

ZA'ATARI CAMP OVERVIEW

Since its opening in 2012, Za'atari refugee camp has remained the largest refugee camp in Jordan home to over 79,500 Syrian refugees. Many of today's residents have lived in the camp for several years and witnessed its rapid expansion and urbanization. The living standards have largely improved following major infrastructure works including the construction of the water and waste water networks to which ACTED actively contributed with UNICEF support. However, efforts need to be sustained to ensure refugees' decent living conditions.



PROBLEM STATEMENT

Due to very high temperatures during the summer and the cold, rainy and humid winter season, the conditions of shelters in Za'atari degrade rapidly. Most shelters are currently in critical need for upgrades and regular maintenance to ensure decent living conditions and prevent health risks associated with poor insulation. Lack of proper base floor, water leakages and flooding inside the shelters, and rusted sandwich panels are just a few among the issues ACTED's repair and maintenance (R&M) team has come across during its WASH-related interventions



inside shelters. In addition, the unsupervised construction of private toilets by refugees, regardless of hygiene standards, poses a great sanitary threat. ACTED determined that approximately 3,922 private toilets in the camp do not comply with minimum hygiene standards.

RATIONALE & CAPACITY

Through regular monitoring activities and well-established relations with the camp residents, ACTED has identified a critical gap in the provision of repair and maintenance (R&M) services for shelters, including hand-made private toilets.

In 2017, ACTED received a grant from UNICEF in order to upgrade 911 private toilets to minimum hygiene standards within 11 months. ACTED's R&M team, however, using existing and recycled materials and its available labour force has successfully already upgraded 1,100 toilets and aims to reach the target of 1,350 by the end of 2017. Sanitation activities included: concrete works for the toilets, repair of toilets' walls and roofs, waste water plumbing, connection of the toilets to waste water network, provision of hand wash sinks and of European toilets for disabled refugees.

Over the years, ACTED's R&M team has acquired the relevant skill-set and demonstrated its capacity, dedication and commitment to improve the daily living conditions of refugees in Za'atari by implementing this type of projects.

PROPOSED INTERVENTION

ACTED's objective is to **improve the living conditions of 5,500¹ refugees living in Za'atari by upgrading their shelters and private toilets while supporting their economic self-reliance by providing income generating opportunities to Syrian men and women.**

¹ Estimate based on REACH Initiative – WASH Infrastructure and Services Assessment in Za'atari Camp, March 2017.

Activities:

ACTED will provide needs-based R&M services for at least 1,000 shelters, with the support of 37 Cash for Workers, (including 50% of women) consisting of:

- Floor works including concrete, cast concrete for rooms and kitchens, internal plumbing, substitution of damaged wooden floor panels.
- Roof works including general maintenance for sandwich panels and installation of PE sheets to cover households for the winter.
- Household protection including construction of soil and concrete barriers around shelters to prevent flooding as well as of walls and privacy panels.
- Electrical system maintenance inside shelters.
- Upgrading of private toilets to minimum hygiene standards.



ACTED IN JORDAN

More than 350 national and international staff work towards providing multi-sectorial humanitarian assistance and sustainable development opportunities to build the resilience of refugees and host communities in Jordan.

Sectors of intervention include: Livelihoods, Water Hygiene Sanitation (WASH), Governance & Civil Society, Food Security, Agriculture, Protection, and Infrastructure.

About ACTED: For 24 years, ACTED has been committed to immediate humanitarian relief to support those in urgent need and protect people's dignity, while co-creating longer term opportunities for sustainable growth and fulfilling people's potential. Today, ACTED works in 35 countries supporting 11 million beneficiaries responding to emergency situations, supporting rehabilitation projects and accompanying the dynamics of development.

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