



# UN Weekly Inter-agency Situational Report - JORDAN

## Syrian Refugee Response update

### 1 March – 09 March 2013



*This update provides a snapshot of the United Nations inter-agency response to the influx of Syrians into Jordan. The response is led by UNHCR, the UN Refugee Agency, and is undertaken in full coordination with the Government of Jordan.*

## I. Facts and Figures (as at 7 March 2013)

- Number of Syrians either registered as refugees or being assisted as such has now reached the one million mark.
- "With a million people in flight, millions more displaced internally, and thousands of people continuing to cross the border every day, Syria is spiraling towards full-scale disaster," said UN High Commissioner for Refugees António Guterres. "We are doing everything we can to help, but the international humanitarian response capacity is dangerously stretched. This tragedy has to be stopped."
- Government of Jordan estimates that there are some 420,000 Syrians of concern to UNHCR in the Kingdom.
- Total registered and waiting registration Syrian individuals in Jordan : 332,502
- Total Syrians registered: 275,465
- Total Syrians in contact with UNHCR to be registered: 57,037
- Total individuals waiting registration in Jordan, vast majority in urban areas: 52,688
- The total Syrian population registered in Za'atri camp: 151,423
- Majority of registered people of concern is in Za'atri camp with 55.2% of total registered individuals, followed by 15.7% in Irbid and 13.3% in Amman.
- Majority of registered individuals in Jordan originate from city of Dar'a and represent 67.5% of all registered Syrians.
- Number of new arrivals between 1st and 7th March: 12,463 (this figure represents the monthly arrival figure as recorded by IOM who collects people of concern from the border and brings them to the UNHCR reception center. Note that not all these persons do then register with UNHCR).
- Below table compares figures as at 07 Feb. vs 27 Feb.

	7-Mar-13	27-Feb-13	Increase/ (decrease)
Total registered Syrians in Jordan	275,465	249,859	25,606
Total registered individuals in Za'atri Camp	151,423	136,891	14,532
Total individuals waiting registration	57,037	52,688	4,349
Total registered individuals and waiting registration	332,502	302,574	29,928
Total registered individuals from city of Dar'a are the highest percentage at:	67.5%	54.1%	13%



Jordan Health Aid



World Health Organization

- **Registration number in one week:** important to highlight that over 25,600 Syrians in Jordan and over 14,500 in Za'atri solely have been registered in 8 days.
- **Works have still not yet commenced in the new refugee camp in Azraq.**
- Border visit took place. **Members from Australian Embassy and UNHCR Country Representative went to the border and in Zaatri at night time. More than 1,600 Syrians crossed the border that day...**
- Visit of Claude Gueant, former French Minister of the Interior, Maher S. Shamieh (Jordan Investment Company PSC), Anmar Al Nimer Al Hmoud (Rapporteur, the Steering Committee for Syrians in Jordan) and Jean Louis Lalanne (Electriciens sans frontieres),
- Visit of Marcin Antoni Pruss, European Commission, Francesco Luciani, European Commission, Claus Folden, European Asylum Support Office, and Arthur Malantowicz, European Union.
- On Wednesday we received over **17 different media outlets in Za'atri to cover the 1 million mark Syrian Refugee** across the region.
- On 09 of March at around 23:00 h it was reported that a Saudi caravan burned in Module 2. As per the Civil defense and JHAS report and adult male passed away and two children were seriously injured. The civil defense staff was stoned; two of them received minor injuries.
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Za'atri's occupation early September 2012



Za'atri's occupation end February 2013



## II. Situation Overview:

The regional figure total number of Syrians registered and pending registration: over 1 million. This number can be higher given that the Government of Jordan estimates over 420,000 Syrians of concern in the Kingdom.

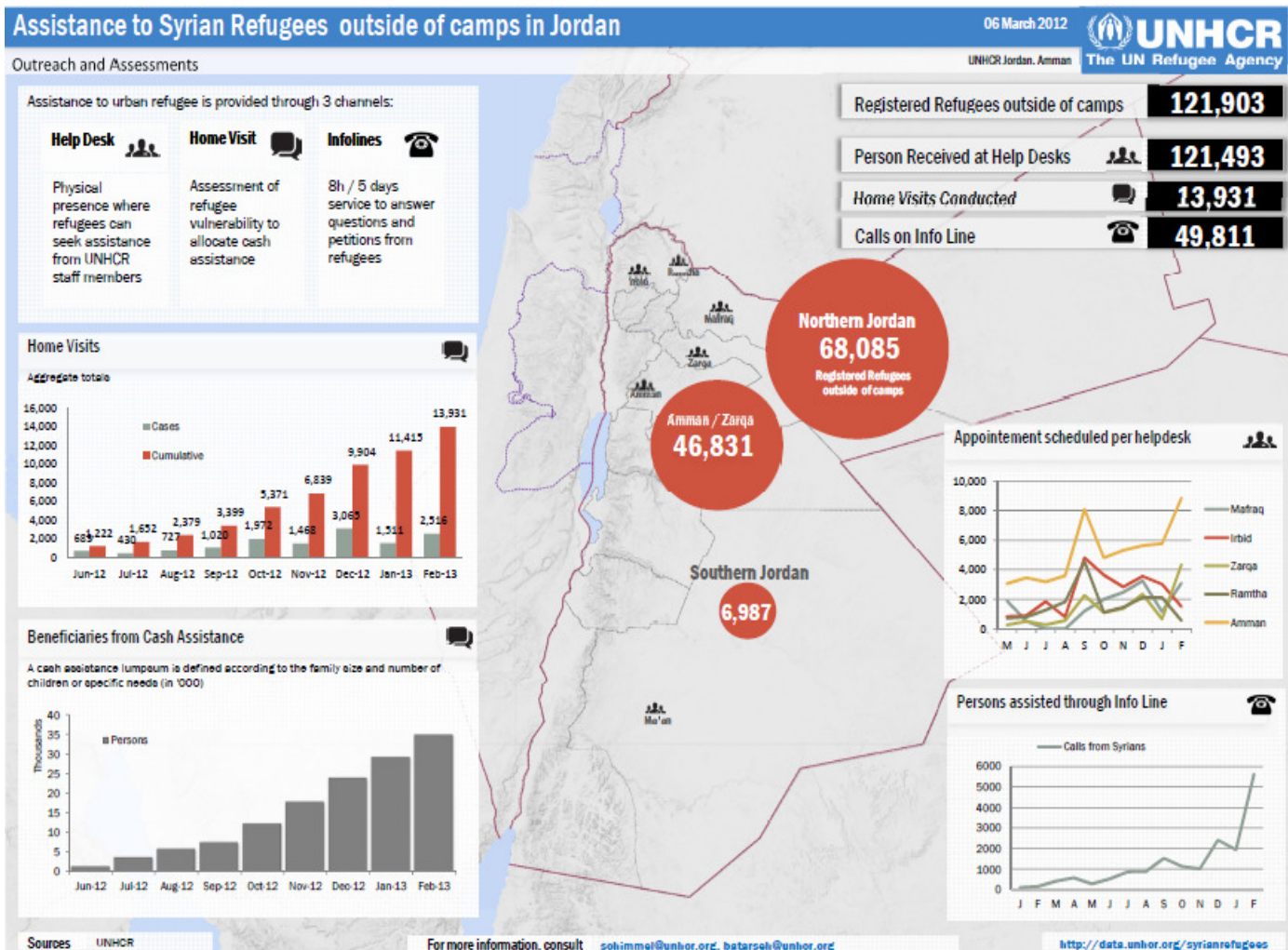
### Demographics:

