



Camp Management and Coordination (CMC) Meeting Minutes

**UNHCR Base Camp,
Date 05/01/2016 – 13:00**

Chair: Adem Shaqiri, 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.

Date	Actions to be followed up	Who	By when	Done?
Emerging issue				
11/08/15	All CfW opportunities provided by agencies in Za'atari camp to be recorded and updated in the UNHCR RAIS module. CfW lists to be shared with khрино@unhcr.org	All agencies	On-going	On-going
17/11/15	Sharing of detailed registration data with CMC	Registration	On-going	On-going
01/12/15	Plans for assessments and surveys in 2016 are to be sent to NBWG (Claire) - Plan for Multi-sectorial assessment to avoid duplication.	All agencies	29/12/15	Pending
01/12/15	Inform all relevant parties that now is the final time to make adjustments in 2016 projects so that all partners have same rates. (Please apply new CfW guidelines)	All agencies	29/12/15	Pending
15/12/15	Drafting of contingency plan regarding school closures with relation to bad weather	UNICEF	05/01/16	Pending
Camp Management				
For all health care related issues.		Iyad Shtayiat, Public Health Officer SHTAYIAT@unhcr.org , 0796985725		
For all protection related issues.		Sophie Etzold, Associate Protection Officer etzold@unhcr.org , 0798956785		
For all community services related issues.		Irene Omondi, Community Services Officer omondii@unhcr.org , 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 almadani@unhcr.org , 0795751076		
For all site planning issues.		Mohamed Jertila, Associate Site Planner jertila@unhcr.org , 0796845092		
For all registration issues.		Noor Khrino, Senior Registration Assistant khрино@unhcr.org , 0790067563		
For all issues related to the electricity network.		Yanal Madanat, Electrical Engineer Associate almadana@unhcr.org , 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.		Adem Shaqiri – Field Officer shaqiri@unhcr.org , 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 white@unhcr.org , 0798175813		

A. General Announcements

1- Transfers to Za'atari camp:

-19 individuals were transferred from Azraq camp.

-2 individuals were transferred from Irbid to Zaatari to be reunited with nuclear family members in the camp.

2- Registration of new Birth:

-101 babies were added to their parents cases, among them (50) Girls and (51) Boys (Birth notifications were presented).

3- Transfers from Za'atari camp:

-2 individuals were cleared to be transferred to EJC camp.

4- Travel to Third country:

- A total of 227 individuals travelled to third country, among them 17 individuals were residing and registered in Zaatari camp, while 210 individuals were residing in urban areas.

- 102 individuals travelled to Turkey and 62 individuals travelled to Saudi Arabia, 27 individuals travelled to Germany, 8 travelled to United Arab Emirate, 7 individuals travelled to United Kingdom, 7 individuals travelled to Sweden, 5 individuals travelled to Kuwait, 1 individual travelled to Romania, 1 individual travelled to Lebanon.

- Main reasons of departure for Za'atari camp residents:

- 1- Joining family members in third country
- 2- Lack of employment and income generating activities
- 3- Cross into Europe through unofficial channels

- Main reasons of departure for urban residents:

- 1- Joining family members in third country
- 2- Cross into Europe through unofficial channels
- 2- Lack of employment and income generating activities

5-Spontaneous Departures to Syria:

- A total of 294 Individuals were inactivated for spontaneous departure to Syria, among them 61 individuals were registered and living in Zaatari camp and 233 individuals were living in urban.

- Daraa is the main city where refugees departed to and the main villages in Daraa were refugees intended to return to were as follows: Da'el, Tiba and Hrak Ghariyeh Al-Gharbeyeh and Eastern Maliha).

Main reason of Departure for Za'atari camp residents:

- 1- Family Reunification remains the main reason for the returns.

Main reasons of departure for urban areas residents:

- 1- Family Reunification.
- 2-Living condition in Jordan, including lack of income generating activities and living costs in urban.

6- Documentation:

-A total of 117 Syrian documents/56 envelopes were returned back to the refugees, documents were recorded on proGres.

9-Total camp population:

- A total of 79,227 individuals are currently residing in Zaatari camp, among them 50% females and 50% males.

B. Security

21st December: Syrian guard died in Kuwaiti school due to gas suffocation.

C. WASH

WATER SUPPLY

- Water supply is currently around 3000m³/day, trucking from external boreholes phased out.
- Water supply remained stable even during the storm
- We observed that some agencies or institutions are consuming less water than allocated. We are conducting assessment on this and will re allocate accordingly. We kindly request agencies to inform us if there are changes in their water consumption patterns for appropriate action
- Phase 1 water network construction is in its final stage of completion; pending installation of pumps, valves and testing
- Design for Phase 2 water network is being finalized, prequalification of contractors completed.

