

## JORDAN

# UNHCR OPERATIONAL UPDATE

November 2015

### KEY FIGURES

**692,925**

Persons of concern (all nationalities) registered by UNHCR

**632,228**

Syrians registered by UNHCR

**60,697**

Iraqis, Somalis, Sudanese, Yemenis and others registered by UNHCR

**79,100**

Syrians in Zaatari Camp

**28,076**

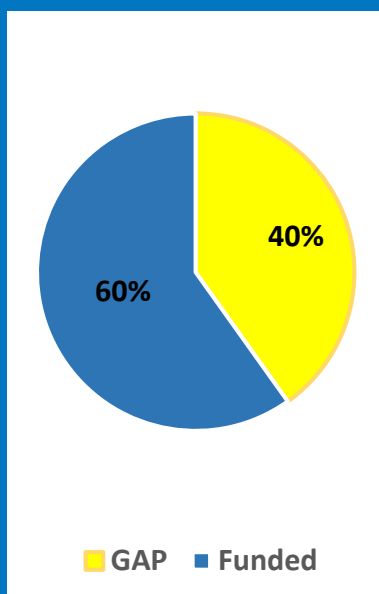
Syrians in Azraq Camp

**6,357**

Syrians in Emirati-Jordanian Camp

**US \$ 329 million**

requested for the Jordan operation in 2015



### THANK YOU, CANADA



UNHCR staff confirming the bio-data of Syrian refugees in November 2015 ahead of their inclusion into Canada's Humanitarian Transfer Programme. ©UNHCR/Dalal Mouawad

Staff from UNHCR's Jordan operation volunteered after hours and at weekends in November to assist the Canadian government in reaching its target of welcoming up to 10,000 Syrian refugees from Jordan by the end of February 2016.

UNHCR is helping with the identification of the most vulnerable Syrians, particularly those with acute socio-economic and health concerns, in order to facilitate their move. Canada plans to accept 25,000 displaced Syrians from the region by early next year.

The acceptance of Syrian refugees from Jordan through the Canadian Humanitarian Transfer Programme represents an important gesture of international solidarity and burden-sharing with the Hashemite Kingdom, currently hosting over 632,000 registered Syrians.

UNHCR is calling on other countries to follow Canada's lead. "Too many vulnerable refugees are languishing in countries neighbouring Syria, caught in a downward spiral of poverty and risk as they struggle to meet their basic needs. We need many more ambitious programmes like this to offer Syrians a chance to start their lives anew," said UN High Commissioner for Refugees António Guterres.

## MOVEMENT BACK TO SYRIA: NUMBERS DECREASING



A Syrian refugee family preparing to leave Zaatari camp in August 2015. ©UNHCR/Mohammad Hawari

The number of Syrian refugees moving back to Syria reduced significantly in November following an earlier spike in August. Important factors behind the slowing in numbers include the increasing complexity of the security situation inside Syria, the onset of winter, a deepening and widening of UNHCR’s cash assistance programme, increased resettlement figures and the resumption of World Food Programme (WFP) food assistance.

## CASH FOR HEALTH: WIDENING ACCESS TO CARE FOR REFUGEES

A pilot project launched by UNHCR in late November aims to increase the number of refugees receiving essential health care by channeling funds directly to them via UNHCR’s cash assistance platform, instead of UNHCR paying through a more costly third party health service provider. Free access to primary health care for Syrian refugees in government facilities was withdrawn in November last year.

Syrians registered with UNHCR currently pay the same health care rates as uninsured Jordanians, which many Syrians find prohibitively expensive given their increasing hardship, whilst UNHCR’s current provision of health care is through third party implementing partners provided at the more expensive foreigner or “unified” rate.

The Cash Assistance to Access Essential Health Services (CAEHS) project ensures a more efficient arrangement benefiting more refugees. Refugees are provided directly with cash to spend at the uninsured rate, whilst the reach of every dollar donated to UNHCR is furthered.

The first part of the project, focusing on reproductive health, including antenatal, delivery and postnatal care, has so far assisted 34 Syrian refugees and reduced the costs of 27 caesarian sections by just over half the regular rate.



