

Jordan: Azraq Refugee Camp

April 2018

36,883 refugees are currently in the camp, from a total of **41,505** persons of concern registered.

There are **1,272** recorded disabilities in the camp; 36.67% of these are within children.

8,823 shelters are currently in use in the camp.

59.02% are children, including **285** unaccompanied minors.

3 in 10 households are headed by women

10,479 have been built since Azraq opened in 2014.

AZRAQ CAMP

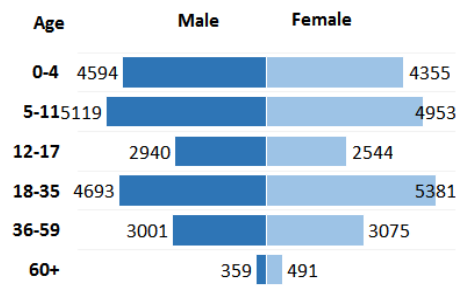
Date of Opening: 30 April, 2014

Capacity: 50,000 (exp. to 100,000)

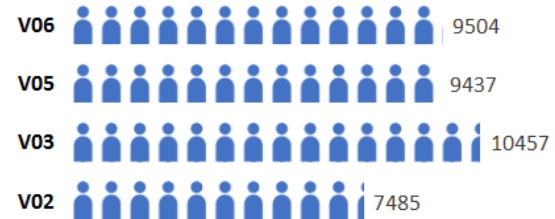
Size of Camp: 14.7km²

PLACE OF ORIGIN IN SYRIA	TOTAL POC
Aleppo	22.79%
Homs	19.47%
Dara 'a	12.65%
Ar-raqqa	9.78%
Other areas	35.31%
Total	100%

CAMP DEMOGRAPHICS



ACTIVE POPULATION DISTRIBUTION BY VILLAGE



UNHCR PRESENCE

Staff:

55 National Staff

7 International Staff

2 International volunteers

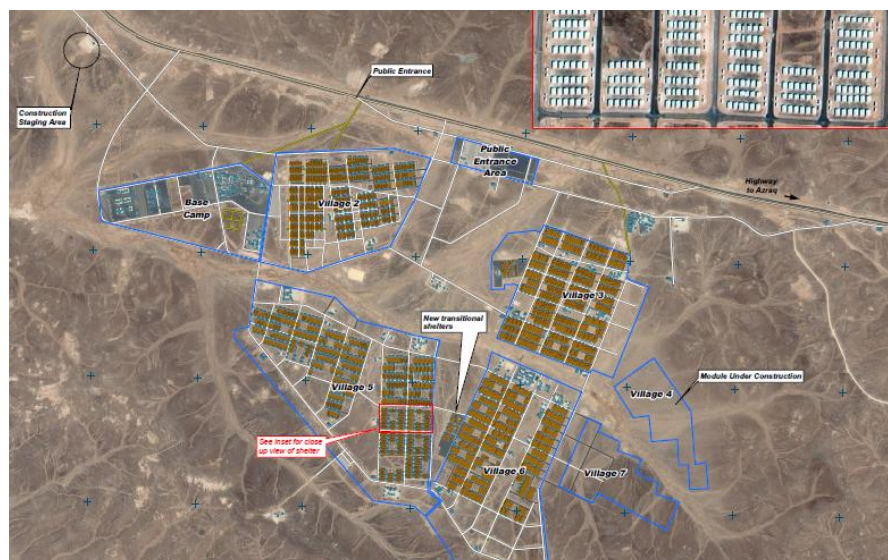
Geographical snapshot:

Distance to national borders:

Syria: 90km

Iraq: 255km

Saudi Arabia: 75km



¹9,686 refugees are on temporary leave or work outside the camp.

Working with Partners

UNHCR works with the following Governmental and humanitarian partners in Azraq Camp:

4 Governmental partners: The Syrian Refugee Affairs Directorate (SRAD), the Ministry of Public Works and Housing (MPWH), the Ministry of Health (MoH) and the Ministry of Education (MoE).

