

# Jordan – Zaatari Refugee Camp

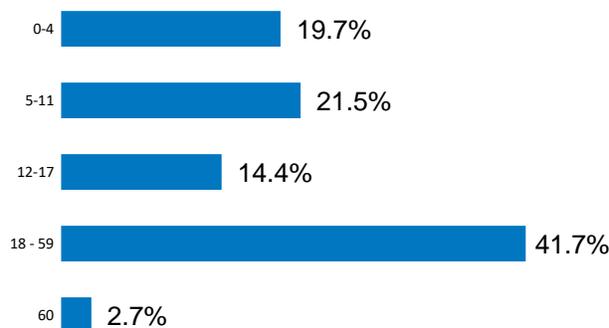
## August 2019

Zaatari is home to **76,602** refugees, nearly 20% are under five years old. **30%** of refugees are female headed households. Average **7,300** weekly health consultations

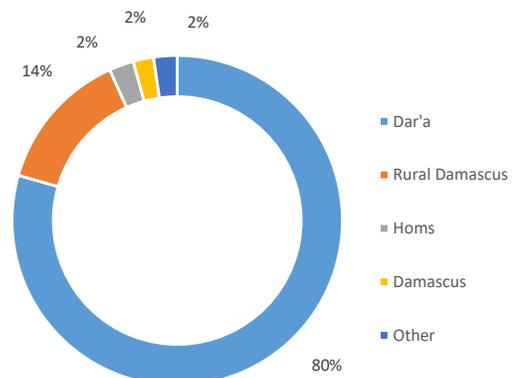
**18,338** children are enrolled in **32** schools, with **58** community centres offering activities. **4,782** refugees engaged in Incentive-based Volunteering inside the camp. **12,835** refugees have active work permits. **16%** are women.

### POPULATION OF CONCERN

#### Age Range



#### Place of Origin



### UNHCR PRESENCE

#### Staff:

**64** National Staff  
**8** International Staff

Zaatari Camp is under joint administration of the Syrian Refugee Affairs Directorate and UNHCR. As the lead agency for refugees in Jordan, UNHCR is also covering Camp Coordination, which includes overall strategic and inter-camp operational coordination as well as within the sector working groups. UNHCR is the lead on Protection, Health, Shelter and Site Planning, Security, Community Mobilization, Basic Needs and Livelihoods.

Zaatari Camp, close to Jordan's northern border with Syria has become emblematic of the displacement of Syrians across the Middle East following its establishment in 2012. In that time, the camp's evolution, from a small collection of tents into an urban settlement of some 76,000 persons reflects both the needs and aspirations of the camp's residents and a transition to a more predictable, cost effective and participatory platform for the delivery of assistance.

## Working with Partners

**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), Japan International Cooperation Agency (JICA).

### Humanitarian partners

**UN organizations:** United Nations Children's Fund (UNICEF), UNOPS, UNWOMEN, World Food Programme (WFP), The UN Food and Agricultural Organization (FAO), United Nations Population Fund (UNFPA), International Labour Organization (ILO), International Organization for Migration (IOM).

**International non-governmental organizations:** Kokyoo Naki Kodomotachi (Children without Borders KNK), Relief International, War Child and World Vision (WV), King Salman Humanitarian Aid & Relief Centre, Kenan Refugee Project (KRP), REACH, Save the Children, Syrian American Medical Society Foundation (SAMS), Lutheran World Federation (LWF), Mercy Corps, International Rescue Committee (IRC), International Relief and Development (IRD), Norwegian Refugee Council (NRC), OXFAM, Questscope, International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), Agency for Technical Cooperation and Development (ACTED), Arab Renaissance for Democracy and Development-Legal Aid, Fin Church Aid (FCA), Humanity and Inclusion (HI), Holy Land.

**National non-governmental organizations:** Noor Al Hussein Foundation (NHF), Jordan Humanitarian Aid Society (JHAS).

## Main Activities

### Protection

- Humanitarian partners in Zaatari support the Government of Jordan's efforts to provide protection services to the camp's residents. This includes safeguarding the right to seek asylum, safety, and equal access to services and durable solutions; strengthening targeted services and assistance for persons with specific needs; protecting children from all forms of harm, exploitation, violence and abuse to ensure their well-being and resilience through giving them space and opportunities to develop themselves; reducing the risk of SGBV and ensure survivors lead a life in dignity; increasing community resilience through engagement and ownership.
- UNHCR evaluates protection services and refugees' understanding of their rights through quarterly monitoring. Four data sets are used: household phone surveys, in-person surveys at the Service Area, case management data analysis, and community engagement feedback.
- In line with community-based approach, UNHCR established a network of community protection volunteers to strengthen prevention and response mechanisms, as well as to identify the concerns at the community level. The network consists of 90 members (39 females, 51 males). In addition, UNHCR operates a 24/7 emergency hotline for urgent protection cases.