## WINTERIZATION: CASH SUPPORT TO ALL SUDANESE AND SOMALIS



A young refugee family at home in Amman, part of the 3,547 Sudanese currently registered with UNHCR in Jordan. Identities obscured for protection reasons. ©UNHCR/Jared Kohler

All Somalis and Sudanese registered with UNHCR in Jordan will receive one-off winterization cash assistance this December thanks to an increase in donor support to UNHCR's cash assistance programme. The news is a welcome follow-up to last winter when assistance could only be extended to those most in need.

The increase means an additional 2,046 Sudanese and 300 Somalis will receive a one-off winterization payment in addition to the 160 Somalis and 176 Sudanese regular cash beneficiaries who receive winter assistance as a matter of course.

The amount of winterization cash support is calculated on a per capita basis and is standardized across all refugee nationalities to US \$ 106 per person for the full winterization package and US \$ 70 per person as a half package for families who received assistance last winter.

The levels of regular cash assistance to all refugees were increased by an average of 34% in October, ranging between 80 and 155 Jordanian Dinars (JD) (US \$ 113 – 218) per family per month, depending on family size, and impacting an additional 5,000 families - pushing the total of families receiving cash support past 30,000. More than 5,000 others remain on the cash assistance waiting list.

## LIFELINE APPEAL: PRIVATE GENEROSITY RAISES US\$ 8 MILLION

UNHCR's successful [Lifeline Appeal](#) campaign, launched during the holy month of Ramadan, has so far raised almost US \$ 8 million from private donors in support of urgent life-saving cash assistance for the most vulnerable Syrian refugee families living in Jordan's urban areas. The funds will enable UNHCR to support almost 6,000 refugee families for a full year. The appeal aims to assist a total of 12,000 Syrian refugee families surviving outside of camps.

## AZRAQ CAMP: DONATIONS FROM IKEA BRIGHTEN REFUGEES' LIVES



A young girl under one of the solar powered street lights in Azraq. ©UNHCR/Christopher Herwig

A planned solar farm is set to transform the lives of thousands of displaced Syrians living in Jordan's barren northern desert, thanks to donations from IKEA's Brighter Lives for Refugees campaign. The campaign was launched in 2014, and in its first two phases has already raised € 18.5 million for refugees in parts of Africa, Asia and the Middle East. In its third phase, for every LED lighting product sold in IKEA stores and online between November 29 and December 19, the IKEA Foundation will donate one Euro to help UNHCR provide refugees around the world with renewable energy and lighting.

In Jordan's remote Azraq refugee camp, proceeds from the campaign will fund the construction of a solar farm that will meet the energy needs of 27,000 residents of Azraq camp and eventually benefit the wider host community. Since Azraq first opened in April last year, residents have consistently cited the lack of electricity as one of the biggest challenges they face in their daily lives. The absence of power and adequate lighting mean that everyday activities such as collecting water or going to the toilet can become difficult or dangerous after dark, especially for women and girls.

With construction work on the solar farm set to begin within weeks, the aim is to connect shelters to the new electricity grid by March or April next year. As well as transforming life in the camp, the project will bring additional benefits to some of the refugees as well as their Jordanian hosts.

As part of the project, 20 refugees from the camp will be trained to operate and maintain the solar farm, providing them with employment and new skills. In addition, the initial 2 megawatt plant will produce US \$1.4 million worth of electricity per year, with any excess unused by the camp being fed into the Jordanian national electricity grid free of charge. When the camp closes, the farm itself will be donated to the Jordanian government.

"People tell us it will make a huge difference to them just to be able to switch a light on again, making them feel more at home," said UNHCR Energy Adviser Paul Quigley, who is helping to manage the project. "Without the funding provided by the Brighter Lives for Refugees campaign, we wouldn't have been able to put in place such a sustainable, long-term energy solution. With dramatically reduced electricity costs, it will also mean that money we would have spent on providing power to the camp can be used for humanitarian projects," he added.