27 humanitarian partners: Action Against Hunger (AAH), Agency for Technical Cooperation and Development (ACTED), Arab Medical Relief (AMR), Arab Renaissance for Democracy and Development-Legal Aid, CARE, Danish Refugee Council (DRC), Finn Church Aid, Fundacion Promocion Social de la Cultura (FPSC), Humanity and Inclusion (HI), International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), International Orthodox Christina Charities (IOCC), International Organization for Migration (IOM), International Rescue Committee (IRC), Mercy Corps, Noor al Hussein Foundation (NHF), Norwegian Refugee Council (NRC), Plan International, Questscope, Relief International, Save the Children, United Nations Population Fund (UNFPA), United Nations Children's Fund (UNICEF), UNOPS, World Food Programme (WFP), War Child and World Vision (WV).

Azraq refugee camp was opened in April 2014. The camp management is co-coordinated by Syrian Refugee Affairs Directorate (SRAD) and UNHCR. Azraq camp currently host **36,883** refugees in four villages out of **41,505** registered refugees. The camp has the potential to be expanded to accommodate **120,000 - 130,000** refugees at maximum capacity. The village-based approach aims to foster a greater sense of ownership and community among residents. The camp has a coordination mechanism composed of different agencies, which include camp coordination, inter-agency community representatives meetings, sectors and Task Force meetings including information sessions. The Inter-agency Camp Coordination Meetings are chaired by UNHCR.

In 2018, Azraq has hosted **several high level visits**, including the Federal President of Germany, Frank-Walter Steinmeier, the Canadian Director General of Humanitarian Assistance Mr. Stephen Salewicz, the German Foreign Affairs Minister Mr Heiko Maas, the Ambassador of the Czech Republic to Jordan, Mr Petr Hladik, UNHCR Eminent Advocate Dato' Sri Prof. Dr Tahir and Finnish Minister for Foreign Trade and Development, Ms. Anne-Mari Virolainen.

Main Activities

Protection

- UNHCR is the lead protection agency in the camp with presence at the Registration/Protection area, and staff conduct visits throughout the camp to monitor and respond to refugees' protection concerns. In addition UNHCR provides documentation and counselling services to refugees. UNHCR works with International Rescue Committee and government partners (SRAD, Shari'a Court, the Family Protection Department and the Ministry of Social Development) on family tracing and reunification of unaccompanied and separated children and formalization of care arrangements for separated children in the camp.
- UNHCR has a dedicated team of staff from Protection, Registration and Field at the Reception Area to receive refugees coming from the urban, or other camps to assist them with counselling, shelter allocation

and Non Food Items (NFIs) assistance. UNHCR also coordinate with International Medical Corps (IMC) International Rescue Committee (IRC), Humanity and Inclusion (HI) and Norwegian Refugee Council (NRC) on cases of refugees identified as single women, Unaccompanied Minors and Persons with Disabilities.

Education

- A total of 9,835 children are enrolled in six schools in the camp. The schools are being supported by UNICEF and the Jordanian Ministry of Education to guarantee access to education for all children in the camp while WFP provides healthy meals to all the students. Schools operate two shifts, girls in the morning and boys in the afternoon. In addition, there are *Makani* Centres (Child Friendly Spaces) providing learning and psychosocial support to boys and girls. Kindergarten facilities and day care activities are also available in the camp. A total of **17** students from Azraq camp have been granted Albert Einstein German Academic Refugee Initiative, known as DAFI, scholarships to study for Bachelor degrees in Jordanian Universities in 2017/2018.

