



Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,
Date 12/07/2016 – 13:00

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.

Date	Actions to be followed up	Who	By when	Done?
Emerging issue				
12/07	To present the pending action points from pervious community gatherings and follow up with the relevant parties.	CS	26/07/2016	
12/07	To inform SRAD and get permissions for any upcoming events. Coordinate with the Camp Management as well to update Za'atari's joint calendar and liaise with other partners.	All agencies	On-going	
Camp Management				
For all health issues.		Iyad Shtayiat, Assistant 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.		Ghada Barakat, Associate Site Planner barakatg@unhcr.org , 0796845092		
For all registration issues.		Noor Khrino, Registration Associate, khrino@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 Livia Das Neves, Associate Field Officer, dasneves@unhcr.org , 796083917		
For all issues related to diplomatic missions, the media, private donations, research and new projects proposals.		Gavin David White, External Relations Officer whiteg@unhcr.org , 0798175813		

A. General Announcements

- The new Director of SRAD in Za'atari camp; Colonel Nawras, was introduced during the meeting. Colonel Nawras was previously head of the peace keeping training centre in Jordan.
- It was announced that the Common Distribution Centre for Humanitarian Assistance utilizing Iris Scan technology and will be officially launched in August. The Centre is open free of charge to all humanitarian partners for the provision of cash assistance, NFIs (non-food items) and support CFW (Cash for Work) activities. The system will provide a more cost effective means of providing assistance, and support efficiency in screening and reporting.
- Camp management announced that the Electricity project concluded on Tuesday June 5th. The electricity network, with a total threshold of 8.67 Mega Watts (MW), unique within a refugee camp context, now provides nine hours of electricity from 7pm-4am to refugee families to support their daily energy needs. The investment in energy provision in Zaatari Camp is part of UNHCR's Global Strategy for Safe Access to Fuel and Energy (SAFE) 2014-2018.

B. Security

- 23 June 2016, Zaatari Camp, at 02:00hrs a clash between two groups of refugees broke out for unknown reason. Two refugees were suffered minor injuries. Case is under investigation.
- 26 June 2016, Zaatari camp, eastern gate, a clash broke out between a refugee and a Jordanian truck driver when he was about to ran him over by his truck. The refugee sustained minor injuries and filed a complaint at SRAD where he was requested to provide a medical report, while the truck driver was suspended from work by UNICEF.
- 27 June 2016, Zaatari camp, District 2, at 10:20hrs a fire erupted in a caravan. Reason was unknown. Civil Defense put out the fire. No injuries.
- 1 July 2016, Zaatari camp, District 8. At 03:00hrs a fire erupted in a caravan. Civil defense put out the fire. Reason is unknown, case is under investigation.
- 3 July, 2016, Zaatari Camp, at 10:00hrs following a clash over personal dispute resulting in minor injuries, Police Camp refereed three Syrian refugees to the court and to the district governor.
- 10 July 2016, Zaatari Camp, Eastern gate, at 11:00hrs In a solidarity with a water truck driver who was suspended from the work in the camp by UNICEF for one week for making problems with some refugees; about 10 truck drivers went on strike at the eastern gate demanding to allow the driver who was suspended to resume his work in the camp as usual and they threatened to keep on strike until the problem get solved. SRAD and UNICEF met with the drivers and it has been agreed with them to allow the suspended driver to resume his work after one day of suspension. At 11:30hrs the strike ended peacefully.

C. Registration

1.1 Transfers to Zataari camp:

- 6 individuals were transferred from RBS to Zaatari camp
- 23 individuals were transferred from Azraq camp to Zaatari camp.
- 3 individuals were transferred from EJC to Zaatari camp.
- 7 individuals were transferred from Amman and Irbid to Zaatari to be reunited with nuclear family members in the camp

1.2 Transfers from Zataari camp: 6 individuals were cleared to be transferred to EJC camp.

1.3 Travel to Third country:

- A total of 74 individuals traveled to third country, among them 7 individuals were residing and registered in Zaatari camp, while 67 individuals were residing in urban areas.
- 40 individuals traveled to Germany, 13 individuals traveled to Saudi Arabia, 7 individual traveled to Lebanon, 4 individuals traveled to Sweden, 4 individuals traveled to United Arab Emirates, 3 individuals traveled to Austria, 1 individual traveled to Malaysia and 1 individual traveled to South Africa
- Main reasons of departure for Zaatari camp residents:
 - Joining family members in third country
 - Lack of employment and income generating activities
- Main reasons of departure for urban residents:
 - Joining family members in third country
 - Lack of employment and income generating

1.4 Spontaneous Departures to Syria:

A total of 74 Individuals were inactivated for spontaneous departure to Syria, among them 27 individuals were registered and living in Zaatari camp and 47 individuals were living in urban.