## EUROPEAN UNION: SUPPORTING SECURITY AT THE CAMPS



A Jordanian policeman greets a young Syrian boy during a patrol at the Zaatari refugee camp. ©UNHCR/Jared Kohler

Between July 2013 and October 2015 the European Union provided support totaling € 12 million to the Jordanian authorities and UNHCR in support of the safety and security of Syrian refugees living in Azraq and Zaatari camps.

The impact of the project was immediate with the number of incidents of civil disturbance at Zaatari camp - including protests and instances of localized disorder - dropping by a third within six months of the project's implementation, before levelling off. Fewer reports of refugees leaving the camp for fear of intimidation were received by UNHCR whilst no major security incidents have been reported at Azraq camp since its opening in 2014. Each location now benefits from a Joint Operations Centre manned around the clock.

The encouraging security outlook is directly linked to the EU project boosting the capacity of UNHCR and the Syrian Refugee Affairs Directorate (SRAD) at the camps. UNHCR has six security staff divided between Amman, Azraq and Zaatari, along with four 4x4 vehicles. SRAD's presence at the camps is now permanent thanks to a staff incentive scheme supported by the provision of 53 vehicles including two minibuses, 31 pick-up vehicles and 18 4x4s. The Civil Defence Department and the police have also benefited with 110 pre-fabricated offices, 240 pieces of office equipment and furniture and communication and information technology equipment, including 500 VHF hand-held radios.

"The impact of the European Union project in promoting safety and security at the camps has been dramatic and best illustrated by the drop in incidents over the implementation period. Suspicion and distrust has now been replaced with engagement and cooperation. Refugees are today living in a noticeably more harmonious camp environment", said Phil Priestley, UNHCR's Field Safety Advisor who has worked in both camps since the project started.

## HIGHER EDUCATION FOR REFUGEES: WELCOME SUPPORT FROM JHU

Subsequent to successful negotiations with UNHCR the Jordan Hashemite University (JHU) has agreed to reduce tuition fees by 20 per cent for refugees. The university has additionally agreed to initiate a programme for refugees “to improve their communication, life and technical skills” which includes language classes, computer skills training and first aid courses. Students who successfully pass the course will be issued with a Certificate of Completion, the credits of which may be recognised by other educational institutions. JHU is also allowing refugees to take a proficiency test for admission if they are not in possession of certified education transcripts, a welcome development which UNHCR hopes other universities will follow.

Given the reputation and influence of JHU it is anticipated that these developments may represent a positive precedent for expanding refugee access to higher education in Jordan. UNHCR is continuing negotiations with the Ministry of Higher Education and other universities to explore the potential for similar programmes to benefit refugees in Jordan. Negotiations so far this year have resulted in the Ministry of Higher Education (MoHE) issuing a circular recognizing UNHCR asylum seeker certificates and Ministry of the Interior Service Cards as valid identification documents in the place of passports for refugees when they register at universities.



Emblem of the Jordan Hashemite University located on the outskirts of the northern city of Zarqa. ©Jordan Hashemite University

In a separate development, and with UNHCR support, Al al-Bayt University in Mafraq and RebootKamp will undertake pilot computer programming courses for Syrian refugees and Jordanians starting in 2016. The programme will focus on imparting programming skills for web development with the curriculum devoted to promoting soft skills including leadership, creative problem solving, collaboration, team building and ethics. The programme incorporates an important mentorship component connecting students to professionals in their respective industries, furthering network-building and immersing students in professional work environments.

UNHCR's operation in Jordan actively advocates for refugees' access to higher education institutions in Jordan, specifically with regards to addressing barriers for enrollment - such as high tuition fees, required documentation and certified education transcripts. The journey to safety often means that documents are left behind, lost along the way or confiscated by the authorities.

## SCHOLARSHIPS FOR REFUGEES: SUPPORT THROUGH DAFI

Throughout 2015, UNHCR Jordan has worked to identify and select 11 Syrian youth for inclusion in the [DAFI scholarship programme](#). At the start of the 2015/2016 academic year selected students went on to pursue degrees in Dentistry, Pharmacy, Arabic Literature, Computer Information System, Early Childhood Studies, Teacher Training and Civil Engineering, bringing to the total number of DAFI scholars in Jordan to 65.

