

Participatory Needs Assessment

EJC Refugee Camp

November 2013



PARTICIPATORY NEEDS ASSESSMENT

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I. BACKGROUND

Since its opening in April 2013, the population of the 'Emirati Jordanian Camp' (EJC) has been steadily growing until reaching over 4000 individuals registered with UNHCR. Disaggregated data regarding place of origin indicates that 54% of the camp population originates from Daraa, 20% from Homs and 15% from Rural Damascus.

In order to have a thorough understanding of the refugee situation in EJC Camp, UAE Red Crescent, UNHCR and partners operating in EJC camp (UNICEF, Save the Children Jordan, Terre des Hommes (Lausanne), Norwegian Refugee Council and Nour Hussein Foundation) have implemented a Participatory Assessment exercise in November 2013.



In this context of a great variety of humanitarian actors working in the camp in an attempt to cover the needs of the refugees, the need for an assessment that would include refugees' opinions and ideas about the services provided was imminent. The Age Gender Diversity Mainstreaming (AGDM) exercise using a Participatory Approach (PA) was concluded in November 2013 in EJC refugee camp of Jordan. It was carried out together with refugees (women, men, boys and girls) of different age groups and diverse backgrounds. These assessments seek to promote meaningful participation of refugees

in the provision of protection and assistance through structured dialogue using an interdisciplinary approach. The PA was undertaken in order to have a better understanding regarding refugees' knowledge, attitude and behavior on a number of themes/issues affecting their lives. This significantly enhanced UNHCR's outreach efforts and helped propagate a more consultative approach towards refugee engagement in the camp.

In addition, several focus groups discussions and meetings with refugees led to an increased level of trust between the humanitarian actors working in the camp and the Syrian refugees, and laid the foundation for a more structured and focused dialogue in the coming period. Conducting the PA was also essential to understand the root causes behind the widespread phenomena that largely shaped the camp security and general wellbeing of the refugees. Through the PA exercise, the EJC management, UNHCR and its partners contributed to enhanced, active and true participation of increased number of stakeholders in dealing with issues affecting lives of their communities, including vulnerable and marginalized people.

It is suggested that UAE Red Crescent, UNHCR and partners operating in EJC use this PA as a guide for planning and framing the much needed interventions towards achieving good governance by having refugees participate in the overall planning and implementation of the newly envisaged camp structure. This will ensure that then end users, i.e. the refugees have a say in their wellbeing, and is ultimately helping us to help them meet their needs.

The participation of NGOs and sister agencies in training, planning and joint field work also added another value to this exercise where all participants from different organizations and diverse backgrounds collaborated into smaller teams, used different tools, and met refugees from different ages and gender groups , which in turn allow a very good quality of triangulated findings.

It is being stressed that application of AGDM through PA will not limit to being an one-time event but rather an ongoing continuous dialogue with the refugee communities in EJC camp. This exercise meant to be a process and a mean not an end by itself to enable and empower refugees to share, analyze, and enhance their knowledge of life and conditions.

II. OVERALL GOALS & OBJECTIVES

Overall Goal

To have a thorough understanding of the refugee situation in EJC camp in order to respond adequately to refugee needs and protection concerns.

Specific Objectives of the Participatory Assessment:

- To obtain an update on the protection situation of refugees in EJC

- To improve our understanding of the dynamics of co-existence among the refugee community.
- To explore refugees perception on the existing service provision, assess gaps, practices and what can be enhanced.
- Explore community's methods in utilizing the available resources.
- To get an insight of the future outlook such as the initiatives that can be taken from the community and the role of UAE Red Crescent, UNHCR and partners.

Expected Outcomes:

- Strengthen community structure formation through structured dialogue and community organization.
- Findings of the assessment will provide guidance to community self- management and engagement with the refugee community.
- Identify potential opportunities for target intervention.
- Map the resources and opportunities within the refugee community
- Develop a common action plan to address the needs of refugees
- Increase community awareness of humanitarian workers involved in EJC camp management

III. APPROACH

Prior to the implementation of the PA exercise, a 1 day short training and planning workshop was conducted on 30 October by UNHCR addressing the implementing team members in order to build capacities and familiarize them with the Age Gender Diversity Mainstreaming tools.

The content of the training was the Participatory Assessment using the AGD approach. It provided with the participatory methodology tools, which included levels of participation, semi structured discussions such as individual discussions, spot observations, key information providers and focus group discussions. The training also included systematization of information, prioritizing of risks identified, and mapping solutions, it also provided with a full insight on the skills necessary to conduct the interviews and discussions with refugees.

Prior to the AGDM training, consultations on the **thematic areas** to address with refugees were discussed based on the camp development priorities. Considerations to all concerns related to this issue were highlighted. This included meetings with relevant stakeholders, UAE Red Crescent, UNHCR and Partners, UN agencies, NGO's and interagency sector working groups. Consultation on the process was shared within the functional sections in UNHCR to have a multifunctional representation of the different technical units. Finally, extensive consultations were undertaken with the camp coordination forum as well as with the authorities in charge of the security of the camp.

The Participatory Assessment considered the following thematic areas, assessing the risks and capacities primarily of:

- Protection
- Services: Education, health and livelihoods.
- Prioritization risks and proposed solutions
- Coexistence and sense of community

IV. METHODOLOGY

The implementation phase was conducted following the interagency training on AGDM implemented at the end of October and begin of November 2013, and it consisted on a full week of field work at EJC camp. The information gathered from various sources was captured through the systematic prioritization methodology in order to identify the solutions to the problems posed together with the refugees.

Age, gender, and diversity mainstreaming in UNHCR is a strategy to promote gender equality and respect for human rights, particularly women’s and children’s rights, and to enhance the protection of all refugees, regardless of their ethnic, social or religious background. This strategy entails assessing the implications of protection risks and strategies program sector activities for women, men, girls and boys of different ages and backgrounds. In order to accomplish this, the various interviews and discussions were distributed according to Age and Gender, thus **a total of 15 FGDs and 5 key informant** individual interviews with women, men, girls and boys of different ages and diverse backgrounds participated in this participatory assessment exercise.

Type	Profiling of the groups
FGD	female youth attending school
FGD	female youth not attending school
FGD	male youth attending school
FGD	male youth not attending school
FGD	female adult single / divorced / widow / no husband in camp
FGD	female adult - Daraa
FGD	female adult - not from Daraa
FGD	female adult - married & husband in camp
FGD	male adult - Daraa
FGD	male adult - not from Daraa
FGD	male adult
FGD	older persons male
FGD	older persons female
FGD	serious medical condition - PwDs - male
FGD	serious medical condition - PwDs - female
key informant	female Syrian teacher
key informant	Religious leader
key informant	male Syrian teacher

key informant	Professional worker
key informant	NGO worker

	Female Youth	Male Youth	Female Adult	Male Adult	Elderly female	Elderly male	Total Participants
Totals	14	25	50	33	10	17	149

V. TEAM MEMBERS

Five small teams of 3 to 4 staff members were formed taking into account the different levels of experience of the different teams members, so that more experienced staff could support less experienced staff in conducting the assessment. Each team was responsible for conducting 3 focus group discussions and one key informant interview over the period of a week. Each team included at least one staff member from UNHCR and one from partners operating in EJC. In total, the team consisted in 20 persons.

UNHCR staff members came from various units (including Protection, Community Services, Registration and Health). Partners participating in the PA were IOM, Save the Children Jordan, Terre des Hommes (TdH) and Norwegian Refugee Council. In addition, UNICEF and Nour Hussein Foundation (NHF) also participated in the training.

VI. KEY FINDINGS

a) PROTECTION

Women and girls

All female refugee participants feel extremely safe in EJC. Refugee women of all ages and different backgrounds insisted that they could not identify any element that makes them feel at danger in the camp. Recurrent elements in the different focus groups discussions (FGDs) hold with refugees were comparisons with Zaatari refugee camp or with the security situation in Syria. Refugee women that have been hosted in Zaatari previously, even for a short period of time, appreciated the security of EJC. In addition, almost all groups pointed out the situation of generalized violence in Syria, particularly in the areas where most refugees comprising the camp originate from: Daraa, Homs and rural Damascus.

“I had a lot of sleepless night in my way to Jordan, as anything could have happened to me and my children. One of things I’m grateful for in this camp is that I learned again how to relax and to fall in a sound sleep” *Female adult living in EJC*

Refugee women also agreed that security and surveillance is very high in the camp. Some groups of **female adults** and **older female** added that they don’t even lock the caravan when they leave it, as thefts are rare.

“I don’t even close the door of my caravan; it is very safe in here” *Older female from Daraa*

Safety and security feelings were extended and women generally feel safe in all situations, even at night or when approaching the wash and sanitation facilities.

What do refugee girls think about protection?

The female youth insisted that the camp is generally safe and they all compared it with the extremely unsafe situation in Syria that they had fled from. Although the refugee girls appreciate the security situation in the camp, some of them raised the limited liberty of movement and lack of privacy for the youth. Privacy was seen more than a need than a protection risk by the girls, and it is related to the fact that large families are living in the small space of the caravan altogether.

The refugee girls’ participant in the different FGDs added that they rarely went out of their caravans after sunset and that in general they spent a lot of time in the caravans.

One reason mentioned is that there is nowhere to go after sunset in the camp. Another reason is that female youth have experienced verbal harassment incidents from male youth in the camp while they were walking to their caravans after completing kitchen chores, or on the way back from school. For some cases, it has been a consequence for

quitting school. They added that some of them informed about these incidents to supervisors in schools but the issue was not addressed.

Female youth explained that in comparison to boys, and that if they were going to face a problem they would address their families.

“Once I had a problem in school and the first person I told was my mother, she helped me” Female youth attending to school

Domestic violence was discussed among the female youth and they all agreed that families have differences and that in some cases the male might take an outlet for his frustration against his wife and children. Still, the refugee girls referred to this issue more as ‘differences’ within a family than as a problem. Female youths not attending to school specified that this issue has taken place already in Syria and that in the current refugee context and difficulties that families are facing might exacerbate the problem in some cases. This group added that feelings of being useless and not engaged in any kind of work among men, and too much free time with no activities might lead to violent behaviour.

When the refugee girls were asked where they would go if they were going to face violence within the domestic sphere, the female youth attending to school stated that they have trust in the organizations working in the camp and if something would happen they would inform them, whereas the ones not attending to school could not identify where to go in such cases. The issue of persons with disability came up during the discussion in this last group and two refugee girls reported witnessing an incident where a mentally disabled female is being abused and neglected from her family, but when we asked them if they knew to whom to report such a situation their answer was negative.

What do adult refugee women think about protection?

Adult female consider EJC camp very safe and secure and no major protection incidents are being reported from the community. Most of the women did not witness any violence themselves in the community and if this were going to happen, the issue would be addressed at a community level first and at first instance with the religious leader.

The women participant suggested that the communication with the camp management could be improved in particular in terms of access to assistance

The issue of domestic violence was seen, as in groups of other ages, more as an issue on how to deal with the ‘differences’ within the families than not a protection issue per se. Most adult female reported that these differences are not an open issue, but due to the proximity between caravans in the camp most neighbours were aware of its existence. They reported that people would hear about it but no one would take any action unless the level of violence would become very high or they would hear constant beatings. Otherwise, differences between couples are solved within the private scope of the family.

“Once I could hear clearly how a man was beating his wife, but no one took action”
Female adult

Refugee women agreed that the issue of domestic violence was not generalized. The only exception to this was a group of female adults that are living in the camp without their male counterparts, as single women, divorced, widowed or just unaccompanied by their husbands.

This particular group of female adults ‘without male support’ did not report any case of domestic or gender based violence. In addition, this group did not identify any element that would put them at danger or at risk in the camp, and added that they feel safe even late at night, including in contexts such as leaving their caravan to go the wash facilities or letting their children play until midnight.

Reporting on assistance services & Complaints

Regarding the issue of reporting domestic violence, conclusions were different in the various groups. Adult females from Daraa reported that they would not seek help in these cases and claimed that there is no organization in the camp working to address these issues. Adult female ‘with male support’ agreed that they did not know how to channel their complaints if they were going to face an issue of domestic violence themselves. Adult females not originating from Daraa stated that they would report to the camp management, the international organizations working there, or directly to the police, whereas the females ‘without male support’ they would address protection issues with other family members or relevant community members.

