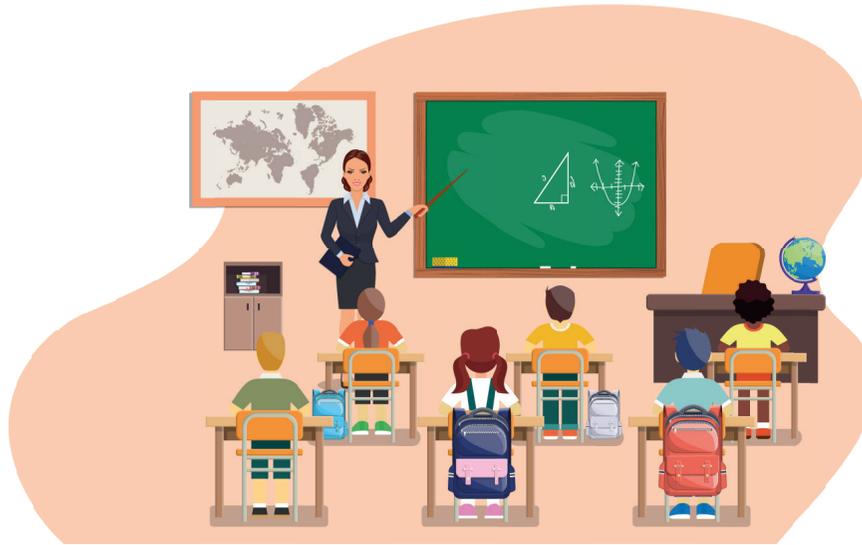
## Izmir Bayraklı Violence Prevention and Monitoring Center (ŞÖNİM)

Soğukkuyu Mahallesi 1847/15 Sok. No:11 Bayraklı/İZMİR

Phone: 0 (232) 363 33 41

## - Education

Registered school-aged refugee children are entitled to 12 years of compulsory education for free. In order for refugee children to be enrolled in schools affiliated to the Ministry of National Education in Izmir, they must be registered with the Provincial Directorate of Migration Management. Children can be registered at school by applying to the primary school closest to the child's residential address or to the District Directorate of National Education. Refugees and asylum seekers who have completed their high school education can receive university education if they are successful in The Foreign Student Examination (FSE). Refugees can receive services from Public Education Centers and can also receive education by enrolling in Open Education Schools.





## Izmir Provincial Directorate of National Education

- The units carrying out services such as primary and secondary education, vocational and technical education, special education and guidance and life-long learning in Izmir are affiliated with the Provincial Directorate of National Education.
- For refugee children who have been educated in another country but who do not have documents proving their education, the Provincial National Education Commissions under the Provincial Directorate of National Education decides which class the child will be placed in. For refugee children who have documents proving their education in another country, these documents must be submitted to the authorized institutions during the registration process.

Fevzipaşa Mh. 452 Sk. No 15 Kemeraltı  
Katlı Otopark Arkası Konak / İZMİR  
Phone: 0 (232) 280 35 00



## Public Education Centers

- These are centers affiliated to the Provincial Directorate of National Education that organize courses in a wide variety of fields within the scope of lifelong learning activities.
  - Refugees can attend the Turkish language courses for adults.
  - Open Education School enrollment and necessary procedures are carried out. Refugees can also be registered in Open Education Schools.
  - The Accelerated Education Program (HEP=Hizlandirilmis Egitim Programi) aims to ensure that refugee children under the age of 18 who have not enrolled in school for at least 3 years, complete the education level they lack, by participating in formal education programs. HEP is applied in Public Education Centers in seven districts, including Karabaglar, Bornova and Foca.
- **Konak Public Education Center**  
Barbaros Mahallesi Mithatpaşa Caddesi  
No: 123 Karataş Konak/İZMİR  
Phone: 0 (232) 262 22 06
  - **Bornova Public Education Center**  
Erzene Mahallesi 80. Sokak No: 18  
Bornova/İZMİR  
Phone: 0 (232) 388 10 63  
Açık Öğretim Bürosu: 0 (232) 374 05 10
  - **Karabaglar Public Education Center**  
Adnan Süvari Mahallesi 108/8 Sokak No:  
10 Karabağlar/İZMİR  
Phone: 0 (232) 262 81 31
  - **Bayrakli Public Education Center**  
Osmangazi Mahallesi Yavuz Caddesi No:  
305 Bayraklı/İZMİR  
Phone: 0 (232) 341 22 82  
0 (232) 345 88 78
  - **Buca Public Education Center**  
Yenigün Mahallesi 271/3 Sokak No: 2  
Buca Kaymakamlık Binası Yanı Buca  
Merkez/İZMİR  
Phone: 0 (232) 487 93 68