The refugee influx continues with an average of 2,233 arrivals per day and 12,463 arrivals the first seven days of March. The total number of persons of concern to UNHCR is 332,502 (registered individuals and waiting registration).

Profile of new arrivals continues to be female heads of household, elderly, families and a few single men who have families in Za'atri or Jordan.

In addition to the 151,423 registered Syrians in Za'atri, there are 121,309 registered refugees living in the rest of Jordan. The dashboard below shows the type of assistance UNHCR provides to these 121,903 registered refugees and the area they are located in.





## Funding Situation

The level of funding is currently at 30.8%, including firm pledges, as per below.

2013 Funding level	
UNHCR RRP Requirements	\$493,768,013
% funded	30%

As mentioned thereafter, UNHCR's RRP funding level amounts to USD 145,663,417 (incl. firm pledges). The top three donors are the United States of America, the European Commission and Japan. The total contributions of these three major donors equal to USD 123,063,922 and represent 84% of the grand total (incl. firm pledges).

## Contributions and firm pledges

DONOR	Regional*	EGYPT	IRAQ	JORDAN	LEBANON	TURKEY	Grand Total **
BELGIUM				\$1,356,852			\$1,356,852
CHINA						\$1,000,000	\$1,000,000
ESTONIA				\$135,685			\$135,685
EUROPEAN COMMISSION			\$3,244,557	\$7,089,273	\$14,205,181	\$5,494,911	\$30,033,922
FINLAND	\$1,356,852						\$1,356,852
GERMANY				\$1,356,852	\$1,356,852		\$2,713,704
IRELAND	\$1,356,852						\$1,356,852
JAPAN			\$4,000,000	\$12,000,000	\$3,000,000	\$7,000,000	\$26,000,000
KUWAIT	\$2,000,000						\$2,000,000
NETHERLANDS	\$6,250,000			\$783,231			\$7,033,231
NORWAY	\$1,825,151				\$3,650,301		\$5,475,452
PRIVATE DONORS	\$170,866						\$170,866
UNITED STATES OF AMERICA	\$15,070,000	\$1,700,000	\$8,560,000	\$17,500,000	\$15,600,000	\$8,600,000	\$67,030,000
<b>GRAND TOTAL</b>	<b>\$28,029,721</b>	<b>\$1,700,000</b>	<b>\$15,804,557</b>	<b>\$40,221,894</b>	<b>\$37,812,334</b>	<b>\$22,094,911</b>	<b>\$145,663,417</b>

\* If not specified by the donor, regionally earmarked funds will also cover needs inside Syria

\*\* 7% overhead costs will be charged on income towards this UNHCR Supplementary Budget

However, as pointed out earlier, not all contributions have been received yet. The state of recorded contributions is inferior, i.e. USD 114,919,971, which equals to some USD 30.8 million less. Due to this situation, Lebanon remains the operation with the highest amount of recorded contributions with USD 33,455,482, followed by Jordan with USD 25,508,190.

With regards to funding projections for UNHCR' RRP in 2013, the following donors have expressed interest: Austria, Australia, Belgium, Germany, Japan, Luxembourg, the Russian Federation, Saudi Arabia, Switzerland, and the United Kingdom.

## Protection

### General/highlights

#### First Best Interest determination (BID)

The first Best Interest Determination (BID) for children in Za'atri was held today under the coordination of UNHCR. The panel was composed by UNHCR, IRC, IMC, the Family Protection Department and Nour-Hussein Foundation. Caseworkers from UNICEF, UNHCR and IRC presented the cases to the Panel.

#### New registration and reception site

The Syrian Refugees Camps Department (SRCD) of the Ministry of Interior has officially recognized Rabaa al Sarhan as a new registration and reception center.

#### Monitoring of the bail-out system

In agreement with the competent authorities that UNHCR will be monitoring the bailout system by being present at the time when the authorities decide on the bailout requests. UNHCR will also be retrieving the ration cards, de-registering - from the Za'atri's registration system - those who leave the camp after being bailed out and providing counseling to them, including on the need to re-register in urban areas.

