

# Jordan: Azraq Refugee Camp

December 2018

Azraq is home to **40,615 Syrian refugees**, nearly 22% are under five years old.

**1,204 Syrian refugees (3%)** have disabilities in the camp.

**8,952 shelters** are currently in use in the camp.

**60%** are children, including **240** unaccompanied and separated children.

**1 in 4** households are headed by women.

**All shelters** in the camp are connected with electricity.

## AZRAQ CAMP

Date of Opening: 30 April, 2014  
Capacity: 50,000 (exp. to 100,000)  
Size of Camp: 14.7km<sup>2</sup>

### PLACE OF ORIGIN IN SYRIA

PLACE OF ORIGIN IN SYRIA	TOTAL POC
Aleppo	20%
Homs	19%
Dara'a	15%
Ar-raqqa	9%
Rural Damascus	9%
Other areas	2%
<b>Total</b>	<b>100%</b>

## Geographical snapshot:

Distance to national borders:

Syria: **90km**

Iraq: **255km**

Saudi Arabia: **75km**

## UNHCR PRESENCE

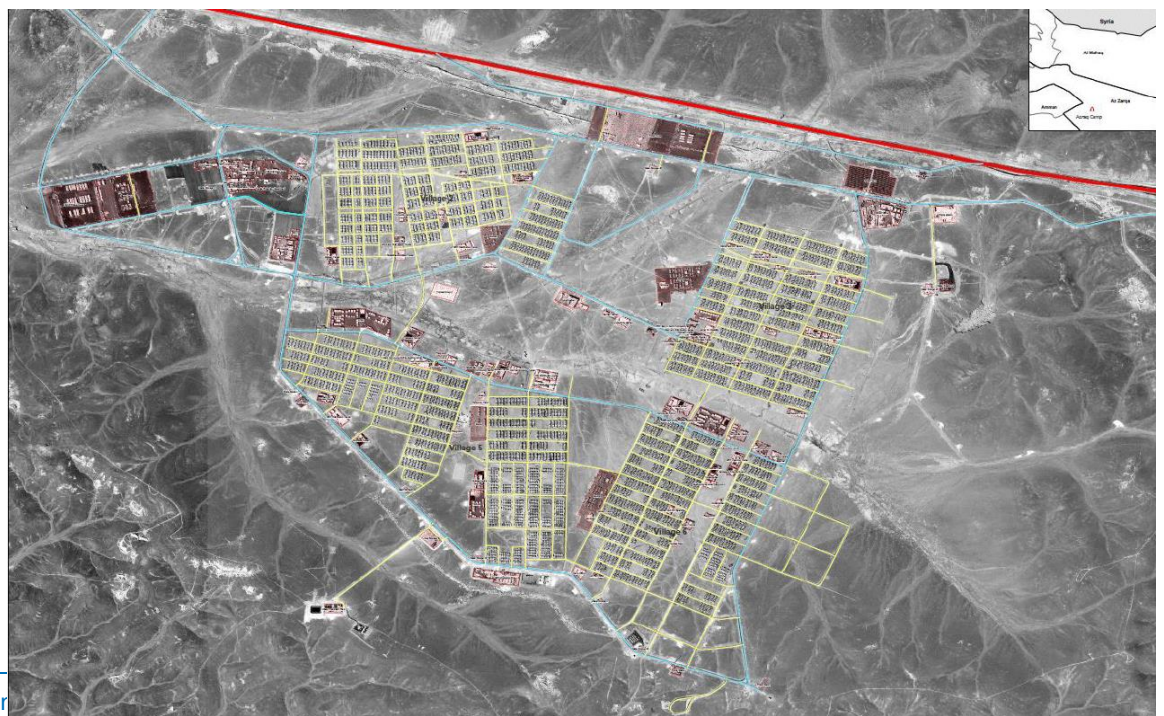
### Staff:

**50** National Staff

**5** International Staff

**2** International Volunteers

## AZRAQ CAMP SATELLITE MAP:



## WORKING WITH PARTNERS

**Azraq refugee camp was opened in April 2014.** The camp management is co-coordinated by Syrian Refugee Affairs Directorate (SRAD) and UNHCR. The camp has the potential to be expanded to accommodate **120,000 - 130,000** refugees at maximum capacity. The village-based approach aims to foster a greater sense of ownership and community among residents. The camp has a coordination mechanism composed of different agencies, which include camp coordination, inter-agency community representatives meetings, sectors and Task Force meetings including information sessions.

