

Jordan – Zaatari Refugee Camp

April 2020

Zaatari is home to **76,688** refugees, nearly 20% are under five years old.

30% of refugees are female-headed households.

Average **9,001** weekly health consultations.

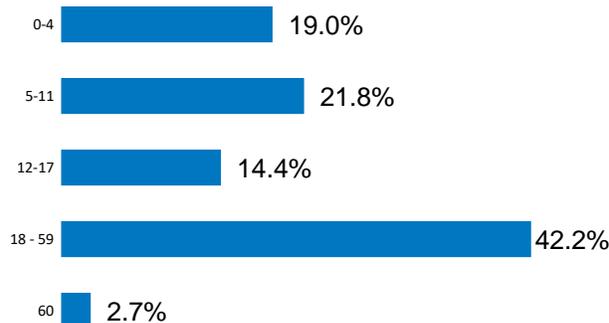
19,243 children are enrolled in **32** schools, with **58** community centers offering activities.

3,963 refugees engaged in Incentive-based Volunteering inside the Camp.

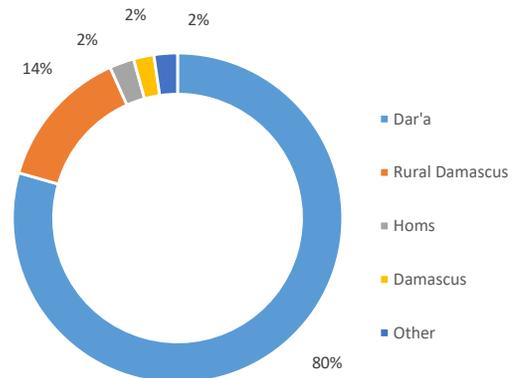
13,773 refugees have active work permits. **23%** are women.

POPULATION OF CONCERN

Age Range



Place of Origin



UNHCR PRESENCE

Staff:

- 67 National Staff
- 8 International Staff
- 2 Interns

Zaatari Camp is under the joint administration of the Syrian Refugee Affairs Directorate (SRAD) and UNHCR. As the lead agency for refugees in Jordan, UNHCR is also covering Camp Coordination, which includes overall strategic and inter-camp operational coordination as well as within the sector working groups. UNHCR is the lead on Protection, Health, Shelter and Site Planning, Security, Community Mobilization, Basic Needs, and Livelihoods.

Zaatari Camp, close to Jordan's northern border with Syria, has become emblematic of the displacement of Syrians across the Middle East following its establishment in 2012. In that time, the Camp's evolution, from a small collection of tents into an urban settlement of some 76,000 persons, reflects both the needs and aspirations of the Camp's residents and a transition to a more predictable, cost-effective, and participatory platform for the delivery of assistance.

Working with Partners

Governmental partners: SRAD, Ministry of Public Works and Housing (MPWH), Ministry of Labour (MoL), Ministry of Health (MoH), Ministry of Education (MoE), Ministry of Justice (MoJ), Ministry of Social Development (MoSD), Shari'a Court, Civil Registry Department and Family Protection Department.

International Humanitarian and Developmental partners:

Governmental: Japan International Cooperation Agency (JICA).

UN organizations: United Nations Children's Fund (UNICEF), UNOPS, UNWOMEN, World Food Programme (WFP), The UN Food and Agricultural Organization (FAO), United Nations Population Fund (UNFPA), International Labour Organization (ILO), International Organization for Migration (IOM).

International non-governmental organizations: Kokyoo Naki Kodomotachi (Children without Borders - KNK), Relief International, War Child and World Vision (WV), King Salman Humanitarian Aid & Relief Centre, Korea Refugee Project (KRP), REACH, Save the Children, Syrian American Medical Society Foundation (SAMS), Lutheran World Federation (LWF), Mercy Corps, International Rescue Committee (IRC), Blumont, Norwegian Refugee Council (NRC), OXFAM, Questscope, International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), Agency for Technical Cooperation and Development (ACTED), Finn Church Aid (FCA), Humanity and Inclusion (HI).

National non-governmental organizations: Noor Al Hussein Foundation (NHF), Jordan Humanitarian Aid Society (JHAS), Holy Land Institute for Deaf (HLID), Arab Renaissance for Democracy and Development (ARDD),

Main Activities

COVID-19 Preparedness and Response measures:

- Risk communication and community engagement including awareness and hygiene promotion messages are being delivered to the refugee community daily through the Community Mobilization Working Group. Several COVID-19 safety precautions for Persons of Concern are implemented, including but not limited to distribution from two different locations to reduce crowding.
- Front line workers, and healthcare staff from several partners and organizations were trained on infection prevention and control. Business continuity plan for health partners ensures support for the continuation of critical functions during COVID-19 response, such as primary health care.
- Enhancing community based response through training of community health workers.
- Contingency plan of the camp is finalized, in particular the Health sector has finalized preparedness for case management of mild cases of COVID-19 at primary healthcare level, which includes medication and medical consumables in cooperation with the Ministry of Health.
- Active surveillance and monitorization systems of Upper Respiratory Tract Infection (URTI) and Influenzas Like Illnesses (ILI) alerts are in place. Following several random Rapid Tests and RT-PCR tests for both refugees and staffs, no cases have been confirmed so far in Zaatari Camp.
- Case definition and referral pathway of suspected cases are shared continuously with health partners. In response to the situation, all health facilities have applied infection prevention and control measures (IPCM) and installed separated triage area as a transit for suspected cases to be transferred to Mafraq hospital.
- Thermal screening and disinfection applied on the camp's gate through IMC with support from SRAD, and SOPs were developed and shared with all involved parties.
- UNHCR is operating with a reduced staff in Zaatari but all urgent protection needs continue to be addressed. Essential services including hospitals, clinics and supermarkets remain open.