Dara is the main city where refugees departed to and the main villages in Daraa were refugees intended to return to were as follows: Nassib, Tasiil, Tafas.

- Main reason of Departure for Zaatari camp residents: Family Reunification remains the main reason for the returns.
- Main reasons of departure for urban areas residents:
 - Family Reunification.
 - Living condition in Jordan, including lack of income generating activities and living costs in urban.

1.5 Documentation:

- A total of 143 Syrian documents/89 envelopes were returned back to the refugees, documents were recorded on proGres.
- 25 cases approached the registration area to replace their lost ration cards.

1.6 Registration of new Birth:

- 93 babies were added to their parents cases, among them (52) Girls and (41) Boys (Birth notifications were presented).

Total camp population:

A total of 79,282 individuals are currently residing in Zaatari camp, among them 50% females and 50% males.

D. WASH

- Water Delivery: Sufficient supply available from the 3 camp boreholes and the water delivery is continuing without issue.
- Wastewater Collection:
 - wastewater collection is problematic and the desludging contractor is not removing volume produced per day
 - additional desludging trucks brought in to help remove daily wastewater volume produced but is still deficient – refugees will see their IWWM/ZWWM tanks overflowing
 - Wastewater treatment plant unable to accept all wastewater produced in cam and is being transferred outside of camp.
- Solid Waste Collection: Current solid waste collection sufficient and no current issues exist

- **Hygiene Promotion:**
Pilot project launched for refugees to create reusable diapers, materials and equipment available for pilot program – once first production completed, inputs from various stakeholders to be collected and designs/program to be reviewed
- **Vector Control**
Fly traps have been distributed throughout camp at inaccessible points, by NRC; fly attractant to be installed next week
- **UXO**
UNHCR has provided “go ahead” for works in D10 to start again and protocols for actions when UXO discovered during construction; UNICEF to provide similar instructions

E. Health

- **Health information System (HIS) weeks 24 and 25.**

- Number of consultations: 18,324 consultations.
- Total deliveries: 107 deliveries.
- Number of mortalities: 4cases.
- Number of outside camp referrals: 264

Others:

- UNHCR coordinated sending of 100 patients to Philadelphia Hospital for ENT surgeries mostly tonsillectomy surgeries, in addition to 23 patients for general surgeries. UNHCR provided lists of patients and transportation back and forth to the hospital through JHAS, while Qatar Red Crescent covered the surgeries’ cost.
- Fortunately there were no significant emergency cases during Eid vacation, and also no food poisoning cases were reported.
- Health sector directed Community Health Workers to focus their awareness efforts on shops and restaurants in the shops street regarding food safety especially during summer.
- Health sector direct CHWs to increase awareness of community regarding avoiding dogs bite’s by avoiding provoke dogs, especially to do not let children playing with dogs and Throw it stones.in addition to double check with ACTED possibility of collecting food leftovers from restaurants in daily bases after closure.
- Contact information of International Rescue Committee/ IRC’s clinic manager: Deifallah Alsheikh (Senior Health Officer) +962788023009 | email: deif.alsheikh@rescue.org