### **UNHCR works with the following Governmental and humanitarian partners in Azraq Camp:**

**Governmental partners:** The Syrian Refugee Affairs Directorate (SRAD), the Ministry of Labour and Housing (MPWH), the Ministry of Health (MoH), the Ministry of Education (MoE), Ministry of Justice (MoJ), and Ministry of Social Development (MoSD), Sharia'a Court, Civil Registry Department and Family Protection Department.

**UN agencies:** International Organization for Migration (IOM), United Nations Population Fund (UNFPA), United Nations Children's Fund (UNICEF), The United Nations Office for Project Services (UNOPS), World Food Programme (WFP), UN Women.

**International NGOs:** Action Against Hunger (AAH), Agency for Technical Cooperation and Development (ACTED), CARE, Danish Refugee Council (DRC), Finn Church Aid, International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), International Orthodox Christina Charities (IOCC), International Rescue Committee (IRC), Mercy Corps, Norwegian Refugee Council (NRC), Plan International, Questscope, Relief International, War Child and World Vision (WV).

**National NGOs:** Al Hussein Society (AHS), Arab Medical Relief (AMR), Arab Renaissance for Democracy and Development (ARDD), Noor al Hussein Foundation (NHF), Holy Land Institute for Deaf (HLID), and Business Development Centre (BDC).

## MAIN ACTIVITIES

### Protection

- UNHCR is the lead protection agency in the camp, co-chairing with DRC the PWG and with IRC the CP/SGBV SWG at camp level. Protection staff are present at the Registration/Protection area to conduct interviews and respond to queries. Staff conduct visits throughout the camp to monitor and respond to refugees' protection concerns. In addition, UNHCR provides documentation and counselling services to refugees. UNHCR works with various national and international partners on child protection issues and to respond to SGBV concerns. UNHCR chairs the BID panel which convenes at Azraq Camp to discuss the complex cases of UASC and children at risk in the camp.
- UNHCR has a dedicated team of staff from Protection, Registration and Field at the Reception Area to receive refugees coming from the urban, or other camps to assist them with counselling, shelter allocation and Non Food Items (NFIs) assistance. UNHCR also coordinates with national and international partners to provide immediate services to persons at heightened risk who arrive to Azraq Camp; including women (at risk of) SGBV, persons with disabilities, older persons at risk or persons with specific mental health concerns.

### Education

- Out of **12,703** school age children in the camp, **10,287** are enrolled in formal school, **420** in Kindergarten, **3,639** in Learning Support Services, **606** in non-formal education (**231** students in catch up, and 375 in drop out programs), and 1,809 children are out of school (14 %). The schools are being supported by UNICEF and the Jordanian Ministry of Education to guarantee access to education for all children in the camp while WFP provides healthy meals to all the students. Schools operate two shifts, girls in the morning and boys in the afternoon. In addition, there are Makani Centres (Child Friendly Spaces) providing learning and psychosocial support services to boys and girls. Kindergarten facilities and day care activities are also available in the camp. **A total of 18 students from Azraq camp** have been granted Albert Einstein German Academic Refugee Initiative, known as DAFI, scholarships to study for Bachelor degrees in Jordanian Universities in 2017/2018.

## Health

- UNHCR and partners continue to support refugees with access to quality primary health services in the camp which includes; acute and chronic health consultations, reproductive health, vaccination, mental health, dental health, nutrition and paediatric services. Advanced services are also available in the hospital including laboratory tests, X-ray imaging, emergency department, delivery and paediatric admissions, in addition to minor surgeries.
- Four primary health care centres (PHCC) operate in Azraq camp, where healthcare services through two comprehensive clinics (in villages 5 and 6), two basic clinics (in villages 2 and 3) and one hospital with weekly average of 5,700 consultations in the five camp facilities, 100 referrals to secondary and tertiary emergency life-saving cases to outside the camp and an average of 30 live birth per week.

## Food Security and Nutrition

- Refugees receive **20 Jordanian Dinars** (equivalent to **USD28**) per person every month from the World Food Programme (WFP) in the form of an electronic voucher, which can be used to buy food from the supermarkets in the camp using the card-less ©EyePay iris scanning system connected to UNHCR's registration database. WFP also distributes **240 grams** of bread daily to all refugees in the camp. Ready to eat meals are provided to refugees upon arrival and a school feeding programme is in place for students in all the formal schools in the camp.