Adult female ‘with male support’ added that access to UNHCR protection team and other service providers is difficult due to the complicated and lengthy administrative procedures put in place by camp management. In this, they explained that refugees need to submit a request before being allowed access to UNHCR protection team. Women claimed that although the request can be submitted anytime, the camp manager will only look at it once a week and that it might take some weeks before being granted permission to meet with UNHCR staff.

A second protection issue identified by adult female in some of the FGDs was the mental health situation of some refugees after traumatic experiences of conflict. Adult female from Daraa stated that many of them feel tired or psychologically affected by their situation but in their communities it is seen as a taboo to seek help for psychological issues. Adult female not from Daraa added that the level of anxiety suffered by most of the camp population was high due to the trauma and that this shadowed their feelings of security in EJC.

“Deep inside of me I know that me and my children are safe, but I can’t help myself to feel very anxious if one of my children returns back late to the caravan. I would be worried until my child returns and I am assured about his safety” *Female adult*

Finally, the adult female 'with male support' identified also as a protection issue the lack of privacy in the camp setting and lack of space in the caravan, overcrowded by large families living together. This group believed that domestic violence was somehow a consequence of this lack of privacy and space, as well as the high psychological pressure put on families that is leading to bad behaviours, stigma and bad image of the refugees in general. This group added that limited space affected how families would control their children, and that this situation has forced some families to move to Zaatari camp. As suggested solutions to these issue was to provide with more than one caravan to large families and to establish recreational families that would help refugees of all ages to address their problems, as having too much empty time was one recurrent issue that is creating problems within the community.

What do older refugee women, women with disabilities and/or serious medical conditions think about protection?

Older females, females with disabilities and females with serious medical conditions were among the groups of refugee women who stressed the most the benefits of the safety and security in EJC. They also thanked the EJC management for taking care of persons with vulnerabilities like them as they were happy to be in such a safe environment. Although refugee women and girls pointed out that there is lack of wash facilities adapted of to the needs of older women and women with specific needs.

Older females added that they don't go out much of the caravan, they walk only to the caravan to the wash and sanitation facilities and from there they might walk around the camp.

Females with disabilities and/or serious medical condition added that some of the dangers were the broken glasses in the playground area that can harm a child while playing, or the diseases that might be caused by the rubbish containers or dirty wash and sanitation facilities.

The main protection issue identified by **older females** is their dire need of financial assistance. According to two of them they have applied to the zone leader for financial assistance that they are entitled to as widows, but they still have not received a reply. They are afraid that their petitions are not reaching the camp management in charge of distributing the assistance.

"The boys in the camp are even taken care of the 'morals' of the girls so if they see one of them dressing very short, they will tell her" *older female from rural Damascus*

Older women stated that if they were going to face a protection issue -which haven't happened yet- they would go to the police. Females with disabilities or serious medical condition they would go to their respective zone leaders EJC management, UNHCR or any organization in the camp if they were going to face such an issue.

Finally, females with disabilities or serious medical condition when asked about domestic violence pointed out that the root cause might be the excess of free time among

refugee males in the camp and suggested activities where families and refugees of all ages could spend their time in a more constructive way.

Men and boys

Refugee men and boys agreed that they feel extremely safe in EJC.

Young and adult refugee men complained about the lack of movement and privacy in the camp which affect negatively the entire community. During all discussions held with men a recurrent issue emerged: a fight that happened in August 2013 between families from Daraa and from Homs and that needed the intervention of older refugees and the 'conflict and mediation committee', which has been selected among refugees to solve complex community problems. Remarkably, this issue did not arise at all in the conversations held with refugee women.

On the other hand, refugee men seem to agree with their female counterparts on the reasons for domestic violence. Young and adult male explained that the mixture of having too much unused time in the camp, lack of movement and privacy, and possibly the trauma that most refugees have had experienced in country of origin, was having a negative impact in the family household, and some men were resorting to aggressiveness and violence.

What do refugee boys think about protection?

Two FGDs were held with male youth, the groups were divided among those who attend to school and those who don't. Both groups invariably agreed that there is a general feeling of security and safety in EJC and they did not identify any particular element that would put them at danger or at risk, at least within the context of the camps.

Although safety is extended, there are some problems within the community and the male youth referred to two major fights that occurred sometime in August 2013 between families and that divided refugees from Daraa and refugees from Homs. The refugee boys could not answer what was the spark that initiated the conflict among them but explained that finally it was solved through the intervention of the gendarmerie, the Imam of the mosque and older refugees.

In order to solve this type of conflicts, the male youth attending to school explained that the refugee community has selected for each zone a 'conflict and mediation committee' that are supposed to intervene along with the gendarmerie in this issues. Zone leaders also have a role but the refugee boys clearly pointed out that those are selected by EJC management and their interference is more as of general coordination.

The refugee boys also acknowledged the existence of domestic violence in the camp and stated that the root cause is the lack of activities to fill the time of refugees, which increases the pressure on some males and make them react negatively at their homes. The male youth not attending to school added that male refugee often accuse their

sisters of speaking to boys / men in camp that result in violence and false accusations between refugee families. Lack of privacy and extreme proximity between caravans aggravates the problem.

“The young need more activities, so they can release their energies through activities and not resort to violence. Awareness sessions provided by the organizations are needed by parents so they can learn how to deal with their kids” *young male attending to school*

On domestic violence, the male youth not attending to school recommended the establishment of a committee to counsel families on these issues. This group added that there are many problems among children and young men and that there are often fights among them in the streets of the camp. This might be caused by revenge of incidents that happened back in Syria or problems between families in the camp. The young boys not attending to school explained that this is due to the frustration of young refugees for their feelings of lack of freedom of movement in the camp and the fact that each time they gather, adults would not let them as they are seen as problematic.

Refugee boys also agreed that, if they were going to face a protection issue in the camp, they would be hesitant to approach the police or EJC management.

What do refugee adult men think about protection?

Adult male confirmed the generalized feelings of security and safety at EJC. They mentioned that the only trouble makers in the camp are among a few undisciplined youth groups. In addition, adult male from Daraa also made reference to the fight between families from Daraa against family from Homs and that needed mediation of the community.

Freedom of movement was seen as a great protection risk. Adult male referred to this issue in relation to the lack of activities within the camp and how this has a psychological impact on its residents. The participants in the discussions suggested activities to fill the time of the families as well as allowing them to visit relatives outside the camp more often. They argued that lack of activity is having a negative impact on the families and communities as people has more time to start troubles and fights.

Regarding the issue of domestic violence, some groups of adult males denied its existence although acknowledged the fact that some parents are being too strict with their children and are using physical measures to ‘educate’ them. On the other hand, adult males from Daraa did recognize the existence of domestic violence and added that it might be due to jealousy reasons and accusations to women of talking with men of other zones, which created tensions between families. A second reason for domestic violence pointed out by the same group is that refugees are suffering from trauma due to the witnessing of tragic events in Syria and this is affecting negatively to the family environment.

One of the groups of refugee men added that due to lack of income, some families were forced to marry their daughters in order to ease the economic pressure on the household and be able to meet the needs of the rest of the family.

Regarding mechanisms of conflict resolution, all groups of adult male refugees agreed that the community would look at the elderly or tribe leaders to solve their problems, or the 'Reconciliation Committee' for those more complicated cases

"we lost trust on humanitarians, they cannot address our protection problems, including our need for some services" *adult male*

On this issue, adult males from Daraa added that would address UNHCR if they were going to face a protection problem and not the zone leaders. Adult males suggested UNHCR role to be enhanced in the camp for protection issues and that the information of refugees about their basic rights is increased by writing them up and placing them in public spaces such as school, community centres and medical center.

Finally, adult males from Daraa also identified as a protection issue the electricity problems inside the caravans that can represent a hazard when it rains and in contact with humidity. Weather hazards such as cold in winter and lack of heaters and heat in the summer was also a general complaint for this group.

What do older refugee men and men with disabilities and/or serious medical conditions think about protection?

Older males, males with serious medical conditions and males with disabilities confirm the generalized feeling of security and safety of EJC.

This group also mentioned the fight between families from Homs and Daraa and added that the older refugees in the camp were the ones who solved the conflict through the conflict and mediation committee.

The participants added that they used to trust the EJC management but that they prefer to solve their problems by themselves and they do not see a reaction to their complaints.

The only protection risk that this group identified was, on an eventual possibility of return, the fear of not being able to do so due to administrative problems in Rabaa Al Sarhan, as they have heard by other returnees that were in the camp.

'Key informants'

What do 'key informants' have to add on protection in EJC?

The key informants selected for the participatory exercise were five refugees' residents in EJC camp, one female and four males. Comprising this group were two teachers, a

religious leader, a professional community worker in the camp and a refugee working for an humanitarian organization at the camp.

Four of the five key informants acknowledged the existence of domestic violence. The female key informant added that the problem was more extended than people would recognize. Most key informants agreed on this aspect, and agreed with the participants in the FGDs discussions that the reasons are a mix of inactivity, frustration and trauma.

The female key informant suggested awareness sessions for both men and women to prevent domestic violence, as well as secret committee that can receive discreetly the complaints in this regard and mediate between husband and wife to ensure that it does not happen again.

b) CHILD PROTECTION

Women and girls

Participants recognized that lack of attendance to school was a protection risk for children, as they spend more time in the street getting into fights. Still, they remarked that the majority of children in EJC are attending to school; in addition, there are a high number of children that after school attend to extracurricular activities organized by the different national and international organizations working in the camp.

Refugee women stated that children have a lot of free time, and while some of them will use this time creatively or attending extracurricular activities, some of them will invest this time in fights with other children in the camp. They related this issue as negligence from their respective families to educate them.

Lack of activities encouraging enough to attract children out of school, symptoms of trauma among children and youth that have witnessed violent events in Syria and during flight, and aggressive behavior as a result, were some of the mains elements pointed out by refugee women.

Although according to the participants the EJC management is strictly not allowing underage boys to be active in the labor market, it was mentioned that teenage boys were helping out in the meals distribution and other camp support activities. The group of females with male support added that early marriage, although also forbidden in the camp, was occurring in secret or outside the camp during the visit permits to Zaatari or the urban setting.

What do refugee girls think about child protection?

Female youth attending to school stated that the fact that large families are living in small caravans gives them very little space for privacy. Girls felt that their actions were being observed at all times by their parents and neighbours.

This group added that children are having problems to eat the prepared meals provided by the camp management. Particularly children have difficulties to adapt to other type of foods than their mothers or family members. Lot of food is being thrown in the camp.

Refugee girls stated that the organizations are taking care of the children and providing services to them, in an attempt to fill their time with activities. They explained that every day you can find members of the organizations trying to offer a variety of activities for the children. They are very thankful to these organizations because if not there is nothing else to do in the camp. In addition, there was more violence between children before as they got used to play 'conflict' during the war in Syria, and the activities are helping children to normalize their lives and do regular things such as painting or playing.

Female youth not attending to school agreed with this last point, but added that organizations are not offering enough activities to those children out of school. They explained that those children are more difficult to enrol due to their lack of enthusiasm or the interest in their surroundings; it is very common for boys to get involved in fights with other children only out of boredom. This group of also mentioned that some children are being neglected in the camp without anyone taking action. Some families let their children do whatever they want in terms of attending to school or community behavior. They added that they would often hear about children getting lost in the camp, due to the careless attitude of the parents towards their children education.

What do refugee adult women think about child protection?

The majority of the participants in these FGDs were mothers of children of different ages. Most of them agreed that most of the children are attending to school and that the school in EJC is a safe space for children.

The female adults without male support in the camp added that there are a lot of activities for children in the camp such at the child friendly spaces and recreational centres. Girls are also involved in sewing and tailoring classes, English language and Koran classes offered free of charge by volunteers. To the contrary, older children, particularly teenage boys, are not offered so many activities and they mostly gather in the camp with nothing to do, which can raise tensions in the camp.

