

Youth Rights Resource **COMPASS** ALBANIA

SAFETY

Is shelter care available to young people in this emergency?

Yes, shelter care is still available.

You can contact the UN Women organization to ask for information on uninterrupted functioning of shelters during the COVID-19 emergency in Albania.

Str. Skenderbej, P. 8, 2nd floor, Ap. 29,30,31

Tirana, Albania

Tel: +355 4 450-2555

Fax: +355 4 450-2555

Website: <https://albania.unwomen.org/en>

Whom I may contact in case I need a shelter and I do not know what to do?

You can contact SOS Children Village which is social, non-profit, non-politic and non-religious organization acting on assistance to children who have lost parental care or at risk of losing it. The main support the organization provides them consists of:

- Food and hygienic packages;
- Educational support (providing the needed materials for online courses);
- Covering the costs for medical emergencies;
- Information sessions on Covid-19 with the children and their parents;
- Other support, based on needs.

National Office

Rr.Hermann Gmeiner, Sauk

Tel/Fax: +355 4 453 6901

info@soskd.org.al

Websites:

www.soskd.org.al

www.sos-childrensvillages.org (international)

If you want to refer cases of children who have lost parental care or are at risk to lose and if you would like to recommend vulnerable families and at risk contact:

Contacts:

Nevila Mucaj

Email: nevila.mucaj@soskd.org.al

Migena Loli

Email: migena.loli@soskd.org.al

Is the child welfare system still operational and can I access help/assistance?

Yes, you can contact the Ministry of Education, Sports and Youth, which also deals with youth welfare assistance since the Ministry of Social Welfare and Youth was dissolved in 2017.

Ministry of Education, Sports and Youth

(Ministria e Arsimit, Sportit dhe Rinisë)

Address:
Rruga e Durrësit Nr.23
Tiranë, Shqipëri
ALB-1001-TIRANA

Tel: +355 4 2230198 / +355 4 2222260
Email: info@arsimi.gov.al
Online contact form: <https://arsimi.gov.al/kontakto-ministren/>

What if I need to report an abuse?

The organization Save the Children works with the municipalities' 'Child Protection Units' to identify and support case management as to the needs.

Save the Children does not manage any shelter but works through partners who do and below are the partners' contacts.

Save the Children

Email: info.albania@savethechildren.org

Tel: +355 4 2261840

Tel: +355 4 2261929

Website: <https://albania.savethechildren.net/news>

Save the Children's Partners' contact details:

- 'Initiative for Social Change': initiative.arsis@gmail.com
- Organizata Plan & Go: organizataplan_go@yahoo.com
- Qendra Psiko-Sociale: info@gendravattra.org.al
- Different and Equal: different&equal@icc-al.org

Whom I may contact in case of emergency?

You can check the State Police's website which displays all relevant State emergency numbers in Albania, in particular:

Medical Emergency Line: 127

National Emergency Line: 112

State Police (Policia e Shtetit)

<https://www.asp.gov.al/kontakt/>

What if I have had to run away from my caretaker/family?

You may contact ALO (NGO), which provides 24/7 free of charge the National Child Hotline for advice, protection and assistance to children and their families in case of violation of children's rights.

ALO 116111

Rr. Rreshit Collaku

Tirana, Albania 1001

Tel: 116111 / 116000

Website: www.alo116.al

<https://www.alo116.al/videot-tronditese-te-dhunes-seksuale-ndaj-nje-femije-allo-116111-dhe-krimi-kibernetik-identifikojne>

What if I need help to deal with the COVID-19 emergency and to contact a helpline?

You may ask information to UNICEF and request the indication of available helpline to report your needs.

Anila Miria

Communication Officer

UNICEF

Tel: +35569 20 29 021
Tel: +35569 20 24 185
Tel: +355 44548409
Email: amiria@unicef.org
<https://www.unicef.org/albania/child-protection-response-covid-19-emergency>

What if I need assistance in respect of sexual violence against young girls, children, women?