### Community Based Protection

- UNHCR's range of community-based interventions are orientated around the social aspects of the Agency's protection work, promoting self-reliance and resilience as well as responding to vulnerability within the Camp's population.
- Community centres are safe and public places where women, men, boys and girls of diverse backgrounds can meet for social events, recreation, education and livelihood programmes, information exchange, and other purposes. They are established with the main objective of empowering refugee and providing them with a forum to promote their participation in decisions that affect their lives. Several activities and services are conducted within the community centres, including Accelerated Learning Programmes, library, online

courses, day care/kindergarten, recreation, sport activities, children's games, Skills Development, Language, computer, vocational training, feedback and complaints opportunities.

- Networks of Community Gatherings form the basis of the humanitarian communities' two-way communication with the refugee population to ensure their full involvement in decision-making processes, define needs and priorities, strengthening of partnership and mobilization, each community gathering structure serve as the official channel for dialogue on pressing need priority issues.

### Basic Needs

- UNHCR provides assistance to meet the basic needs of the refugee population in the camp through regular distributions and targeted assistance in line with identified needs. Although most of the assistance is delivered in the form of cash, UNHCR provides core relief items (CRIs) such as blankets, cooking utensils, plastic sheets, ground mats, mattresses, jerry cans, and buckets based on individual assessments and to new arrivals to Zaatari Camp. Transition from in-kind towards cash assistance is the current objective; as it is the most dignified and empowering way of delivering assistance and fostering local markets.
- Cash for cooking gas is provided to the entire camp population regularly throughout the year and cash for heating gas is provided during winter. The amount of cash depends on the family size.
- In January 2019, a new modality for baby diapers has been implemented. Families with children under two years receive Jordanian Dinar 20.25 per child to cover the needs for three months, and women from 12-50 years are provided sanitary napkins.

### Basic Needs - Winter Cash Assistance and Core Relief Items (CRIs)

- As Zaatari camp usually experiences harsh weather conditions during the winter months, an interagency winterization plan has been put in place to mitigate the effects of the weather conditions. The multi-sectorial response plan covered Water and Sanitation, Health, Basic Needs, Shelter, roads and infrastructure sectors for the period November 2019 to February 2020. UNHCR is planning a camp-wide distribution of cash assistance covering winter needs if financial resources become available ahead of the winter season.

### Education

- Currently, 18,338 children, 49 per cent girls and 51 per cent boys, are enrolled in formal schools from an eligible population (6-17yrs) of 25,402. To further the quality of basic education, school expansion, class formation planning, the development of physical infrastructure, together with investment in teaching and supervision practices are seeking to address barriers to enrolment and retention. To compliment formal education, UNICEF runs non-formal education programmes, where over 840 students are enrolled. While over 5,300 children benefit from learning support services at the Makani centres and 4,694 youth have access to skills training opportunities in the camp, the establishment of quality, relevant, flexible and diverse pathways to certified post-basic and tertiary level learning opportunities is a priority. UNICEF is also implementing Early Childhood programme, which has been integrated in the Makani benefitting over 1,693 children. To further enhance education, the first inclusive playground was recently opened in Zaatari. Currently, 770 students with disabilities are being supported through ten resource rooms, shadow teachers, individual academic support, visual and hearing aids.
- UNHCR is working on establishing an Innovation Lab in Zaatari camp, currently working with national and international institutions on the preparation of the opening of the Lab which is expected to be in Next October 2019.
- A total of 114 refugees from the camp have earned the DAFI scholarships, out of them 16 students have graduated, 98 students are still studying in Jordanian Universities.

### Health

- To sustain quality primary health services, building the capacity of national partners to assume greater responsibility for service provision is a priority, while furthering the health status of refugees through self-care.

In support of secondary and tertiary health care interventions; including off-camp referrals, priorities include: the integration of Health Information System (HIS) reporting; the mainstreaming of standard operation procedures in instances of sexual and gender based violence; the establishment of a Health Quality Control Committee for assessment and monitoring; a transition to a unified E-Health electronic records system for patient care; the adoption of a health education strategy, the implementation of targeted reproductive health behavioural change programmes; and investments in infrastructure to expand the scope of emergency health care.

- UNFPA provides quality integrated 24/7 reproductive health care and Gender based Violence services in four clinics in the camp.