## Water and Sanitation

- There are two boreholes in the camp with a capacity of **120m<sup>3</sup>/h** which ensures good water quality and quantity control as well as better cost efficiency. In **Nov.2018**, the average water supply to the camp was **49,800 m<sup>3</sup> per day**. Water is distributed through the water supply network to **302** tap stands. The daily average water distribution was **41.5 L/P/D.**, (litres per person per day). An average Waste Water dislodging of **638.9 m<sup>3</sup>/day** transported to an external Waste Water Treatment Plant (WWTP) EIN GHAZAL 76 KM a way from Azraq Camp. An average solid waste collection of **505 tons monthly** and only 38 tons (**7.5%**) **out of the collected SW(Solid Waste) are recyclable**

## Shelter/NFIs

- In Azraq camp, UNHCR allocates shelters to new arrivals, conducts regular monitoring and coordination with the Norwegian Refugee Council (NRC) to ensure timely maintenance of damaged shelters, and updates the shelter allocations system to ensure information on allocated or vacant shelters is current. All the shelters in Azraq have been upgraded with kitchen extension and those allocated to refugees are all connected to electricity.

## Winterization

- UNHCR provided a winterization camp-wide distribution where all refugees received number of assistance on monthly basis. UNHCR distributed the following items as winterization package to 36,467 individuals. 724,680 JOD (20 JOD per person) as one-off cash assistance, 524,415 JOD for gas refill for cooking and heating, 44,105 JOD for hygiene purposes and 27,320 JOD for Silicon. UNHCR also provided 14,190 Jerry cans, 14,190 Sleeping mats, 7,519 Buckets (15L), 28,636 Blankets-HT, 8,631 Blankets-MT, 6,671 Solar lamp and 5,263 Kitchen sets to the whole population; and 942 baby diapers to 207 individuals and 563 gas heaters and 563 gas cylinders to 2,566 individuals. UNHCR is planning to distribute the second part of cash assistance for gas refill for heating and cooking to cover the remaining months of winter up to March 2019.

## Information Sessions and community engagement

- UNHCR facilitates **two information sessions** per week at UNHCR/ CARE Community Centres where refugees (males and females) come together to address their concerns and share their feedbacks on the ongoing services provided in the camp. Information sessions serve as a monitoring mechanism- assisting partners to improve their interventions as well as providing refugees opportunity to communicate directly to service providers.

## Community Empowerment and Self-Reliance

- On 18 February UNHCR and **the International Labour Organization (ILO)** inaugurated the first Employment Office in Azraq refugee camp (ACE). The ACE, set up in coordination with the Government of Jordan and sponsored by the Dutch Government, aims to facilitate access to formal work opportunities across Jordan for

refugees living in the camp. UNHCR records the work permit in a database linked to the Jordanian authorities, facilitating movement in and out of the camp. Refugees who obtained the work permits are able to leave the camp for up to one month at a time. The facility also provides refugees with counselling services, information on labour rights, training opportunities and job matching services, as of 30<sup>th</sup> November, 4,791 work permits have been registered in Azraq camp. In addition, three market areas are operating in Azraq camp, **The 250 shops** – 50% owned by the refugees and 50% by the host community provides the camp with food shops, restaurants, accessories, bikes and many other items. In addition, UNHCR and its partners have set up an Incentive Based Volunteering (IBV) scheme, through which refugees play an active role in the functioning of the camp, while earning some extra income.

- **Community Centres** were established in 2014 in each Village and facilitate vocational trainings, community gatherings and mass information activities by all agencies. Multipurpose sports-grounds in the camp offer additional sports activities for all age groups. The community centers foster an environment for community learning, innovation, feedback mechanism through suggestion box and community initiatives. The community centres have online learning activities such as **UNHCR Community Learning HUB-In Zone Higher Education Space** provides youth in Azraq camp access to quality connected learning initiatives by InZone (a center of the University of Geneva). InZone initiatives in the camp provide youth with various courses such as “Global History Lab” by Princeton University, and “Introduction to Engineering” by Purdue University.

### Access to Energy

- The IKEA Foundation have created the first refugee camp in the world powered with renewable energy. A medium-voltage power network funded by the Saudi Fund for Development connected the IKEA Foundation funded Solar Plant to refugee shelters, formal and informal businesses, offices and utilities, providing year-round electricity in the camp. The Solar Plant first phase uses **7,788 solar PV panels** with a lifespan of **25 years**. This is the equivalent size of **5 football fields - (50,000 SQ Meter)**
- The 1.5MW solar energy expansion in Azraq camp has been completed bringing the total energy supply to 3.5MW. All the shelters in use in the four villages are now connected with electricity as of 30th of November. Averagely, each shelter consumes 1.8-2.7 kWh/day depends on the season, enough power to operate lights, a refrigerator, television, and a fan and charge phones. Meanwhile the construction of additional 1.5MW solar plant off site is ongoing and expected to be completed mid next year.

### CONTACTS

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