On this topic, the female adults without male support reported that upon arrival to the camp many children presented aggressive behaviours that has been improved progressively thanks to the presences of these extracurricular activities. Refugee women believe that aggressiveness in children is due to trauma, as many of the children have witnessed tragic events in their country of origin and during flight.

Refugee women believe that child labour is not generalized in the camp. According to various participants, the camp management does not allow children under 18 year old to work in the camp. On the other hand, some female adults admitted that their young boys were working at the meals distributions in order to economically support the household.

On the issue of early marriage, while the group of female adults without male support were not aware of the existence of earlier marriage in the camp, the group of female adults with male support did raise it as an issue. They explained that the camp management forbids marriage to under 18 year old girls and those who do so are not allowed to return to the camp and bring their recently contracted husbands. In order to continue with the early marriage customs families are resorting to marry their underage daughters outside EJC camp (often in Zaatari refugee camp), or organizing a religious marriage under the blessings of a religious community leader 'sheikh' and with the consent of the relatives and try to inquire for an additional caravan. This group added that many girls in the camp accept to get married to leave the overcrowded caravan of her family.

What do older refugee women, women with disabilities and/or serious medical conditions think about child protection?

Older females stated that children are fine in terms of safety, but the fact that large families are living in the same scarce space are affecting children's protection space. One of the older women express her concerns in this regard taking into account the fact that boys and girls are living together and do not have any privacy.

This group of refugee women stated that if they were going to recognize a child protection concern they would address the organizations working in the camp, such as Save the Children Jordan.

Men and boys

Refugee men agreed with women that most of the children are attending to school, and added that the school is a safe space for children. Despite this positive environment for education, refugee boys raised the issue of domestic violence against children and the need of awareness sessions addressing families to tackle this issue.

Refugee men confirmed that child labour somehow existent, although the community was not interpreting this as a protection issue but rather as an economic need. Furthermore, refugee men spoke out in favour of early marriage and criticized the camp management regulations against it.

Finally, the male youth who is not attending to school expressed their views towards the lack of activities oriented to them, as well as the lack of any space where they can gather in the camp.

What do refugee boys think about child protection?

Male youth attending to school stated that they spend more time with their parents now as they used to do in Syria, which makes them feel safer and protected.

They reported the existence of domestic violence against children, and raised the need for awareness sessions targeting parents.

“I saw a father beating his son in public; the kid did not even know why the father was beating him” *male youth attending to school*

Male youth not attending to school added that one of the main needs for teenage boys were spaces to gather and activities that would canalize their energies in a more positive way. In agreement with other groups of refugees male and female of different ages, there is a lack of activities encouraging enough to attract teenage boys, particularly the ones out of school.

Refugee boys acknowledged that few children are not attending to school, but that child labour was not an issue in the camp as the camp management along with the Jordanian authorities do not allow under 18 year old to work.

Finally, and in agreement with refugee girls, the male youth explained that many children in the camp are not eating enough because they don't like the food delivered by camp management, and as children is very difficult to force them into meals with spices that they are not used to.

What do refugee adult men think about child protection?

The participants agreed that most of the children were attending to school and that the school is a safe space for children. Despite of this general positive environment, they pointed out that **children with disabilities** are neglected, both by their parents and by the organizations and recommended to have educative activities for children with special needs. The also recommended that the amount of assistance provided to children with disabilities is increased, as not enough diapers and types of foods are provided.

Refugee men also agreed with the female and male youth that the food delivered daily the UAE RC is too spicy and most children do not eat it, as they are not used to it. For parents, it becomes increasingly difficult to feed small children that have other nutritional habits.

In agreement with their female counterparts, refugee men stressed the difficulties of having control over children's behaviour in the scarce space of the caravan. Parents recommended to increase the extracurricular activities and that the organizations do outreach to encourage as many children as possible.

On the issue of child labour, adult males stated that although it is forbidden by the camp management for underage to work, in one of the group two participants whom are employed for the food distribution are actually counting with their sons to do their work.

Notably Adult males did not seem to see child labour as a child protection issue, as well as they did not consider the issue of early marriage as a protection risk for girls. To the

contrary, some participants blamed UNHCR for supporting camp management regulations against early marriage and saw it as a flaw of the organization on protection provision.

“We are we not allowed to marry a 16 year old girl? There is not harm to marry a 13 year old girl if she is already a ‘woman’. This was allowed in Syria and this is how it should be here as well” *Adult male*

Adult male from Daraa identified a final protection issue, which is that there is a military base nearby the camp that is being used to do activities by the air forces; this is a huge concern for parents and some children are developing phobias and exacerbating fears developed during the conflict in Syria.

What do older refugee men, men with serious medical conditions and men with disabilities think about child protection?

To their views, older refugee men did not report any major protection issue concerning children. They stated that the majority of children are attending to school and after that they are engaged in playing and other extracurricular activities. The only thing that they pointed out is the need of shoes for children, as many of them they have very miserable clothes and cheap wrecked slippers.

‘Key informants’

What do ‘key informants’ have to add on child protection in EJC?

The key informants selected for the participatory exercise were five refugees’ residents in EJC camp, one female and four males.

Key informants made particular recommendations on the issues that were already raised during the FGDs. For instance, on the issue of the food delivered to children by camp management that refused to eat it the female key informant suggested that a group of selected parents might approach the kitchen chief to design a menu the children might accept better.

One of the male key informant (religious leader), stated that he would support any type of mass information activities or announcements done by organizations to encourage children attending to school or to extracurricular activities.

On the issue of early marriage, one of the male key informants confirmed that two early marriages have been conducted in the camp under his knowledge, and that the approximate age of the girls was 14 years old. A third marriage of a teenage girl was planned but the engagement was cancelled following disagreement between the couple. This key informant added that there are two main reasons for the continuation of early marriage in the camp: economic reasons, being children an economic burden in the

current context to the eyes of some families, plus the fact that it is an accepted custom in Syria.

c) EDUCATION

Women and girls

Refugee women of all ages and backgrounds agreed that the majority of the children at EJC are attending to school and that the school is a safe learning space. The mother and grandmothers interviewed felt that their children do not face any protection risk at the school.

Despite of this general positive environment, there were some issues pointed out particularly by adult women. Issues like the differences in the academic curricula and fears of recognition of the studies conducted in the country of asylum when refugees return to Syria arose during the discussions. The main concern voiced out by all groups was the perception that Jordanian teachers, in charge of the education of the refugee children, are not aware of the trauma and possible effects of the conflict experiences on Syrian children, and how this might affect their performance at school.

Refugee girls also pointed out that some teenage girls might not be attending to school due to the interaction with boys between shifts. Some parents prevent girls to attend school for this reason, and some girls have experience verbal harassment when leaving school or entering the class.

What do girls think about education?

All girls participating to focus group discussions acknowledge that there is a high enrolment and attendance to school in the camp and that the school is safe for children, boys and girls, although there are some issues that lead children drop out.

Refugee girls added that small children not attending to school are doing so because they are being discouraged by their teachers. They have heard that in the first class the teachers are very strict with the children and that the system is tougher in Jordan than in Syria, which leads to dropouts.

“My little brother went only one day to school; the second day he felt that he did not understand anything of the curricula and drop out. Since we are new in the camp he became afraid so he never went back.” *female youth attending to school*

The female youth attending to school stated that some of the children are traumatized by the events that they witnessed in Syria and now they are not motivated enough to cope with the school. In addition, teachers seem not to understand the traumatic background of these children.

The girls that are attending to school referred to the ones who does not as not enough motivated, and overall they saw it as a personal issue: according to this group some girls do not like to study or do not give the necessary importance to the studies.

On the other hand, the **female youth not attending to school** presented very different reasons for dropping out their studies. According to them the Jordanian teachers have a very negative attitude and lack of understanding for their background and problems. Consequently, some girls become very discouraged and quit school after a while. Participants in this group added that some families in the camp are making their daughters stay at home so to avoid contacts with the boys. They explained that the boys school shift starts after the girl shifts, and sometimes the boys will verbally harass the girls. One of the refugee girls out of school stated that a reason behind quitting is due to the class mates conflicts based on their origin, she witnessed a situation where girls are socially excluded from the class due to having different place of origin than the majority of the class.

“I had a dream one day to continue with my study, and to do something useful in my life. Back in Syria it was hard for a girl at my age to keep going to school, as the nature of the community there is not supportive for female to get an education, however I challenged this and I was attending school, until the conflict arise and we had to move to Jordan. When I arrived to the camp, I registered in school, and I tried hard to keep going and to earn my education, but each day I got back home, I was mocked by my family about how useless it is to have an education in the camp, I was very frustrated and angry, and one day I found that I lost my faith in what I do, then I quit, since then I don't have interest in anything around me” *female youth out of school.*

The girls out of school mentioned that they spend most of their days doing home chores; occasionally they will go for a walk or visit each other when they have free time. One of the girls mentioned that she is working cleaning the common toilets in behalf of her mother who is registered for the job; she said that other girls in the camp are doing the same and are working on behalf of her parents.

The female youth attending to school confirmed this information and explained that some boys under 18 years old are working in the camp despite the prohibition to do so for children. They are not many, but they can be seen participating in task such as helping out in the kitchens and in the cleaning of the streets of the camp.

What do refugee adult women think about education?

Refugee adult women confirmed that most of the children in EJC are attending to school and that the school is a safe learning space. The reasons for not attending were summarized by the adult women the following way:

Female adults from Daraa pointed out that Jordanian teachers are not used to the background of the refugee children, and that sometimes are too tough with them.

I know a 6 year old boy was told that he was not smart enough to attend to school by one of the teachers and he was so discouraged that stop attending. *Female adult from Daraa.*

Refugee women explained that it is possible also that some children are traumatized and that some Jordanian teachers are not aware of the fact that many children have problems in remembering and focusing in class due to this trauma. For this reason they recommend have a stronger role of the Syrian teachers, who are more aware of the situation of the children and their problems, including the problems they went through in Syria.

A second reason pointed out by most groups of refugee women is that the Jordanian curriculum is different from the Syrian one and some children have problems adapting to the country of asylum's one. In addition, many women complained that they are not allowed to support their children are they are themselves not very educated and they do not know how to guide their children in their difficulties.

A third reason according to female adults not from Daraa is that procedures and documentation needed for school might affect the children ability to enrol in school, as most of the families fled Syria without having the children school papers with them.

Fourth: some children were not attending in Syria to school for two years due to the conflict in Syria so they missed at least a year and now they feel too old get into a class that does not correspond to their age.

Fifth: The group of female adults without male support mentioned that there is a general lack of clarity on what happens after grade 9th. They explained that children particularly the girls drop out of school to help their parents at home or join other life skills trainings i.e sewing, tailoring, or language classes. There is also a general fear that even if they complete grade 9th, the certificate is not certified or recognized in Syria.

Sixth: previous group of refugee women also pointed out that the school in the camp is providing only up to grade 11th, which leads to some drop outs upon the perspective of not being able to continue education.

Seventh: reasons such as lack of books for grade one, lack of note books and other material, and lack of uniforms and shoes to go to school was pointed out by the female adult with male support in the camp. Particularly the lack of books for grade one was an issue raised various times as according to the refugee women, they cannot even afford to pay the photocopies of the books so many children end up dropping out due to impossibility of following up with the lesson without text book.

Finally, the previous group also pointed out the total absence of higher education opportunities for those who completed secondary education in Syria or those who wished to continue with their education.

What do older refugee women, women with serious medical conditions and women with disabilities think about education?

Older refugee women, women with serious medical conditions and women with disabilities agreed with the general perception that the majority of children in the camp go to school. In addition, schools are considered safe spaces although some children complain about their Jordanian teachers, the differences in the academic curricula and the difficulties of understanding the Jordanian dialect, particularly for small children.

“My granddaughter lost two years in school in Syria and when she returned to school in the camp she enjoyed it very much” *older woman from Homs*

This group of women added that the reason behind the girls’ dropouts might be staying at home cleaning the caravan and helping out in household chores.

Men and boys

Refugee men of all ages and backgrounds agreed that the majority of the children at EJC are attending to school and that the school is a safe learning space. Fathers and grandfathers interviewed felt that their children do not face any protection risk at the school.