#### Border Monitoring

- A border visit was carried out on 5<sup>th</sup> March by the Representative and Protection to monitor new arrivals and check on JAF needs and reception procedures.

### Coordination with Jordanian authorities

- A meeting was held between UNHCR and MOPIC to discuss the partnership between JHCO and the SRCD.
- A further meeting with MOI took place to discuss the overlapping partnership proposals between MOI and SRCD, to avoid duplications while ensuring that protection needs are properly covered.

### Legal and Training

- A few sessions of training on UNHCR refugee Mandate, Code Of Conduct and SGBV was conducted by UNHCR Protection for IRD staff and volunteers.
- Training on international refugee protection and UNHCR Mandate was provided by UNHCR Protection to 31 Jordanian police officers who will be deployed on Peace Keeping Operations at the Jordanian Police Institute for Training.
- UNHCR conducted a training session on Refugee definition, CoC and SGBV in Jordan together with UNFPA.
- UNHCR initiated discussion with the SRCD on refugee protection training to be provided for the police officers deployed in the new department as well as all sites hosting Syrian refugees.

### Protection Interventions

#### *Early Marriage*

- Protection met with UNHCR partner Legal Aid on analysing trends and occurrences of early marriages and ways to address the legal challenges ensuing from it.
- UNHCR followed up with the religious court and made an official intervention requesting a regular presence of the staff of the religious court in Za'atri camp to legalize marriage and divorce procedures of camp residents.

#### *Detention*

- Protection staff visited 3 different Correctional and Rehabilitation Centers to follow up on 8 Syrians who are currently detained under criminal charges. Protection staff carried out an initial protection needs assessment, including the possible need for legal representation and will follow up on these cases as appropriate in line with Jordanian laws.
- Protection followed up with IRC (in Za'atri Camp) and a UNHCR /Jordan Bar Association lawyer the case of a minor in detention accused of assault and who is supposed to be referred to court.
- A case (an adult charged for illegal entry into Jordan) were referred to JBA lawyers for legal representation and follow up on the judicial process.

#### *Protection counselling*

- The protection interventions undertaken by UNHCR in Irbid registration centre addressed child labour, lack of documentation and early marriage cases by providing newly registered Syrians with information on rights and obligations under Jordanian law and by making referrals to legal and other partners as needed.
- A weekly visit was conducted by UNHCR to the Dar Al Wafaq women shelter was carried out by protection staff to monitor the well-being of People of Concern (POC) hosted in the shelter.

- UNHCR Protection staff continues to provide direct counselling to POC in different locations (Irbid, Amman, Za'atri) on different documentation-related issues such as lack of documentation and issuance of marriage and birth certificates. Protection facilitates issuances of such documentation, through cooperation with relevant governmental entities.

#### *Best Interest Assessments (BIAs)*

- Two BIAs were carried out for Syrian separated minors registered with UNHCR in Amman and referrals for mental health and psycho social support as well as education support were made to partners as appropriate

### Registration

#### Urban

Age-Gender breakdown :There were no changes as compared to last week: 51% of the total registered population during the week were females and 49% were males. Females between the ages of 18-35 remained the majority.

Governorate of residence in Country of Origin (CoO) :Dara'a remains the main city of origin for those registered (67.5%) followed by Homs (14.6%) Rural Damascus (6.1%) and Damascus (3.5%).

Governorate of residence in Country of Asylum (CoA):- The majority of those that were registered stay in Irbid (15.7%), Amman (13.3%), Mafraq (6.6%), Zarqa (3.8), with substantial change as compared to previous weeks, Irbid is host to more people of concern than Amman.

Religion, Education, Ethnicity: No noticeable changes compared to last week also with respect to the religious and ethnic composition of the registered population during the week.

Education level: Similarly, there were no changes regarding education levels. Only some 3% of the registered population had university education.

Vulnerabilities: In Za'atri, 317 individuals had a specific need entered. The majority fell under the 'Women at risk', 'serious medical condition' and 'disability' categories. In addition, we had 16 unaccompanied or separated children registered which were referred to Protection colleagues.

Entry status: The majority entered legally (53.36%), but a sharp rise in illegal entry cases (45.36%) was recorded. These are all ex-Za'atri camp residents.

- Irbid

A total of 1,050 cases, 3,958 Syrian individuals were registered during the reporting week in Irbid bringing the grand total registered in proGres (since the opening of the Registration Center on the 10th of Feb. 2013 up to 5th March. 2013) to 10,800 active Syrian asylum seekers, 2,829 cases.

The daily average output for the period is (791 individuals, 210 cases). 46% of those registered during the reporting period had entered legally. The no-show rate had increased to almost 2% when compared to previous weeks. Re-scheduling continued with some difficulties due to the high rate of applicants who could not be reached for various reasons.

In principle, 100 registration appointments are given to 100 Syrian families and another 50 for renewals, but in practice, we are giving more appointments as a lot of vulnerable cases would be given priority.

Arrival dates:-As observed last week, the majority of those registered arrived in 2012 while 35.9% arrived in 2013.

The majority of those registered were coming from Dar'aa 84.7% as expected. Apart from Dar'aa city, the main villages of origin for Dar'aa governorate were Dar'aa town, Tafas and Mseifra.

The majority of those registered stay in Irbid (85.7%), Ajlun (6.6%) and Jarash (5.1%).

### Helpdesks:

The number of people approaching Mafraq help desks is increasing dramatically although the field staff members are present there twice a week. The main requests are registration, financial assistance and other issues (health, updating mobile number, etc.). In Zarqa, few steps need to be taken for more control since it is becoming too crowded.