### Food Assistance

- All camp refugees receive JOD 23 (USD 32) per person per month through Block chain system (BB) to cover their food needs. The assistance can be redeemed from two WFP contracted supermarkets (Tazweed and Safeway) and four dedicated bread selling points located in the camp. This allows camp residents to choose from a variety of goods as well as it brings a sense of normalcy and dignity to their life. In October 2016, WFP introduced the card-less EyePay iris scanning system based on UNHCR's biometric registration data, which helps to enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees. The block chain (BB) technology is an innovative assistance and cost-efficient delivery mechanism in Zaatari camp.
- Four Healthy Kitchens provide healthy school meals to refugee children in all formal schools, employing refugee women under the incentive-based volunteering programme. The project aims to improve health and nutritional awareness as well as to boost healthy eating habits by providing nutritional information and food safety trainings.

### Water and Sanitation

- In a bid to improve efficiency, cost effectiveness, sustainability and the overall quality in service delivery, UNICEF established in 2016 three internal water wells with a combined daily capacity of 3,800m<sup>3</sup>, and a wastewater treatment plant with a capacity of 3,600m<sup>3</sup>/d; to meet the needs of the Camp's population. In addition, a piped water supply distribution system has been constructed and is being commissioned. This network will ensure piped water delivery to every household in the camp, together with a piped sewage network, linking the collection system to the wastewater treatment plant. In addition, solid waste management and community-led low-cost recycling are priorities.

### Community Empowerment and Self-Reliance

- Ensuring access to essential services including food, household items, and other basic needs remains a necessary component of the assistance. A camp-wide assessment focused on socio-economic vulnerability which combines livelihoods assessment on household skills, experience, income and interests will be implemented to ensure accurate and complete data on vulnerabilities. In this regard, a phased transition to the self-management of needs through cash assistance is envisaged, together with the current Incentive-Based Volunteering, previously known as Cash for Work (CFW), skills-training and community-development, livelihoods programming to promote prosperity, stability, and peaceful coexistence.
- Since the establishment of Zaatari Office of Employment (ZOE) in partnership with ILO and Ministry of Labour, the office provides employment services and facilitates the issuance of work permits for the camp's residents. It caters to both women and men job seekers and one of its many objectives is to advertise job vacancies and training opportunities for camp residents through job fairs, exhibits and other means. In addition, the work permit has facilitated the mobility of the refugees from and to the camp. As of May 2019, ZOE has a record of 12,198 active work permits (86% male, 14% female). Work permit holders now represent approximately 37% of Zaatari Camp working age population (18 to 60).
- An important decision by the council of ministers on November 7, 2018, opened the home-based sector to Syrian refugees allowing the possibility to register and operate HBBs and organizations to support them under the refugee component of the Jordan Response Plan (JRP). The government specifically allowed home-

based business in all subsectors/categories inside refugee camps, including those otherwise closed for non-Jordanian nationals. An assessment was conducted to understand the potential of home-based income-generation in the camp. The aim is also to encourage endorse more self-sufficient and sustainable market-based approaches in line with livelihoods sector guidelines and standards.

- Almost 30 percent of the camp population are women and girls (ages 12-60), their contribution to the community is significant. UN Women operates two centres – Oasis – to build women’s resilience and empowerment through access to multi-sectoral services. The Oasis are conceptualised around, securing livelihood opportunities, GBV prevention, protection and awareness raising services as well as remedial education, leadership and civic engagement initiatives for women.

#### Access to Energy

- A 12.9-megawatt peak solar photovoltaic (PV) plant opened in November 2017 allowing UNHCR to increase the provision of electricity to refugees’ homes from the current 8 hours up to 12 hours. This upgrade eased the living conditions of families in the camp and improved their safety and security, while facilitating the storage of food and allowing children longer hours to do their homework. The plant helped UNHCR save an average of approximately USD 5 million per year in electricity bills, an amount that could be redirected to expand other vital services to Zaatari camp residents. It is foreseen that other facilities such as hospitals, community centres and offices of humanitarian organisations working on site will also benefit from the electricity generated by the plant. All 2,300 sodium street lights in Zaatari camp are replaced with LED low-energy consuming lights to save energy and going for more green.
- To ensure community participation and empowerment, JICA trained 144 refugee electricians at the National Electric Power Company training center (NEPCO-ETC). These electricians will be responsible for connecting households to the distribution network, ensuring the connection is safe and reliable.

#### Shelter

- UNHCR is responsible for coordinating shelter assistance and camp infrastructure improvements on behalf of all humanitarian partners; working to ensure equitable and gender appropriate access to adequate shelter and basic facilities, together with the provision of a sustainable energy supply. There are over 26,000 pre-fabricated shelters, each include a latrine and kitchen to ensure privacy of the refugees. A household addressing system is in place and is updated regularly. In order to accommodate Persons with Disabilities, some shelters have been adapted to their needs and conditions. In 2019, 1,000 vulnerable families in Zaatari camp received shelter maintenance assistance through shelter maintenance project.

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