

## WASH Sector Coordination

### Minutes of weekly Zaatari camp WASH sector coordination group

**Date:** Monday, 21<sup>st</sup> April 2014

**Venue:** UNHCR Caravan (Meeting Room # 3) Za'atari Base Camp

**Time:** 11:00 AM- 12:30 PM

**Duration:** 1.5 hours

**Present:** Habib ur Rehman - Chair (UNICEF), Tom Corcoran (UNHCR), Diana Elfawair (UNHCR), Romain Briey (JEN), Cappai Cgail (JEN), Giselle Hall (REACH), Andy Boscoe (Oxfam), Ahmad Awdalla (ACTED), Johnson Opka (UNHCR) Jakob Pajak (ACTED), Hester Clark (UNHCR), Wajdi Abu Saif (Open hands),

- ❖ For WASH info & documents, refer to the on-line "Box" storage, [https://www.box.com/signup/collablink/d\\_528023294/7a4a32df9e549](https://www.box.com/signup/collablink/d_528023294/7a4a32df9e549), and the WASH Working group page on the UNHCR portal: [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=18](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=18)
- ❖ REACH's maps and weekly WASH reports can be found on the on-line "Drop Box" storage: <https://www.dropbox.com/sh/n9ngx1oy848q644/v6gd24hWRa>
- ❖ REACH's maps on the latest wastewater assessment (currently only Ds 1,2,3,4 and 12): <https://www.dropbox.com/sh/n9ngx1oy848q644/c5Hjdii1j0/Waste%20Water%20Assesment%20-%20All%20Camp>

#### 1.0 Update on WASH Block Handover

Summary of discussions	<p><b>1.1 Handovers update.</b> Unicef developed Excel file regarding WASH block handover is being used as a helpful document to monitor WASH block handover. The table is colour coded. Green relates to 'WASH blocks handed-over that meet minimum standards', yellow relates to 'WASH blocks awaiting handover', and red relates to 'vandalised facilities'. The updated WASH block handover chart is attached to the minutes. There are 27 facilities waiting for handover. The handover process will be finalised by the end of April with an evaluation expected in June 2014. No WASH committees have yet been established in districts 1 &amp; 2. The majority of THW WASH blocks in these districts have been vandalised and not used as toilet facilities, only as water storage facilities. The Dalal WASH blocks in districts 1 &amp; 2 are well maintained but they are often not de-sludged. In district 8 WASH committees are being established to support the new WASH facilities.</p> <p>A suggestion came to lock the unused semi-damage (yellow WASH blocks in handing over excel sheet) pre-fabricated WASH/Toilets blocks to avoid any kind of future vandalism.</p>
Action Points	<p><b>1.2 Handovers update. Relates to 1.1, (rolling action):</b> Open Hands to provide weekly update on WASH block handovers using the excel file and UNICEF to distribute with along with MoM through email.</p> <p><b>1.3 Related to 1.1:</b> Unicef will check the possibility of minimizing of vandalism of yellow WASH/toilet blocks.</p>

#### 2.0 Update on water supply

Summary of discussions	<p><b>2.1 Boreholes 1 &amp; 2:</b> Working fine. Issue of PVC tank leakage at borehole 1 is addressed two times.. The boreholes have a maximum output of 2,400M<sup>3</sup> per day but there is some loss during flush out of turbid water, truck filling/leakage and the filtration system. Water delivery is scheduled from 0600-1800 everyday. On some days tanks are dry by 1600-1700. The tanks are re-filled at a rate of 100M<sup>3</sup> per hour. There is 1,235M<sup>3</sup> of storage at borehole number 2 but only 80M<sup>3</sup> at borehole number 1. This is</p>
------------------------	--

