



## Camp Management and Coordination (CMC) Meeting Minutes

**UNHCR Base Camp,  
Date 28/05/2015 - 14:00**

**Chair: Hovig Etyemezian, UNHCR**



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 Hovig Etyemezian [etyemezi@unhcr.org](mailto:etyemezi@unhcr.org).

Ref	Actions to be followed up	Who	By when	Done?
<b>Emerging issue</b>				
	Partner staff taking part in the PDM exercise, as well as interested colleagues from other partners operating within the camp, are encouraged to get in touch and will attend the training.	REACH	Before Thursday 30 <sup>th</sup> July	
	Partners are asked to share any events planned to celebrate World Youth Day with NRC ( <a href="mailto:paul.fean@nrc.no">paul.fean@nrc.no</a> )	NRC	11/08/15	
	A standard training package for PWD for all actors is being developed by Age & Disability task force and partners are urged to get in touch to involve staff in the training.	Age & Disability Task Force	11/08/15	
	Protection WG finalised the Safety Audit; presentation of outcomes and recommendations to follow in CMC meeting.	Protection WG	11/08/15	
	Cash for Work guidelines to be circulates among partners.	Needs Based WG	11/08/15	
	UNHCR health department together with UNICEF and WFP will push toward getting these approvals within the next two weeks (whilst IRD current stock lasts)	UNHCR Health, WFP, UNICEF	11/08/15	
<b>Camp Management</b>				
	For all health care related issues.	Brendan Dineen, Public Health Officer, <a href="mailto:dineen@unhcr.org">dineen@unhcr.org</a> , 0796833178		
	For all protection related issues.	Sophie Etzold, Associate Protection Officer, <a href="mailto:etzold@unhcr.org">etzold@unhcr.org</a> , 0798956785		
	For all community services related issues.	Irene Omondi, Community Services Officer, <a href="mailto:omondii@unhcr.org">omondii@unhcr.org</a> , 0796324611		
	For all security related issues. Incident reports should be completed for all incidents and be shared with the Field Security Advisor.	Ala Almadani, Field Safety Advisor, <a href="mailto:almadani@unhcr.org">almadani@unhcr.org</a> , 0795751076		
	For all site planning issues.	Mohamed Jertila, Associate Site Planner, <a href="mailto:jertila@unhcr.org">jertila@unhcr.org</a> , 0796845092		
	For all registration issues.	Noor Khrino, Senior Registration Assistant, <a href="mailto:khrino@unhcr.org">khrino@unhcr.org</a> , 0790067563		
	For all issues related to the electricity network.	Yanal Madanat, Electrical Engineer Associate, <a href="mailto:almadana@unhcr.org">almadana@unhcr.org</a> , 0797056990		
	For all NFI distribution activities. All agencies planning to distribute NFIs must secure joint prior approval from SRAD and UNHCR. All assessments need to be coordinated via the Needs Based Working Group.	Johnson Opoka, Associate Field Officer, <a href="mailto:opoka@unhcr.org">opoka@unhcr.org</a> , 0796769872 Adem Shaqiri – Field Officer <a href="mailto:shaqiri@unhcr.org">shaqiri@unhcr.org</a> , 079 015 8114		
	For all issues related to diplomatic missions, the media, private donations, research and new projects proposals.	Gavin David White, External Relations Officer, <a href="mailto:whiteg@unhcr.org">whiteg@unhcr.org</a> , 0798175813		

**A. General Announcements:**

*n/a*

**B. Security:**

- One incident; fire in district 5 on 18<sup>th</sup> July. No injury. Car accident outside of Zaatari reported involving refugees who were working in farms outside of the camp. No fatalities, two serious injuries among refugees who have now been discharged from hospital.