Despite of this general positive environment, there were some issues pointed out by the refugee males. The main concern voiced out by boys and adult men is that boys that missed more than two years of education due to conflict in Syria were facing difficulties to join back the educative system. Lack of encouragement to those boys who has lost track in their studies was also pointed out.

Refugee men confirmed what refugee girls suggested: that some girls are not attending to school due to their families’ fears of their interaction with boys between shifts at school.

What do boys think about education?

Refugee boys acknowledge that there is a high enrolment and attendance to school in the camp and that the school is safe for children, boys and girls.

The male youth attending to school stated that one of the main reasons why enrolment and attendance is so high is because work is forbidden for persons under 18 years old

Despite of the general good conditions, the group of boys who goes to school said that their shift is somehow challenging (from 12 to 4 PM) as it starts late and the lessons are condensed in intensive classes of 45 minutes, with almost no time to rest in between. In addition, they complained in general about the treatment of Jordanian teachers. They stated that this might lead to dropouts eventually.

From their side, the **male youth not attending to school** added that the reasons why they are not attending are various: some of them do not know how to read and do not see a reason to attend to school at this age. Many boys in this group added that in Syria they used to support the family with some labour, regardless if they were attending to school previously or not.

What do refugee adult men think about education?

In agreement with their female counterparts, refugee men stated that the majority of the children in EJC are attending to school. They pointed out some issues that shaded the overall positive picture regarding education in EJC, which are:

Adult male from Daraa stated that there is no option to continue their education for those boys that are over 16 years old up to 18, since there is no high school covering the 'tawjihi' grades in the camp.

Refugee men also identified a gap in terms of educational services addressing the needs of **children with disabilities** and recommended the establishment of special education services for those children.

Like their female counterparts, refugee men agreed that some children that have missed two years of school in Syria due to conflict were facing more difficulties to join again the educational system, and recommended special support for these cases.

This group also complained about the differences in the academic curricula and the little role given to Syrian teachers at the school. All refugees, male and female, agreed that Syrian teachers should be given the chance to participate in the lessons more actively as they are more aware of the issues that Syria refugee children are facing. They recommended giving Syrian teachers the main role to provide quality teaching and better education for their children and added that teachers should keep earning 2 JOD instead of 1,5 JOD, as it was the practice before.

A group of male adults interviewed confirmed that some teenage girls are prevented from attending to school by their parents out of fear of their interaction with boys between shifts. When girls are not attending to school they usually spent all their time in their caravans, whereas boys invest their time in other tasks outside the school, sometimes even working in the tasks that their parents have been assigned by the EJC management.

They also pointed out that the school fence, built of wires, is dangerous, as children attempt to climb over and could hurt themselves.

The participants added that some parents would not send their children to school out of ignorance of how much education can represent in a child's life and lack of awareness of the consequences of illiteracy.

Fathers of children attending to school acknowledge the great job that some organizations are doing in EJC to encourage school attendance, such as Save the Children Jordan. They also were happy with the fact that there is no corporal punishment in the school although in other group a father complained stating that his child was actually punished by a teacher in school and the approach to solve the issue was to change his child from classroom, but the teacher kept his position in the same grade.

Shortage of books for grade one, as well as not enough stationary provided, and lack of uniforms and shoes for children were other issues mentioned by parents.

What do older refugee men, men with serious medical conditions and men with disabilities think about education?

Older refugee men, men with serious medical conditions and men with disabilities agreed with the general perception that the majority of children in the camp go to school. They also summarized the reasons of the few dropouts and children not attending to school as differences in the academic curricula and lack of encouragement from Jordanian teachers to insert all children in school. Lack of opportunities of secondary school for older boys, lack of **university opportunities** and difficulties to adapt to school after two years of conflict and trauma were also reasons mentioned by this group.

"We don't put pressure on our kids to attend school so the kids won't hate it" *older male*

'Key informants'

What do 'key informants' have to add on education in EJC?

The key informants selected for the participatory exercise were five refugee residents in EJC camp, one female and four males.

The teachers interviewed suggested that distribution of uniforms would encourage children to attend as they will feel equally well-dressed to go to school. Clothes distribution is not covering all the needs and there is a gap of clothes for certain ages - like teenagers that are the most concerned in this aspect-.

Teachers also pointed out that there are a lot of activities for kids, like memorizing Koran, drawing, and plenty of free activities they do with the specialized NGOs such as Terre des Hommes and Save the Children Jordan. They recommended that these activities are open also to children under five years old, in addition to the teenagers.

The religious leader stated that he would be happy to support mass information announcements that are related to educational activities to encourage attendance.

The NGO worker stated that sometime in September 2013 an incident took place at school where a Jordanian teacher mistreated Syrian male students and as a reaction many parents withdrew their children from school. This key informant added that there is a huge confusion in the camp about the role of the Syrian teachers and how the humanitarian organizations are dealing with it in order to adapt to refugee needs.

d) HEALTH

Women and girls

Refugee women of all ages and backgrounds agreed that there are no major issues of accessibility to the health services offered in the camp, although they pointed out that the referral system to hospitals outside the camp was administratively complicated and not enough transparent.

The main issue that refugee women put on the table was the need for a **female gynaecologist**, as many women feel reluctant to share this type of concerns with males. The need for family planning assistance also came up as one of the topics.

Main gaps identified by all the groups was the lack of specific services addressing persons with disabilities such as physiotherapy, technical aids provision or activities for children with disabilities.

What do girls think about health?

Refugee girls did not report major problems accessing medical services in the camp. They stated that when they get sick they go to the medical centre of the camp. If the treatment needed is not offered in the camp then there is a possibility of being referred outside, although according to the girls this referral is not done as often as it should be. Referrals depend on the recommendations of the EJC camp doctors, who only deal with general medicine issues. In addition, the system of bailout is difficult and it is upon the management to decide which cases are being referred to the medical system found outside the camp.

The girls in school pointed out that the main health issues that they are facing is allergies from the desert weather. Small children are also developing allergies and breathing problems due to the dust and heat. Other girls they added that there is a lot of hepatitis in the camp and stated that lack of general hygiene in the toilets is a general concern due to contagious diseases (not specified which ones though).

To this point, the **female youth not attending to school** stated that **lack of hygiene** was occurring despite of the efforts of the EJC management to keep the camp clean, and blamed the residents of the camp for not respecting hygienic communal norms.

“It’s really common to witness a household throwing their trash on the street or around the kitchen area, also one of the daily incidents is having a child alone playing inside the toilets and messing everything up” *female youth not attending to school*

The main complaint of female youth attending to school is that they are always given the same medicines regardless of the symptoms, which are basically two painkillers: ibuprofen and paracetamol. Refugee girls agreed that many times they were prescribed treatment that, in their views, is not optimal to their medical condition, possibly due to lack of adequate medicines in the camp.

“I have an ear infection that can worsen, I have been attending to the clinic often but for four months they have been prescribing me the same medicines without any benefit” *female youth attending to school*

Refugee girls recommended having more specialized doctors for the different specialties, and added that for instance **mental health is not covered**. In addition, mental health is one of the main issues in the camp as most of the camp population is traumatized by the conflict. Although the girls knew about NHF working in the camp, they still recommended to the humanitarian organizations to focus more in this issue.

Refugee girls also pointed out the particular needs of persons with disabilities and the need for the humanitarian organization to ensure adequate services since assistance to this vulnerable group is vital.

“I have a brother with disability with special food needs and the EJC management brought to him the food he needs, so we are very happy with this treatment” *female youth attending to school*

What do refugee adult women think about health?

Refugee women agreed that when they get sick they can just go to the medical center at the camp and that there is no accessibility issues to medical services. Despite of this, they complained about the fact that treatment for serious health issues is not covered inside the camp and put an example of a man with hepatitis who died in August 2013.

Female adults ‘without male support’ also made reference to the external referrals procedures for complicated cases and stated that cases often are waited until accumulate 20 cases before being referred to hospitals outside the camps; in addition, relatives are not allowed to accompany in the event of a prolonged sickness.

The two main specialities that women feel are lacking in the camps is ophthalmology and a female gynaecologist. Some participants pointed out to one of the groups that there is a female gynaecologist receiving patients in NHF, but not all refugee women seemed aware of this service. Most refugee women pointed out that they feel very uncomfortable dealing with a male gynaecologist and they would like to have someone to talk about contraceptive methods, in order to plan pregnancies in the current dire

situation. On this point female adults 'with male support' added that awareness sessions and lectures on family planning have been provided and contraceptives have been distributed, however, it was reported that some women are reluctant to approach the physician who administers the contraceptives programme as he is a male. The recommendation from the community is to have a female gynaecologist or health worker who is dealing with these issues.

They agreed with the refugee girls that the prescription of medicines is usually painkillers regardless the medical condition, in addition, many women have the perception that they prescription is somehow lower than in Syria (i.e. 250 mg of the prescribed treatment instead of 500 mg.). Also many women would like to keep using the same medicines as they were doing in Syria, but they have been informed that this is not possible as the generic has different names, and some brands are not available in Jordan. Another issue is that the medicines in Jordan are prescribed in English by the doctors and also the brand of the medicine and its explanations of use usually is in English, language that most refugee women do not understand.

In addition, diseases can spread easily as there is lack of awareness of basic hygienic norms such as washing often the hands or keep the toilets clean. For instance, some women use the hand basin of the communal wash facilities to clean their children. As most women agreed, the biggest challenge in the camp is the hygiene and toilet sanitation, this issue is not related to the camp management oversight of this issue, as the management assigned three cleaners for each wash facility but it is rather a lack of awareness and commitment from the community to keep the facilities clean and in good use.

Refugee women stated that the main health issues affecting residents in the camp is diarrhoea for small children. For women, the main health problems identified are high pressure, hepatitis and back problems. Other groups of women pointed out at skin conditions due to the rough environment of the camp and the use of washing products that irritate the skin, and inflammatory bowel disease.

The group of female adults not from Daraa agreed on the importance of mental health support in the camp, as almost all of the refugees in the camp have issues they need to deal with, and the psychosocial support and activity will help in this regards. The participants added that any case of mental illness in the camp should be given a priority by the camp management and the humanitarian organization working in the camp.

Refugee women also pointed out the particular needs of persons with disabilities and the need for the humanitarian organization to ensure adequate services, particularly on the need of physiotherapy services and technical aids provision.

"My husband suffers from polio. The doctor visited him at the caravan , and he was supposed to visit him once a week for physical therapy sessions , but he never showed up and my husband never got the medical shoes that the doctor promised him" *female adult*

"A girl with in the camp needs a medical bed to sleep due to her disabilities, although she has not received it yet and is sleeping at the caravan's floor, that is already in bad state"
female adult

Female adult 'without male support' added on this particular topic that people with mental disabilities are kept inside the caravan because children harass them if they meet them in the streets. They recommended awareness in this regards addressing the community in general.

"A deaf girl in the camp loves to draw and play, but she has no place to go, and there is no center that offer her any activity"
female adult

What do older refugee women, women with serious medical conditions and women with disabilities think about health?

- **Access to health – older women**

The most common health problems identified by older women are the flu, rheumatism, fever, diabetes, hepatitis and high pressure. When they get sick they all get to the clinic from where they get the medicines needed. The group of older females, females with serious medical conditions and females with disabilities did not report any issue to access medical services, and their only complained was towards not finding the same brand of medicine that they were used to in Syria, in order to treat their chronic diseases.

Older women stated that treatment at EJC medical center was excellent, although some of them complained that there is no follow up of the cases from the doctors as it used to be in Syria.

'I was sitting in my house in Homs when a missile fell in my house and I was injured, after being displaced in Damascus for a year I entered illegally to Jordan and received all the treatment needed in EJC, I don't have any complaints with the treatment, it has saved my life'
female with disability from Homs

Men and boys

Refugee men of all ages and backgrounds agreed that there are no major issues of accessibility to the health services offered by EJC.

The main issue that refugee men put on the table was the need for an ophthalmologist as many of the camp residents have developed problems in the eyes, according to their views due to the dry and rough environment of EJC. Remarkably, refugee men also asked for family planning assistance.

