



104,990

Beneficiaries
benefited from
PSTIC's
interventions
in 2023

Testimony

- “In an environment rife with protection risks, the PSTIC activities have created a community-based safety net for migrants in Greater Cairo. The team of well-trained migrants working alongside of communities to assist vulnerable migrants has become an appreciated reliable support providing essential immediate 24-7 access to emergency often life-saving care during health, protection, mental health, and social crises... and ongoing psychosocial support and counselling to the most vulnerable and guidance for those with no information on how to best live safely and access basic needs and essential services. PSTIC is considered by most as the main resource to turn to for assistance in all the sectors for which it provides services. The PSWs are well respected and visibly known in their communities..”

(Dr. Kate Ellis, Psychology Professor, American University in Cairo -AUC 2018).

Main partners and donors

- United Nations High Commission for Refugees (UNHCR)
- Bureau of Population Refugees and Migration (BPRM)
- Swiss Development Corporation (SDC)
- Embassy of the Kingdom of the Netherlands

Unique Model of Mental Health and Psychosocial Support

The Psycho-Social Services and Training Institute in Cairo (PSTIC), a program of Terre des hommes, offers a comprehensive range of interventions for the most vulnerable refugees and migrants living in Greater Cairo and the North Coast of Egypt. Since 2009, PSTIC's interventions have aimed to improve the self-reliance and well-being of its beneficiaries.

Holistic Supportive Interventions

The multinational PSTIC team from Eritrea, Ethiopia, Somalia, South Sudan, Sudan, Syria and Yemen identify vulnerable refugees and migrants and with keen awareness of their problems and needs offer people from the same nationalities speaking the same languages compassionate 24-7 support through its HELPLINES; home and community-based psychosocial support; counseling and mental health care; advocacy for protection; support for community integration; housing for protection; assistance to access health care; interventions for youth at-risk; skills training center and activities for children and adults with special needs; community awareness and information sessions.

PSTIC maintains a facebook page to receive referrals and share mental health information at:

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

HELPLINE

The home and community-based support of PSTIC workers speaking 26 languages is available 24- 7 and can be accessed through its HELPLINES at
0112 7777 005 OR 0111 0866 333.

Community Collaboration

PSTIC workers are closely aligned with communities and work with leaders and members to integrate all people within their communities. The PSTIC Information Team leads community-based workshops to inform people, especially new arrivals, about available services and how to live safely and share awareness to support mental health.

Center for Opportunities

PSTIC's Center for Opportunities (CFO) offers persons with physical disabilities, mental health problems, special needs, the elderly, and caregivers of the same a safe place to gain life and incoming generating skills. Beneficiaries learn skills that enable them to improve their quality of life and become self-reliant by starting entrepreneurial home or community-based income generating activities. "Fun" groups offer adults and children and their families safe opportunities for recreation and socialization. Community Leaders are actively involved and arrange for inclusion and support by communities.



"The man who joins the CFO Day 1 is not the same one who graduates. I am a new person."

Mustafa learned electronic repair at the CFO and now repairs electronics from a site near his home.

Psychosocial Support

PSTIC Psychosocial Workers are available in communities 24-7 to support people in any type of crisis. This emergency response can be for family or community problems, protection, mental health crisis, access to safe housing after issues of protection and advocacy to access health care. Workers continue to offer home-community-based kindness, problem-solving, counseling, and facilitate community care for as long as needed. Support groups lead in community centers help to manage stress and encourage coping. Call our Helpline or check for the schedule:

<https://web.facebook.com/PsticCounselingCenter/>

Youth in Peace Activities

PSTIC Mentors lead life skills groups and activities in community schools and centers to encourage youth to find constructive life directions and opportunities. They work with parents to find effective ways to manage the challenges of parenting in this complicated urban environment.

Peace of Mind Center

To support its community interventions, the Peace of Mind Center offers psychiatric and psychological care in its child-adolescent-family and trauma treatment mental health clinics. The Substance Abuse Program offers a range of treatment options from detox to rehab to aftercare. The Counseling Center has trained refugee Counselors speaking 6 languages offering individual, family and couples counselling. PSTIC makes referrals to government and partner clinics and has a working relationship with the Ministry of Health's General Secretariat of Mental Health and Addiction Treatment, its WAHA trauma clinics and 24-7 Suicide HOTLINE.