Health

- Four primary health care centers (PHCC) operate in Azraq camp, where healthcare services are provided free of charge through two comprehensive clinics (in villages 5 and 6), two basic clinics (in villages 2 and 3) and one hospital with average of **7,598** consultations in health facilities per month.
- Under the UNHCR Innovation Fellowship, an initiative was developed addressing the issue of delays in responding to medical emergencies in the camp, due to the shortage of ambulances and high number of calls. **27** refugee volunteers from the community were selected, trained with advanced first aid, and designated as **First Responders** responding to medical emergencies in coordination with Jordan's Civil Defence. The objective of the initiative is to support Civil Defence prioritize the urgency of cases and dispatch ambulances accordingly.
- UNHCR and its partners provide psychosocial support to men, women, girls and boys in need. Special assistance is delivered to vulnerable groups such as single parent families and persons with disabilities. UNHCR works closely with its partners on child protection issues and to strengthen early identification, referral and response to sexual and gender-based violence (SGBV) cases.

Food Security and Nutrition

- Refugees receive 20 Jordanian Dinars (equivalent to \$28) per person every month from the World Food Programme (WFP) in the form of an electronic voucher, which can be used to buy food from the supermarkets in the camp using the card-less ©EyePay iris scanning system connected to UNHCR's registration database. WFP also distributes 240 grams of bread daily to all refugees in the camp. Ready to eat meals are provided to refugees upon arrival and a school feeding programme is in place for students in the formal and informal schools.

Water and Sanitation

- There are two boreholes in the camp with a capacity of 120m³/h which ensures good water quality and quantity control as well as better cost efficiency. In April, the average water supply to the camp was **1,600** m³ per day. Water is distributed through the water supply network to **302** tap stands. The daily average water distribution was **44 l/p/d**, (litres per person per day) higher than the **35 l/p/d** standard. An average Waste Water dislodging of 743 m³/day transported to an external Waste Water Treatment Plant (WWTP) EIN GHAZAL 75 KM a way from Azraq Camp. An average solid waste collection of 700 tons and the total

recyclable solid waste was **37.0 tons/month**.

Shelter/NFIs

- In Azraq camp, UNHCR allocates shelters to new arrivals, conducts regular monitoring and coordination with the Norwegian Refugee Council (NRC) to ensure timely maintenance of damaged shelters, and updates the shelter allocations system to ensure information on allocated or vacant shelters is current. All the shelters in the Azraq have been upgraded with kitchen extension.
- UNHCR distributes non-food items (NFIs) and winterization cash assistance to refugees in the camp and those coming through the reception area. UNHCR monitors NFIs/Cash assistance distributions and coordinates with partners to ensure gaps are identified, home visits are conducted and NFIs/Cash assistance is delivered accordingly. UNHCR provided a winterization camp-wide distribution where all refugees received number of assistance on monthly basis, including one-off (20JOD/ per person), monthly cash for gas-refilling for heating/ cooking (for all cases), one-off High Thermal Blanket (3 PCs/ individuals), heaters with gas cylinders (for new arrival only).

Information Sessions and community engagement

- UNHCR facilitates two information sessions per week at UNHCR/ CARE Community Centres where refugees (males and females) come together to address their concerns and share their feedbacks on the ongoing services provided the camp. Information sessions serve as a monitoring mechanism- assisting partners to improve their interventions as well as providing refugees opportunity to communicate directly to service providers.

Camp Coordination and Camp Management

- Azraq refugee camp was opened in April 2014. The camp management is co-coordinated by Syrian Refugee Affairs Directorate (SRAD) and UNHCR. Azraq camp currently host **46,908** registered refugees in four villages, and has the potential to be expanded to accommodate **120,000 - 130,000** refugees at maximum capacity. The village-based approach aims to foster a greater sense of ownership and community among residents. The camp has a coordination mechanism composed of different agencies, which include camp coordination, inter-agency community representatives meetings, sectors and Task Force meetings including information sessions. The Inter-agency Camp Coordination Meetings are chaired by UNHCR.