## Guidance and Research Centers (GRC- RAM)

- These centers concern with enabling children and young people with disabilities to enjoy their right to education. Applications of persons with disabilities for education are evaluated by special education boards within GRCs. These boards carry out educational evaluation and diagnostic processes. As a result of the board evaluation made after the application, the Special Education Evaluation Board Report is prepared, and the person is directed to the appropriate special education service.
  - For Syrians and refugees from other nationalities, there is no option to be directed to Private Education Institutions. These students can only participate in public special education schools or inclusive classes, affiliated with the state.
- 
- **Konak Guidance and Research Center**  
Murat Reis Mah. 227 Sk. No: 18 Konak/  
İZMİR  
Phone: 0 (232) 243 44 17
  - **Buca Guidance and Research Center**  
Dumlupınar Mah. Uğur Mumcu Cad.  
Kalender Yılmaz Sokak No:2 Buca/İZMİR,  
35100 Buca/İZMİR  
Phone: 0 (232) 440 84 85
  - **Karabağlar Guidance and Research Center**  
Bahçelievler Mah. 501 Sk. No:6 İç Kapı  
No:Z1 Karabağlar/İZMİR  
Phone: 0 (232) 254 55 36
  - **Bayraklı Guidance and Research Center**  
Osmangazi, 614. Sk. No:13 D:Kat 3, 35535  
Bayraklı/İZMİR  
Phone: 0 (232) 365 60 46
  - **Bornova Directorate of Guidance and Research Center**  
Mevlana, 1776. Sk. 2-6, 35050 Bornova/  
İZMİR  
Phone: 0 (232) 342 09 11

## - Health



Refugees registered in Izmir can benefit from the health services provided in Migrant Health Centers (MHC), state hospitals, and family health centers in the city. In order for refugees registered in other provinces to be treated in hospitals in Izmir, they must be referred from a hospital in the province they are registered in. People who are not registered (unregistered) in the Provincial Directorate of Migration Management can only benefit from emergency health services.



- People under temporary protection can go directly to public hospitals. However, they can receive service in private hospitals and university hospitals only if they are referred from a public health institution.
- The costs of healthcare services, including secondary and tertiary services received by individuals under temporary protection, are covered by the Directorate General of Migration Management (DGMM) in accordance with the amounts specified in the SUT (Health Implementation Communiqué=Saglik Uygulama Tebliği).
- According to the protocol signed by the Ministry of Health and DGMM in 2020; Article 7 (2): Treatment costs will not be reimbursed for the loss of the organ and limb before entering Turkey; Article 9 (2): Costs related to assisted reproductive IVF (in vitro fertilization) treatments are not reimbursed; and Article 8 (6): Although medical supplies and medicines used during the treatment of patients treated in bed are included in the costs to be covered by DGMM, medicines that must be procured from abroad are not reimbursed.

- Health insurance of persons under International Protection will be active within the first year of their registration for those who does not have any other health coverage or means to cover their health expenses. This one-year limit is not sought for those whose general health insurance continuation is deemed appropriate by the Ministry . Persons with specific medical needs can approach to the Provincial Directorate of Migration Management with their medical reports and request activation of their insurance.
- Central Physician Appointment System (Merkezi Hekim Randevu Sistemi-MHRS) (ALO 182) is a system through which international protection applicants/ status holders and Syrians under temporary protection can make an appointment at a hospital and doctor of their choice.
- The application can be made for patients in need of home care by calling 444 38 33 Home Care Services Contact Center of the Ministry of Health in Izmir.



## Migrant Health Centers (MHC)

Migrant health center (MHC) is the center that has been established to provide access to health services for Syrians under Temporary Protection, and later it has begun to serve other refugees.

- In these centers, primary healthcare services are provided similar to family health centers (FHCs).
- In addition to primary health care services, internal medicine, pediatrics, gynecology, orthodontics, and psychosocial support services are provided in reinforced GSM units, and there are also imaging units and simple service laboratories.