**C. WASH:**

*WATER SUPPLY*

- Water trucking is ongoing with no disruptions. As agreed by the sector and camp management to implement seasonal allocation of water, daily water delivery to the camp has increased by about 10% to account for the peak summer needs and Ramadan.
- All the three internal boreholes are functional, and water from outside is being phased out.
- Water quality monitoring remains a key activity. Number of both Free Residual Chlorine and micro bacteriological tests has doubled the required standards as stated in the water quality monitoring guidelines. Monthly test reports are shared with the Ministry of Health in Mafraq.
- Disinfection of public storage tanks is ongoing as per the agreed half yearly cycles. The discussion on the best way to disinfect private tanks is ongoing.
- Surface improvements works (reconstruction of filling areas and drainage systems) are complete at both BH 1 and BH 2.
- Water network Phase one is in progress (construction and installation of storage tanks in agreed locations is expected to be completed by end of August).
- Design and supervision consultant for water supply distribution network (Phase 2) has been identified and contract signed. Kick off meeting is planned for this week to discuss the design of Phase 2.
- Contingency plan for water supply interruption done, WASH sector developing a plan to control damage to water supply as a result of strikes. Actions are being taken (including installation of storage tanks, procurement and preposition of pipes and pumping system) is its final stage.

*SANITATION*

- The minimum standards and implementation methodology for the provision of household private WASH facilities have been finalized. The current arrangements will see private toilets provided to 5% of households in all districts, except for districts 6, 7 and 8 where 10% of households will be targeted.
- Desludging activities are ongoing with some improvements shown by the contractor in managing the operations. Still have significant challenges responding to the complaints (hotline) from refugees. Reports of people paying for private septic tank removal.
- There has been a good improvement in the management of solid waste in the camp, after series of complaints and action by UNICEF.
- Repairs and maintenance of WASH blocks in in progress, arrangements for phased decommissioning of the blocks is being finalized.

*HYGIENE PROMOTION*

- Hygiene promotion activities focusing particularly on mass handwashing, food hygiene and water conservation are in progress, in collaboration with the Health sector.
- Routine awareness raising activities related to the progress and impact of the water and wastewater networks are in progress.

**D. Health:**

- Following new clinics of Kuwaiti donation which will be run by Arab Medical Relief Association, we had direct communication with them, supported by correspondences through Ministry of Health representative; to provide guidance and consultations. The Health sector had an initial meeting with them last Wednesday together with MoH health and JHAS (discussing the possibility of limiting a project idea to dental and pediatric clinics, responding to concerns raised previously by refugees in the community gatherings). Parties present showed cooperation and promise to discuss those options with the donor. A follow up meeting will take place in the near future.
- For integration of health services and increase the cooperation and coordination, a reproductive health WG meeting will take place twice a week, as well as a mental health WG meeting (bi weekly)

- The storage of IRD ORT had been exhausted, gap has been filled temporarily for the next month by ICRC storage (of 5000 sac of ORT which been given to them previously by UNICEF). UNICEF used to provide ORT to IRD on a regular basis, but UNICEF are awaiting the approval from JFDA on the quantity that they have, UNHCR health department together with UNICEF and WFP will push toward getting these approvals within the next two weeks (whilst IRD current stock lasts)
- Number of diarrhea cases decreased during the last 2weeks
- Total number of reported food poisoning cases during Eid and Ramadan were 13 cases (JHAS 6 cases, MDM 5 cases m Saudi 2 cases)
  - Mobility devices being provided again by HI

#### F. **Food:**

- WFP is providing the camp with 17.2MT of bread to the camp on a daily basis to cover the camp needs of bread.
- WFP is distributing welcoming meals packages in Raba Al Sarhan through IOM to beneficiaries who are entering or leaving Jordan. A total of 378 WM were distributed to beneficiaries entering/leaving Jordan from the period of 15<sup>th</sup> to 27<sup>th</sup> of July 2015.
- The New arrival figures for the first of July till the 21<sup>st</sup> is 338 vouchers were distributed to 169 beneficiaries valued at 1690 Jordanian Dinar.
- WFP along with RI distributed date bars for their summer schools in the camp form the period of the 14<sup>th</sup> of July till the 27<sup>th</sup> of July a total of 8313 date bars has been distributed.
- WFP along with NRC Distributed date bars for their informal schools in the camp from the 1<sup>st</sup> of July till the 26<sup>th</sup> of July a total of 3343 date bars has been distributed.
- Outside the camp, discussions on how to support refugees in host communities are ongoing.