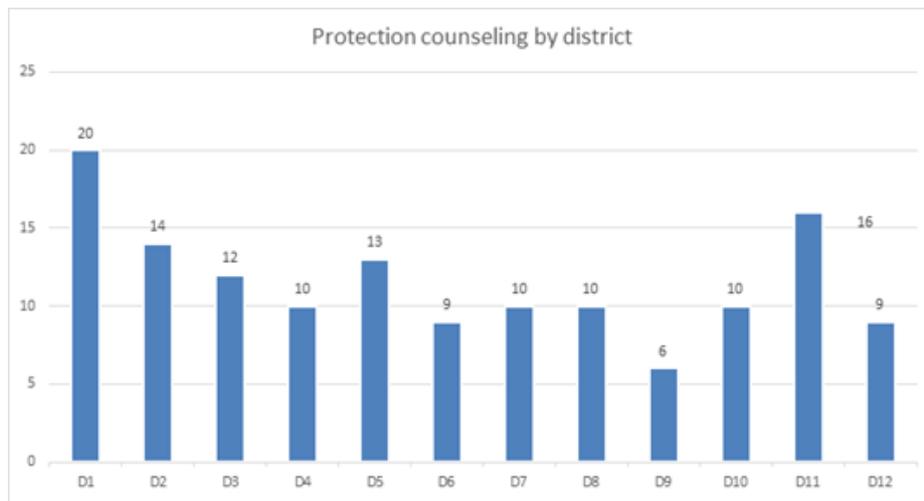
F. Food

- WFP is supplying Za’atri camp with around 16.400 MT of fresh bread on a daily basis to meet the beneficiaries’ needs.
- WFP through SCI conducted two camp-wide distribution of dates donated by the Kingdom of Saudi Arabia for the Holy month of Ramadan. A total of 194.604 MT were distributed in two cycles in June, reaching 16,454 families who came to collect their bread cards. Leftover dates will be distributed at a later time in coordination with UNHCR.
- WFP is distributing welcome meals in Raba Al Sarhan through the International Organization for Migration (IOM) to beneficiaries entering or leaving Jordan. A total of 3,688 individuals received welcome meals in June.
- WFP also distributes welcome meals through NRC to cases in the Za’atri camp reception area. In June, 99 welcome meals were provided.

- WFP through Save the Children International (SCI) distributed 226 new arrival vouchers (total value JOD 1,130) in the camp. Fifteen cases received replacement e-cards, and another three cases, replacement PIN codes. A total of 54 new e-cards were also distributed in the camp.
- WFP's school feeding program through SCI for the camp formal reached a total of 12,032 students until the end of the school year on 9 June.
- WFP's school feeding program also supports the informal school through NRC. In June, the highest recorded figure of students reached per day was 44.

G. Protection

- UNHCR extended support to the Religious Court facilities to enhance the services provided to the family mediation office under the Religious Court. The new room was established to serve as a visiting room for parents in dispute over custody related matters. Previously, such visiting room was only available in Mafraq and posed serious challenges identified with leave permits, costs and transportation to parents wishing to see their children.
- A decrease was mostly observed in the number of marriage contracts issued including those of newly issued marriage contracts for early marriages with only 15 marriage contracts issues for early marriages out of a total of 77 marriage contracts issued in total. Last month, 74 out of 114 contacts were issued for early marriage cases.
- All counseling and service related activities had decrease in numbers during the month of Ramadan.
- The below diagram shows the occurrence of protection incidents or concerns reported to UNHCR by district. It appears that the majority of concerns are mentioned in the highly dense districts of D11 and 1. Here, it is particular worth highlighting that the majority of recorded incidents of detention and deportation allegations have been reported from the old districts 1 and 11 and 12. However, even less dense districts with high population numbers show incidents of protection concerns including D5 hosting the largest number of refugees for inter-camp transfers, documents requests and other registration related issues



- A total number of 198 cases/ 523 individuals were processed by protection staff at the return office during the month of June. This number presents a slight decrease in refugees returning compared to May with 656.
- Protection WG as mainly focused on the ZSDF and finalized the core goal, objectives and activities; as part of the planning, 24 FGDs are undertaken with different groups from the community; the FGDs focus on the refugees perception of their future, gaps and challenges they face which will be further a part of the yearly PA we are undertaking.

- Child Labor Task force has been meeting before Eid and further follow up will be undertaken by the chairs from Save the Children. Participation by relevant partners is appreciated. The CLTF follows the national CLTF and is mainly addressing a response plan on child labor in line with core ministries, authorities in the camp and CP partners.
- Protection monitoring continues as per the schedule agreed in the last month, in Districts 4, 5, 6 and 11. Reports are being compiled and shared. Protection monitoring activities were more difficult due to Ramadan as refugees were less welcoming to the monitoring. At the same time, staff in the field could identify relatively higher number of the conflicts between neighbors in one district over the water distribution (that is resolved between the neighbors by themselves), and increased demand for the leave permits;
- We understand that SRAD is implementing new leave permit procedures, it would be good to receive the explanations;
- PTV network has been extended for 30 persons, Protection organized the meeting between new and old PTVs, and introductory workshop is under the preparation, to be held next week. At the same time, Protection continues to work with the existing PTVs that keep us abreast of the protection and other developments in their respective districts

H. Community Services

- Community gatherings:
 - Number of community gathering conducted during this period: 11
 - Number of refugees attended the gatherings: 249
 - Number of PWDs attended the gatherings:10 (an average 1/gathering)
 - The most common topics raised and discussed during this period: Work and Leave Permits, wash issues and NFI Distribution.
 - After the presentation in the previous CMC, a positive impact was sensed on the number of NGOs attendees in the community gathering.
 - The most common topics raised and discussed during the month of May: Work and leave permits, Infrastructure works in the district, and Renewal of some distributed CRI/NFI materials.