- **Izmir Konak Kahramanlar Reinforced Migrant Health Center**  
Kahramanlar, 1413. Sk. No:26 D:30, 35230  
Konak/İZMİR
- **Karabağlar Migrant Health Training Center**  
Karabağlar, 5758. Sk. No:17-21, 35110  
Karabağlar/İZMİR
- **Bornova Migrant Health Center**  
Meriç Mah.5666 Sok. No:27 Çamdibi-  
Bornova/İZMİR
- **Buca Migrant Health Center**  
İnönü Mahallesi 677 Sok. No:48 Buca/  
İZMİR
- **Bayrakli Migrant Health Center**  
Emek Mah. Şht. Ast. Mesut Uzlu Sk.  
No:25B Bayraklı/İZMİR

## - Application for Work Permit



### How to Apply for a Work Permit?

- Work permit is not automatically gained through temporary protection or international protection applicant or status holder ID card. Beneficiaries of temporary protection and international protection applicants and status holder can apply for work permit six months after receiving their ID cards. Applications made by the employer via e-Government portal ([www.turkiye.gov.tr](http://www.turkiye.gov.tr) or <https://ecalismaizni.ailevecalisma.gov.tr/eizin>) by following the steps on the portal Applicant is required to have a registration of e-Government as employer, submitting requested documents (The contract signed between the employer and the employee, a photograph of the individual, etc.) and complete the application.
- If the employee will work as an education or healthcare professional, a preliminary permit from Ministry of National Education or Ministry of Health must be obtained.

- The number of Syrians under temporary protection who will work in a workplace cannot be more than 10% of the total number of people working there, and if there are less than ten people working in the workplace, only one Syrian can be employed. The number of fees to be paid for the work permit is determined each year. A work quota also applies to international protection applicants and status holders, but in a workplace where applicants for international protection work, there should be at least five working citizens of Turkey.
- Individuals who will work independently (who will establish their own businesses) should also apply through the “Foreigners Working on Their Own Name and Account” tab, six months after receiving their temporary protection or international protection ID card.
- For international protection applicants and status holders, temporary protection beneficiaries who will work as seasonal agricultural and livestock workers, a work permit exemption certificate must be obtained from the Provincial Directorate of Labor and Employment Agency of the province where these people reside.

**ALO 170:** It is an information service line that workers and employers can reach for any questions, suggestions, and complaints.

Detailed information on the process regarding the work permit of persons under Temporary Protection or International Protection or who are international protection applicant can be found respectively at <https://help.unhcr.org/turkey/information-for-syrians/livelihoods/> and for IP status holders at <https://help.unhcr.org/turkey/information-for-non-syrians/livelihoods/> and at <http://calismaizni.gov.tr/calisma-izni-hakkinda/calisma-izni-basvurusu/>.





## Turkish Employment Agency (İŞKUR)

- Provincial Directorates of Labor and Employment Agency are the institution that facilitates to find jobs and workers.
- İŞKUR, together with international organizations for Syrians under temporary protection, carries out projects to increase registered employment, supported by European Union funds. Within the scope of these projects, vocational training and skill courses are provided some of which are guaranteeing employment.
- Applications for exemption from work permit for seasonal agricultural work of persons under temporary protection and people who are international protection applicants or status holders are made to the Provincial Directorates of Labor and Employment Agency.

### Izmir Provincial Directorate of Labor and Employment Agency

Akdeniz Mah. Şehit Fethi Bey Cd. No:47 Konak/İZMİR / Phone: **0 (232) 482 12 48**

## United Nations High Commissioner (UNHCR) Counselling Line

Information on the rights, services and current developments regarding refugees is accessible from the United Nations High Commissioner (UNHCR) Counselling Line 444 48 68 and HELP website via <https://help.unhcr.org/turkey/>. Counselling line is available from 9.00 to 17.00 on Mondays to Thursdays, and from 9.00 to 16.00 on Fridays. You can receive counselling in Arabic, Persian, Turkish and English. Counsellors speaking French, Urdu, Kurdish and Somali are available upon request.

If you're trying to find out about available services and assistance near you, visit the Services Advisor website for Turkey via <https://turkey.servicesadvisor.org/en>. You'll be able to search and find information, including contact details and opening times, of service providers in your area.



## - Application for Legal Aid, E-Government and HES Code



### How to Apply for Legal Aid?

Legal aid is an aid available to those who cannot afford lawyers and trial expenses. If a person is a victim, a complainant (in situations such as being exposed to violence against women), a suspect or an accused of a crime, this person may request an appointment with a lawyer free of charge from the Bar Association at police or gendarmerie stations, at public prosecutor's offices and criminal courts through these authorities.

