



Camp Management and Coordination (CMC) Meeting Minutes

**UNHCR Base Camp,
Date 10/01/2017 – 13:00**

Chair: Irene Omondi omondii@unhcr.org



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.

| Camp Management | |
|--|---|
| For all health related issues. | Ohammed abu Khudair, Khudair9@hotmail.com Iyad Shtayiat, SHTAYIAT@unhcr.org |
| For all protection related issues. | Sergii Lavrukhin, lavrukhi@unhcr.org Manushaqe Zefi, zefi@unhcr.org |
| For All WASH related issues | Abrassac Kamara, abkamara@unicef.org Jill Hass, HASS@unhcr.org |
| 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, almadani@unhcr.org Capt. Mahmoud Qasqas, Mahmoudqasqas@yahoo.com Ma'en Al-Alem, maen.alalem@rescue.org |
| 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 Basic Needs and Livelihoods related issues. | Livia Das Neves, dasneves@unhcr.org Chris RINGER, chris.ringer@acted.org |
| For All Education related issues. | Shorouq Fakhouri, sfakhouri@unicef.org Irene Omondi, omondii@unhcr.org |
| 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. Security

- **27 Dec 2016** Zaatari Camp, at 11:00hrs A (60) year old Syrian refugee was rescued to Mafraq hospital where he was announced dead upon arrival. According to SRAD and medical report it was natural death.
- **2 Jan 2017**, Zaatari Camp, district 1, St 16, at 15:45hrs a fire broke out in four caravans (one compound) the reason was unknown. Civil Defense put the fire out. No injuries reported.
- **2 Jan 2017**, Zaatari Camp, at 09:00hrs following a clash resulted in minor injuries; Police Camp referred two Syrian refugees to the court. Case is under investigation.
- **4 Jan 2017**, Zaatari Camp, at 10:00hrs following a clash resulting in moderate injuries for a Syrian refugee who was admitted Mafraq hospital for treatment, Police Camp referred two Syrian refugees to the court.
- **4 Jan 2017**, Zaatari Camp, at 11:00hrs a two months new born rescued to Mafraq hospital where she was announced dead upon arrival due to a premature birth.
- **4 Jan 2017**, Zaatari Camp, a 15 year old Syrian refugee fell off a dislodging truck causing him a broken pelvis and some other injuries. He was rescued to Moroccan Hospital in the camp. Case is under investigation.
- **4 Jan 2017**, Zaatari Camp, a 35 year old Syrian refugee fell off a water truck causing and rescued to JHAS for minor injuries. Case is under investigation.
- **5 Jan 2017**, Zaatari Camp, at 10:00hrs Police Camp referred a Jordanian citizen driver for involving in a car accident with another vehicle that belong to local authorities and causing damage to the vehicle. Case is under investigation.
- **5 Jan 2017**, Zaatari Camp, at 10:00hrs Police Camp arrested a Jordanian citizen driver who ran over a (14) year old Syrian refugee causing him a serious injuries. Case is under investigation.
- **5 Jan 2017**, Zaatari Camp, at 15:00hrs a (9) year old Syrian female refugee rescued to Qasir Shbeeb Hospital where she died due to a suffocation by gum. Case is under investigation.
- **7 Jan 2017**, Zaatari Camp, at 15:30hrs following a clash, Police Camp arrested three Syrian refugees and referred them to the court.
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B. Registration

1. Transfers to Zataari camp:

20 individuals were transferred to Zaatari camp as follows:

- 14 individuals were transferred from Azraq camp.
- 2 individuals were transferred from Urban.
- 4 individuals were transferred from RBS

2. Travel to Third country:

- A total of 54 individuals traveled to third country, among the 9 individuals were residing and registered in Zaatari camp, while 45 individuals were residing in urban areas.

3. Spontaneous Departures to Syria:

- A total of 64 Individuals were inactivated for spontaneous departure to Syria, among them 25 individuals were registered and living in Zaatari camp and 39 individuals were living in urban.

- Dara is the main city where refugees departed to.

- Main Reasons of the departure to Syria were. :

1.Reunification with family members in Syria.2.Living cost outside the camp

4. Bail outs:

A total of 8 individuals were bailed out according to the information reported to UNHCR.