#### G. **Protection: (inc. Registration)**

##### *Arrivals*

- Arrivals to the camp as usual, low number, war wounded only; during the past two weeks, a total number of 33 arrived during reporting period but only 4 during last week;

##### *Departures*

- -Departures from the camp: increased numbers left the camp; with a high increase of leave permits before the Eid Al-Fitr; during Eid period SRAD informed of some 10,000 leave permits granted to refugees;

##### *Returns:*

- 1-15 July: 484 refugees urban and camp, female headed households, family reunification, and security improvement in Daraa, joining husbands in Syria. 16- 28 July: 715, majority urban refugees, Eid in Syria and staying with families, family reunification, single females who get married in Syria (not early marriage) often to family members; urban residents have raised their concerns about cuts of humanitarian assistance and lack of work permission; for camp residents, the heat and weather conditions remain one of the major challenges; - after the Eid the security situation deteriorated in Western Daraa and near the JOR SYR border leading to the **cancelation/delay of return** (Dara'a: Regime attacks (ground and aerial) reported in Kufr Shams, NW Dara'a, and near the Thala'a airbase, E Dara'a); **As Suwayda:** Continued reports of criminality/unattributed attacks with isolated shooting and kidnappings.
- Due to the security situation on Thursday, 23 July a group of 169 refugees registered for return remained in RAS from Thursday to Friday night. Out of the 169 refugees staying in RAS on Thursday, 155 were sent to Zaatari Camp to remain at the Reception Area overnight and 14 individuals stayed in RAS; On Sunday, SRAD received information from the borders that all returns to Syria would be resumed regularly; out of the 155 refugees, 20 individuals opted to remain in Jordan, all were re-registered in Zaatari Camp.

##### *Travel requests:*

- an important development in the recent past has been adolescents and adults have been identified at the return/travel office to request their travel with passports to go to Turkey; in particular for adolescents this has brought up concerns regarding potential smuggling or trafficking of children to other countries.
- Protection WG finalised the Safety Audit; presentation of outcomes and recommendations to follow in CMC meeting. The working group are continuing work on an information leaflet regarding complaints mechanisms, collecting hotline numbers from relevant partners. Could be expanded using mass communication text messages. SGBV WG is pushing to establish a task force to tackle child labour, implementing recommendations made at a presentation given previously.

## H. Community Services:

- Community initiatives – UNHCR, NRC, FPSC and IRD together will carry out maintenance of 105 mobility - aid in the camp. This youth will who are currently taking training at NRC centre with support of PFSC on technical input will do the maintenance.
- Part of main-streaming inclusion and support to vulnerable cases with limited functional movements and assisting woman as risk with wash sector's project; UNHCR CS developed shared vulnerability criteria for identification of HH who will need assistance in installing the internal plumbing for the new sewage network, including FHH. The messaging started this week.
- 32 volunteers have been recruited and trained to work under the Protection unit. They will shadow workers for the next few weeks.
- *Global Youth Forum: 20 – 22 Aug, Amman Jordan:* Four youth from the camp have been selected to attend the Global Youth Forum. IMC and Mercy corps have confirmed to provide art, crafts and photos for the exhibition.

### *Age & Disability task force*

- IRD health team distributed (62) Air Medical Mattresses out of a total of (120). Still a gap. UNHCR in coordination with both IRD and NRC managed to distribute adult diapers as private donation to benefit 270 beneficiaries. Responding to the needs remains a gap in the camp. HI conducted part one disability inclusion training for IRD/CMs as part of building capacity of IRD community mobilizers especially to enforce the inclusion of disability during the community gatherings. The first training was to enhance the knowledge of disabilities identification. The second part will be conducted in the month of August will be on how to deal with person disabilities and mobilizing them to the CGs.
- A standard training package for PWD for all actors is being developed by Age & Disability task force and partners are urged to get in touch to involve staff in the training.

