



Key messages:

All new activities in the camp **MUST** be approved and coordinated with: (a) the government (b) camp management. Camp management will approve requests supported by the relevant sector and if they are cost effective, focused, constructive and have the greatest possible impact. All activities in the camp have an effect on overall security, so it is imperative to go through the correct procedures before commencing any activity in the camp. Any organisation that does not respect this condition will have their permission to operate in the camp revoked by camp management.

Contact Sobia Oberg oberg@unhcr.org or Kilian Kleinschmidt kleinsch@unhcr.org

Actions:

Ref	Actions from previous meetings	Who	When	Done?
Emerging issue				
Security				
2/7	Incident reports should be completed for all incidents, and shared with UNHCR FSA	All	Ongoing	Ongoing
Camp Management				
06/08	Any meetings with refugees should now take place in the shared meeting area in the buffer zone. Pedestrian gate is open.	All	Ongoing	Ongoing
03/09	Agencies planning to have a regular physical presence in the compounds should express their interest to UNHCR camp management	Mohamed Jeritila jertila@unhcr.org	Ongoing	
03/09	Base Camp Management: Team Connect Contact details across Please Fill RFO in advance of any issues.	Azmi Alhasany Team Connect azmi@team-connect.co 0798021719		
10/09	Meeting rooms to be booked 48 hours in advance	Amer Batayne bataynea@unhcr.org 079632469		
29/10	Press Officer/ External Relations	Naserddine Touaibia touaibia@unhcr.org 0798611914		
29/10	Mass Information contact	Naserddine Touaibia touaibia@unhcr.org 0798611914		
03/12	All agencies planning to distribute any NFI item in the camp must get prior approval from camp management.	Sobia Oberg oberg@unhcr.org 0796324737		
11/03	Electricity	Yanal Madanat almadana@unhcr.org 0797056990		

Security:

The general security situation in the camp was relatively calm except for one major incident.

There was a serious clash on Saturday 12 April at approximately 17:30 between refugees and security forces in Zaatari. The incidents took place in Districts 7 and 8. This was the first serious clash in Zaatari since July 2013, since when the overall security situation in the camp had been improving steadily. Last year in April an SRCD officer was killed during a similar scenario, attempting to stop a smuggler from illegally exit the camp.

Summary of events:

- The trigger for the unrest appears to have occurred when refugees being smuggled out of the camp were detained by the PSD. Following their detention, calls were made to other refugees to intervene for the sake of the “tribe’s honour.”
- Crowds quickly increased from tens to hundreds to a PSD estimate of several thousand. Police posts in one part of the camp were then attacked with stones & risked being overrun.
- Reinforcements were called in from the Badia (Desert Force) who were also attacked. Tear gas & warning shots using live rounds were fired.
- Refugees proceeded to burn multiple tents (less than 10) and 6 caravans. Gas cylinders were then thrown into the fires. Other gas cylinders were turned on and the gas ignited and turned towards the security forces.
- During the clash refugees were shot, with one 17-18 year old male dying early Sunday morning. Jordanian security forces reported hearing gun shots from the direction of the refugees. The incident continued until midnight.
- There does appear to have been significant restraint from the security response against what could have been an even worse outcome.
- In the end 28 security officers were injured, 5 of whom are still in hospital. 3 children suffered from tear gas inhalation and were treated at the Moroccan hospital.
- BBC report on the trigger for the unrest was incorrect. As far as we are aware there was no four year old boy who was run over by any Jordanian government vehicles.
- On Sunday the camp remained tense but calm. Bread distribution continued as normal.
- All staff reminded to report any security incident to UNHCR.
- All staff reminded to remain vigilant, and take a balanced view towards security concerns and dynamics in the camp.

Community policing:

- Stephen Boddy, Community Police Advisor, SIREN Associates present a summary of their work
- SIREN Associates have been running the community policing in Zaatari for 6 months. Community policing involves the training and work of police officers on the ground in Zaatari. There are currently 18 full-time community police officers. This will soon be expanded to 32 with an ideal capacity of 64.
- The community police will now establish an office in the old French hospital site. The site will include a meeting room for refugees with police and a private interview room. This will be operational by the end of next week. SIREN Associates also intend to establish 2 police posts at the edge of camp
- Next week there will be a training for joint operations between UHCR, Civil Defence and the Police
- Siren Associates have also developed a new map system of the camp for officers to quickly locate their position in the camp. This system was first developed in Northern Ireland.
- Siren Associates are also training mentors for community policing as roll-models, and providing English classes.
- For further information contact Stephen Boddy (stephen@sirenassociates.com) who will be in the old French hospital compound over the next few days.

Coordinated Needs Assessment:

Presentation by Hugh Earp (NRC) and Kaleem ur-Rehman (UNHCR)

The Coordinated Needs Assessment SOPs and online Needs Assessment Registry are now active.

Partners now have to register planned assessments online, and seek approval from sector chairs. This system is intended to improve transparency on planned assessments, reduce duplication in assessments in the same area or for the same subject, encourage partners to use secondary data before moving to primary data collection, and to make available existing assessments. Ultimately this is about reducing pressure on refugees from over-assessment, reducing costs and strengthening efficient use of information. A Needs Assessment Registry has been established in the inter-agency portal <http://data.unhcr.org/syrianrefugees/country.php?id=107>.

Without logins, partners can review existing or planned assessments by other organizations. With log-ins, partners can enter information on their planned assessment, and then the sector chair reviews and approves the assessment. Time-limits have been set after which there is automatic approval, to prevent bottlenecks. At the

camp level (Azraq and Zaatari) there is an additional layer, with the camp management also reviewing/approving.