5. Registration of new Birth:

-107 babies were added to their parents cases, among them (57) Girls and (50) Boys (Birth notifications were presented).

C. WASH

WATER SUPPLY

- Water supply is ongoing and stable. There has been a reduction in consumption by the refugees. Water supply is now reduced to on average 2,700m3/day.
- Rehabilitation of BH3 (taking advantage of the reduced consumption) is complete, well will resume production this week
- Disinfection of public and private water storage tanks is being finalized in the remaining two districts. The sector will continue to revisit and convince household who refused to have their tanks disinfected. If all efforts fails, we will stop filling their tanks and instead their water will be delivered in the nearest public tanks.
- With no major water quality problems observed after the intensified water quality monitoring, the sector re reverting to normal routine monitoring.

SANITATION

- Desludging is ongoing with, with average 2,150m3 of wastewater managed daily.
- Construction of the wastewater network in the remaining blocks of D10 affected by UXOs is in progress, still discovering more UXOs; until now total 58 UXOs are discovered. Work is expected to be completed by the end of February 2017.
- The official launch of the water and wastewater network (Phase 2) is scheduled for 18th January 2017. Contracting process is completed, mobilization period is already started. Ground breaking will be in February 2017.
- Installation of concrete septic tanks is ongoing in all institutions in the camp. Works on the basecamp WASH facilities is scheduled for this weekend. JEN will communicate the exact details of work schedule. It is likely that one set of facilities will be put out of use temporarily while the installation works are in progress. The sector appreciates in advance your understanding for any inconveniences this may cause.
- All partners/agencies who wish to establish new WASH facilities (for new or expanded offices and institutions) are kindly requested to contact the WASH sector for guidance prior such

installations. Otherwise, the sector will not take responsibility for any future decommissioning and maintenance (desludging) when the network is complete.

- Solid waste management is ongoing, with estimated 450m³ of waste collected and disposed of daily

WASH storm response

- During the month of December 2017, Zaatari camp experienced two severe rain storms that caused some flooding in various sections of the camp.
- The sector dewatered flooded households, institutions and other service areas, created drainage channels and unclogged culverts to effectively drain runoff outside the camp.
- The sector is now working on the construction of few culverts in prioritized locations and breaching of the camp berm/dyke to prevent future flooding

- We wish to kindly request all ;

- ◆ **Not to block natural drainage channels to construct footpaths**
- ◆ **Consult the sector if you wish to undertake any civil works so that we could provide flood prevention guidance**
- ◆ **Store all assets/ equipment/supplies on shelves or elevate platforms**

➤ **Action point:** WASH partners to share the list of HH that have not accepted to disinfect their tanks for further counseling .

D. Health

- Number of consultations: 31,872
- Number of deliveries: 193 deliveries.
- Number of mortalities: 13 mortalities
- Number of referrals outside camp: 534

E. Food

- Winterization Planning - Zaatari 2016-2017
- WFP through Immediate emergency food assistance winterization plan, provided 30 WM to beneficiaries who have been affected with the flooded shelters during heavy raining harsh weather.
- The alert has been raised by UNHCR through IRD, WFP responded directly and coordinate with IRD to receive 30 WM meals, IRD reported that the meals have been distributed.
 - WFP stock is 4000 Welcome Meal in WFP warehouses Zaatari camp as a contingency stock for (Emergency food assistance).
 - Food assistance: is an Immediate food assistance for households who have been affected (Snowstorm –flooded shelter), recommended by UNHCR.
- WFP Healthy Kitchen project continued to provide 4000 meals as a daily basis to cover all formal schools in Zaatari camp.
- RHAS completed the third stage of Healthy Kitchen project construction in Za'atari; Mafrq sub office allocated the HKP inside WFP food distribution point (FDP) in district 4.
- The Iris-Scan Payment System, issues have been faced during the harsh weather due to electricity disconnection and internet connection, action has been taken by using E-Cards until the issue solved.
- According to UNHCR, as of 09 Jan, 79,564 Syrian refugees are registered in Za'atari camp, around 50% of whom are female.

