



## Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,  
Date 03/02/2015 - 14:00

Chair: Gavin David White, 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>  |  |  |          |                |
| 20/01/15               | Official letter to SRAD concerning speeding in the Camp.   | Mohamed Al-Taher   | 22/01/15 | Complete       |
| 20/01/15               | Updating of extreme weather plan via email to <a href="mailto:corcoran@unhcr.org">corcoran@unhcr.org</a>   | All  | 03/02/15 | Pending        |
| 03/02/15               | All partners to share a one-pager on 2014 achievements for SRAD advocacy work and forward to <a href="mailto:whiteg@unhcr.org">whiteg@unhcr.org</a>        | All  | 10/02/15 | Pending        |
| Ref                    | Previous Action Points   | Who  | By when  | Done?          |
| <b>Security</b>        |  |  |          |                |
| 02/7/13                | Incident reports should be completed for all incidents, and shared with UNHCR FSA  | All  | Ongoing  | <b>Ongoing</b> |
| 04/11/14               | UNHCR Field will also look at working with animal support groups in Amman to respond to dog presence.  | UNHCR Field (Donna Corcoran <a href="mailto:corcoran@unhcr.org">corcoran@unhcr.org</a> ) | 11/11/14 | Pending        |
| 03/02/15               | All traffic related incidents should be channelled to Captain Mahmoud, <a href="mailto:mahmoubaniissa@yahoo.com">mahmoubaniissa@yahoo.com</a> , 0772388281 | All  | ongoing  | <b>Ongoing</b> |
| <b>Camp Management</b> |  |  |          |                |
| 06/08/13               | Any meetings with refugees should now take place in the shared meeting area in the buffer zone. Pedestrian gate is open.                                   | All  | Ongoing  | <b>Ongoing</b> |
| 03/09/13               | Agencies planning to have a regular physical presence in the compounds should express their interest to UNHCR camp management                              | Mohamed Jertila <a href="mailto:jertila@unhcr.org">jertila@unhcr.org</a>                 | Ongoing  |                |
| 24/08/14               | All agencies planning to distribute any NFI item must get prior approval from camp management. All assessments need to be coordinated.                     | Johnson Opoka <a href="mailto:opoka@unhcr.org">opoka@unhcr.org</a> 796769872             | Ongoing  | <b>Ongoing</b> |
| 11/03/14               | Electricity  | Yanal Madanat <a href="mailto:almadana@unhcr.org">almadana@unhcr.org</a> 0797056990      |          |                |
| 29/04/14               | External Relations   | Gavin David White <a href="mailto:whiteg@unhcr.org">whiteg@unhcr.org</a> 0798175813      |          |                |
| 02/09/14               | UNHCR liaison officer with SRAD  | Mohamed Al-taher <a href="mailto:altaher@unhcr.org">altaher@unhcr.org</a>                |          |                |

**A. General announcements:**

- To inform SRAD's engagement on the role played by the international community in responding to the needs of Syrian refugees in Zaatari and Mafraq, all partners are requested to provide a one page summary of principal achievement during 2014. ACTION POINT: One-pagers should be sent to Gavin David White for consolidation, [whiteg@unhcr.org](mailto:whiteg@unhcr.org)
- Security and road side accidents have increased and have been noticed by the community. In the last month there has been two accidents. SARD suggests the need to raise awareness regarding traffic safety among all drivers which enter the camp (agency and non-agency). Concrete steps between all partners to respond to the issue of speeding will be further discussed during the weekly Security sector meeting. Captain Mahmoud from SARD is the focal point on this issue and should be informed of any speeding incidents, [mahmoudbaniissa@yahoo.com](mailto:mahmoudbaniissa@yahoo.com), 0772388281.