I. Education

No information shared.

J. Youth Taskforce

- Circulated the YTF news letter to the members and started the discussions on the coming newsletter theme.
- International youth day is on the 12th, Aug. we started the initial discussion with the members on who to coordinate our interventions in remarking the day. Also to look at what exactly we will be doing as a group and to coordinate the activities during the day.

K. Basic Needs and Livelihood Working Group

- **3W Livelihoods Matrix** – the BNLWG has developed a 3W template for collecting information on ongoing and planned livelihoods interventions both in Zaatari and Mafraq urban. Feedback from partners is expected by Thursday July 14th. The consolidated matrix aims at informing partners about livelihoods initiatives, avoiding duplication and promoting complementarity of programs as well as guiding fundraising efforts.
- **Assessments** – the BNLWG has endorsed a qualitative assessment on remittances that will be conducted by IOM through REACH. It is estimated that a total of 4 FGDs will be conducted in Za’atari camp (2 male and 2 female). The assessment aims identifying themes and patterns in the nature and dynamics of remittance transfers to Syrian refugees in Jordan.
- **CFW** – the BNLWG has finalized a list of agencies’ CFW focal points, their district(s) of intervention, and CFW sector(s). The focal points listed are responsible for dealing with CFW-related complaints and referrals from case workers according to the CFW SOPs, and this list is meant to facilitate referrals.

- UNHCR is awaiting feedback from some partners that still haven't shared their CFW spent amount. Partners are requested to share this information ASAP to be included in the June CFW Factsheet.
- **Work Permits** - the Minister of Labor, Ali Al Ghzawi, has officially announced today that the Government extended the grace period for free work permits for Syrians for additional three months.
- **NFI Distribution Centre:** 2927 different CRIs (Blanket, Mattresses, G. Matt, Elderly & Children Diapers, kitchen sett) given out to 534 families including newborns, ad-hoc distribution and special cases.
 - 370 Hygiene Vouchers
- **CHDC** (Common Humanitarian Distribution Centre)
 - For the past two weeks, there was no distribution in NRC center.
 - CHDC will start Sanitary napkins distribution this Thursday 14th of July till 25th of July covering two months.

L. **Site planning**

- Commencement of construction of 14 shading units to be used as bus stops and waiting areas around the ring road and through IRD.
- A building module has been granted to UNHCR from Building Peace Foundation (Italy) to be used as an Art Gallery for Zaatari camp displaying artwork done by the refugee community. The building materials are currently being shipped to Jordan to be constructed in IRD community centre in district 2.

M. **Energy inputs:**

Electricity project: (*The largest electrical distribution network supporting refugees*)

- The project was completed on Tuesday June 5th and the new electrical network has been switched ON in all 12 districts.
- Extra network expansion into some blocks of the districts will be carried on during August as minor part of the same project, which was put on hold to prioritize switching ON the new network.
- District 2 lost their power supply for 5 days during the final stages of the project, and electricity was restored on Monday, June 4th

Camp's Power Supply:

- Electricity is supplied in the 12 districts for 9 hours from 7:00 PM to 4:00 AM.
- Electrical loads in all districts are stable and the power supply is continuous over the 9 hours without any interruption.
- Street lights have been switched ON in districts (5, 6, 7, 8, 9) other districts will follow, in the past most of these lights were switched OFF because the old transformers weren't able to handle both loads (HHs & street lights) and most of them got damaged (either broken or burnt-out) now with the new improved transformers all street lights with extra new one's will brighten the lives of refugees in Zaatari Camp through a plan that will be carried on during 2016.

N. **External Relations**

- *Diplomatic Missions: 29th*, US Congressional Staff Delegation – *12th*, Mexican Ambassador.

O. **AOB**

- OXFAM shared a presentation on "Recycling in Za'atari Camp". The project aims to provide Syrian refugee women and men in 12 districts of Za'atari camp with improved access to sustainable livelihood opportunities for food security in the waste management sector. Also, to improve solid waste management practices as well as access to alternative food sources in 12 districts of Za'atari camp.