### *UNHCR service area (Help Desk):*

- A new playing room area and lactating and changing space will be established for women with children. CS continues to receive refugees

### *Community Gatherings*

- Outreach efforts to include persons with disabilities (PwDs), elderly persons, and other groups have begun; challenges being faced include transportation, volunteer escorts to assist in moving to location and back. Community Gatherings have been less frequent due to holidays, IRD trainings and some challenges in including partners in the meeting. Three topics discussed include Cash for Work (not enough options, same people getting the jobs), rubbish bins not collected frequently enough (due to Eid – preparations should be done in advance of holidays), WASH network (major concerns include costs, changes to caravans; so far the response has been positive). Communique will be updated and shared. Upcoming topics are sewage systems, water distribution and public health. These meetings will no longer be held on a district basis. Partners are urged to participate in the meetings.

### *Education/Higher education*

- One of the DAFI students has excelled in her studies and got the top first at her Faculty. The story will be shared as an example to motivate refugees. UNHCR continues its efforts to support higher education. The first coordination meeting will be on Thursday; interested partners are asked to get in touch.

## I. Education:

- Class formation is approved by the MOE to accommodate 21,000 students in Zaatari in 7 school location : school 1, 2, 3, 4, 5, district 7 and two Kuwaiti schools: this still leaves a gap, and as a result the option of building two additional schools are being explored to facilitate every eligible child in education. MOE have committed teachers for three schools,
- The MOE is in charge of delivering and distribution of textbooks for the students in Zaatari, and teachers and principals have been assigned to schools,
- All principals in Zaatari will resume their duties on 2 August to follow up on registration of new students ,
- EMIS will be activated in Zaatari for registering students, and the MOE will be in charge of it,
- Three EMIS labs are being establish to be used by principals for registration,
- The MOE has appointed new teachers for the Kuwaiti schools and school in district 7 and reappointed the teachers from last year in the existing schools,
- “Back to Learn” initiative.

- Tawjihi results came out on 28 July; total results are pending. 189 students sat the exams.

**J. Youth Taskforce**

- Comprehensive Child Focused Assessment – Youth REACH presented youth-specific findings of CCFA, which highlights the low level of reported youth participation in education, volunteering and work.
- International Youth Day.
- IYD is on 12 August. YTF is compiling a list of events and activities to mark IYD held by agencies in Zaatari. Information on events should be shared with [paul.fean@nrc.no](mailto:paul.fean@nrc.no).
- Global Forum on Youth. Agencies are invited to show products made by Syrian youth at the Global Forum on Youth taking place in Jordan in August. Agencies should contact Irene (UNHCR) to express interest in contributing to the exhibition by Wednesday 29 July.
- Higher education; demand is much higher than the scholarships provided, and the need for higher education and skills training is becoming a priority message for UNHCR. UNHCR are seeking help from non-traditional donors. This is highlighted to all partners. How can those in the field prepare for further education – to be discussed in the new Task Force. These programmes should be linked with real opportunities.

**K. Needs Based Working Group:**

- NBWG endorsed the Cash for Work guidelines for use by partners' reference while engaging refugee community in cash for work activities in Zaatari Camp. The document will be circulated with CMC meeting minutes.
- Joint post distribution monitoring (PDM) assessment for Food and NFI assistance provided in Zaatari Camp during 2nd quarter of 2015 is scheduled from 2nd August 2015.
- REACH is scheduled to facilitate a two hours' training on open data kit (ODK) management on Thursday 30 July 2015 in meeting room 01, starting at 10:00 AM. Partner staff taking part in the PDM exercise will attend the meeting, as well as interested colleagues from other partners operating within the camp, and those who have not done so are encouraged to get in touch to attend the training.

**L. Site planning**

- Electricity work continuing. Our electricity bill for July estimated at 500,000 JD (double what was predicted). Electricity cuts will happen, and details are being discussed, with the possibility of decreasing the number of hours power is available. Refugees are increasing their power usage rather than managing it. Refugees and shops are connecting directly to the grid. Messaging will take place before the electricity cuts. Street planning on-going, with all numbers in Arabic.

**O. AOB**

Arts and crafts made in Zaatari are now on sale and visitors and workers are encouraged to purchase good made by refugees in the camp.

The next CMC will be on 11 August in Zaatari Base Camp, Conference Room 1, at 14:00.