This system does not in any way affect the Government's own approval procedures, either through a technical line ministry or through MoPIC/the Inter-Ministerial Committee. For the camps, SRAD is very much involved and has a veto on new assessments.

To support this system at the camp-level NRC have a new Assessment Coordination Officer - Suzanne Khnaifes (suzanne.khnaifes@nrc.no). For the national level, including urban/rural, Kaleem ur Rehman from UNHCR will be responsible for follow-up and answering any queries, and creating log-in access for partners and sector chairs rehmank@unhcr.org

Health

- There is an increase in incidence of scabies in the camp. Since yesterday the JHAS clinic have started treatment for 243 cases.
- There are rumours of TB spreading from Syria. These are untrue. A reminder that IOM have 12 outreach staff at Rab Al-Sahan screening for TB. There have only been 109 confirmed cases in Jordan.
- The new Saudi clinic in District 5 will soon take the pressure off other clinics in Zaatari.
- Concerns that there will be an increase of acute diarrhoea in the camp as summer approaches. Reminded to emphasis importance on work with hygiene promotion and WASH.
- Psycho-social support and care in Zaatari is in the process of being mapped through the 3Ws by IMC. All partners involved with the provision of psycho-social response advised to contact Ahmad Jaran (ajaran@internationalmedicalcorps.org) with updated information.
- Dr. Brendan Dineen (UNHCR) presented a brief overview of clinics in Zataari;
 - **Moroccan field hospital (Champs Elysees):** in-patient facility, 60 beds with lab service, drawing blood, urine, (sent to MoH in Mafrag) plus a small surgical unit.
 - **Italian hospital (Champs Elysees):** Royal medical service of Jordan. Runs as daytime cline.
 - **Jordan Health Aid Society (JHAS) clinic on (Champs Elysees):** outpatient facility open 24/7. Noora Hussein Foundation also run a physiotherapy unit, and International Medical Corps runs a psychiatric and psycho-social unit on the same site.
 - **Medicine Du Monde clinic on (Champs Elysees):** day time primary healthcare services
 - **New Saudi Clinic in district 5:** day time primary healthcare services and dental services,
 - **UNFPA clinic in district 5:** birthing and delivery clinic (if birth is complicated referred to Mafrag hospital).
 - **MSF Holland facility in district 5:** Established in April 2014. Treats war-wounded patients, orthopaedic care, but no head or spinal cord treatment. Patients from Ramtha are also transferred to this facility. Previous MSF France paediatric hospital. It has 20 caravans.
 - **Medicine Du Monde Clinic 2 in district 5:** day time primary healthcare services.

WASH

- Both boreholes functioning well. There is now permission for a third borehole in District 7 or 8.
- On Sunday water supply to the camp was reduced by 1,000M³ with 400 M³ less of de-sludging.
- Handover of WASH facilities to WASH committees is ongoing, only 7 facilities left in district 2.
- Distribution was interrupted slightly due to the security incident on Sunday but now back to normal.

Food:

- The 2nd GFD/ voucher cycle of March 2014 is complete. 93,648 beneficiaries fed through GFD and 90,763 beneficiaries received vouchers according to the SCI distribution report.
- The 1st cycle of April started on 2 April covering 100,822 beneficiaries providing voucher of 10 JD, dates and date bars and will be completed on 14 April.
- In consultation with SCI, WFP decided to stop to stop the GFD on Saturdays along with Fridays except bread and biscuits in schools on Saturdays.
- Ongoing distribution of dates donated by Saudi Arabia: family size 1-4 receives 2kg, family size 5-10 receives 4kg, and family size 11-19 receives 6kg.
- Daily distribution of 22.5MT of bread is on-going.
- WFP continue to distribute welcome meals through IOM in Raba Al-Sahan reception centre.
- WFP and Save the Children started distribution of supplementary feeding 3 days per month targeting children from 6-23 months.
- WFP has conducted a rapid assessment on the main reasons Syrians are leaving Syria. Results are as followed; safety and security (48%); food insecurity (39%); lack of healthcare (9%); lack of jobs (4%).

NFI:

- 62,000 beneficiaries received sweaters
- 11,000 babies aged 0-2 received diapers
- Hygiene kit distribution is planned for next week
- TOMS summer shoes will be distributed soon by Save the Children International

Protection:

No one present from Protection sector.

Verification exercise is ongoing. Back-log of cards, (6,000 refugees on-hold) with 80-85% attendance rate.

Verification will finish by the end of May,

Shelter:

- 102 caravans were distributed between 30 March to 2 April
- 1090 caravans were distributed in March.
- 4,708 caravans have been distributed since January 2014

Community Services:

For community mobilisation the referral system is under development. Concerns that some partners are not aware of the district team meetings. Request from UNICEF on information on school drop-outs. Age and disability taskforce will resume next Sunday after postponed meeting last Sunday.

Education:

Education referral pathways will soon be finalised by the Education WG. Key indicators, needs assessments, ToR have been finalised.

Youth taskforce:

In coordination with JEN, the Youth taskforce are incorporating youth voices into the JEN Zaatari magazine. The Youth taskforce is mapping activities for youth using Activity Info to highlight gaps. There will be a workshop on Thursday to try and address and combat the issue of child labour.

Mass Information:

Reminder to discuss any projects with UNHCR Zaatari before presenting to Amman level.

Base camp:

Discussions to stop parking in the base camp and move forward with new approach for vehicles. Looking into the option for a commercial operator to operate parking outside the base camp.

Next meeting will be on Tuesday 15 April, 2014, at Za'atari Base Camp meeting room 4, at 14:00.