- **Help Desks:** (Mafraq, Zarqa, Ramtha, Maan):

	Mafraq		Zarqa		Ramtha		Maan		Total	
Registration Appointment Slips										
Cases	336		291		0		NA		627	
Individuals	1,252		1,139		0		NA		2,391	
Renewal Appointment Slips										
	Syrian	Non-Syrian	Syrian	Non-Syrian	Syrian	Non-Syrian	Syrian	Non-Syrian	Syrian	Non-Syrian
Cases	90	0	73	12	0	0	NA	NA	163	12
Individuals	256	0	219	22	0	0	NA	NA	475	22
Counseling	478									

- **Reception** (Sundays, Tuesdays & Thursdays)      **Phone Counseling**      **Petitions**      **Tracing cases**

<b>Field</b>				
Number of Total Cases	1,074	11	19	0
Number of Syrian Cases	1,036		Info line	
Number of Cases Referred to CS	5		63	



▪ **Information Line**

<b>Calls Received</b>	<b>2,429</b>					
<b>Counseled by Infoline</b>		<b>RST</b>	<b>PR T</b>	<b>CS/Fi eld</b>	<b>RE G</b>	<b>TOTAL</b>
		178	75	1,382	747	<b>2,382</b>
	<b>Syrians</b>					
	<b>Registered</b>	19	8	1,182	230	<b>1,439</b>
	<b>Unregistered *</b>	4	1	15	443	<b>463</b>
	<b>Calls from Non-Syrians</b>	155	66	185	74	<b>480</b>
	<b>2,382</b>					
<b>Referred to Other Units</b>	<b>47</b>	17	3	19	8	<b>47</b>
<b>Total</b>		<b>195</b>	<b>78</b>	<b>1,401</b>	<b>755</b>	<b>2,429</b>
<b>Calls Made</b>		33	3	43	0	<b>79</b>

\*Calculated manually

Amman: Main concern is cash assistance. It was reported that Syrians are approaching UNHCR premises one day before to take a queue number for the following day.

Mass Information: Information Guide for Syrians Leaflet is now being printed and ready for distribution through the help desks, WFP distribution points, reception, IRD home visits...etc.

## Za'atri

Total arrivals from Sunday 3<sup>rd</sup> to Saturday 10<sup>th</sup> of March amounted to 10,899 individuals. Out of these, 14,012 were registered by UNHCR (which included backlog from previous weeks).

Compared to last week where there were around 2,000 arrivals per day in average, there is a decrease in the number of new arrivals with an average of 1,500 arrivals per day.

New arrivals registration during the reporting week:

	<b>Date</b>	<b>Mar 3</b>	<b>Mar 4</b>	<b>Mar 5</b>	<b>Mar 6</b>	<b>Mar 7</b>	<b>Mar 8</b>	<b>Mar 9</b>	<b>TOTAL</b>
<b>UNHCR*</b>	Day Shift	1,118	1,142	1,021	1,051	1,105	644	732	6,813
	Night Shift	1,006	1,126	1,456	929	991	875	816	7,199
	<b>Total</b>	<b>2,124</b>	<b>2,268</b>	<b>2,477</b>	<b>1,980</b>	<b>2,096</b>	<b>1,519</b>	<b>1,548</b>	<b>1,4012</b>
<b>IOM**</b>		<b>1,692</b>	<b>1,955</b>	<b>1,852</b>	<b>1,792</b>	<b>1,709</b>	<b>848</b>	<b>1,051</b>	<b>10,899</b>

\*individuals registered by UNHCR

\*\*individuals transported by IOM during the same time period

Between 9 and 10 March, 1,548 individuals have been registered, as per the below table; the majority are female and the age group with the largest population remains 18-35 years old. IOM manifest shows that 1,051 individuals were transported to Za'atri camp during this time.

Sex	Cases	Individuals
Female	147	790
Male	224	758
Grand Total	371	1,548

- ***Overall protection in Za'atri Camp***

*Persons with disabilities*

It is observed that more persons with disabilities and injuries are among new comers.

*Protection counseling*

UNHCR counseled refugees in the process of being bailed out on registration in urban centers.

- Protection in Za'tari counseled some of the returnees to Syria on 4 March.

*Inter-agency Weekly Protection meeting*

- The weekly protection meeting meeting discussed the following issues: Bailout system and how to monitor the situation., UNHCR has been coordinating with the authorities in Za'atri to retrieve the ration cards of those who are bailed out. IRC and UNHCR will meet in order to finalize the findings on the Bailout system. UAMs and single women being bailed out will be followed up by UNHCR, while protection interviews are being conducted with bailees.

*Litigation desk*

Litigation cases continued to be processed by UNHCR Protection Unit, focusing on individuals who are returning to the camp; after either fleeing or being bailed out. All indicate that due to economic situation, they cannot afford staying outside and decide to return to the camp.

*Documentation/legal issues*

New born babies were verified by registration and protection, while Protection is submitting the birth notification notes to Civil Registry for appointments to issue birth certificates.

- **Registration**

*Staffing*

The UNHCR registration team augmented their capacity with the arrival of 14 new registration staff. Registration training was conducted for the new colleagues on 3rd of March.

### *Internet disruption*

- The internet connection was down a few days this week. This slowed down the registration process during the day shifts.

### Community Services and Community Mobilization

#### *Joint Assessment Mission (JAM):*

- The JAM concept was discussed with the Ministry of Planning and International Cooperation (MoPIC) and the government was offered to participate in this assessment. In this regard, an official letter will be sent to MoPIC along with terms of reference.

#### *Meetings:*

- UNHCR's community services staff met along with Programme and Field units met with Care International on the concept note for the new camp and discussed with them community mobilization, activities and staffing of this proposal. Care International will finalize the proposal and sent it.