For legal and administrative cases (such as divorce, appeal to deportation orders and appeal to rejections on international protection issued by PDMMs), legal aid can be requested by applying to the Legal Aid Office of Izmir Bar Association together with the residence document, poverty certificate which is issued by mukhtars, photocopy of identity card, SGK record that is accessible on e-government web site, inquiry documents about whether the person has a vehicle (Polnet) or real estate (deed). Exemptions from litigation fees and trial expenses can be requested by applying for legal aid with the same documents in the courts.

The legal aid service provided by the Izmir Bar Association is a service on the initiative of the Bar Association. This service is not provided directly to everyone who applies, but only if the application is evaluated positively.

- **Izmir Bar Association Legal Aid Office:**  
1456 Sokak, No: 14, Alsancak/İZMİR  
Phone: 0 (232) 463 00 14 / 0 (232) 400 00 00  
Fax: 0 (232) 463 66 74  
E-mail: info@izmirbarosu.org.tr
- **Legal Aid Front Service Office:**  
0 (232) 461 11 06





## What is E-Government Password? How to get it?

Many transactions are reachable from e-government system now. In order to use the e-government, at first, the nearest PTT branch should be visited then the e-government password should be got in an envelope to the person. Then, reaching the address <https://www.turkiye.gov.tr/>, “Log” tab is clicked and related fields are filled with TR Identification Number/Foreigner Identity Number and obtained password from PTT. In the end, you can use e-government system.

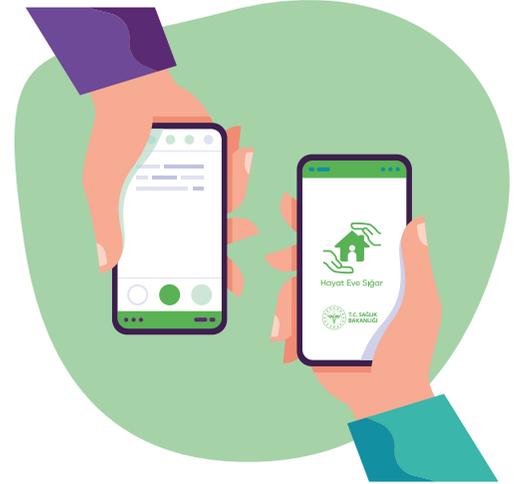


## What is HES Code? How to get it?

**Hayat Eve Siğar (HES) Code** is the code that is mandatory in transportation and entering many public institutions, indicating whether the person has any risk in terms of Covid-19 disease.

**HES Code can be obtained in 3 ways:**

1. By clicking on the “HES Code Generation and Listing” tab from the e-government
2. By sending an SMS to 2023;  
After typing HES, Foreigners ID Number (starts with 99), birth year and code sharing time (in number of days) are typed respectively, with a space between each, and the text is sent as an SMS to 2023. For those who do not have a National or Foreigners ID Number (starting with 99), after typing HES, Nationality, Passport Serial Number, Birth Year and Surname are typed respectively with a space between each, and the text is sent as an SMS to 2023.
3. By downloading the HES Application to the smartphone.



In addition, foreigners who do not have a mobile number which belongs to local GSM operators can get a HES Code with their Passport information by sending an SMS to the number +90555 944 3821 by typing respectively HES, Nationality, Passport Serial Number, Birth Year and Surname, with a space between each of them.

# - Non-Governmental Organizations Offering Services for Refugees in Izmir

- Consultancy Service
- Legal Counselling Support
- ▲ Psychosocial Support
- ★ Vocational Courses
- Support in the Field of Health
- ◐ Supports for clothing, nourishment, food, healthcare kit, etc.

## Association for Solidarity with Asylum Seekers and Migrants (SGDD/ASAM)



### İZMİR AL FARAH CHILD AND FAMILY SUPPORT CENTER

#### SGDD İzmir Kahramanlar Representative Office

Mimar Sinan Mah. 1429. Sok. No:4 Kahramanlar Konak/İZMİR

Phone: 0 (232) 421 51 54

#### SGDD İzmir Basmane Representative Office

Kahramanlar Mah. 1427. Sok. No: 12/1-2-3-4-5-6-7-8

Konak/İZMİR

Phone: 0 (232) 489 89 73

Fax: 0 (232) 489 89 74

**SGDD Izmir Karabağlar Representative Office / Karabağlar Migrant Health Training Center**

Karabağlar Mah. 5758. Sok. No: 17/21 Karabağlar / İzmir

Phone: **0 (232) 265 55 99 / 0 (232) 254 65 65**

**İZMİR MULTI SERVICE SUPPORT CENTER**

**SGDD Izmir Alsancak Representative Office**

Kahramanlar Mah. 1424 / 2 Sok. No: 13 Konak/İZMİR

Phone: **0 (232) 421 15 05**

Fax: **0 (232) 421 15 04**

<https://sgdd.org.tr/>

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**Association for Solidarity with Refugees (Mülteci-Der)**

