Kiziba Refugee Camp, Rwanda

August 2023

Kiziba is the oldest refugee camp in Rwanda and was established in 1996. It is currently host to **16,065** refugees and asylum seekers. Around **48 percent** of the population are under the age of 18 years old.

Kiziba is located about 15 km outside Karongi town, in Karongi District, Western Province. In total, the camp covers **44 hectares** and is divided into 10 community administrative units (quartiers).

UNHCR works with 12 different partners in Kiziba refugee camp to deliver assistance and services to the refugee population.

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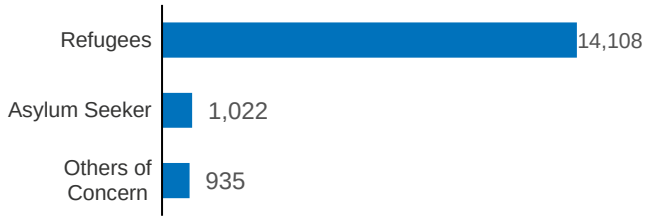

UNHCR STAFF BASED IN THE KARONGI FIELD OFFICE COVER THE NEEDS OF REFUGEES IN KIZIBA REFUGEE CAMP

UNHCR, the Ministry of Emergency Management (MINEMA), partners and refugees work together during an organized community work (Umuganda) to repair a damaged road linking quartier 3 and 10 in Kiziba camp.

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Main Activities

Camp Coordination and Camp Management

- Kiziba refugee camp is managed by the Ministry of Emergency Management (MINEMA) represented by Camp Manager, Deputy Camp Manager and supported by the Directorate-General of Immigration and Emigration (DGIE) staff and Police. Camp coordination is undertaken by MINEMA and UNHCR.
- Refugees in Kiziba refugee camp are highly dependent on humanitarian assistance, and very few individuals have access to employment opportunities. The available work opportunities are mostly in agriculture, construction, or domestic work sectors. Food in the camp is provided by World Food Programme.
- UNHCR works with 12 partners, both implementing and operational, across a variety of sectors in Kiziba refugee camp and Karongi District, namely with: World Food Programme (WFP) on food and nutrition; Save the Children International (SCI) on health and nutrition; Adventist Development and Relief Agency (ADRA) on logistics; Humanity & Inclusion (HI) on assistance for people with special needs and disabilities; Plan International (PI) on child protection and gender-based violence; World Vision International (WVI) on education and water, sanitation and hygiene (WASH); Caritas on livelihood; Prison Fellowship Rwanda (PFR) on legal assistance, community-based protection and birth registration; Inkomoko on livelihoods; Kepler on education; Rwanda Red Cross on non-food items, livelihoods and first aid; Practical Action on energy and environment; and Impact Hope on education.

Protection

- To ensure accountability to the refugee community, UNHCR and partners operate complaint and feedback mechanisms, including complaint boxes, a protection hotline, protection email, and protection desk in Kiziba refugee camp. The protection desk in Kiziba refugee camp operates three days per week to identify vulnerable refugees and protection cases, provide counselling, and refer refugees to relevant services. Most refugees who approach the protection desk enquire about resettlement opportunities, health services, request changes to their family composition (registering of births, deaths, and marriages) and report protection concerns. In August, UNHCR provided counselling on 20 cases received at the protection desk, and 13 cases received by the Continuous Registration Panel (CRP) operated by UNHCR, MINEMA and DGIE.
- In Kiziba camp, community-based child protection mechanisms are applied to strengthen child protection throughout the camp. UNHCR staff and partners work to manage individual child protection cases by providing counselling and solutions on their protection issues.
- In August, UNHCR conducted 73 Best Interest Assessments (BIAs), and 1 Best Interest Determination (BID) to support processing of resettlement submissions for families having children at risk.
- In August, Rwanda Taekwondo Federation conducted a workshop in taekwondo in Kiziba camp, 142 refugee youth under 18 years participated.
- In August, UNHCR and partners reached 2,219 youth through sports for protection activities with an increase in participation in football, basketball, and volleyball.
- UNHCR protection staff and partners in Kiziba refugee camp work with Plan International (PI) to identify and support victims of sexual and gender-based violence (GBV) and provide psycho-social support and medical referrals. The common forms of GBV cases reported include sexual assault, physical assault, psychological abuse, and denial of resources. In August, UNHCR and PI managed three new GBV cases and monitored 18

previous cases while reaching out to 1,315 persons (456 male, 859 female) with GBV prevention activities. Challenges in preventing and responding to GBV in the camp include a culture of silence, delays in legal procedures which encourage impunity among GBV perpetrators, and lack of sufficient funds to implement income generating activities for the socio-economic empowerment of women and girls.

- UNHCR's partner HI supports people with disabilities in Kiziba refugee camp by providing them with supportive devices and promoting their inclusion in different activities. In August, 89 individuals with disabilities (57 male and 32 female) received basic functional rehabilitation services. In addition,19 children (11 boys and 8 girls) with physical and mental disabilities were supported with supplementary feeding.

Education

- Refugee children in Kiziba camp are integrated into the national education system although UNHCR continues to pay some refugee teacher salaries. Teachers and students went on vacation in July, and school activities were on hold in August. Home-based Early Childhood Development (ECD) Programme continued, and 1,086 children attended in August.
- WVI conducted a refresher training on how to use ProFuturo digital platform with educational resources in August, and 38 upper primary teachers attended the session. Teachers were advised to familiarize themselves with this platform and use it regularly in their daily activities.
- In 2015, UNHCR and Kepler, launched the Kepler University campus in Kiziba refugee camp to improve refugees' access to tertiary education. Currently,154 refugee students are enrolled in its blended learning program to earn a degree from Southern New Hampshire University. For the academic year 2023-2024, 132 applications were received (110 refugees and 22 Rwandans). In general, 88.6 per cent of employment rate is reported for Kepler graduates.