UNHCR Jordan leads the identification and selection process of DAFI scholars. Field staff maintain close contact with DAFI scholars and their families and provide support, including through partner agencies, to overcome the challenges that may impede DAFI scholars from reaching their potential in higher education.



## PROTECTION

### UNHCR facilitates training for government officials in international refugee law



Participants from across government entities gathered at the Landmark Hotel in central Amman between 22 and 25 November. ©UNHCR

UNHCR's operation in Jordan partnered for the first time with the [International Institute of Humanitarian Law](#) to organize an international refugee law course for government officials involved in the formulation and application of policies affecting UNHCR's persons of concern. The course was delivered in Arabic by law professors from Morocco, Egypt and Jordan alongside UNHCR staff.

The twenty senior government participants ranged from entities including the Syrian Refugee Assistance Directorate (SRAD), Civil Status Department, Sharia Court, Family Protection Department (FPD), National Council for Family Affairs (NCFA), Residency and Border Department (RBD), Ministry of Social Development (MoSD), Jordanian Intelligence Department (GID), Ministry of Foreign Affairs (MoFA), and the Ministry of Labour (MoL).

UNHCR is looking forward to continuing cooperation with the Institute of International Humanitarian Law in the future, both through the regular hosting of courses in Arabic in Jordan and through the organization of a regional law course in Jordan.

### UNHCR trains partners on protection from sexual exploitation and abuse

UNHCR trained 150 members of ten Community Support Committees (CSCs) throughout November on protection issues relating to sexual exploitation and abuse, including how best to report instances to the relevant humanitarian agencies. CSCs are important community-based outreach mechanisms mandated to meet the needs and progress the aspirations of refugees in Jordan with currently 23 operational across Jordan - 15 for Syrians, six for Iraqis and one each for Sudanese and Somalis.

## 16 Days of Activism against Gender-Based Violence Campaign launched in Jordan

The annual 16 Days of Activism against Gender-Based Violence Campaign, running from 25 November, the International Day for the Elimination of Violence against Women, until 10 December, Human Rights Day, was marked across Jordan with a series of activities and events. This year, Jordan's inter-agency Sexual and Gender-Based Violence (SGBV) Sub-Working Group (SWG) focused on the role of men and boys in preventing and responding to SGBV through the empowerment of women and girls as leaders and agents of change.

The objective of the SGBV SWG is to strengthen multi-sectoral SGBV prevention and response in the context of the Syrian refugee situation in Jordan. The group is chaired by UNHCR and United Nations Population Fund (UNFPA). Members of the SWG include UN agencies, international and national non-governmental organizations, government ministries and national institutions.

The SGBV SWG members in Jordan planned series of activities, events and initiatives as part of the 16 Days Activism against SGBV. These included discussions with men and boys on SGBV prevention and response through SGBV case management and community mobilization partners, including in schools, two training sessions for "Amani" facilitators on the use of a guide specifically designed for discussions with men and boys on masculinities and SGBV to encourage engagement to end SGBV as allies, and the dissemination of five posters and a sticker to promote the "Amani" campaign.



Campaign posters issued ahead of the 16 Days of Activism Campaign in Jordan this year.



## OUTREACH

### Remedial classes for refugee children



The presentation of certificates marking the end of remedial classes for children whose education has been disrupted by displacement. ©IRD

Since August, UNHCR has organized remedial classes for Jordanian, Somali, Sudanese and Yemeni refugee children through its partner International Relief and Development. The classes provide an opportunity for children who may have had their education disrupted by forced displacement to further develop their skills outside of school hours.

The classes in Arabic, English and Maths ended in mid-November with the presentation of certificates, as well as a puppet show emphasizing the importance of pursuing education. The classes, taught each Saturday morning to 84 children, received enthusiastic feedback from the children's parents.