#### *Persons with disabilities (PWD) - (Meeting with Nour Al Hussain Foundation)*

- UNHCR met with NHF and agreed to strengthen joint field visits in Za'atri to identify and assess the needs of persons with disabilities. They would undertake coordination of 1) distribution of equipment for the disabled 2) referral of chronic disabled individuals who need medical intervention, and 3) maximize efforts with Handicap International (HI) and other organizations on assisting PWD.

#### *Elderly*

- The number of elderly among the new comers has been increasing.
- UNHCR met with Handicap International on the possibility of a joint assessment on the needs of Syrian elderly people of concern. In addition, UNHCR discussed with Helpage International, an organization that is exploring possible future involvement, in coordination with Handicap International, in support of this vulnerable population.

#### *Joint UNHCR/WFP Assessment Mission (JAM)*

- UNHCR and WFP met with MOPIC to introduce the JAM's exercise, a joint assessment of food security.

#### *Social Counselling*

- Vulnerable individuals with specific needs were identified at registration level as well as during multi-functional home visits. Counseling services were provided to regarding education, health, legal and financial services provided by UNHCR and partners.

#### *Urgent Cash Assistance*

- Vulnerable Syrian persons were provided with urgent cash assistance both directly by UNHCR or referred by UNHCR to Care Int. for cash assistance:

### *Outreach Missions*

Home visits were conducted by UNHCR Community Services in Mafraq, Madaba, Irbid, Dar Al Wifaq (DAW), Ajloun and Ramtha

- Vulnerable Persons were counselled and referred to relevant units (Health, registration, legal) for further assistance. Some cases were referred to Registration unit to accelerate their process in light of their vulnerability so they have access to medical care as soon as possible.

### Ramtha Help Desk

- UNHCR multifunctional team (Field/ Protection/Community Services) provided counseling at the Ramtha Help Desk. The Community Service team counseled vulnerable persons. All cases have medical conditions and they were counseled on health services and added to the home visit list for financial assessment.

### *New Trend in residency in urban areas:*

- A new trend was identified in Ajloun: Syrian refugees have started to live in Sakhra district since the rent is cheaper. JRC informed UNHCR about an increase in the number of the families from 20 to 120 over the past 20 days.

- **Education**

UNICEF is progressing with the construction of the second school in Za'atri. The site has been graveled and fenced and the side panes for 72 classrooms/PVC tents have arrived and are being installed. The school is expected to open by mid-March. The American-donated prefabricated unit has been installed and reserved for use by administrative staff and partners.

Over 4,400 students are now enrolled at the UNICEF/Ministry of Education (MoE) school in Za'atri. UNICEF/MoE/MoPIC visited the school on 4 March, to identify immediate needs and define required actions, particularly those pertaining to staff recruitment. Save the Children Jordan (SCJ) staff visited classrooms to raise awareness among students on SCJ's role and offer help/support where needed.

Administrative and teaching staff at the UNICEF/MoE school in Za'atri met with parents last week to introduce parents to the school and discuss the establishment of a Parent Teacher Association (PTA). The PTA is intended to be a forum in which parents, teachers, administrators and other concerned adults can discuss ways to promote quality education, encourage community involvement and work towards creating a healthy and safe environment for all students. The first PTA meeting took place on 28 February, with 90 parents in attendance.

In host communities, the total number of Syrian students registered in MoE schools has reached 29,669 students (92% in primary school). Of these, 88% are registered in Amman, Irbid, Zarqa and Mafraq. Three new double shifted schools have been established in Ramtha (2) and Irbid (1). This brings the total number of double shifted schools in Ramtha, Irbid, Amman and Mafraq to 14 schools, hosting over 4,300 Syrian students. This number is expected to rise, in line with the sustained and high influx of refugees to Jordan.

UNICEF/MoE has prepared a psychosocial support training plan for teachers and administrative staff at 13 double-shifted schools. A one-day training for 26 principals and deputy principals will be conducted the first week of March. Another 13 workshops, each lasting 6 days, will be held in the coming weeks for some 284 teachers and counselors.

- **Child Protection and Gender Based Violence (GBV)**

Child Protection:

Protection Monitoring

A recent Inter-Agency Assessment highlights the needs to strengthen child protection monitoring mechanisms. UNHCR will organize in consultation with other agencies weekly monitoring visits and discussions with community leaders on child protection related matters.

BID Panel

The first BID panel for Za'atri was held this week under the coordination of UNHCR. The Panel was composed by UNHCR, IRC, IMC, the Family Protection Department and Nour-Hussein Foundation. Caseworkers from UNICEF, International Medical Corps, UNHCR and IRC presented the cases to the Panel. The panel members from UNHCR, Family Protection Department, Nour Hussein Foundation and IRC, decided to reunify one of the children with his sister who is living outside the camp. The same child is in urgent need of medical surgeon. Temporary care was agreed for the other child. In addition, a care plan for both children was agreed by the participants of the panel. Meanwhile identification of an average of five UASC per day continues to be UNHCR's protection concern. Best Interest Assessment and family tracing are part of our regular procedure.

Lost Children

Save the Children informed that the organization is going to implement a project on lost children. Further details will be provided at a later stage.

A total of 9,122 children and adolescents (54% boys and 46% girls) have accessed the UNICEF/Mercy Corps playgrounds and audio-visual space in Za'atri since the beginning of the year. The audio-visual space opened last week has been attended by over 3,100 children thus far. It offers children's cartoons and films twice a day every day except Saturday. Due to the overall deterioration of security in the camp and the proximity of one of the Mercy Corps playgrounds to the NRC distribution center where riots often take place, Mercy Corps staff has been forced to evacuate children on several occasions. In response, UNICEF has trained staff on how to mobilize and safely evacuate children, while Mercy Corps is working on establishing an evacuation site for children.