**B. Reach Presentation on population count findings**

- Erin Bishop from REACH gave presentation explaining the key findings from the most recent REACH assessment of Zaatari Camp. She stated once she has received approval her PowerPoint will be made public. Additional points:
  - REACH will conduct a child focused assessment beginning at the end of March or beginning of April.
  - For the current data available, age and sex disaggregation requests can be sent to REACH.
  - 327 units that REACH could not access were not counted in the overall population of Zaatari Camp due to their inaccessibility during the storm. For mapping requests, partners are requested to contact REACH stating their needs.

**B. Security:**

- *21 January*, district 1 street 16, at 10:00hrs a fire erupted in a caravan. No injuries. The caravan's owner claimed to the firefighter that the fire was started intentionally by unknown person.
- *21 January*, district 6, at 10:30hrs a fire erupted in a caravan. No injuries. Firefighter reported that the fire started by unknown person. *21 January*, District 6, at 17:35hrs a Fire erupted in a caravan and tent. One old woman transferred to JHAS due to suffocation. Firefighter reported that the fire started by unknown person.
- *21 January*, District 3, St.7 at 20:00 hrs. A fight occurred between two families in due previous disputes. Some of them sustained bruises and minor injuries. Police informed and responded accordingly.
- *21 January*, district 7 at 21:40hrs a fire erupted in a caravan due to a gas leakage. 4 persons were transferred to Moroccan hospital suffering a second level burn.
- *January 22*, district 3, behind BC, at 14:50hrs a fire erupted in a tent. No injuries. Firefighter reported that the fire started due to kids playing.
- *January 22*, district 3, at 21:00hrs a fire erupted in tow caravans. No injuries. Firefighter reported that the fire started due to candle lit.
- *January 23*, district 1 St.15 at 14:30hrs a fire erupted in tow Caravans. Three persons rescued to Moroccan Hospital due to suffocation while one of them sustained minor injuries while trying to put out the fire. Reason is still unknown; case is investigating.
- *January 23*, district 1, St. 14 at 20:00hrs a fire erupted in a caravan. No injuries. Firefighter reported that the fire started by unknown person.
- *January 25*, District 3, at 07:10hrs a fire erupted in a tent behind the Moroccan Hospital. No injuries. Firefighter reported that the fire started by unknown person. On *January 25, 2015*, district 2 at 15:50hrs a fire erupted in a caravan due to an electrical default. No injuries.
- *28 January*, Zaatari Camp, at 1:15pm IMC reported to JOC a 35 year-old Syrian refugee was threatening their staff in IMC clinic /JHAS due to not giving him a psychotropic medications as he didn't have prescription and wasn't subject to the psychiatric diagnosis before. JOC informed police.

- 28 January, Al Ba'ej Junction, Baghdad Road. At approx. 15:45 SRAD reported a shooting at Baghdad road in Al Ba'ej junction at Gendarmerie bus resulting in minor injuries to 7 gendarmerie staff. UN agencies and NGOs staff alerted accordingly.
- 2 February, D 6 street 36, at 14:00hrs fire erupted one tent due to kids playing. No injuries .Civil defense responded.

**C. Site planning and Electricity:**

- A total of 1002 new pre fabs distributed in January
- GOV is supporting the new pre fab housing model. 300 of this model will be placed in district 8. In recognition of discussions held during the 20 January 2015 CMC, UNHCR has committed to strengthen its level of coordination on the rollout of the new housing model to ensure all partners are engaged in this process.
- On-going coordination with WASH partner to rollout the IWWP in district 8 covering new/existent pre fab household
- Many donors shows interest in the new shelter project
- Discussions with IDCO about the new project of Medium voltage lines
- Over 80% of the camp is still out of electricity since the beginning of January
- Meetings with the community in each district will be held starting Wednesday, to discuss and inform the community of the electricity situation and the solutions that will be implemented soon

**D. WASH:**

**WATER SUPPLY**

- Water supply in the camp is stable with quantities provided as per needs of beneficiaries
- Both internal boreholes are fully functional
- Borehole 3 construction and equipment installation ongoing. Hope to bring it into operation by April 1.
- Technical discussions on the Zaatari Water network are ongoing. Once finalized, work will commence.
- WASH sector is finalizing the water quality monitoring protocol for Zaatari camp, and will present to CC once finalized.