In agreement with their female counterparts, the main gap identified by all the groups was the lack of specific services addressing persons with disabilities such as physiotherapy, technical aids provision or activities for children with disabilities.

What do refugee boys think about health?

No major issues were reported regarding health access in EJC according to refugee boys. The main health issues in the community identified by the refugee boys were influenza, hepatitis, kidney stones, asthma and allergies.

The male youth attending to school reported that sometimes the appointment schedule did not match with their school schedule that starts at 12 PM. The male youth not attending to school added that the hygiene in the camp was not enough, mostly due to the lack of awareness in the community about throwing the garbage at anytime and anywhere. They added that the wash and sanitation facilities need to be cleaned more often.

What do refugee adult men think about health?

The group of refugee men identified as main health problems in the community influenza, headaches, hepatitis, in addition to skin diseases, heart problems, and digestive problems, respiratory issues such as asthma or breathing problems and diabetes.

Although they agreed that the accessibility to the medical center in EJC is very good, they identified as a gap the lack of ophthalmology services, particularly taking into account that many people suffer from problems with their eyes due to the dusty and rough environment of the camp. A second gap identified is the provision of special attention and services to persons with disabilities, particularly to children with mental disabilities but also technical aids provision to them in the camp. To this issue, a group of adult refugee men added that the distribution of wheel chairs, although on-going, was very lengthy, to the point that could take up to four weeks to receive one.

One of the groups of the male adults mentioned as a gap the lack of equipment to circumcise boys at the EJC clinic, in addition, they pointed out that girls under the age of 13 years old are not receiving sanitary pads, regardless of their age.

Most refugee men agreed with refugee women that the medicines prescribed are often the same two types of painkillers for all type of medical conditions. In addition, a gap in terms of milk provision for small children as well as diapers, particularly for children over two years old, was mentioned during several of the discussions with refugee males.

Regarding the hygiene of the camp, adult males from Daraa complained that the treated water from the sewage is being used for watering the trees of the camp, which creates very bad smell in certain areas.

Adult males not from Daraa added that the community is not taken care of the general hygiene of the camp, parents allow children to play in the common wash and sanitation facilities, spoiling them, and residents of the camp throw garbage without respecting basic norms. A second group of adult males added to this that cleaning detergents and soaps provided to keep the wash facilities clean were not sufficient.

Refugee men finally pointed out that the expiry dates of the food sold at the supermarket is not always up to date.

What do older refugee men, men with serious medical conditions and men with disabilities think about health?

This group pointed out that the most widespread diseases are influenza and eye infections due to the dusty air.

Older males, males with serious medical conditions and males with disabilities did not report major problem of accessibility to the EJC medical center although they complained about the difficulties for external referrals procedures, which affect this group a lot as some of the older refugee men attending the FGDs are in need of a surgery or specific treatment. They also pointed out as a gap the lack of services addressing the particular needs of persons with disabilities and special needs.

'Key informants'

What do 'key informants' have to add on health in EJC?

The key informants agreed with the rest of the community represented in the FGDs that the main health issue in the camp is perceived to be hepatitis, in addition to breathing problems such as asthma and eye problems.

Key informants made particular recommendations on the issues that were already raised during the FGDs. The female key informant insisted in the need of having a female gynaecologist in EJC as many women were shy to address a male with this type of issues.

Remarkably, one of the males key informant observed that many families in the camp would like to have options for family planning, as many families feel that in their dire conditions there is a need of a programme assisting them on this.

Several key informants reiterated the fact that services for persons with disabilities are not sufficient, not only in terms of technical aids provision, but also to the level of integration with the community, particularly for children with disabilities.

The religious leader reflected what the community has pointed out as a gap, which is the lack of an ophthalmologist in the medical center. In addition, it appears that that eye problems is one of the main issues identified by the community.

e) LIVELIHOODS

Women and girls

What do girls think about livelihoods?

Refugee girls explained that the only livelihoods opportunities in the camp are the ones allowed and provided by the camp management, and that only one member per family is allowed to work. There are several regulations on how livelihoods opportunities are developed in the camp, and theoretically children under 18 years old cannot work.

"I have a 17 year old brother that have tried to work to support the family but he is not allowed because he is told that he is under the official age for working" *female youth attending to school*

Female youth attending to school explained that there are many professions forbidden such as commerce. Refugee girls would like to have the option of choosing the clothes they are wearing instead of receiving it from the charity. Sizes and types of clothes distributed are not always appropriated according to the girls.

The female youth not attending to school added that exceptionally, some families will make an extra income out of their talents.

"There is one female neighbour in our zone very talented in sewing and everyone goes to her for cloths amendments" *female youth not attending to school*

This last group added that is very challenging for the families to be able to access only one job opportunity, especially for the male members. The issue creates a lot of tension in the household as, according to the refugee girls, inactivity is the main cause of conflict in many families.

"I hate having my father and her eldest brother staying in the caravan the whole day, they start interfering in everything and this is making my life impossible. It would be much better if they had a work so they would be busy with other things" *female youth not attending to school*

What do refugee adult women think about livelihoods?

Refugee women confirmed that the only livelihoods opportunities in the camp are the ones allowed and provided by the EJC management, and that only one member per family is allowed to work. The regular salary is 60 JOD per month.

Refugees are hired by EJC to work in the kitchens, food distribution, cleaning, tailoring and zone supervisors. Other opportunities allowed are at the school and with international organizations. Non official sources of income are related to smuggling accessories such as scarfs, or mobile credit cards, but officially the trading of these items

inside the camp is not allowed and the EJC management and authorities have confiscated items several times.

Refugee women explained that there is a need of a market in the camp as the assistance items are not covering the needs of all, for instance there are not many clothes suitable for children or teenagers, in addition, not all families can afford to purchase new clothes or shoes to their children due to the limited income per family allowed.

To cope with this issue, and according to the 'adult female with male support', some families resort to sell the assistance items to be able to purchase other items more in need according to each family.

Most refugee women agreed that the lack of diversity in terms of job opportunities had led to disappointments and frustrations and even pushed some to leave EJC camp to Zaatari or the urban setting in search of better livelihoods opportunities. 'Adult female with male support' pointed out again a protection issue related to livelihoods, according to their views, domestic violence has increased because refugee men are frustrated for not being able to provide to the family on one hand, and due to the excess of time due to unemployment and lack of activities. This was a recurrent topic for most of the groups, and several groups of adult females confirmed that not all professions were fit for all refugees and they would like to have different work opportunities than the available.

"my husband refused to work in the jobs available in the camp, such as working in the toilet, the kitchen or as a cleaner, therefore I made my 15 years old boy drop out of school to work instead of his father, as we need to have source of income to cover our needs" *adult female not from Daraa*

When asked about dependency on assistance, refugee women were divided: some of them were content with the assistance provided and whereas some women stated that they rather are allowed to work outside the camp or be able to open small shops in the camp.

The adult female 'without male support' explained that some widows or women separated from her husband are receiving additional financial support by the EJC management (monthly 20 JOD per family member). They added that in order to avoid dependency on assistance they would like to receive trainings, including language and computer courses, to prepare them to assume functions and jobs both here and when go back to Syria.

"we know they will pay us even if we do not work" *female adult 'without male support'*

Opinions were also divided regarding the transparency of the jobs assignment: according to the adult female 'without male support' the recruitment process in the camp is fair and equally divided as one member per family allowed to work; they added that no group or family has preferences when it comes to livelihoods opportunities. To the contrary, another group of female adults mentioned that some zone leaders give preference to some refugees with the same origin.

What do older refugee women, women with serious medical conditions and women with disabilities think about livelihoods?

The main source of income for older persons comes from the camp management, which distributes financial assistance to widows, although some of them are not receiving it yet.

"I would not allow my daughter and granddaughter to work, as they are women" Older woman from rural Damascus

The older females argued that the economic situation of the families was already negative in Syria due to the conflict, as families have been already coping with an economy under conflict for already two years. The bad economic situation is affecting all the families. In addition, most families cannot afford to bring goods from outside the camp, as they added since the transportation fees to leave the camp are of 40 JOD.

"I have a son in Irbid and I have been trying to see him from like 8 months, the main reason I don't visit him is because I cannot cover the transportation" Older woman from Daraa

Men and boys

What do boys think about livelihoods?

Refugee boys confirmed that professions are restricted to the ones allowed or provided directly by the camp management. Refugee boys knew about the regulations of only one family member being allowed to work, but put in doubt the transparency of the system.

"I am not sure if there is a centralized system that captures all refugees that has jobs so to avoid duplication" male youth attending to school

Refugee boys recommended having some vocational training courses. They stated that the only training available is 'barber' and they would like to attend other courses such as carpentry.

What do refugee adult men think about livelihoods?

Refugee men confirmed that the only livelihoods opportunities in the camp are the ones allowed and provided by the camp management, and that only one member per family

is allowed to work. The regular salary is 60 JOD per month although some adult males claimed that salaries range from 60 JOD to 120 JOD, for instance, work at the kitchens is remunerated with 100 JOD per month.

Adult male from Daraa argued that although the regulations are that only one member of the family has access to work; the reality is that this is not applied with transparency and the group manifested its doubts on the system. **Adult males not from Daraa** added that in some cases both head of families (father and mother) do work.

Refugee men believed that there is no dependency on charity. Remarkably, the assistance provided by camp management was not seen as charity in any of the discussions with adult males, and charity was understood only as the few external donations entering the camp under the strict supervision of the camp management.

The group of male adults not from Daraa explained that there is a market in EJC for refugees to open their own businesses, and until today there is one barber -who is actually employed by the UAE RC and therefore gets his salary from the management, not from refugees-. The second shop sells mobile phone spare parts.

This last group added that lack of job opportunities was affecting negatively families, for various reasons: on one hand, refugees stated that they are not used to work and did not know what to do with the extra time and energy, on the other hand, the incapability of providing for the family made them very frustrated and depressed. They would like to be able to go further the basic needs and buy toys for their children, for instance. The group suggested day trips could be organized that families could leave the camp and visit a green area with the family that would bring joy to children and change of environments from the sense of being confined in EJC.

Finally, a group of adult males pointed out those persons with disabilities are not accessing any type of livelihood opportunity, and among the refugee community there are some heads of the family that are severely injured as a result of a disease or the current conflict. Although not specified during the discussions, it appears that this group is receiving an allowance from EJC management.

What do older refugee men, men with serious medical conditions and men with disabilities think about livelihoods?

This group of older refugee men added to the issue of livelihoods that there is an allowance granted to older persons of 20 JOD per family member, that is granted only when there is no one else working in the family.

Older males added that they saw as a positive initiative the cash for work established in the camp, as it helps refugees to feel more active and useful. The negative side is that the cash received is not enough to cover basic expenses. The recommendation from this group is to allow refugees to **open a market** that can add variety to the assistance items found in the camp and permit self-employment to refugees.

'Key informants'

What do 'key informants' have to add on livelihoods in EJC?

The key informants selected for the participatory exercise were five refugee residents in EJC camp, one female and four males.

The female key informant stated that women usually work in the kitchen buffet, cleaning the female toilets or in the play area taking care of the children. Some educated women have managed to work in the health centre of the camp. Men work in the male kitchens, and cleaning of the streets. She added that there is no competition for work between men and women as kitchens and toilets are separated, although when a woman is accompanied in the camp by her husband, it will generally be the male the one taking over the economic responsibilities.

The female key informant added that families were complaining about the assistance provided particularly regarding clothes for children. She stated that this is partly because clothes distribution is not enough in terms of sizes and quantity; in addition there is some dysfunctional distribution:

"Only people who has connection with clothes distributors get the perfect size and the enough clothes for everyone in their family" *female key informant*

The religious leader explained that the policy of only one member per family allowed to work is unfair as some families are larger than other and consequently they will have more needs. He added that refugees have great capacities and crafting skills, but the camp management rules and regulations are limiting the development of their capacities since it does not allow to open shops or a market.

VII. COEXISTENCE AND SENSE OF COMMUNITY

Women and girls

What do refugee girls think about coexistence and sense of community?