## UNDER ONE ROOF: UNHCR'S AMMAN OFFICES CONSOLIDATED

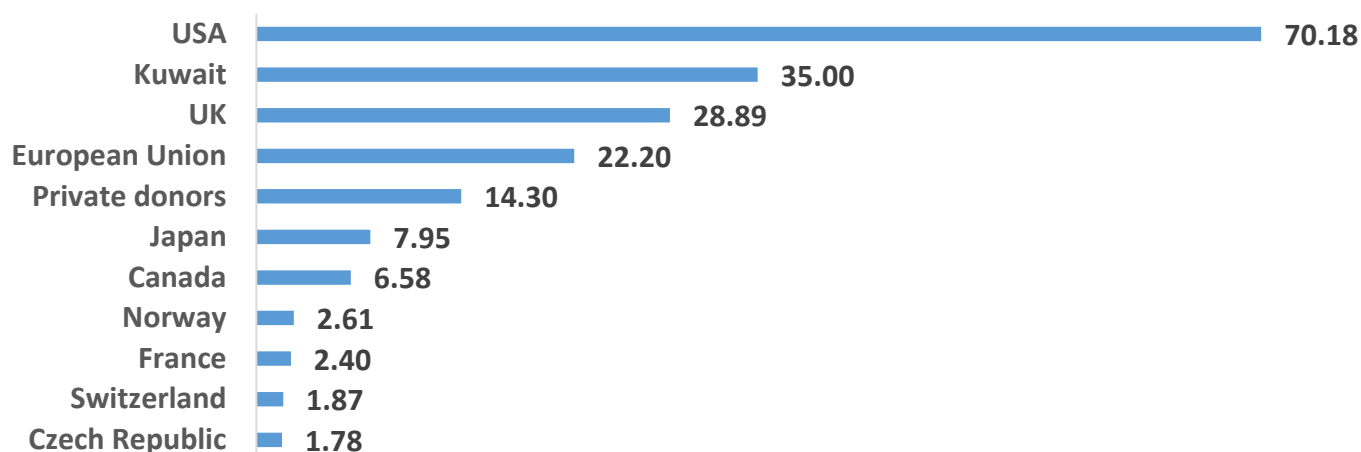
Work on the consolidation of UNHCR Jordan's Amman offices began in November with staff at the Deir Ghbar location joining their colleagues at the operation's main offices in Khaldi in mid-December. The move will improve cost efficiency whilst ensuring the registration, refugee status determination and resettlement teams now all operate under one roof, assisting a more robust response to evolving operational challenges such as those presented by humanitarian admission programmes.

**URGENT LIFELINE APPEAL**  
**Help provide a lifeline to Syrian families in Jordan. Donate Now**

## FINANCIAL INFORMATION

Total recorded contributions to the Jordan operation amount to **US \$ 197.2 million**, including **US \$ 195.4 million** for the **Syria response** and **US \$ 1.8 million** for the **Iraq situation** at the country level.

### Top ten donors to the Syria situation in Jordan (in million \$ US)



The funding received for the Iraq situation at the country level includes **US \$ 1.8 million** from the **European Union**. Contributions made at the regional level for the Iraq Situation Response may also benefit Jordan. To date, US \$ 148.2 million have been provided by donors at the regional level, notably from the **USA (US \$ 146 million)** and **Japan (US \$ 1.25 million)**.

UNHCR is grateful for the critical support provided by donors who have contributed to the Jordan operation directly or with unearmarked and broadly earmarked funds at the regional level.

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## UNHCR PARTNERS

Arab Renaissance for Democracy and Development (ARDD-Legal Aid), Care International (CARE), International Medical Corps (IMC), International Organization for Migration (IOM), International Rescue Committee (IRC), International Relief and Development (IRD), Jordan Health Aid Society (JHAS), The Jordan Hashemite Fund for Human Development (JOHUD), Jordan River Foundation (JRF), Ministry of Interior (MOI), Ministry of Planning and International Cooperation (MOPIC) including the Civil Status Department, Family Protection Department & Ministry of Social Development, Noor Al Hussein Foundation (NHF), Norwegian Refugee Council (NRC), Première Urgence - Aide Médicale Internationale (PU-AMI), Syrian Refugee Affairs Directorate (SRAD).

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