**SANITATION**

- Just signed a new contract.
- Wastewater Treatment Plant (WWTP) is in operation
- WASH reviewed contingency plan for storm weather and shared with those concern. UNICEF drafted a review document.
- For the IWWM project
  - Physical implementation commenced in District 8 – with 20 caravans, will proceed as we continue receiving additional caravans
  - The Phase I of the design project for the final sewerage network for Zaatari is already completed, with the products associated already delivered by the consulting company
- Routine WASH blocks maintenance and repairs, solid waste management ongoing.
- Solid waste collection and management is ongoing

**HYGIENE PROMOTION**

- KAP survey data collection is complete, data analysis complete
- Rodent control is put on hold due to the wet weather. The second phase of the campaign will commence when the weather improves.

*Comments:* The de-sludge hotline is the same number as the dewatering hotline.

**E. Health:**

- The Ministry of Health has received official letters of government approval from a number of agencies that are involved in health-related activities in the camp. Submission of such documentation had been requested by the MoH on 19th January. Those agencies that have not yet submitted evidence of approval from either MoH or MoPIC, in conjunction with SRAD, are instructed to do so at the latest by 9th February.
- The MoH is planning to initiate the school health programme, which is based on the national school health guidelines, on 15th February. A co-ordination meeting will be held at 12.30 Monday, 9th February, to finalise the programme of activities - including health checks, vaccinations and referrals to additional health services. Health partners, including the medical/nursing staff of the MoH will carry out the examinations. We also need

to have programs for people who are not attending schools. Discussions regarding health assessment for non-school attenders will also be factored in to the overall strategy.

- Structural amendments to the UNFPA-JHAS clinic (District 5) have been made, thus increasing the bed capacity of the facility. Staffing-wise, a paediatrician is now available twice weekly, with additional specialist assessment provided by MDM and Saudi Clinic throughout the week. Plans for providing seven-day paediatric cover in the UNFPA-JHAS clinic are being organised.
- One three-year old male was referred from the camp to Mafraq Government Hospital for suspected ingestion of rodent poison pellets. The child was assessed and later returned to the camp without any complications. All agencies are requested to be alert to the potential risk of exposure/ingestion to the rodent poison, especially by young children. Any suspected case should immediately go to the Moroccan Field Hospital and/or JHAS (District 6) for emergency assessment and outside referral, as required.

**F. Food:**

- During the reporting period a total of 126 NAV valued 6300JD were distributed to 83 beneficiaries.
- 13JD in the communities and full assistance in the camps.
- A joint interagency distribution of 1250 food parcels and 2,500 was conducted with participation from UNHCR, IRD, SCI, Oxfam, and JEN. Each household received 1 food parcel and 2 blankets. Donation from the Government of Kuwait.
- Bread card distribution cycle started on the 1st of February and plans to end on the 11th of February to reach 74167 beneficiaries
- Currently we are distributing 17.8MT of bread on a daily basis to meet the camp needs of fresh bread
- WFP continue distributing welcoming meal packages in Rabaa Al Sarhan reception center along with 2KG of Date per beneficiary.
- WFP School feeding programme is currently on hold due to the school holidays and will resume once the 2nd semester begins.
- NRC distributed 55 welcome meals during the reporting period to special cases in the camp.

*Comments:* In response to comments and concerns from refugees complaining about prices, the WFP representative responded that WFP conducts price assessments and confirms prices with partner and non-partner shops. Additionally she stated that WFP has a procedure for dealing with shops that do overcharge. WFP representative stated according to their reports there are not issues with pricing, mentioning that concerns about prices may be a result of rumors in the camp. She also mentioned that partner shops in Zaatari have costs that informal markets may not have, resulting in the informal markets having lower prices. It was mentioned that some refugees may feel partner shops are more expensive when compared to informal markets. Some mentioned that refugees complained about food quality in the camps, particularly in relation to expired food being sold. The WFP representative said she would follow up regarding those concerns.