SANITATION

- Desludging of wastewater is ongoing, suffered some access problems during the storm, mainly due to construction works ongoing in the camp
- The implementation of a desludging operational plan is in progress
- Works on the internal WWTP to increase its storage and operational capacity is complete, the new installation is being tested and will be commissioned in a couple of days.
- Implementation of the phase 1 of the wastewater network is in progress. Districts where works in ongoing include D11, D6, D5 and D3. Works in D8 and D9 almost completed
- The sector responded to the winter storm by mainly dewatering and desludging. The improved drainage in the camp was effective in channeling storm water away.
- Construction of private toilets for those who do not have toilets (prioritizing those with physical disabilities) has commenced. Based on the results of REACH assessment, the project might scale up.

HYGIENE PROMOTION

- Data collection for the 2015/16 KAP is complete and analysis is ongoing
- General hygiene promotion activities are ongoing
- WASH sector will work with the community mobilization team in the camp to work on a holistic approach to support vulnerable families in the camp. Once the plan is drafted, it will be shared for inputs.

COMMENTS: regarding private toilet installation for persons with disabilities: few have been installed so far. These toilets are approx. 50% more expensive than regular toilets.

D. Health

Health information System (HIS) week 50, 51 & 52 (5th December – 25th December)

- Number of consultations: 25,937
- Total deliveries: 191
- Total number of mortality: 11
- Cured mortality rate: 0.2

Others:

- Total of referrals 713 for outside camp health facilities were conducted by JHAS
- Ministry of Health conducted two inspection visits for the two malls in camp responding to a complaint received by MoH and they didn't found any health related irregularities.
- UNHCR provided JHAS with 100 blankets for children who referred the ER with respiratory tract infections during the extreme weather conditions to prevent any bad health impacts.

*note: the total number of consultations above not includes AMR's consultations figures.

E. Food

- WFP is supplying the camp with the daily bread daily needs of 16.650 MT, however on the 2nd of January for just two days WFP reduced the quantity from 16.650MT to 16MT due to the weather situation during the holidays and around 800 bread cards were not distributed, this was done to avoid having huge amounts of leftover.
- WFP is distributing welcoming meals packages in Raba'a al-Sarhan through IOM to beneficiaries that are entering or leaving Jordan. A total of 700 WM were distributed to beneficiaries entering Jordan from the period of 15th of December till the 4th of January 2016.
- The New arrival voucher figures from the 15th of December till the 31st December 2015: 297 vouchers were distributed to 171 beneficiaries valued at 1485 JoD.
- WFP through Save the Children International distributed to schools in Za'atari from the period of the 15th of December till the 31st of December, 14803 as a highest recorded figure during the period.
- WFP is providing extra loaf of bread to beneficiaries that are in reception centre based on daily request from NRC.
- WFP through NRC distributed to its informal schools from the period 15th of December to 31st of December to 602 students as a highest recorded figure during the period

F. Protection

- January and Feb: start of protection awareness campaign for refugees in different districts. Invitations will be open to all refugees. Mainly covering protection services available in the camp, referral pathways to Protection Unit and responds to questions on legal aid. UNHCR Protection Volunteers will be available to explain their role. Awareness leaflet in Arabic will be presented and distributed. UNHCR Protection unit will contact respective agencies to undertake awareness sessions for volunteers and in community centers.
- In addition, Protection briefing for partners will also continue for protection and non-protection actors in the camp, in particular field staff. Please contact Sophie Etzold (etzold@unhcr.org) or Farah Turjuman (turjuman@unhcr.org) regarding participation.
- PRTWG: last meeting covered mainly discussion on increased involvement of the community in protection response through community-based activities in 2016. In coordination with the Community Mobilization WG, the discussion is on-going and a workshop for all agencies involved will be planned for the first quarter of 2016.
- CP/SGBV SWG: current focus on strengthening of referrals for CP/SGBV cases and the inter-agency referral system.
- Following feedback on delays and high fees for civil status documentation, UNHCR is in discussion with the Civil Status Department to increase working days and hours as well as another round of exemptions of fines for documents and certificates.
- Movements back to Syria: in December the numbers of refugees moving back to Syria have drastically decreased from previously an average of 1000-1500 (October/November) to 500 individuals in December which reportedly is related to the current conditions in Syria, the weather conditions as well as prospects for potential resettlement.
- IRC UASC Reception Area was closed as of 1 January 2016 due to the minimal numbers of UASC arriving in ZC. IRC is operating 8:00 - 16:00, Sunday – Thursday.
- Protection monitoring outcome: mall/supermarket prices have been reported to be much higher than the supermarket prices in Mafraq causing difficulties for families to provide for the family, i.e. winter clothes, etc.