Health

- In Kiziba refugee camp, primary health care and medical screenings are provided by UNHCR and SCI. There is one health centre in the camp that also serves Rwandan community living in the surrounding areas. Refugee patients in need of further or specialized treatment are referred to district and national hospitals. The camp's health centre includes a maternity ward, laboratory, consultation rooms, pharmacy, and in-patient wards with a doctor, 12 nurses, and 14 refugee assistant nurses. In August, 3,183 individuals received medical and health services, with 111 people admitted to the in-person ward in the camp's health centre and 137 cases referred to hospitals (105 refugees and 32 Rwandans).

Food Security and Nutrition

- WFP provides support to refugees through cash assistance for food, which is transferred to refugees monthly via bank cards, and sometimes via cash agents in the camp in cases where bank cards have errors.
- In August, therapeutic feeding was provided to one Rwandan with severe acute malnutrition and eight refugees with moderate acute malnutrition. UNHCR in partnership with SCI also provided supplementary feeding to 462 children of 6 months of age, 284 pregnant women and lactating mothers, and 89 people living with HIV.

Water, Sanitation and Hygiene (WASH)

- Water is distributed to refugees through several water points and water stands located within the camp. The available water supply is 26.6 litres per person per day, which is well above the recommended minimum standard of 20 litre per person per day.

- Kiziba camp has 744 drop holes of latrines which equates to 23 persons per drop hole (against the standard of 20 persons) and 338 shower rooms equating to 52 persons per shower room (against the standard of 50 persons); 92 hand washing stands have been built by the refugee community to promote hygiene in the camp. Two trucks to dislodge latrines and empty garbage in Kiziba camp are available.
- Hygiene promotion sessions are regularly conducted throughout the camp by a group of 56 refugee volunteers and casual workers reaching 2,410 persons with educational messages (920 male and 1,490 female). WVI distributed 200 litres of liquid soap for handwashing in public facilities, such as camp offices, schools, marketplace, health centre and community centre.
- In August, UNHCR conducted maintenance and repairs of WASH facilities within Kiziba camp. As a result, 26 m of access and water ways were maintained; 604.9 m water pipeline repaired; 27 water taps, and 11 valves fixed; 1 water meter and 1 air point constructed; 10 water taps replaced; 3 water tanks welded; 41 water pipe leakages fixed; dislodging of latrines to support routine maintenance conducted; 77 blocks of communal latrines disinfected; and 31 vector control activities conducted.

Shelter and Non-Food Items (NFIs)

- Kiziba refugee camp covers 44 hectares of land and has a total of 3,413 shelters which accommodate the camp population. In coordination with the shelter committee, UNHCR allocates vacant shelters to refugees based on the needs. Due to lack of space and shelters within Kiziba camp, the standard for shelter size (3 m x 4 m = 12 m^2) and the number of persons per shelter (five maximum) is not respected and approximately 32 per cent of all households do not live in adequate dwellings.
- UNHCR distributes shelter repair material to refugees to help them repair their own homes and create a sense of ownership. Where needed, UNHCR directly supports more vulnerable refugee populations in undertaking the construction and maintenance. In August, UNHCR also assisted in providing materials to six families whose shelters were destroyed by winds in Kiziba.
- In August, UNHCR, its partners and refugees from Kiziba camp welcomed new arrivals of asylum seekers from Nkamira Transit Centre. All 1,007 asylum seekers were registered by UNHCR (level 2 biometric registration) and allocated shelters in the camp.

Energy and Environment

- Due to its location on hilly terrain, Kiziba refugee camp is susceptible to negative environmental impact and degradation such as soil erosion, rainwater runoff and creation of gullies. UNHCR, refugees and members of the host community plant trees through *Umuganda* (community work). From February 2022 to August 2023, 11,923 seedlings were planted in Kiziba camp.
- In 2018, the Government of Rwanda banned the use of firewood. As a result, UNHCR distributes cash assistance for energy to refugees in Kiziba refugee camp monthly to help them buy fuel for cooking. Despite this, since June 2023, the distribution of cash for energy has been put on hold due to a lack of funds.

Livelihoods and Economic Inclusion

- As part of the livelihoods project which UNHCR runs in partnership with Caritas Rwanda to support refugees graduate from poverty, 419 refugees and Rwandans received cash grants in the first quarter of 2023 to support them in establishing small businesses.
- In August, UNHCR and Caritas continued to monitor the businesses which have been established through the project including 94 related to agriculture, 67 related to livestock, 186 related to trading,49 providing services, and 26 related to vocational activities.

Durable Solutions

- Resettlement is currently the primary durable solution for refugees in Kiziba refugee camp. From January to August 2023, UNHCR has submitted applications for 1,429 individuals for resettlement to Canada, France, Norway, and the USA. Moreover, from January to August 2023, an additional 1,498 refugees departed Kiziba camp for resettlement to third countries.
- To maintain continuous communication, manage resettlement expectations, and mitigate fraud, UNHCR continues to provide individual counselling to refugees, in-person and through the hotline. UNHCR also holds town hall meetings on monthly basis to provide refugees with structured messages about resettlement and answer queries raised by the community.
- Legal and policy provisions exist to facilitate the local integration of refugees throughout Rwanda, including in Kiziba camp. Despite this, requests to locally integrate are few and the majority occur due to marriage between refugees and Rwandan nationals. UNHCR remains available to support refugees pursue naturalisation through legal pathways.