	<p>insufficient so additional tanks are planned. Babel Amood raised the issue that ACTED is trucking less water (200 m<sup>3</sup>) from both borehole from the agreed quantity that is 2200m<sup>3</sup> per day (1000 m<sup>3</sup> from borehole #1 and 1200 m<sup>3</sup> from borehole #2) while ACTED has requested for borehole operating hours schedule and also requested to get information in advance for any kind of maintenance at boreholes so ACTED can rescheduled its plan for water trucking.</p> <p><b>2.2 WASH FAQ:</b> Request for UNICEF to get WASH FAQ translated into Arabic for staff. Catherine handed-over FAQ and Habib has circulated to the group for final comments by tomorrow.</p> <p><b>2.3 WASH FAQ summary:</b> There are concerns that district team members have neglected to read the document due to its length. It was agreed that the WASH FAQ will be summarized into a 1-page document by Hester Clark (UNHCR) which is shared with Unicef and Unicef has circulated to WASH sector partners for their comments. Oxfam and JEN has mentioned not to put their numbers in summary of WASH FAQs.</p>
Action Points	<p><b>2.4 Borehole operation. (Rolling action). Relates to 2.1,</b> Babel Amood to give weekly update on the operation of boreholes 1 &amp; 2. Babel Amood and ACTED need to sit together after WASH coordination meeting to discuss the borehole operating hours schedule so that ACTED can utilize maximum efficiency of both boreholes. Babel Amood needs to inform ACTED and UNICEF at least 1 day in advance for any kind of maintenance at both boreholes.</p> <p><b>2.5 WASH FAQ in Arabic. Relates to 2.3:</b> UNICEF will make arrangement for translation of FAQ into Arabic language after getting the summarized version from Hester.</p> <p><b>2.6 WASH FAQ. Relates to 2.3:</b> Habib will make arrangement for incorporating the comments into summary of FAQ and translate it into Arabic.</p>

### 3.0 Update on waste water drainage – all areas

Summary of discussions	<p><b>3.1 Private pits:</b> Issues regarding private pit de-sludging. Pits of up to 20 litres are difficult to access for de-sludging trucks as they are too small. They need to be bigger or regulated but raising awareness on this issue is a challenge as private pits are not permitted in the camp. This issue needs to be addressed especially with the arrival of summer and potential for disease to spread from stagnant water. The planned wastewater network will not arrive until next year due to lack of funding - the camp cannot wait for this. What can we feasibly do to improve situation? Suggestions to invest in additional private water storage facilities. But this is a serious funding commitment requiring estimated 22,000 containers. Earlier initiatives for extra water storage in the camp have failed, e.g. water barrels, red tanks – we need a more innovative solution. A sub-working group in Zaatari has been established to address the issue and to bring forward a suitable solution at the Amman level. The sub-working group met with Oxfam (chair), JEN, IMDAD and UNICEF. It was decided that all partners will conduct an assessment and report on the most suitable solution based on findings. Oxfam has mentioned that Peter has shared MoM. JEN has mentioned that there should not be any sub-working group for private pits because there is no viable solution to address this issue.</p> <p>It is suggested that the metallic septic tanks which are not properly used or being under used, could be utilized more efficiently if WASH sector can get the data of those septic tanks. Unicef agreed to talk to IMDAD for its help for this assessment.</p> <p>It is also discussed that waste water network update should be provided regularly.</p>
Action Points	<p><b>3.2 Relating to 3.1:</b> Mr. Habib (UNICEF) to ask IMDAD if they can provide an assessment or a list of the tanks that are being de-slugged more often and the ones are not used or lightly used.</p> <p><b>3.3 Relating to 3.1:</b> Diana (UNHCR) to check the time frame for the sewerage system.</p> <p><b>3.4 Relating to 3.1:</b> Tom (UNHCR) to update the green (plant) project.</p>

--	--

#### 4.0 Hygiene briefing / No particular updates due to non-presence of Hygiene colleagues.

Summary of discussions	<p>Focus areas for the month: The monthly garbage collection in the various districts supervised by ACTED/Oxfam &amp; JEN been carried on Wednesday 26 March 2014.</p> <ul style="list-style-type: none"> <li>• There have been 200 reported cases of scabies per the health coordination meeting. Upon UNHCR request the various organizations ACTED, Oxfam &amp; JEN been asked to include and highlight the scabies theme within their daily awareness sessions. As well each organization been asked to nominate a candidate to participate in a training in this theme in Al Mafraq.</li> <li>• JEN will provide the chlorine and UNICEF will provide used water tanks to apply the jerry cans cleaning in cooperation with all WASH partners in Zaatari.</li> <li>• In cooperation with the JHAS hospital, UNICEF-health unit and the health unit/UNHCR today 30/3/2014 awareness sessions will be carried for the teachers in schools 2 (Saudi Hospital) in support of JEN as about 1000 cases of head lice been reported. Head lice spray and combs will be provided to the infected cases.</li> </ul>
------------------------	--