You may contact UNICEF Albania to ask for information about the assistance you may need and to report the violence.

Anila Miria
Communication Officer
UNICEF
Tel: +35569 20 29 021
Tel: +35569 20 24 185
Email: amiria@unicef.org

<https://www.unicef.org/albania/press-releases/joint-statement-unicef-and-un-women-albania-sexual-abuse-against-children>

What if I have lost or am I about to lose parental care?

You may contact SOS Children Village, which is a non-profit, non-politic, non-religious organization acting on assistance to children who have lost parental care or at risk of losing it.

SOS Children Village
National Office
Rr.Hermann Gmeiner, Sauk
Tel/Fax: +355 4 453 6901
info@soskd.org.al
Websites:
www.soskd.org.al
www.sos-childrensvillages.org (international)

If you want to refer cases of children who have lost parental care or are at risk to lose and if you would like to recommend vulnerable families and at risk contact:

Contacts:
Nevila Mucaj
Email:
nevila.mucaj@soskd.org.al

HEALTH

Where can I find health care and emergency health care?

Emergency medical services remain active through the National Medical Emergency Center ("QKUM") hotlines:

General emergency: 112
Medical emergency: 127*
Road police: 126
Fire brigade: 128
State police: 129

**Serves as COVID-19 and suicide prevention hotline for Albanian population.*

<http://www.urgjenca.gov.al/index.php>

Where can I find health care and emergency health care?

The Ministry of Health and Social Protection and Institute of Public Health ("ISHP") provides daily COVID-19 bulletins, guidance and recommendations on control and prevention of the disease. through their websites:

[Ministry of Health and Social Protection](#)
[Institute of Public Health](#)

You may contact the relevant ISHP departments for guidance, prevention and control of infectious diseases:

Epidemiology
Tel: +355 4 2363553

Infectious Disease Control
Tel: +355 4 2363008

Sanitary Expert
Tel: +355 4 2368258

Vaccination Program
Tel: +355 4 2362731

HIV/AIDS
Tel: +355 4 2364034

<https://new.shendetesia.gov.al/>

<http://www.ishp.gov.al/>

Where can I find health care and emergency health care?

The government of Albania designated two tertiary hospitals as COVID-19 centers. These hospitals are responsible for:

- Supporting the surveillance teams in case detection and contact tracing.
- Responding to phone-in questions and concerns regarding COVID-19.
- Following up with isolated and quarantined individuals and make sure they are transferred on time to COVID-19 or regional hospitals through QKUM, in case of a deterioration of condition.
- Following up with convalescent/recovered cases after they are discharged from the hospital.

COVID-19 designated hospitals*:

University Medical Center "Mother Teresa" (COVID1)
Rruga e Dibrës, No. 372
Tirana, Albania
Tel: +355 4 2349233
<http://www.qsut.gov.al/>

120 beds designated for COVID-19

University Hospital "Shefqet Ndroqi" (COVID2)
Rruga Shefqet Ndroqi, Shqipëri
Tirana, Albania
Tel: +355 688046405
+355 48855527
<http://www.sushefqetndroqi.gov.al/>

193 beds designated for COVID-19

**For emergencies contact: 112 or 127*

<http://www.qsut.gov.al/>

<http://www.sushefqetndroqi.gov.al/>

<https://www.covid19healthsystem.org/countries/albania/livinghit.aspx?Section=3.2%20Managing%20cases&Type=Chapter>

What mental health resources may be available to me in this time of crisis?

Psycho-social services are available for students through the following Regional Directorate of Pre-University Education:

[Durrës Regional Directorate of Pre-University Education](#)

[Korçë Regional Directorate of Pre-University Education](#)

[Fier Regional Directorate of Pre-University Education](#)

[Lezhë Regional Directorate of Pre-University Education](#)

<https://arsimi.gov.al/>

What mental health resources may be available to me in this time of crisis?