| Camps E-Card Distribution Plan December 2016 | | | | |
|--|--------------|----------------------|-----------------------|---------------------------|
| Camp Name | NO. OF Cards | NO. OF Beneficiaries | Voucher Value(20) JOD | Voucher Value (28.25) USD |
| Za'atari Camp | 16,806.00 | 73,721.00 | 1,474,420.00 | 1,468,880.00 |

- WFP continued school feeding (date bars distribution) in all formal schools in Za'atri camp, covering 13,421 students as a higher record with a 402.630 Date bars during the period between 18 December 2016 till 07 Jan.2017
- NRC learning and youth center, WFP continued School feeding (dates bars distribution) in classes at the informal school/NRC learning and youth center in Za'atari Camp, with the highest number of students reached 475.
- WFP Healthy Kitchen project, school Meals distribution continued in Za'atri camp until end of December 2016, an extension for CP will be on February 2017.
- WFP Healthy Kitchen project in Zaatari Camp covered 3665 as the highest number of students reached with a healthy meal (Pastries, Vegetables and Fruits) on a daily basis in all formal schools Za'atari, while rest of students continue to receive Date Bars.
- In addition, WFP provided around 210 welcome meals to special cases at Za'atari camp reception area through NRC.
- In Za'atri camp, 896 new arrival vouchers were distributed by SCI in addition to 338 general paper vouchers for special cases.
- WFP through SCI is providing the camp with 15.900 MT of fresh bread on a daily basis since November 2012.
- WFP is distributing welcome meals in Raba Al Sarhan through the International Organization for Migration (IOM) to 80 beneficiaries newly entered Jordan, and 372 returnees/ leaving Jordan.

F. Protection

- December has seen the significant decrease in the number of return comparing to the previous months. A total number of 78 cases/154 individuals were processed by protection staff at the return office during the month of December (333 individuals in November). Refugees report unclear situation in Syria, cold weather as well as resettlement efforts by UNHCR as the main reason to postpone their return;
- Members of Protection Team of Volunteers referred 30 cases to UNHCR protection staff in December;
- During the month of December, a total number of 275 Persons of Concern (PoC) approached the Service Area and were provided with protection counseling with an average of 13 cases per day;
- In December, 53 new SGBV cases approached the unit and provided with full counseling;
- UNHCR had productive meeting with the new Head of community police in the camp, where both sides discussed the mandates, capacities and the ways for cooperation. It was agreed to have the joint workshop between UNHCR and ComPol to further develop the cooperation

G. Community Services

- CMWG members have agreed and started conducting a door to door campaign as one of the CM tools to disseminate the winterization messages. Campaign is in process and expected to finish by the end of Wednesday. Furthermore, the reason behind using the door to door campaign is related to the complex of the gas and electricity messages that needs to reach all refugees and being explained to them.
- Participated partners in the door to door campaign are as the following:
 - UNHCR.
 - IRD CM team.
 - IRD Health volunteers.
 - IFH/NHF.

- OXFAM.
- JEN.
- NRC.
- SCJ.

Community Gatherings Highlights:

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| Number of community gathering conducted during this period: 15 | Number of refugees attended the gatherings: 483 |
| Number of PWDs attended the gatherings: 12 | The most common topics raised and discussed during this period: CFW, Winterization and Education. |

| Sector | Topic | Response | Action point |
|------------|---|---|---|
| Protection | ➤ Leave permits to urgent cases | ➤ UNHCR are planning to have a discussion with SRAD to allow companions with people who have serious medical condition or PWD's at the leaves office. | ➤ The situations can be reviewed on case by case basis when the leave permit is needed for the urgent cases that are rejected by SRAD, for that refugees needs to approach staff in the service area or return office. |
| | ➤ Early marriage is a tradition and a form of protection. | ➤ UNHCR and Legal Aid conduct EM counselling to couples before the marriage take place in Sharia Court. For any concerns related to EM approach Service Area. | ➤ UNHCR representative stated that the person, who does not register his marriage contract by a judge in the court and only have it with a sheikh, will be charged with a fine of 1000JD. This procedure is to guarantee the rights of women, men and children alike, and also with regards to matters of alimony in case divorce occurs. |
| Education | ➤ Parents are not notified when their children are absent from school | ➤ Issue has been brought to the attention of the Directorate. The directorate will ensure that the counselor will contact the parents whenever their children are absent. | ➤ UNHCR: Coordinating with the concerned NGO's to arrange meetings with students' parents regularly. |
| | ➤ Kindergarten for | ➤ Kindergarten is not a | |