Refugee girls stated that there is a high sense of community among refugees in EJC camp and that they support each other in these difficult times. The girls were interested in getting to know families from other governorates such as Daraa, Homs, Damascos, and learn about their different traditions. The female youth attending to school pointed out that sense of community actually was the reasons why refugees were able to cope with displacement.

On the negative side, the proximity of the caravans and lack of privacy –as already discussed by the female youth attending to school during the protection discussions–made the girls feel in a close community with little privacy left in this type of setting.

Female youth not attending to school added that there is zero contact with the host community as EJC is a close camp with difficult procedures to accept visitors and to exit. For this reason, there is a sense of isolation within this frame.

What do refugee adult women think about coexistence and sense of community?

As a general perception, refugee women stated that there is a good sense of community within refugees and that they support each other during their displacement.

An exception to this general perception of good senses of community were the opinion of the adult females from Daraa stated that there is no sense of community among refugee and that they only mix preferably with people from Daraa, and even within Daraa they would rather mix with people from the close-by villages of origin.

All refugee women agreed that there is no contact with the host community (except for the few Jordanian teachers that enter the school), and explained that visitors are usually family members for the residents of the camp. In addition, for refugees it is very difficult to exit regularly the camp, due to the administrative procedures but also because transportation to go back and forward is very expensive and very few refugees can afford it. Adult females not from Daraa stated that even visitors need to go through exhaustive procedures in order to enter EJC for visit. The difficult living conditions in Zaatari and the urban setting and the awareness that in EJC people have access to basic services without major issues is what let refugees accept the restrictive measures on entering and leaving the camp.

What do older refugee women, women with specific conditions and women with disabilities think about coexistence and sense of community?

This group confirmed that there is a sense of community between the residents of the camp. **Older women** stated that they don't have much contact with visitors or host community as they have been most of the time in the camp and depend on other family members to visit around. The fact that they don't have economic means prevents them to visit family members living outside the camp although that would be their main priority.

Men and boys

What do refugee boys think about coexistence and sense of community?

Opinions were divided among the refugee boys. **While youth male attending to school** stated that there is a good sense of community, the ones **not attending to school** did not agree with that and objected that everyone cares just for themselves.

What they all agreed is that there is no much contact with the host community, and visitors to the camp (basically donors) did not interact with refugees. There is also lack of interaction between refugee boys and camp management. The youth male not attending to school suggested that a committee is formed to promote stronger community relations and to channel meetings for refugee boys to discuss these issues together.

What do refugee adult men think about coexistence and sense of community?

All refugee men agreed that there is a strong sense of community within the refugee community as they have the same reasons for flights and share the same difficulties.

On a negative note, refugee men agreed with their female counterparts that contacts with host community is zero and that procedures to exit and enter the camp are strict. Lack of money for transportation to go out and return to the camp increases the feeling of not being able to exit easily the camp.

In order to change this negative perception, refugee men suggested to give more space to families to take decisions such as improving their caravans, engage into different livelihood activities and increase the salaries. This would enhance the overall situation of refugees and will impact positively in the community. Other groups of refugee men suggested establishing complaint mechanisms that could be basically a complaint box where refugees can write their concerns on issues for camp management follow up.

What do older refugee men, men with serious medical conditions and men with disabilities think about coexistence and sense of community?

This group confirmed that there is a sense of community between the residents of the camp. **Older men** added that they do not have much contact with visitors or host community.

"A refugee woman needed a surgery and she did have the money for it, as a result, many of the families contributed with some money for her case to support her". *Older man*

'Key informants'

What do 'key informants' have to add on coexistence and sense of community?

The key informants selected for the participatory exercise were five refugees' residents in EJC camp, one female and four males.

Key informants provided with more details on the issues that were already raised during the FGDs. The female key informant stated that camp management and the police officers address refugees in a tough way and refugees feel that communication is

not fluid between them. She added that external visitors usually only get three days permit inside the camp, which is not enough.

One of the male key informants suggested that in order to promote stronger community relations and coexistence among refugees and organizations working in the camp, regular monthly meetings and discussions could be organized among all partners that would lead to information sharing. Other suggestions were brochures, posters and more activities promoting interaction.

The NGO worker added that as conflict resolution measures there are two existing committees accountable for refugees and that international organizations should take into account for their planning purposes:

- The reconciliation committee has 10 male members over the age of 40 years old and originating from different governorates across Syria. The key informant added that although this committee is much respected, some refugees believe that certain decisions taken by the committee were not correct. For instance, the committee once collected 800 JOD to help a cancer patient who ended up dying, and the refugee population did not understand where the money was invested exactly, as the family of the patient claims that they did not received the money.

- The local committee: it has very similar responsibilities as the reconciliation committee, in addition, most members of the reconciliation committee are also part of this one.

The key informant added that both committees are very cooperative with the camp management and Jordanian authorities. He added that usually refugees refer first to these committees to solve their issues and only when not effective they would approach camp management.

VIII. PRIORITIZING RISKS AND DEVELOPING SOLUTIONS

Women and girls: Risks and Solutions proposed

How do girls prioritize risks and which solutions do they propose?

According to refugee girls, the main risks are:

- Space in the caravans: large families need to sleep in a small caravan and it is very difficult for the girls to share the space with all family members, particularly their fathers and elder brothers.
- Clothes: Girls are affected by the insufficient clothes distribution, many times not in line with the Islamic tradition, or inappropriate sizes.
- Hygiene items specific for girls such as sanitary pads
- Lack of food variety: Food is not eaten particularly by children, since they are not able to adapt to other nutritional habits easily.
- Lack of hygiene in the WASH facilities

Their main recommendations and the solutions proposed to their protection, education, health and livelihoods issues posed during the discussions with refugee girls were:

- Provide with more than one caravan to each family, particularly the larger ones, and establish effective measures to avoid rain and humidity get into the caravans as children get sick.
- More clothes and sanitary pads for refugee girls
- Allow refugees to have access to food variety and allow them to cook in the communal kitchens.
- Create activities where refugees are allowed to go out of the camp to avoid the feeling of being contained

“When my little brother arrived to the camp he kept asking where the trees are” female youth attending to school

- Organize awareness and hygiene campaigns to make refugees more aware and accountable for the maintenance of the WASH facilities. The group of girls out of school insisted that the camp management should not be accountable for all problems happening in the camp and added that refugees should take more responsibility in developing their own solutions to keep the camp clean.
- Create an internal monitoring system, were the families who do not commit to the standers of hygiene are reported to the management, who will issue discipline measures.

How do refugee adult women prioritize risks and which solutions do they propose?

According to refugee adult women, the main risks are:

- There are no complaint mechanisms established in the camp and refugee women feel that there is no one who can hear their complaints when services are not adequate or when they have particular needs.
- Adult females stated that most refugees do not know where to go in case if they have any problem and added that refugee women felt shy to speak about problems related only to females. Restriction of certain professions in the camp, particularly the ones that Syrian refugees are capable of such as merchants and crafts.
- Clothes: Women lack winter clothes and female underwear. Distribution of these items is not sufficient. Refugees cannot access the market outside the camp as administrative procedures to exit are complicated and transportation is too expensive for most families.
- Space in the caravans: is scarce, particularly for large families. The mattresses are not covered and are thin and with cheap covers.
- Lack of food variety.
- Refugee women are facing problems washing their clothes by hand in winter, especially those who have babies and need to change their clothes often.
- Adult females from Daraa stated that they do not like to go by themselves in the night, nothing ever happened and it is only internal fear, since EJC is well illuminated in the night, but they rather go out with the husband or elder son to avoid problems just in case.
- Lack of hygiene in the WASH facilities

Their main recommendations and the solutions proposed to their protection, education, health and livelihoods issues posed during the discussions with refugee women were:

- The female adult from Daraa stated that they relied a lot upon each other, and if something happened to disturb their peaceful living they will make sure to find a solution.
- Females not from Daraa added that refugees should be able to propose solutions to the problems that they identified and be able to implement those solutions.
- Female adult 'with husband support' suggested that refugees have better access to UNHCR office in order to raise refugees' concerns.
- Female adult 'with husband support' also suggested establishing a "secret" committee that refugee women can approach to share concerns related to domestic/GBV/SGBV in the camp. Due to the sensitivity of the subject, refugees proposed involvement of people from outside the camp to be in charge of this committee.
- Allow refugees to have a market where they can sell the items that are not provided by the EJC management or other donors and that are currently in shortage in the camp.
- Distribute extra suitable clothing for those who cannot afford buying clothes, particularly for children.

- Provide refugee women with vouchers to buy the types of clothes needed instead of distributing arbitrarily clothes that are not suitable for everyone.
- Increase the remuneration of the professions allowed in the camp OR allow refugees to get involved in other professions and income generating activities, including outside the camp.
- Allow refugees to have more than one caravan per family particularly for large families.
- Refugee women have asked for more covers without success, also children are complaining about the cold. They would like to have more blankets to cope with the cold in winter and larger carpets that cover the caravan floor.
- Allow refugees to cook their own foods.
- Install three washing machines in each section / zone or in the different facilities such as kitchens and with a supervisor that can oversee the good use of the machine.
- Allow refugees build their own toilets like in Zaatari instead of having to use the WASH facilities.
- Awareness sessions to promote hygiene in the camp, particularly in the WASH facilities.
- Empower refugees to address their problems allowing them to participate in the solutions, for instance there are very skilled construction skilled workers in the camp that could do the caravan maintenance and repair.
- Empower refugees and allow them to move outside the camp, build and transport the space where they live and support them in the construction of their own houses. The participants of various groups suggested that they have the technical expertise, capacity and ability to help in the construction process
- Establish library for children to revise their lessons in or do extra reading after school and at night.
- Vocational trainings and literacy lessons to be implemented in the camp.
- Involve refugees in the decision making process of the camp management.

How do older refugee women, women with serious medical conditions and women with disabilities prioritize risks and which solutions do they propose?

- The main priority for the older females is to have some economic capacity so they can call their families in Syria or visit the sons that they have in Jordan, some of them in Zaatari or in the urban setting.

Solutions proposed:

- This group stated that it is difficult for them to take any initiative in order to improve their situation. They stated that they are receiving everything ready as charity and they don't have any decision or knowledge as from where the assistance is coming, as for instance the food and any other services. In general they are happy with anything provided, and although they would rather have more variety in food, they still appreciate the food received.

Men and boys: Risks and Solutions proposed

How do boys prioritize risks and which solutions do they propose?

According to refugee boys, the main risks are:

- Domestic violence, particularly against children. This issue was the first one posed by **male youth attending to school**.
- Lack of activities addressing the youth, particularly teenage boys.
- There have been incidents where Jordanian teachers have insulted Syrian boys.
- Food is dismissed by many children in the camp and thrown away.
- Teenage boys feel that there is limited space for them in the camp and complained about a feeling of being 'imprisoned'.

Their main recommendations and the solutions proposed to their protection, education, health and livelihoods issues posed during the discussions with refugee boys were:

- In order to address domestic violence youth recommended awareness sessions addressing parents skills to deal with their children as well as psychosocial support for the affected families.
- Increase activities addressing the youth such languages, sports, crafts, and other educative activities.
- Address conflicts in schools and between families through the 'conflict and mediation committee' which is considered, according to the **male youth attending to school** a very effective approach to conflict resolution in the camp. This group also suggested to establish different and more specialized committees (Educational, health, sport ...etc) to deal with the different issues as the zone leaders are not channelling the concerns of the community.
- Allow Syrian refugees to cook or involve Syrian cooks in the preparation of meals.
- Organize recreational and educative activities for the community, also addressing the interests of the **male youth**, to be conducted outside the camp.

How do refugee adult men prioritize risks and which solutions do they propose?

According to refugee men, the main risks are:

- Absence of complaint mechanisms
- Refugee men stressed the need for an increased income in families to cope with their needs.
- Education: needs in the area of education addressed the lack of school uniforms, shoes and stationary.
- Health and services to PWDs.
- Food is not eaten by many children and there is a need in food variety.

- Infrastructure of the caravans needs to be improved and prepared for winter.
- Difficulties to obtain bailouts. Difficulties in exiting the camp to work or purchase needed items.