The Health for All Project Albania ("HAP") provided [downloadable](#) publications for general public on stress, anxiety, depression and PTSD associated with COVID-19.

For urgent care, contact the QKUM emergency hotline:

General emergency: 112

Medical emergency: 127*

**Serves as COVID-19 and suicide prevention hotline for Albanian population.*

<http://www.hap.org.al/en/>

RIGHTS

Can I still access courts if I need to?

Yes, The High Judicial Council decided to resume the activity and judicial services in all courts in the Republic of Albania, on April 27, 2020. The activity of the courts will continue according to the restrictions set out in the Legal Act no. 9, dated 25.03.2020, "On taking special measures in the field of judicial activity, during the COVID-19 pandemic, approved by the Albanian Parliament on 16.04.2020. For more information contact the Ministry of Justice.

Law Firm - Keshilli i Lartë Gjygjësor

www.klgj.al

<http://klgj.al/njoftim-per-shtyp-22-prill-2020/>

Ministra Drejtësisë

Tel: +355 04 2 259 389

Address: Bulevardi Zogu I, Tiranë 1000

Email: info@drejtesia.gov.al

Website: <http://www.drejtesia.gov.al/kontakt/>

What are my rights in the criminal justice system and how have they changed?

You can ask for advice to which cooperates with other state authorities and non-profit organizations to provide the effective implementation of the protection of human rights children, as well as special care for them.

Agjencia Shtetërore për të Drejtat dhe Mbrojtjen e Fëmijës (State Agency for the Rights and Protection of the Child)

Rruga e Durrësit

Nr.83 Tiranë, Shqipëri

Tel: +355 4 450 0329

Email: info@femijet.gov.al

Website: femijet.gov.al/al

Online contact form: <http://femijet.gov.al/al/kontakte#>

Facebook: <https://www.facebook.com/agjenciafemijeve/>

What if I need legal assistance?

You may contact Free Legal Aid Office for Vulnerable Children and Youth in Albania (FLA) is the first legal office set up by an NGO to protect children and young people in Albania. The office was established by CRCA Albania to protect the most vulnerable children and youth.

In particular, CRCA provides the following services:

Confirmed by email the provision of these services:

- Free legal Aid for children and young people victims of violence in Albania;
- Free social and psychological counselling for child sexual abuse victims;
- Free legal aid and counselling for juveniles in conflict with the law.

Child Rights Center Albania (CRCA)

Tel: +355 4 2265741

Email: crca@crca.al

Website: <https://www.crca.al/en/fla>

Online contact form

<https://www.crca.al/en/contact>

What protection may I receive if I was a victim of abuse/trafficking?

You may contact the NGO Different & Equal which provides both high quality reintegration services for victims of trafficking, exploitation and abuse, and cooperation in the legal, institutional and social context to prevent and counter these violations of human rights.

Mob: +355 (4) 222 18 92

E-Mail: different&equal@icc-al.org

Address: Rr: Fortuzi, Godina nr. 24, Hyrja nr.4, Apartamenti. nr.4 , Tiranë, Albania.

Website: <http://differentandequal.org/en/>

EDUCATION**How can I continue or resume my education during this shut down?**

The Ministry of Education, Sports and Youth at the recommendation of the Independent Trade Union of Education of Albania ("SPASH") made lessons for all classes available daily on all national TV channels during lockdown-period.

The Ministry's [website](#) is also regularly updated for ongoing education support throughout this crisis.

<https://arsimi.gov.al/>

https://www.ei-ie.org/en/detail/16687/albania-education-union-uses-technology-to-reduce-impact-of-covid-19?_sm_au=iVVVbrG58sZZ0WT5KkM6NKsW8f6TG

How can I continue or resume my education during this shut down?

Skills for Work ("S4J"), a project of the Swiss Agency for Development and Cooperation and implemented by Swisscontact, supports various vocational high school through a Moodle based online platform

<https://mesovet.al/>

The platform serves as an all-inclusive temporary solution to replace classroom-teaching and to support independent learning of students and apprentices especially during the COVID-19 crisis.