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| | kids who finished pre-school has not been registered at any kindergarten or school. | pre-requisite for accessing formal schools. We are just starting KG in the camp and due to capacity we are focusing on 5-6 years old with 850 students | |
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- Did not receive response from WASH

H. Education

- 402 students are sitting for the Tawjihi exams this year 117 out of the 402 are re-sitting for the exam.
- Schools have started their winter holiday starting 15 January until 7th February
- We have established 34 KG classes, only 21 are operational until now , by the beginning of the second semester all of the 34 KG will be operational.
- Catch up program has already started in the camp with 69 students, this program is accredited by the MOE and is expected to feed back to the formal schools after bridging the years missed out of school.

I. Youth Taskforce

- YTF members discussed the way to start working on 2017 YTF action plan, the member will have a half/one day workshop. The workshop will be hosted by one of the organization.
- In December the YTF field exchange visit took place in RI center, more than 20 youth volunteers participated in the meeting. The meeting took a discussion based approach with the youth and the members
- Youth reflected on the year and shared feedback regarding youth services.
- Preparations for the 2017 1st newsletter, the deadline for input submission is on the 15th, Jan. interested youth actors should send their input in Arabic and English. Inputs should be short and
- Direct with a message towards youth needs or intervention.

J. Basic Needs and Livelihoods Working Group

- The CFW Assessment results were finalized and presented to the BNLWG and CMC (attached)
- The Annex 4 of the Assessment SOPs, which establishes the procedures for conducting assessments/academic research in Zaatari camp, has been updated and endorsed by the BNLWG (updated Annex 4 attached).
- The winterization PDM data collection has been concluded by enumerators from the Winterization PDM Task Force formed by UNHCR, REACH, NRC, IRD, UNICEF, and ACTED. Three samples were assessed with a 95% confidence level and 5% margin of error: 1. General UNHCR and UNICEF Cash Distributions; 2. Designated Alternative Collector; and 3. Targeted Cash Assistance for Shelter maintenance.
- The grace period for Syrian refugees to obtain work permits free of charge has been extended by the MoL until April 2017.
- The BNLWG has endorsed the following assessment requests in December:
 - Oxfam Recycling Assessment
 - Behavioral Study from Amman Arab University
- The December CFW Factsheet was presented to the BNLWG and endorsed by members (CFW Factsheet to be shared once finalized – spent amount from 3 partners missing). Attached

Action point: CFW presentation – further discussion on refugee awareness level and knowledge of complaint mechanism should be followed up with support from protection working group to ensure that all refugees are well informed of both process.

NFI Center:

- 42,397 different NFIs through CDCHA . including the camp wide distributions , Ad-hoc distribution and recommendation.
- We distributed 1,051,000 JOD CASH provided by UNHCR for the caravan maintenance , and UNICEF for the children winter clothing. IN addition to two CFW payments for Oxfam at CDCHA terminal 2.

K. Site planning

- Below is a link to the updated district layouts as per inputs received from the field, and attached is the updated HH address sheet for the reference:
<https://www.dropbox.com/sh/cmhbs4ycct2e1k2/AACxWm18i6XJVoYk37QZRFHna?dl=0>
- Through NRC, we will soon start re-opening the trenches and cleaning of culverts using a grader, backhoe, and CFW throughout January-February. This will take a period of 40 working days. However, the efficiency of this activity relies on the awareness of the community and organizations to maintain the graded areas to better serve during wet weather conditions. Messages regarding this matter have already been shared with CMWG to be disseminated to the community.
- The SOP for site establishment/extension of facilities again as there have been a few modifications on the document is attached.

L. Energy:

Supply hours:

- As of Wednesday 4, January 2017, supply hours in the camp has been increased to become **7 hours** between **6 PM - 1 AM**.

M. External Relations

- No updates.

N. AOB

- The next CMC will be on **24th January 2016** in Zaatari Base Camp, Conference Room 1, at 13:00.