UNICEF/Mercy Corps are starting the recruitment process for playground minders for the new playgrounds in Za'atri (modules 2, 3 and 5), with the aim of recruiting individuals with experience in working with children, such as teachers. Mercy Corps is also planning First Aid training for all playground minders and guards in Za'atri next week.

UNICEF partner Save the Children International (SCI) has reached over 5,800 children through psychosocial activities in 18 Child Friendly Spaces (CFS) in Za'atri since the beginning of the year. In the same period, UNICEF partner IMC has provided case management services to 1,520 vulnerable children and their family members in the camp, in addition to 144 support group sessions for 612 adolescents. Furthermore, IMC has trained 32 volunteers to support the daily work of the two Adolescent Friendly Spaces (AFS) in Za'atri.

UNICEF/IRC have worked with 51 newly arrived unaccompanied children in Za'atri. Of these, 25 have been reunified with their parents, relatives or other family in the camp. A further 21 have been reunified with parents, relatives or other family friends outside the camp, through relatives coming from or living in host communities.



UNICEF/UNHCR have trained 23 panelists and case workers to establish a Best Interests Determination Panel (BID), which provides a strict process with procedural safeguards for serious decision making on protection and care of children at risk (including unaccompanied and separated children). The first BID panel will take place in Za'atri on 6 March. UNICEF is working closely with UNHCR and the Government of Jordan to establish a system for the formalization of alternative care arrangements through the Jordanian court system, which provides legal safeguards and support to foster parents and children. This system will be used both for cases when children and families have arranged to stay together without external support and for formal placement of children under the care of foster parents or mentors. The formalization of these arrangements and the screening of existing informal foster parents and prospective formal foster parents will be managed through the UNHCR BID Panel, with close involvement from UNICEF. This panel will also enable prior screening and authorization of 'standby foster parents,' who can provide short term care for unaccompanied children while longer-term care options are identified.

In host communities, UNICEF implementing partner IMC has conducted 93 home visits to unaccompanied children living in communities, to help understand the living situation of the children and assess the level of support they need with regards to psychosocial support, basic needs, family tracing and reunification as well as protection services. In addition, IMC has conducted 80 support group sessions for 430 persons, mainly in the north of Jordan.

UNICEF/Save the Children Jordan continue to implement the child protection project "Safe you, safe me" in areas throughout Jordan, particularly those where violence and exploitation are high. Sessions target children and parents separately and include topics such as the definition of violence, alternative ways of discipline and the harmful effect of violence on children. The project aims to open up a discussion between parents and children, with children themselves suggesting alternative methods of discipline. Over 1,000 children and 600 parents have been reached by the project to date.

Update from the Child Protection and Gender-based Violence sub-working group:

The inter-agency child protection and gender-based violence sub working group (CP/GBV WG) has released the findings of its assessment in Za'atri camp. The assessment highlights important child protection and GBV related issues in the camp, supporting implementing agencies in targeting their interventions to best meet the needs of women and children in the camp. The assessment collected information on access to services/ information, exploitation of women and children, unaccompanied and separated children, children associated with armed forces/groups, GBV including domestic violence, sexual violence and early and forced marriages, safety concerns and disability issues.

Key recommendations concern camp management and the WASH, Health and CP/GBV sectors. Recommendations included the strengthening of coordination between actors and the need to ensure sufficient lighting in the camp, especially WASH facilities, to address issues of violence, harassment and sexual violence. The recommendations also focused on the need to improve the identification of vulnerable cases (women and children) as well as the targeted assistance and support offered to children engaged in child labour and their families.

## **Health and Nutrition**

Operational Highlights and Situation update

- One case of acute flaccid paralysis was reported in Za'atri camp in a 10-year old girl; the girl has been in the camp for one month; and presented on the 28<sup>th</sup> of February with fever,

- myalgia and then two days later develop bilateral lower limb weakness; stool samples have been taken for polio virus from the child and her close contacts
- All clinics are functioning in Za'atri camp. There is a marked increase in the number of consultations (up from 15,564 in W8 to 18,347 in W9). Utilization rates and consultations per clinician per day (60) continue to exceed standards. RMS radiology department has stopped working as they lack critical supplies. Moroccan field hospital (MFH) are experiencing overload on their small x-ray machines, so they are limiting x-rays done for other health facilities to emergency cases. Emergency room in MFH is overwhelmed with the number of patients approaching them at night, GSF is experiencing a large load of deliveries with up to 10 deliveries a day though they only have three delivery beds.
  - JHAS had to evacuate their clinic staff from Za'tri for four to five hours on the 2<sup>nd</sup> of March as there was a riot over the death of a child (unrelated to JHAS); meeting held between JHAS and UNHCR field, security and health to try and improve security at the clinic for their staff.

### Coordination

- Amman level health coordination meeting held on the 28<sup>th</sup> of February. Main issues: updated contingency plan shared and inputs sought from NGOs in areas such as drug or medical supplies stockpiles, emergency rosters of staff in-country and out-of-country; shortage of BBE for treatment of scabies in Jordan, UNHCR trying to get stock from UNRWA; new proposed format for 4Ws matrix shared for feedback; the aim of the new format is to more easily identify gaps by location.
- Health Coordination meetings held in Za'atri on the 4th and 7th March co- chaired by Ministry of Health and UNHCR. Main issues: There is a major problem with refugees being referred from the camp to the Mafrag hospitals and being sent back without adequate treatment; the Ministry of Health is following up; There is a shortage of logistic support for the military hospitals in Za'atri as more injured are transferred to their facilities for stabilization as the government hospitals are at capacity and then need to be transferred out for further management; UNHCR is seeking solutions.

### Mortality and Morbidity

- There were 11 deaths in week 9 with six of these being in refugees over the age of 60 and 3 in children under age five. There were no neonatal deaths. Mortality rates are stable.