Uğur mahallesi 848 sokak no:16 Konak/İZMİR

Phone: **0 (232) 483 54 21 / 0 (549) 483 54 21-22**

<http://www.multeci.org.tr/>



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**Refugee Support Center (MUDEM)**



**Women's Solidarity Center**

Akdeniz Mahallesi Fevzipaşa Bulvarı No: 73 Kat: 7 No: 13-14

Konak/İZMİR

Phone: **0(549) 635 20 96 / 0(549) 635 20 68 / 0(549) 635 20 92**

<http://www.mudem.org/>

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### **Turkish Red Crescent Community Center**



1416 Sk. No:20/C Kahramanlar/İZMİR

Phone: 0 (232) 482 08 30

<http://www.kizilaytoplummerkezleri.org/>

### **Doctors of the World Association**



Akdeniz, 35210 Konak/İZMİR

<https://dunyadoktorlari.org.tr/>

### **Men and Boys Project**



Refugee Support Hotline: 0(850) 888 05 39

<https://www.facebook.com/multecihb>

### **Young Refugees Support Program/ Youth Approaches to Health Association**



İzmir Bulut Öncü Gençlik Merkezi Akıncı, 1296. Sk. No:26, 35240 Konak/İZMİR

Phone: 0 (232) 465 06 46

E-mail: [nilay@sagliktagenc.org](mailto:nilay@sagliktagenc.org)

<http://sagliktagenc.org/>

### **Bridge of Societies Association**



Alsancak, Kıbrıs Şehitleri Cad. 35220 Konak/İZMİR

<https://halklarinkoprusu.org/>

### **Team International Assistance for Integration (TIAFI)**



Güney Mahallesi, 1140 Sokak No:71 35180 Konak/ İZMİR

Phone: + 90 537 868 22 64 / 90 537 279 89 92

E-mail: [info@tiafi.org](mailto:info@tiafi.org)

<https://tiafi.org/>

### **Refugee Rights Center (MHM)**



**Refugee Rights Center Administrative Detention:**

Phone: + 90 507 218 62 85

**General Legal Assistance Help Desk:**

For calls in Arabic, English and French: + 90 549 510 52 02

For calls in Farsi and Turkish: + 90 549 510 52 03

For calls in Turkish and English: 0 (212) 292 48 30

<https://www.mhd.org.tr/tr/faaliyetler/172-izmir-saha-ofisimiz-faaliyete-gecti>

### **Yaşamak Social Space and Solidarity Association**



Yaşamak Center - Yeni Mahallesi 805 Sokak No:11 Konak/İZMİR

E-mail: [yasamak@protonmail.com](mailto:yasamak@protonmail.com)

<https://www.facebook.com/pg/Ya%C5%9Famak-sosyal-alan-ve-dayan%C4%B1%C5%9Fma-derne%C4%9Fi-114615677061577/about/>