**G. Protection:**

- As per SRAD's request, since January 1st 2015, all refugees returning to camps from urban areas are to be registered in AC instead of ZC. Azraq now has iris scan equipment installed and can now issue MOI cards for refugees. As a result, ZC has witnessed a drop in number of refugees arriving in Zaatari, whether coming back voluntary from urban areas or newly arriving from Syria.
- The last x-Rajih residents arrived during the 1st week on January. The Rajihi facility is now closed to deserters. For those who have exceeded their leave permits and have not been regularized will be dealt on case by case basis by the Jordanian Authorities. There is a clear risk of deportation for those caught illegally anywhere in the country. If they approach the authorities after 28th February, they will be automatically deported. If he does not approach the authorities voluntarily before 28th February and is caught by the police, he will automatically be deported. If he approaches the police now and explains his situation, the authorities will consider his case and decide whether or not he can remain in Jordan. Keeping in mind that there is no guarantee that he will be regularized, but there is no systematic deportation either.
- UNHCR is aware of arrest of refugees that have taken place at the main gate last week on Jan 27th. UNHCR PRT is working towards the family reunification for those who are now in Azraq Camp.
- SRAD started transferring families to EJC (who have voluntarily applied for transfer). The plan was to move 573 families over a period of 4-5 weeks at the rhythm of 80-100 people a day.

- According to SRAD, they have not been issuing any bailouts in January as they are updating their database with their backlog of old bailouts, Ramtha bailouts, and those that were issued prior to 2014. In reality, bailout issuance has however continued, although at a much lower rate. (90 bailouts for the month of January as opposed to an average of 50 bailouts per week).
- Statistics:
  - New birth registration: 215. Total cumulative of certificates issued by the civil registry: 58. Religious court cases processed: 459. Returns to Syria: 918.
    - Current population of Zaatari Camp: 83,747 (49.9% female, 50.1% male)
- Any queries on the above can be directed to Rema'a Alawi, +962 7 9022 4298, [alawi@unhcr.org](mailto:alawi@unhcr.org)

#### H. **Community Services:**

- CS held a meeting with UNHCR registration unit, MSF, WFP, IRD, SCI to discuss the status of MSF hospital cases that in need of WFP E cards, and agreed on the following:
  - MSF will send the list of cases to CS.
  - CS through IRD will verify the status of these cases.
  - CS will send the list after IRD verification to registration unit.
  - Registration unit will make technical verification and send it to WFP, who will hand cases the E cards.
- Age & Disability meeting was held and discussed and agreed on the below:
  - The need to mainstream the Age & Disability task force with all camp sectors and working groups; to do so, a representatives was selected between the ADTF's members and assign them to present in all sectors.
  - IRD will add new inclusion project recreation activities to children with disability along with other partners.
- CS had a preparation meeting with IRD/social workers coordinators to plan for the upcoming Home Visit new form training that will be held next Sunday Feb 8, 2015 in Zaatari camp.
- CS along with IRD conducted a workshop to frame the scope of the community gathering new tool that it was piloted last quarter of 2014. And agreed on a model to roll out this tool to engage with the community in Zaatari camp. As result, IRD will send the feedback and the agreed points to all members for moving forward to implement this project in the near future.
- IMC will conduct ToT training program "Stress Management" which will take place next week.
- Cash for work RAIS model under review as regional level. Model will be finalized in mid-March The Cash for Work Module will be developed and changed according to the feedback from the Community Services working group. The delays are at the regional level and the presenter does not know whether it would delay the pilot project in the districts.