Community Empowerment and Self-Reliance

- On 18 February UNHCR and the International Labour Organization (ILO) inaugurated the first Employment Office in Azraq refugee camp (ACE). The ACE, set up in coordination with the Government of Jordan and sponsored by the Dutch Government, aims to facilitate access to formal work opportunities across Jordan for refugees living in the camp. UNHCR records the work permit in a data base linked to the Jordanian authorities, facilitating movement in and out of the camp. Refugees who obtained the work permits are able to leave the camp for up to one month at a time. The facility also provides refugees with counselling services, information on labour rights, training opportunities and job matching services. As of 30th of April, 3,575 work permits have been registered in Azraq.
- Three market areas are operating in Azraq camp. The 250 shops – 50% owned by the refugees and 50% by the host community - provide the camp with food shops, restaurants, accessories, bikes and many other items. In addition, UNHCR and its partners have set up an Incentive Based Volunteering (IBV) scheme,

through which refugees play an active role in the functioning of the camp, while earning some extra income.

- Community Centers were established in 2014 in each Village and facilitate vocational trainings, community gatherings and mass information activities by all agencies. Multipurpose sports-grounds in the camp offer additional sports activities for all age groups. The community centers foster an environment for community learning, innovation, feedback mechanism through suggestion box and community initiatives.
- Ideas Box is an innovative portable multimedia center fostering refugees' learning and creativity. The Ideas Box provides Azraq community with customized technologies to access to information, cultural and educational resources. This media center in a kit is designed to empower its users, it fits on two pallets and can be installed in less than 30 minutes. In Azraq camp, key activities conducted through the Ideas Box include Edraak online courses, English dialogue club, knowledge club and creative thinking training, amongst others.
- UNHCR Community Learning HUB-InZone Higher Education Space provides youth in Azraq camp access to quality connected learning initiatives by InZone (a center of the University of Geneva). InZone initiatives in the camp provide youth with various courses such as "Global History Lab" by Princeton University, and "Introduction to Engineering" by Purdue University, where InZone students learn engineering skills and problem solving processes in order to apply these to local challenges in the community. InZone students have been able to develop different projects such as the econ shelter designed with light detecting equipment and sensors to detect gas leakages.
- Hewlett-Packard Learning Studio is an interactive learning environment that unleashes refugee innovation. InZone students were trained in the use of the HP equipment and through the exploration of objects through multiple perspectives, they designed various community-based solutions to challenges faced in the community, including a local design of an air conditioner and a movable devise for the solar panels that detects the angles of the sun to maximize its impact.
- Camp Magazine "Heartbeat of the Camp" is one of the community initiatives designed by a group of 12 refugees, 6 female and 6 male youth in the camp with support from CARE and UNHCR. This community initiative aims to improve the social well-being and support the youth in the implementation of a magazine according to their own designs and ideas. The Camp Magazine team aims to raise awareness about different topics related to life in Azraq camp and issues important to youth including education and health through the various editions of the magazine.

Access to Energy

- Azraq camp has a comprehensive energy plan to connect electricity to all the shelters in the four villages. As of 1 February 2017, a 2 MW solar energy has been providing Azraq camp with 30-35 % of its electrical needs in all the shelters in Villages 3 and 6 to over 15,000 refugees. Currently, and expansion is ongoing to add 1.5 MW to connect the two remaining villages 2 and 5 which will be completed by August 2018. Averagely, each shelter consumes 2.2-2.4 kWh/day, enough power to operate lights, a refrigerator, television, a fan and charge phones. At the meantime, UNHCR has distributed an average of 4 solar lanterns per household to provide light to residents of village 2 and 5 which are not yet connected with electricity. Once completed, it will greatly reduce the electricity bills. In April 2018 UNHCR Azraq was awarded the SET4Food Humanitarian Energy Award for its work as the first large scale project for the supply of energy in humanitarian settings with multilateral involvement of the government and national electric utility and the

nature of its impact throughout Jordan.

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