### **Human Rights Foundation of Turkey-İzmir Branch**

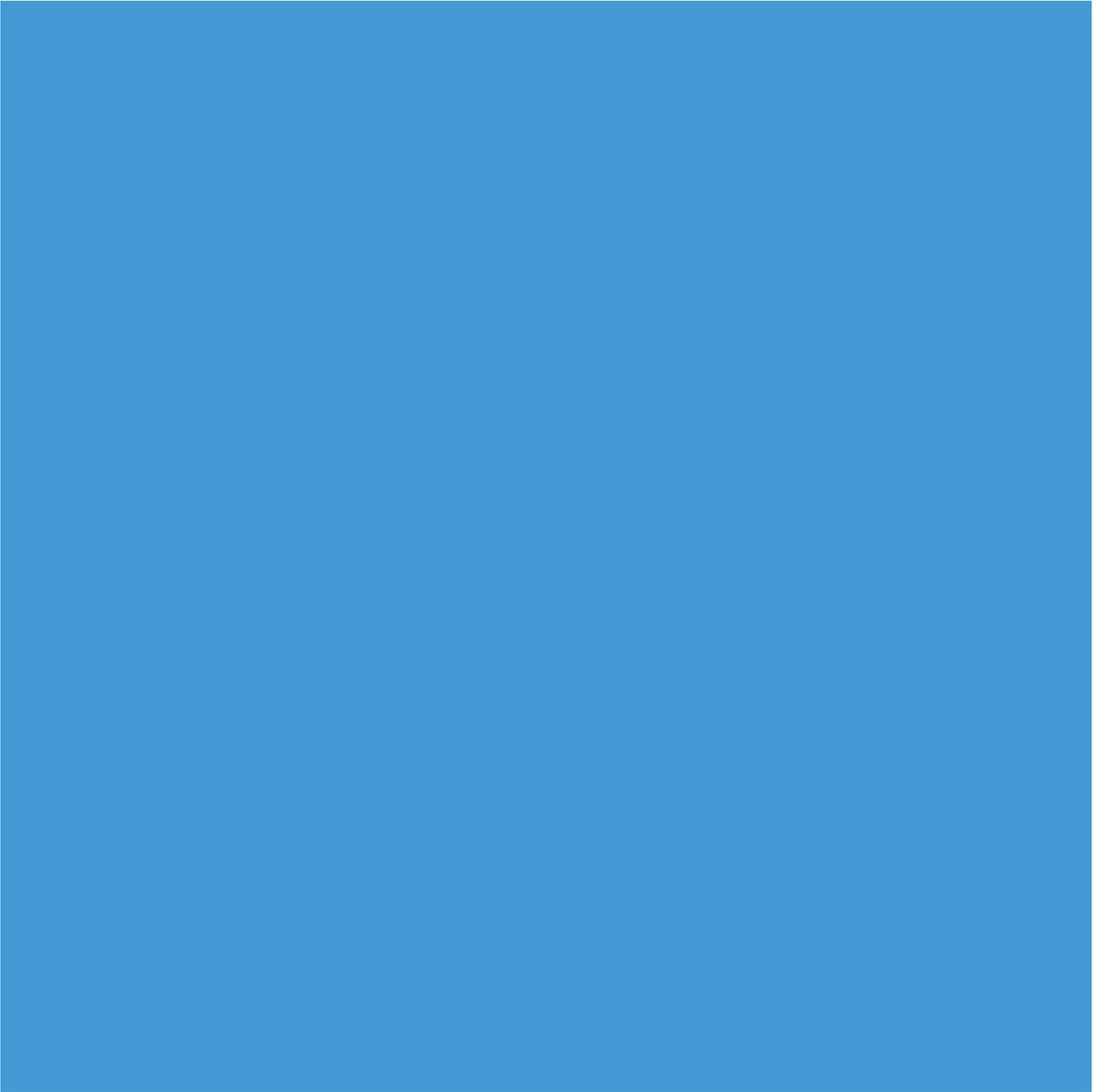


1471 Sk. No:1 Kenet 1 Sitesi Kat:1 Daire:1, 2 35220 Konak/İZMİR

Phone: 0 (232) 463 46 46

<https://tihv.org.tr/>





## PART 4

# IMPORTANT DAYS AND TELEPHONE NUMBERS

## - Important Days and National Holidays

January 1 **New Year's Day**

March 8 **International Women's Day**

April 23 **National Sovereignty and Children's Day**

May 1 **Labor and Solidarity Day**

May (first Sunday) **Mother's Day**

May 5-6 **Hıdırellez**

May 19 **Youth and Sports Day**

June 20 **World Refugee Day**

June (third Sunday) **Father's Day**

Jul 15 **Democracy and National Unity Day**

August 30 **Victory Day**

September 1 **Dünya Barış Günü**

September 4 **World Animal Rights Day**

October 11 **International Day of the Girl Child**

October 29 **Republic Day**

November 25 **International Day for the Elimination of Violence against Women**

December 3 **Dünya Engelliler Günü**

December 5 **Day for Women to Gain the Right to Vote and be Elected**

December 10 **Human Rights Day**

## - Important Telephone Numbers

**EMERGENCY SERVICE/AMBULANCE 112**

**AKS (Search & Rescue and Health) 110**

**POLICE EMERGENCY LINE 155**

**GENDARMERIE 156**

**WATER FAILURE LINE (İZSU) 185**

**ELECTRICITY FAILURE LINE 186**

**NATURAL GAS FAILURE LINE 187**

**CENTRAL SYSTEM OF THE PHYSICIAN APPOINTMENT (MHRS) 182**

**FOREST FIRE 177**

**COAST GUARD 158**

**SOCIAL SUPPORT LINE 183**

**HİM 444 40 35**





# CITY GUIDE