Their main recommendations and the solutions proposed to their protection, education, health and livelihoods issues posed during the discussions with refugee men were:

- Involvement of the community in the decision-making process
- Establishment of a complaint mechanism
- Refugee men advised UNHCR to conduct awareness raising sessions to enable refugees know their rights and understand their duties/obligations.
- Establishment of a legal unit not affiliated with any NGO or international organization to resort complaints addressing UNHCR and other humanitarian actors in the camp.
- Establishment of regular discussions with refugees to come up to the solutions from within the community to the problems posed.
- Adult males from Daraa pointed out that the “conflict and mediation committee” is a very effective approach in case of conflicts between families and it is a community initiative supported by the majority of refugees.
- Allow refugees to open a market to promote the exchange of needed items in the camp and increase professional opportunities.
- Provision of life skills training to refugees.
- Increase the allowances provided to heads of families that are handicapped as a result of a disease or due to the conflict.
- Refugee men suggested that to place computers for children in the TV rooms would encourage their learning abilities.
- Distribution of school uniforms and shoes.
- Increase the services provided to PWDs to cover their needs.
- Increase the nappies distribution, including for children over 2 years old.
- Increase the quantity of drinking water as it is considered not enough for some refugees.
- Provide with more items of hygiene related items so to allow families to keep a more hygienic space in the camp.
- Allow refugees to cook or have Syrian cooks intervening in the menu.
- Allow refugees to improve the infrastructure of their caravans and provide them with the tools in order to do so.
- Allow refugees to have more than caravan, particularly for large families.
- Simplify the procedures for the bailout system.
- Support with transportation from the camp to Zarqa for those exiting the camp and for external visits to access it.

How do older refugee men, men with serious medical conditions and men with disabilities prioritize risks and which solutions do they propose?

- Older men fear return to Syria as they heard that returnees are facing difficulties at Rabaa Sarhan.
- Clothes for winter. Underwear for men.

Solution proposed:

- Some of the older men participating in the discussion were members of the conflict and mediation committee. They showed their commitment during the discussions and asked the humanitarian actors in the camp to support them, as they are an initiative from the community.
- Engage the conflict and mediation committee in awareness activities, such as hygiene promotion and so on.
- Engage the mosque and religious leaders to do mass information campaigns related to hygiene promotion or other issues.

‘Key informants’: Risks and Solutions proposed

What do ‘key informants’ have to add on prioritizing risks and developing solutions in EJC?

They key informants added some information to the following priority issues:

- Specific services to cover the needs of persons with disabilities need to be in place.
- No services for children under five.
- Caravan space and regular maintenance is insufficient.
- Family planning assistance is needed.
- Lack of variety in terms of livelihoods opportunities.
- Accessibility to UNHCR.

The solutions proposed:

- Establish specific services to cover the needs of persons with disabilities.
- Kindergarten services for under five years old.
- Allow Syrian refugees capable in construction work to repair and maintain the caravans; allow them also to build spaces where people can live in.
- Provide with assistance on family planning with trained personnel to administer the provision of contraceptives.
- Opening centers for women where they can do sewing and knitting.
- Distribution of coupons system for refugees to purchase from a market.
- Establish UNHCR Office inside the camp to ensure confidentiality and accessibility.

IX. ACRONYMS

CoA County of asylum

CoO Country of Origin

EJC Emirati Jordanian Camp

FGD Focus group discussion

GoJ Government of Jordan

IGA Income Generating Activities

INGOs International Non-Governmental Organizations

IP Implementing partner

JOD Jordanian Dinar

NGO Non-Governmental Organization

PA Participatory Assessment

PNA Participatory Needs Assessment

PwD Person with Disability

SYP Syrian Pound

UAE RC United Arab Emirates Red Crescent

WASH Water, Sanitation and Hygiene

ANNEX I

Participatory Assessment EJC 2013 Focus Group Discussion Guide

Location of FGD	EJC - (venue:)
Number of participants	
Age range of participants	
Gender of the participants	
City of origin	
Facilitator(s)	
Note taker:	
Observer(s)	
Date	

Questions for discussion guide

Introduction: Every year UNHCR and partners conduct a participatory assessment. This involves us sitting with refugees, listening to your concerns, and trying to understand how your situation is changing within Jordan. This helps us to plan our activities on the basis of your real needs and aspirations. Thank you for taking the time to talk with us.

- **Protection**

- ✓ How safe refugees feel in the camp in your opinion?
- ✓ What are the dangers that you experience in this environment?
- ✓ Do you feel that your physical safety and security are at risk? At what time? Why?
- ✓ What is the source of the danger? Who is involved?
- ✓ What do you worry about when you leave your home?
- ✓ What do you worry about for your children/husband/wife?
- ✓ Are you aware of any incidents/problems that have threatened your friends or neighbors?
- ✓ How can you put a stop to domestic violence?
- ✓ Does violence occur? What types of violence?
- ✓ What do men think about it? And women? Girls and boys?
- ✓ What do you think about it?
- ✓ What can be done about it?
- ✓ Where does the violence occur?
- ✓ If you face a protection or security problem, do you know where to go? Who to call? How to get help or support?

- **Protection of women (only for key informant interview)**

- ✓ Do women and girls feel safe here? [*Optional probing questions*]
- ✓ Has anything happened to you or the women in your family?
- ✓ When / where did it happen?
- ✓ Did you or they receive any help or support?
- ✓ Are there any people, organizations or community groups that can help address these problems?
- ✓ What support do you or they need to solve these problems?

- **Child protection**

- ✓ Do you have children in your family or living with you?
- ✓ Please tell me about your children's living situation and what your children do during the day.
- ✓ Do your children or the children you are caring for face any problems with their current living situation?
- ✓ Are there any people, organizations or community groups that can help address these problems?
- ✓ What support do you need to solve these problems?

- **Access to education:**

- ✓ Who goes to school? Who does not get to go to school?
- ✓ Are there any children working in the camp? Who? How?
- ✓ What are the reasons for some children not to go to school?
- ✓ What do girls who not go to school do with their time?
- ✓ What to boys who not go to school do with their time?
- ✓ Are you afraid of going to school (to children) / are you afraid of sending your children to school? (to parents)
- ✓ How would you describe the safety situation in school?

- **Access to health:**

- ✓ What types of health problems are most widespread in the community?
- ✓ What do you think about the hygiene situation in EJC?
- ✓ Who takes care of people when they get sick?
- ✓ How is the access to health services in EJC?
- ✓ What types of health problems are covered? Which are not covered?
- ✓ Are there any mental health cases in EJC? How are mental health issues dealt in the camp? Do you attend to any kind of awareness sessions?

- **Health issues (only for key informant interview)**

- ✓ Do you / your family have any health problems, conditions or disabilities?
- ✓ What treatment or care do you / your family member(s) receive for these health problems?
- ✓ What support do you need to address these problems?

- **Livelihoods**

- ✓ What are the main sources of income for refugees? What are the main jobs that refugees have access to?
- ✓ Do men / women have different livelihoods strategies?
- ✓ Is there dependency on charity?
- ✓ What are the types/kinds of economic activities refugees are involved in?
- ✓ Who has access to various resources? (ex. Who has jobs, access to markets, work permit, etc)
- ✓ What are the challenges that hinder refugees self reliance?
- ✓ What is the impact of these problems on girls, boys, adolescents, women and men?

- **Coping with risks and developing solutions:**

- ✓ How do you think the situation could be improved? How do you and your neighbors cope with these risks?
- ✓ What do you do to protect your children?
- ✓ What services or activities are available to you to help address these risks? How can they help?
- ✓ How in your culture/traditions were such problems dealt with/avoided before your displacement? How can that be applied now?
- ✓ Would you be willing to help in improving the situation? How do you think you could help?

- **Prioritizing risks:**

- ✓ Of all the issues just discussed, which do you consider the most important/urgent?
- ✓ Who should be involved?
- ✓ What might the community do to address this concern?

- **Dynamics of co-existence and sense of community among refugees:**

- ✓ Do you feel there is a sense of community among refugees?
- ✓ Do families and neighbours support each other to address the problems discussed today?
- ✓ How are in your opinion the relations with the host community / visitors to the camp?
- ✓ How is, in your opinion, the level of interaction between the refugee community and the host community / visitors to the camp?
- ✓ How is, in your opinion, the awareness of the local community regarding refugees?
- ✓ Are there some initiatives in your community that can help you in the problems mentioned during this discussion?
- ✓ In your opinion, what should we all be doing to promote stronger community relations?

ANNEX II. SUMMARY ANALYSIS TABLE & PRIORITIZATION

Key findings on Protection		
Area	Problem Description/ Issues Raised	Causes
Protection	<ul style="list-style-type: none"> All refugees agreed that protection space is EJC camp is excellent and that there are no major threats. 	<ul style="list-style-type: none"> Security feelings as a result of a comparison with the extremely unsafe situation in Syria. Continuous surveillance of the EJC camp through cameras working 24/7 Small, close community.
	<ul style="list-style-type: none"> Domestic violence was an issue reported by refugees, men and women, of different ages. 	<ul style="list-style-type: none"> Issue existing in Syria that is exacerbated by dire conditions families are facing. Frustration among refugee men for not being able to work, feeling of being useless, having too much free time & lack of activities. Past trauma, lack of movement and privacy in the camp. Lack of space and privacy in the caravan increases tensions between family members
	<ul style="list-style-type: none"> Some refugee women don't know where to report in case they would face a domestic violence problem. 	<ul style="list-style-type: none"> Lack of complaint mechanisms for women Lack of mechanisms to report problems that women feel reticent to share with the community, such as domestic violence, GBV or SGVB issues.
	<ul style="list-style-type: none"> Refugees don't know where to report protection issues or assistance related issues. 	<ul style="list-style-type: none"> Absence of complaint mechanisms

	<ul style="list-style-type: none"> • Female youth reported lack of privacy in the camp as a protection issue 	<ul style="list-style-type: none"> • Large families are sharing overcrowded spaces • Refugee girls don't go out much of the caravan after sunset as they are afraid of experiencing verbal harassment from boys.
	<ul style="list-style-type: none"> • Adult females reported difficulties in accessing UNHCR protection team and other service providers • Mental health issues such as post-traumatic stress disorder are extended among refugee population in the camp. 	<ul style="list-style-type: none"> • Lengthy administrative procedures put in place by EJC management • Experiences of conflict in Syria and during flight.
	<ul style="list-style-type: none"> • Older females, females with disability and / or serious medical condition reported being in dire need of financial assistance. 	<ul style="list-style-type: none"> • Complete dependency on assistance and / or family members for this particular group. • Lack of understanding of the administrative procedure put in place to obtain financial assistance from EJC management.
	<ul style="list-style-type: none"> • PWDs are being neglected by their families and communities 	<ul style="list-style-type: none"> • Lack of specific services addressing PWDs • Lack of awareness within the community to address the needs of PWDs
	<ul style="list-style-type: none"> • Male youth are often accused of speaking to girls and being trouble-makers. 	<ul style="list-style-type: none"> • Lack of activities for boys, especially those who are not attending to school. • Lack of freedom of movement and spaces for boys.
	<ul style="list-style-type: none"> • Adult males reported fights between families that needed external conflict resolution measures. 	<ul style="list-style-type: none"> • Differences based on governorate of origin (Daraa v Homs) & false accusations among families.
	<ul style="list-style-type: none"> • Older males, males with disability and / or serious medical condition are afraid of not being able to return to Syria due to the procedures put in place by the Jordanian authorities. 	<ul style="list-style-type: none"> • Lack of information about procedures to return.