#### 5.0 AOB

Summary of discussions	<p><b>5.1 REACH weekly monitoring reporting:</b> REACH has shared Za'atari weekly WASH center monitoring tool and a questionnaire for free standing public white water points with the request to circulate with MoM of weekly Za'atari WASH coordination meeting. If there is any comment by any of WASH sector colleague, should share with REACH. REACH has mentioned that it will survey only green (handed over to WASH committies) WASH blocks.</p> <p><b>5.2 Updated Camp Population Data:</b> UNICRF and ACTED has requested from UNHCR to provide latest district wise population data to ACTED so that ACTED can reschedule it water distribution plan.</p> <p><b>5.3 Water Supply Hotline Numbers:</b> UNICEF (Habib) has raised the issue that water supply hotlines numbers are mostly not working due to poor network at Eastern gate and requested that ACTED should provide new hotline numbers.</p> <p><b>5.4 Private Water Trucking:</b> UNICEF has mentioned that there are private companies who are selling water inside the camp and WASH sector has no information who is selling water, how much is the quantity and how is the quality of water. In case, if it is not good quality water, which will be responsible for any kind of water borne disease outbreak in the camp.</p> <p><b>5.5 Water Distribution Inequalities:</b> UNICEF has mentioned about complaints regarding unequal distribution of water among refugees. ACTED has mentioned that they are in process of hiring of 12 water field monitors who will be in Za'atari camp performing their duties from 1<sup>st</sup> week of May 2014.</p> <p><b>5.6 Water tanks for district #5:</b> JEN requested UNICEF for water tanks stands</p> <p><b>5.7 Abandoned WASH Equipments/Facilities:</b> Unicef (Habib) raised an issue to see the possibility of taking back the unused/damaged WASH equipment/tools/facilities in order to repair and re-use wherever they are needed. Majority of WASH sector colleagues have mentioned that it might not be easy due to refugees reluctance and if we decide to do this, then there should be a clear policy and should be done at same time/day in whole camp to avoid any kind of riots/vandalism.</p>
Action Points	<p><b>5.8 REACH Weekly reporting, relates to 5.1:</b> Habib (Unicef) to circulate REACH monitoring tools with MoM.</p> <p><b>5.9 Population Data (relates to 5.2):</b> UNHCR needs to provide updated district wise population data to</p>

	<p>UNICEF and ACTED for water distribution planning, and that is to be done through REACH who promised to send the needed information to UNHCR by Friday 25, April 2014.</p> <p><b>5.10 Private Water Trucking (relates to 5.4):</b> UNHCR to give further information on private water trucking.</p> <p><b>5.11 Water Distribution Inequalities:</b> ACTED will expedite the hiring process of 12 new field water monitors and will introduce them with UNICEF and UNHCR to define their roles and explain proper coordination mechanism.</p> <p><b>5.12 Relating to 5.7:</b> ACTED is requested to share the unused water tanks stands in their districts JEN will coordinate with Openhands to get broken water stands from Unicef maintenance area and will repair and will install behind Saudi school area where there is new arrival.</p>
--	--

**Proposed agenda for next meeting:**

- Review of action points
- Discussion on “Draft Za’atari Camp WASH Minimum Standards Monitoring Framework”
- Briefing by Nadia on REACH report on “Preliminary findings of social profiling assessment and service delivery priorities”

**WASH HOTLINES**

**REPAIRS HOTLINE:**

- 079 926 2551 Mr. Wajdi Abu Saif from Open Hands (English speaker)

**WATER HOTLINES:**

- 079 802 1479 Mr. Ramiz Morqus (ACTED Water Manager)
- 079 802 1357 Mr. Nasar Abu Daher (ACTED, Deputy Water Manager, water caravan)
- 079 802 1511 Mr. Muhammad / Abu Daher (ACTED, Supervisor of Water Delivery, water caravan)

**DESLUDGING HOTLINES (06:30-21:00):**

- 079 542 2632 Mr. Mohammed (Open Hands)
- 079 914 8753 Mr. Khalil (Open Hands)
- 079 651 6618 Mr. Yousuf Ibrahim (English/ German speaker - Open Hands)

**Solid Waste Hotline**

- 079 802 1475 Yanal Nasaa (ACTED)

**JEN storm water desludging hotline:**

- 079 569 4125