COMMENT: Regarding prices of fresh food, quality food is priced higher; however WFP claims that other items are less pricy in the camp compared to outside camp supermarkets. WFP further mentioned that malls were informed to include different quality products so as to offer products of different pricing. UNHCR noted that it would seem as though the prices tend to go up at the time the refugees receive reload of money onto refugees' cards.
 ACTIONPOINT: Agencies/UNHCR to share info with WFP to better analyze and clarify this issue.

G. Community Services

- **Winterization messaging campaign phase 2**

Two winterization messages to be disseminated with community; on electricity (phase 2) message and on gas safety message. The campaign will commence on the 5th of January, 2016 using door to door campaign, communal centers/ display boards, informal meetings and community gatherings.

- **Community gathering challenges**

The CMWG members to share their recommendations and deliberations on the challenges that are common to all organizations. In the last quarter the process of the FGDs was established to meet with the refugees on the Community based complaint mechanism (some of the organizations were involved); one of the things that came out from the information shared by the refugees is that the community feel that many organization are not responding to the issues that they raise in the community gatherings. Other point was raised by refugees that last year organizations were more responsive than this year on the issues that have been raised.

- **Road construction in the camp**

The site planning has been working on the road constructions, which was during finished during December.

It was agreed during the WG, the need for the road safety messaging (for bicycle, pedestrians and PwD) for the constructed roads to inform the community that the roads that were not accessible will now be busier.

- **Outreach minimum standard**

Community mobilization will develop minimum standard for outreach that will help all partners to base their planning. The working group would like to ensure that there is focus on diversity and inclusion of standard to be applied in the camp. These standards will help to address information sharing to all groups.

H. Education

Nothing to report

I. Youth Taskforce

- **YTF Fact Sheet:** The YTF fact sheet for January 2016 is now in draft form. It will be finalized mid-January and translated into Arabic for distribution among youth in the camp for their feedback. The advocacy message in this issue is around how youth are engaged in the community with various initiatives and activities that are benefitting the community.

- **YTF Action Plan for 2016:** This year, the YTF will not hold a specific workshop to draft the AP. Rather, there will be 2 dedicated regular YTF meetings set aside to go through the AP from 2015 to see what is still relevant for 2016 and what needs to be changed/added. This will be done in coordination with PSWG and ESWG and chairs from relevant WGs such as CM, CP/SGBV and ADTF will be invited to those 2 meetings to provide input.

- **YTF members and volunteers exchanges:** During 2016, YTF members will be hosting the regular meeting once a month in various centres across Zaatari. The main objective will be an exchange of knowledge and best practices of different organisations and their respective centres which will in turn lead to better referral processes for youth activities and services in the camp.

J. Needs Based Working Group

- Winterisation: Heavy rains in past weeks. Street between D8 and D9 was blocking water in uninhabited area. SRAD dealt with this. Emergency accommodation and WASH teams stayed overnight at the camp in case of flooding.
- RAIS: Last week and this week RAIS was working in read-only mode. New RAIS module 2 is being put online. Trainings for all partners will be conducted in the following weeks. Please use Excel sheets to record assistance whilst RAIS is down.
- Distribution: 20-31st December: direct cash assistance for shelter & NFI maintenance was distributed to all families in the camp (20JoD/family). Distributed 345,940JoD for 17,297 families including 73,239 individuals. Next winterisation distribution will be after 17th with winter clothing (donation from the Saudis).
- December is 2nd month that we are reporting on CfW. Please send all CfW December inputs to Yamen Al Shalabe alshalab@unhcr.org.

ACTION POINT: Please provide survey and assessment info by next NBWG meeting (Monday 11th January)

K. Site planning

Shelter & Site planning:

- No new updates, work as usual.

Energy:

- PowerPoint presentation attached.

L. External Relations

M. AOB

Email sent out by Hovig concerning Achievements for all partners.

ACTION POINT: These are needed by Thursday COB, Please use the form attached in the email.

The next CMC will be on **Tuesday 19th January 2015** in Zaatari Base Camp, Conference Room 1, at 13:00.