#### I. **Education:**

- The Gap of Textbooks for formal schools, are arriving today and tomorrow to our stores in the camp. A plan is put forward for distribution at school level.
- The annex in school 1 is almost finished, hand over will take place today, furniture will arrive today. The annex is composed of 12 classrooms to be used on double shift basis,
- School # 2 has been expanded with six extra classrooms.
- The directorate of education has a plan for decongestion of school 1, utilizing the annex, which will be implemented on first day of school on the 8<sup>th</sup> of February.
- The second semester will start on the 8<sup>th</sup> February.
- Winter activities is still going in schools, the last day will be on the 5<sup>th</sup> of February.
- EWG work plan approved and endorsed by all members.
- Training on Referral pathways completed in almost all district and ERP is now going to update based on feedback.
- This semester we are not registering new students.

#### J. **Youth Taskforce**

- Global Nomads presented on the work they do on civic education and virtual exchange between youth globally. They are currently working on their regional strategy and interested in feedback. They are thinking of piloting a programme in Zaatari in the spring and then possibly something longer afterwards. They promote critical

thinking as part of their programme. They provide their exchange programme in English and in other languages, such as Arabic. They will share a concept note with the YTF so that organizations can better evaluate whether they may wish to link up.

- ROTA (Reach out to Asia) gave a presentation on their role as donors in education, both formal and informal. They focus on infrastructure, training of instructors, community engagement/governance, skills building (such as life skills, academic skills, technical and psychosocial), as well as youth participation. They focus on the age group of 10-25. They would like any interested organizations to connect with them to discuss potential projects and then come up with a concept note.
- YTF worked on half of the 2015 Action Plan, going through actions and discussing, agreeing on language. The next two weeks will be taken to complete the process.
- A summer school opportunity for YTF members was shared and will be emailed around. It is the Oxford International Summer School in Forced Migration course that is open to all. The YTF coordinated with Protection WG regarding protection concerns for Syrian and Palestinian refugees since they are being offered bursaries to attend the course. Based on feedback from Protection, the course is not being recommended for Syrian and Palestine refugees, as there are major concerns about their ability to return to Jordan after the course as well as a few other protection concerns around documentation requirements. This course is being shared with YTF members for their own interest to further their education in this field if interested.
- UNHCR intern, Philmon, asked for YTF members to assist him in setting up some interviews with youth for his report on Syrian youth in Jordan and asked for some feedback on his questions.
- End of Jan had there was a meeting with partners, focusing on the partnership with community policing and juvenile courts in order to ensure the protection of detained youth.
- The YTF representative highlighted there needs to be advocacy in relation to the protection concerns related to studying outside of the country. He also stated that there needs to be efforts to sensitize donor communities about what types of opportunities they should offer.

**K. NFIs:**

- Diapers, Hygiene Kits, winter clothes (Overall), Baby Blankets and blankets are being distributed for children from (0 to 2) years in the NRC replenishment compound in District 6.
- In the last distribution cycle NRC distributed 120,949 vouchers, funded by UNHCR.
- The next planned distribution will be Vouchers distribution; more details will be shared later on.

**Comments:** A discussion about protection concerns regarding children handling gas bottles followed the presentation. The distributors have been instructed not give gas bottles to children, but the issue is that often times families send children to collect gas bottles. NFI will follow up with super markets regarding this issue. The Protection working group will also discuss how they want to address this issue of children picking up gas bottles.

UNICEF is extending its winterization program until 2/20. The UNICEF representative could not confirm whether or not there will be extra sizes and selections. One member of the meeting wanted clarification. Additionally, the WFP representative said she had heard concerns from refugees that they are able to get the winterization items cheaper outside of the camps.

In response to the question about diapers. NFI has confirmed it can fully fund diaper distribution through March for children diapers. Adult diapers have been out of stock for about 1.5 months. UNHCR noted that they are working with small donors to make targeted donations for adult diapers.

**L. External Relations**

- To inform Camp based fundraising efforts UNHCR will prepare; in coordination will all humanitarian partners in Zaatari, a joint funding needs document to form the basis of engagement with donors and partners.

The CMC will be on **Tuesday 17 February 2015**, at Zaatari Base Camp Conference Room 4, at 14:00.