	<p>Gaps in terms of assistance:</p> <ul style="list-style-type: none"> • Blankets, mattresses to cover the caravan space. • Washing machines. 	<ul style="list-style-type: none"> • Insufficient distribution of certain assistance items. • No washing machines in the camp.
Solutions suggested by refugees on protection		
<ul style="list-style-type: none"> • The issue of domestic violence was seen by differently by the different groups and therefore solutions proposed by refugees were several: adult female 'with male support suggested the provision of more than one caravan to large families as a possible solution to avoid differences that lead to domestic violence. • Other solutions proposed to address domestic violence and other SGBV/ GBV issues were awareness sessions and a committee that can receive very discreetly these types of complaints and mediate between husband and wife. Some participants proposed that the members of this committee are not residents of the camp due to the sensitivity of the issue. • Involvement of the community in the decision-making process • Establishment of a complaint mechanism • Refugees advised UNHCR to conduct awareness raising sessions to enable refugees know their rights and understand their duties/obligations. • Establish UNHCR Office inside the camp to ensure confidentiality and accessibility. • Establishment of a legal unit not affiliated with any NGO or international organization to resort complaints addressing UNHCR and other humanitarian actors in the camp. • Establishment of regular discussions with refugees to come up to the solutions from within the community to the problems posed. • Female youth stated that if they were going to face a protection issue such as domestic violence, they would report it to one of the organizations of the camp seeking for help. The female youth not attending to school though did not know where to go if they were going to face a protection issue. • Adult males suggested UNHCR role to be enhanced in the camp for protection issues and that information about basic rights of refugees is written down and place in public spaces such as schools, community centers, medical center, etc. • As a conflict resolution tool, refugees have formed the "conflict and mediation committee" formed by refugees in order to solve complex refugee issues such as fights between families. • Increase distribution of blankets and mattresses to cover the caravan floor particularly in the winter. • Install three washing machines in each section / zone or in the different facilities such as kitchens and with a supervisor that can oversee the good use of the machine. 		

Key findings on Child Protection

Area	Problem Description/ Issues Raised	Causes
Child Protection	<ul style="list-style-type: none"> • All refugees agreed that children are not adapting to the prepared meals provided by the camp management, as a result many children are not eating properly and food is thrown away. 	<ul style="list-style-type: none"> • Children prefer to eat their mother's (or other family member) food. • Children don't adapt easily to different nutritional habits than the ones they are used to.
	<ul style="list-style-type: none"> • Children are suffering from trauma and reflecting it through their games. 	<ul style="list-style-type: none"> • Conflict in Syria, witnessing of conflict experiences in country of origin and during flight.
	<ul style="list-style-type: none"> • Although early marriage is not permitted in the camp, some families are marrying their teenage girls to 	<ul style="list-style-type: none"> • Dire economic situation of the families • Community does not interpret early marriage as a protection issue.
	<ul style="list-style-type: none"> • Although child work / labour is not permitted in the camp, some families are sending their teenage boys and girls to conduct the tasks assigned to one of the parents. 	<ul style="list-style-type: none"> • Coping economic mechanism for the family. • Community does not interpret child work / labour as a protection issue.
	<ul style="list-style-type: none"> • Domestic violence against children is a common problem in the camp. 	<ul style="list-style-type: none"> • Lack of awareness regarding domestic violence issues.
	<ul style="list-style-type: none"> • Refugees pointed out that many teenage boys are seen as trouble-makers and gather in the camp without anything to do. • Female out of school pointed out that there are not enough activities for those children that are not attending to school, leaving out 	<ul style="list-style-type: none"> • Lack of activities addressing teenage boys, particularly those not attending to school. • Most activities for children are addressing those that are already attending to school.

	the most vulnerable.	
	<ul style="list-style-type: none"> • Children with disabilities are being neglected by their families and communities 	<ul style="list-style-type: none"> • Lack of specific services addressing PWDs • Lack of awareness within the community to address the needs of PWDs
	<p>Gaps in terms of assistance:</p> <ul style="list-style-type: none"> • Clothes for teenage girls and children. • Sanitary pads for teenage girls. • Nappies for children over 2 years old 	<ul style="list-style-type: none"> • Distribution of clothes insufficient in terms of sizes, not warm enough, etc. • Insufficient distribution of sanitary pads for teenage girls.
Solutions suggested by refugees no child protection		
<ul style="list-style-type: none"> • Regarding the issue of food for the children, it was suggested that a selected group of parents advice the cooks to design a menu more suitable for children. • Allow refugees to cook their own food in the common kitchens. • Refugees reported that the issue of trauma is being tackled through many extracurrilar activities addressing children, as they are learning how to play again without aggressiveness and in normalcy. • Early marriage and child work/ labour were not seen as a protection issue by the community but rather as a continuation of an on-going issue in Syria. Some groups suggested awareness to the community to change perceptions. • Regarding the issue of domestic violence, once again awareness was seen as the only tool to change perceptions among parents. • Refugee boys suggested that they were in need of spaces to gather and activities that would canalize their energies in a positive manner. • Refugee girls suggested activities addressing children not attending to school as those, although a minority, are the most at need to fill their time with educative activities and activities encouraging school enrolment. • Refuges recommended more services addressing children with disabilities, including programmes of inclusion in regular education, special education for those in need, and technical aids provision. • Refugees suggested increasing the distribution of clothes addressing the particular needs of teenage girls and children (more sizes, warmer for winter, according to the Islamic traditions, etc), as well as increasing the distribution of sanitary pads & diapers. 		

Key findings on Education

Area	Issues raised by refugees
Education	<p>The education environment was described in a generally positive manner by refugees, with high enrolment and attendance level and the school being considered a safe learning space. Some issues were raised by all refugees:</p> <ul style="list-style-type: none"> • Jordanian teachers are perceived as not being aware of the possible traumatic consequences of conflict on refugee children and how this affects their performance in school. • Refugee girls reported that one reason affecting teenage girl dropouts was fear of being harassed by the boys during the change of shifts at school. Some parents confirmed not allowing her daughters to attend school for the same reason. • Differences between the Syrian academic curricula and the Jordanian one. Many children also consider the Jordanian curricula somehow more difficult. • Some children have not been attending to school for the last two years due to the conflict in Syria and they have missed at least a year in their studies. • Unavailability of completing education to a higher degree after 11th grade, and no opportunities for university studies. • Lack of books for first grade, stationary, school uniforms and shoes. Some families reported that children only have very poor clothes and that a uniform would encourage them to attend school. • Some parents are not aware of the importance of education as they are illiterate themselves. • Children with disabilities are not offered any educative opportunity.
Solutions suggested by refugees on education	
<ul style="list-style-type: none"> • Syrian teachers to have a stronger role in the classrooms not only as support personnel. • Inclusion of some aspects of the Syrian curricula. • Special support for those children who have missed few years at school due to the conflict in Syria. • Distribution of more stationary, in addition to uniforms and new shoes to children attending to school. • Establishing a library in the camp to promote education. • Increase activities addressing the youth such languages, sports, crafts, and other educative activities. • Address conflicts in schools and between families through the 'conflict and mediation and to establish different and more 	

specialized committees (Educational, health, sport ...etc) to deal with the different issues, including education.

- Organize recreational and educative activities for the community, also addressing the interests of the **male youth**, to be conducted outside the camp.
- To place computers with access to internet in the TV rooms to encourage children learning abilities.
- Awareness sessions for parents regarding the importance of education.
- Offer of educative activities for children with disabilities, inclusion to regular education or provision of special education.

Key findings on health

Area	Problem Description/ Issues Raised	Causes
Health	<ul style="list-style-type: none"> • Tertiary health care is not provided in the camp along with some specialities such as ophthalmology or mental health. 	<ul style="list-style-type: none"> • Medical center in EJC only provides primary and, to a certain extent, secondary health care, but not all specialities are covered. • Referral of complicated cases outside the camp is not transparent and unclear to the patients.
	<p>Gaps identified in terms of assistance:</p> <ul style="list-style-type: none"> • Lack of milk provision for babies • Lack of sanitary pads for under-13 year old girls • Lack of equipment for circumcision of baby-boys 	<ul style="list-style-type: none"> • Gaps in terms of assistance provision by the humanitarian organizations working in the camp.
	<ul style="list-style-type: none"> • Many refugees are suffering from trauma related disorders 	<ul style="list-style-type: none"> • Conflict in Syria, witnessing dramatic experiences in CoO. • Mental health issues are not being fully addressed by the health and humanitarian organizations working in the camp.

	<ul style="list-style-type: none"> • Many refugee women are not accessing gynaecological services. 	<ul style="list-style-type: none"> • Lack of a female gynaecologist attending in the camp prevents women from doing check-ups. • Women feel reluctant to share gynaecological concerns with male specialist.
	<ul style="list-style-type: none"> • Refugees are not accessing family planning services 	<ul style="list-style-type: none"> • Health workers assigned to this role, including the gynaecologist, are male. • Lack of specific services addressing family planning, including contraceptive measures.
	<ul style="list-style-type: none"> • PWDs needs are not fully covered by the assistance provision in the camp. 	<ul style="list-style-type: none"> • Lack of specific services addressing PWDs needs such as physiotherapy, technical aids provision and special education.
	<ul style="list-style-type: none"> • Lack of general hygiene in the camp common areas such as the WASH facilities or by the trash bins. 	<ul style="list-style-type: none"> • Community does not respect basic hygienic norms • Lack of commitment from the community to keep the common facilities clean. • Provision of cleaning detergents and soaps is not sufficient.

Solutions suggested by refugees on health

- Refugees recommended the availability of certain specialities in the camp such as ophthalmology, as many refugees are suffering from eyes and vision issues.
- Regarding mental health, refugees recommended to the humanitarian organizations to focus more on this issue as many refugees are suffering from trauma related disorders.
- A female gynaecologist in the camp was suggested by most refugee women and girls.
- Establishment of family planning services, with male and female health workers, to provide with advice, counselling and contraceptive measures.
- Refugees recommended more services addressing **PWDs**, including programmes of inclusion in regular education, special education for those in need, technical aids provision, physiotherapy and other related services.
- Organize awareness and hygiene campaigns to make refugees more aware and accountable for the maintenance of the WASH facilities. Involve refugees in developing their own solutions to keep the camp clean.
- Create an internal monitoring system to issue disciplinary measures to families who don't commit to the standards of hygiene.

Key findings on Livelihoods

Area	Problem Description/ Issues Raised	Causes
Livelihoods	<ul style="list-style-type: none"> • Few livelihood opportunities for refugees • Insufficient remuneration per family. 	<ul style="list-style-type: none"> • Strict regulations of EJC management: only one parent allowed working. • Most professions are forbidden in the camp, including the ones that refugees have an expertise in. • Lack of transparency in work division and assignment per family.
	<ul style="list-style-type: none"> • Complete dependency on the assistance provided by the EJC management. 	<ul style="list-style-type: none"> • Refugees are not allowed to develop their own livelihoods strategies.
	<ul style="list-style-type: none"> • PWDs are not accessing any type of livelihood opportunity 	<ul style="list-style-type: none"> • Lack of livelihoods opportunities for the most vulnerable.
Solutions suggested by refugees on livelihoods		
<ul style="list-style-type: none"> • Refugees recommended strongly opening up the policies for livelihoods established by EJC management, to allow refugees to search their own livelihoods strategies, including a market where necessary items that are not being provided through the humanitarian assistance can be purchased by families. • Open up administrative measures to enter and exit the camp. This was suggested also linked to livelihoods activities, as families would like to have more mobility but also to be able to import certain items to the camp to be able to sell them. • Increase the remuneration of the professions allowed in the camp OR allow refugees to get involved in other professions and income generating activities, including outside the camp. • Allowing refugees to use their expertise in maintenance of the camp, such as repairing caravans or allowing families to build shelters. • Creation livelihoods opportunities for the most vulnerable, such as PWDs. • Opening centers for women where they can do sewing and knitting. 		

- Distribution of coupons system for refugees to purchase from a market

Key findings on co-existence and sense of community

Area	Problem Description/ Issues Raised	Causes
Co-existence and sense of community	<ul style="list-style-type: none"> • Although the sense of community among refugees was generally qualified as to be strong and positive, refugees reported zero contact with host-community. 	<ul style="list-style-type: none"> • Difficult procedures to enter and exit the camp. • Restrictive measures on mobility. • Expensive transportation costs to enter and exit the camp.
Solutions suggested by refugees		
<ul style="list-style-type: none"> • Open up administrative measures to enter and exit the camp. This was suggested also linked to livelihoods activities, as families would like to have more mobility but also to be able to import certain items to the camp to be able to sell them. • Open up measures to facilitate visitors staying longer hosted by the residents and facilitate movement of families, friends, etc. 		