### New arrivals

- From 23<sup>th</sup> February to the 1<sup>st</sup> March IOM medical team provided health checks for Syrian refugees upon arrival to Za'atri camp for 18109 individuals; this included 301 elderly and 7,488 children under 15 years; 910 persons classified "yellow" (requiring delayed follow up) and 168 classified "red" (requiring expedited or immediate follow up) and referred to JHAS for further assessment. This included 356 with chronic medical conditions, 113 pregnant women, 132 lactating women and 26 with injuries.

### Communicable diseases and outbreak prone diseases (see additional info under WASH)

- UNICEF/MoH continues the vaccination of children under 15 against measles and polio through the French Field Hospital in Za'atri. Some 9,481 children have been vaccinated against measles since the beginning of the year. In total, 20,323 children have been reached since the start of the campaign in 2012.

- Case of acute flaccid paralysis (reported above).
- Preliminary meetings held in planning for possible mass campaign for measles and polio given reports of measles cases in Lebanon, Iraq and Syria. Approval is awaited from the Ministry of Health.

### Tuberculosis

- From 27th February to 5 March IOM medical team screened for TB 14,570 refugees with three new pulmonary cases diagnosed; total detected TB cases 49 cases (39 pulmonary of which 4 are MDR and 10 extra-pulmonary).

### Reproductive health

- There were 69 deliveries in the camp in week 9 with 100% attended by skilled health providers.
- There have been reports of deliveries in tents in Za'atri. In order to improve care and determine the reasons for home births, JHAS will send midwives to follow up on the mother and newborn once notified.
- UNFPA is continuing to work with the MoH of Standards of Care guidelines and will hold a training on the package in March.
- UNFPA and UNHCR are jointly supporting a review of the Minimal Initial Services Package for Reproductive Health which will be undertaken by Women's Refugee Commission, CDC, UNFPA and Columbia University. The assessment team will be carried out in Za'atri and Irbid and will start on the 13<sup>th</sup> of March.

### Mental health and psychosocial support

- Training of Moroccan, French and Saudi and IMC staff has taken place in the new HIS categories; Mental health categories in the HIS have been revised to match the primary health care definitions proposed by UNHCR and WHO in *Assessing Mental Health and Psychosocial Needs and Resources. Toolkit for humanitarian settings*. <http://www.unhcr.org/509bb3229.html>

### Secondary and tertiary care

- Exceptional Care Committee was held on 27th of February; 111 cases were reviewed; 101 approved, 2 pending and 8 denied. This included 60 applications for Syrians (supported by UNHCR) and 45 for Iraqis (supported by WHO and UNHCR). Top 5 diseases were cardiovascular, renal cases, respiratory diseases, perinatal conditions and injuries respectively.
- The influx of Syrians has nearly exhausted UNHCR's referral budget and additional funds are being urgently sought.

### Other updates

- UNHCR Health staff met on the 27<sup>th</sup> February with the Hospital Director of Princess Basma General Hospital in Irbid and the Director of Health for Irbid governorate. Irbid Governorate has 8 hospitals and 130 health centres which all serve Syrians refugees. Largest numbers of Syrians seen at Ramtha Hospital, Princess Basma, Princess Badeea and Princess Rahma. Princess Basma is the biggest governmental general hospital in the north. The hospital has nearly 100% bed occupancy on most days which it attributes to the Syrian

influx. Similarly Ramtha Hospital is experiencing a very high load of patients in particular they need to deal with injured transferred directly from the border sometimes receiving up to 30 injured a day. Ramtha is experiencing a shortage of nurses and ambulance transport. The need for support to hospitals in the north was highlighted; Yarmouk Hospital can increase its capacity if it receives staffing and material support; there is a need to support the north with more ambulances.

- Preparations continue on the assessment tools for the Ministry of Health-led assessment of the Northern governorates. All hospitals in selected governorates and a sample of primary health and comprehensive health facilities will be looked into. WHO is working on a map of the facilities in relation to refugee numbers.
- UNICEF/Save the Children Jordan continue to run the Infant and Young Child Feeding Programme (IYCF) in Za'atri, which provides assistance to lactating mothers and children under 5. Each day, between 70 and 90 mothers attend the two IYCF caravans currently operational in the camps.

## **Food Security and Nutrition**

WFP currently has sufficient resources to cover food and voucher assistance for Syrian refugees through May for food and until mid-April for vouchers. Starting in mid-April, WFP requires \$US 21 million for voucher assistance and \$US 6 million for food assistance to cover beneficiary needs through June 2013.

March voucher distribution began on 3 March in all Governorates throughout Jordan and will include the Syrian refugees that were recently registered by UNHCR, bringing the current planned figure for voucher assistance during March to 117,515 (37,148 households). WFP will continue to add beneficiaries to this caseload as UNHCR continues to address the list of Syrian refugees pending registration in Jordan.

The first March distribution cycle of WFP dry food rations plus UNHCR complementary food packages began on 4 March in Al Za'atri camp. WFP is prepared to reach up to 142,000 beneficiaries during the cycle, as per UNHCR manifest. On 9 March, a fight between two groups of male beneficiaries broke out during the distribution who then started fighting with the Gendarmes when they arrived. The gendarmes eventually used tear gas to suppress the crowd. Although the fight was unrelated to WFP operations, the events stopped the WFP distribution which resumed the following day.

WFP met again with the UAE Red Crescent at the Emirates-Jordanian Camp (EJC) to discuss the possible modalities of food assistance to be implemented when the camp opens (now expected on 1st April) with an initial capacity for 5,000 beneficiaries. WFP accompanied the UAE Red Crescent on a tour of the voucher programme operating in King Abdullah Park to see how the shop and the voucher scheme operate and WFP will hold a workshop for the UAE Red Crescent in EJC to discuss nutrition and general food assistance to Syrian refugees.