Instructional videos on how to register and access the platform are available from the website. For any questions you may contact:

Email: support@mesovet.al (priority)
Tel. +355 68 2074566
<https://mesovet.al/>

How can I continue or resume my education during this shut down?

The National Youth Service ("SHKR") provides educational awareness for the youth. SHKR is creating spaces for youth such as Regional Youth Centers.

Contact Person: Irsa Ruçi
Email: irsa.ruci@rinia.gov.al
Website: <http://rinia.gov.al/>
Facebook: <https://www.facebook.com/SHKR2018/>

<http://rinia.gov.al/>

<https://www.facebook.com/SHKR2018>

<https://arsimi.gov.al/>

SERVICES

Are there any benefits or public services I have access to during this time of crisis?

Yes, the Albanian Red Cross distributes food packages and to mental health and psychological support.

Tel: +355 4 22 22 037 / +355 4 22 25 855
Fax: +355 42 225855
Telegram: ALBCROSS TIRANA
Email: kksh@kksh.org.al
Website: <http://www.kksh.org.al>

Are there any benefits or public services I have access to during this time of crisis?

Yes, Global Care Albania (GCA) provides educational services and support to vulnerable communities through house visits and delivery of food in Bathore and Kamza area (including Laknas, Zall Mner, Paskuqan Valias).

<http://www.globalcarealbania.org/our-community-during-covid-19/>

[house visit initiative: <http://www.globalcarealbania.org/cause/family-support/>]

Tel: (+355) 67 60 89 926

Email: contact@globalcarealbania.org

Are there any benefits or public services I have access to during this time of crisis?

Yes, the Order of Malta's relief corps in Albania is delivering medicines, food and hygienic materials to the elderly guests of the Community Centre in Shkoder and you may forward a request for assistance too.

Volunteers Corps of the Order of Malta in Albania

Tel. and Fax: +355 222 50 447

Mobile: +355 698419575

Email: info@malteser.al

Website: www.malteser.al

Diplomatic Mission in Albania

Tel: +355 4 222 0240

Email: albaniaembassy@orderofmalta.int

Are there any benefits or public services I have access to during this time of crisis?

Yes, the organization Aid to the Balkans Albania provides for the program A2B Albania 'Family Link', aimed at delivering food and toys to children and families.

<https://www.facebook.com/pg/A2BAlbania/posts/>

Email: enquiries@a2balbania.org

Are there any benefits or public services I have access to during this time of crisis?

Yes, Food Bank Albania relies on the direct collection of food surplus and on food donations for distribution to the communities most in need, which are identified through the collaboration with business and community partners.

Food Bank Albania is active in:

operates in:

- Elbasan
- Korçë
- Shkodër
- Tiranë

<https://foodbank.al/en/who-we-are/our-branches/>

Email: info@foodbank.al

Are there any benefits or public services I have access to during this time of crisis?

Yes, Ministry of Finance and General Directorate of Taxation provided financial assistance for individuals who do not receive salary, in particular to:

- Individuals who closed/ceased their businesses due to Covid19 crisis;
 - Self-employed workers;
 - Enterprises and companies respondent to the set requirements;
 - Employees, including those employed in family sole proprietorships without receiving any salary.
- The service may have been discontinued although there was a plan to postpone it.

Tel: 04 222 5800

<https://www.tatime.gov.al/d/8/45/45/1288/udhezim-mbi-menyren-e-aplikimit-per-te-perfituar-ndihmen-financiare-sipas-vkm-254-date-27032020>

Tel: 0800 14 14

Assistance needs to be requested by filing the form reachable at this link

<https://www.tatime.gov.al/shkarko.php?id=7670> and money will be charged directly on the bank account of the applicant.

If no bank account is held it is recommended calling the above telephone numbers to ask for indications of the specific measures that should have been put in place at secondary level banks throughout the country.