## **Water, Sanitation and Hygiene (WASH)**

ACTED released an assessment report which details concerns about the makeshift latrines being constructed by the refugees themselves in caravans and tents in the camp, especially in stage 1. The sewage from these latrines is draining into the open and could pose significant health risks. Reasons cited for this trend of makeshift latrines include: refugee perceptions that there is an insufficient number of facilities for the population; poor maintenance of facilities; cleanliness not meeting community expectations; strong cultural preference for private facilities; and concern about security of public facilities at night. Solutions are being sought by UNICEF and WASH partners.

UNICEF is facing a US\$ 19.8 million shortfall in funding for the operation of its WASH interventions from now until June 2013. This does not include the WASH needs of refugees to be housed in a new camp -currently in the planning stages. In relation to this, UNICEF has produced a concept note for the provision of WASH services for 42,000 refugees in a proposed new camp near Azraq, indicating a cost of US\$ 8 million to establish and run WASH services till end-June 2013.

There are currently 1,789 operational latrines (with a capacity to serve some 89,450 refugees at a 1:50 ratio), 1,021 showers and 733 water points in Za'atari camp. This includes 517 rented portable toilets, which provide a temporary solution while additional permanent facilities are constructed.

UNICEF/THW have completed the construction of 32 WASH blocks (224 latrines and 192 showers) in module 5 of Za'atari camp, with another 18 WASH blocks scheduled for completion in the next 10 days. UNICEF/Oxfam are constructing 48 WASH blocks in module 4 of the camp, which will be completed by mid-April. UNICEF/Ministry of Public Works are installing 110 prefab WASH blocks in modules 6, 7, phase 5 and the old areas of the camp, for completion by end-March. Upon completion, the WASH blocks now under construction will have 1,322 toilets and 1,266 showers, which will complete the basic WASH facilities for Za'atari camp at full capacity of 110,000 refugees.

In the initial camp modules (1A and 1B), UNICEF/THW have completed the rehabilitation and winterization of 81 of the existing 90 WASH units in (modules 1A and 1B), including the installation of covered prefabricated shower blocks. The remaining 9 units will be completed in the coming weeks. These 81 winterized WASH units currently serve approximate 20,250 people at a ratio of 1:50. This means the total number of refugees benefitting from winterized WASH units is 48,250 (20,250 in modules 1A and 1B and 28,000 in modules 2 and 3).

UNICEF/ACTED has increased its hygiene promotion team to 58. These 58 hygiene promoters visit up to 1,500 tents/caravans per day, reaching over 5,000 refugees with hygiene messages. UNICEF/JEN have completed the formation of WASH committees in module 2 and have started the formation of committees in modules 3 and 5.

In host communities, UNICEF/Relief International (RI) have recruited and trained 26 hygiene promoters (including 11 Syrians) to work in host communities in Northern Jordan. In an effort to increase intervention for refugees in host communities, UNICEF/RI are procuring 8,000 adult hygiene kits, which will benefit 16,000 Syrians in Mafraq and Ramtha.



## Shelter, Site Coordination and Management

In Za'atri, even though JHCO left the camp end of February the instalment and handover of Kuwaiti donated caravans continued. Apparently few of JHCO staff continue to operate until they finish with the Kuwaiti caravans. Consequently the congestion of stage 1 (west) continues at the same manner despite UNHCRs request to halt the distribution of caravans in an uncoordinated manner.

### Activities:

- Placed 20 Oman prefabs in Module 4, 30 SNC prefabs in Module 3, 64 Oman prefabs in Phase 5 and 42 Qatar prefabs in Module 7 - handed over to 156 families.
- Construction of Fencing in reception area is in progress.
- Demarcated 336 plots for tents and prefabs in phase 5 and Module 6.
- 28 kitchens under plastering in Module 6, 6 kitchens under construction in Module 7 and 12 kitchens in phase 5 are constructed up to roof level.
- 9 wash blocks are placed in phase 5. 24 wash blocks floors are under construction in Module 7. 16 wash blocks constructed up to roof level in Module 4.
- Module 2 families agreed to move to prefabs in Phase 5.
- Informed to shop owners and families who are occupying the new Saudi clinic are to remove their structures. They agreed to remove all structures from the place.
- Removed the soil dumped in new Saudi clinic area.

Number of tents erected	Cumulative number of tents in 2013	Number of Families moving into tents	Number of singles moving into tents	Total Number of individuals (family members & singles) moved into Tents
551	20,831	497	7	2,288
500	21,331	435	10	2,043

Together with community services and site planners, 30 Bahrain caravans were handed over to beneficiaries in phase 5. The selection of beneficiaries creates tensions within the refugee community therefore Field team sought presence of Police which was provided as a preventive measure.

## Security

Za'atri Camp: During the reporting period the humanitarian community was again a target of protests and attacks from the refugees. Multiple incidents occurred in the camp, targeting NRC, WFP and UNHCR compounds. Gendarmes responded, but staff felt very unsafe. On Friday afternoon a fire incident took place in the camp, but nobody was injured. Refugees reported the fire was caused by children playing with fire in a tent. Based on the density and level of congestion in the area, the tents caught fire quickly and spread. A total of 109 families had been affected and lost all their NFIs and food. They were accommodated for the night at the reception area and received welcome meal, blankets and mats to spend the night. Saturday evening 10 March, a fire broke out at a

caravan in Saudi compound and a 25 year old male died and his two children, 12 and 9 years old were seriously injured and taken to Marfaq Hospital.

WFP and UNHCR reception area were under security threat while police offered no effective protection. Gendarmerie as a second level of response managed to put situation under control but by that time the humanitarian staff on duty faced real security threat. All the UNHCR partners evacuated from the camp due to lack of security.

Urban: Irbid Office and Amman Office: No major incidents to report.