Protection

- Humanitarian partners in Zaatari support the Government of Jordan's efforts to provide protection services to the Camp's residents. This includes safeguarding the right to seek asylum, safety, and equal access to services and durable solutions; strengthening targeted services and assistance for persons with specific needs; protecting children from all forms of harm, exploitation, violence, and abuse to ensure their well-being and resilience through giving them space and opportunities to develop themselves; reducing the risk of SGBV

and ensuring survivors lead a life in dignity; increasing community resilience through engagement and ownership.

- Quarterly monitoring to evaluate the protection environment in Zaatari was conducted with focus on access to services, access to information, accountability, child protection, SGBV, documentation, and physical security.
- In line with the community-based approach, UNHCR established a network of community protection volunteers to strengthen prevention and response mechanisms, as well as to identify the concerns at the community level. The network consists of 90 members (39 females, 51 males). Besides, UNHCR operates a 24/7 emergency hotline for urgent protection cases.
- A new electronic queuing system at the Registration and Protection Services Area is implemented to enhance social distancing while queuing and referrals from the helpdesk to different units.
- As a response to COVID-19, the protection team has been engaging with Persons of Concern in Zaatari Camp through a 24/7 hotline to receive urgent concerns, regular calls by case managers to individual protection cases, communication with the Protection Team of Volunteers through a WhatsApp group, drafting messages to be shared to Zaatari residents after community feedback, and establishment of the Women Empowerment Network (WEN) to respond to and prevent protection concerns.
- More recently, a curfew protection review has been conducted with 120 families in the camp, in order to shape better responses in the future. The review determines how refugees are accessing information and their preferences, understands refugees' knowledge about remote UNHCR Protection services and in-camp Family Protection Department (FPD) services, and ascertain COVID-19 and curfew-related protection concerns and risks.

Community-Based Protection

- UNHCR's range of community-based interventions is orientated around the social aspects of the Agency's protection work, promoting self-reliance and resilience as well as responding to vulnerabilities within the Camp's population.
- Community centers are safe spaces and disability-friendly where women, men, boys, and girls of diverse backgrounds can meet for social events, recreation, education and livelihood programs, information exchange, and other purposes. They are established with the main objective of empowering refugees and providing them with a forum to promote their participation in decisions that affect their lives. Several activities and services are conducted within the community centers, including Accelerated Learning Programmes, library, online courses, daycare/kindergarten, recreation, sports activities, children's games, Skills Development, Language, computer, vocational training, feedback and complaints opportunities.
- Networks of Community Gatherings form the basis of the humanitarian communities' two-way communication with the refugee population to ensure their full involvement in decision-making processes, define needs and priorities, strengthening of partnership and mobilization. Each community gathering structure serves as the official channel for dialogue on pressing need priority issues.
- ADTF's (Age and Disability Task Force) vision in 2020 includes non-discrimination, participation, and leadership of Persons of Concern, inclusive response and services involving training for the community and Incentive-Based Volunteers, and cooperation and coordination between ADTF members and other sectors. In response to COVID-19, a specific focus has been put in place for persons with disabilities and the elderly, to enhance a stronger community planning.
- New partnerships for the Innovation lab were finalized with the Crown Prince Foundation and Shamali Start, while the partnership with the Alchemist Lab is renewed.
- Along with the management and health unit, the CBP team has leveraged the innovation component to address trends and issues found in both the camp and urban area: a team of creative refugees in the camp used recycled material to produce prototypes of personal protective equipment (PPEs), in cooperation with Sheffield University and Blumont; RefuGIS worked on an interactive map that identified the elderly at risk and chronic illness cases, and is currently producing a COVID-19 outbreak simulation map for the camp.

Basic Needs

- UNHCR provides assistance to meet the basic needs of the refugee population in the Camp through regular distributions and targeted assistance in line with identified needs. Although most of the assistance is delivered in the form of cash, UNHCR provides core relief items (CRIs), such as blankets, cooking utensils, plastic

sheets, ground mats, mattresses, jerry cans, and buckets, based on individual assessments and to new arrivals to Zaatari Camp. The transition from in-kind towards cash assistance is the current objective, as it is the most dignified and empowering way of delivering assistance and fostering local markets.

- Cash for cooking gas is provided to the entire camp population regularly throughout the year, and cash for heating gas is provided during winter. The amount of cash depends on family size.
- Since January 2019, a new modality for baby diapers has been implemented. Families with children under two years receive 20.25 Jordanian Dinar per child to cover the needs for three months. As of October 2019, the sanitary napkins distribution has changed from in-kind to direct cash assistance. Females between 12 and 50 years old receive 3.5 Jordanian Dinar to cover the need for sanitary napkins for three months.

Education

- Currently, 19,243 children (49 percent girls, 51 percent of boys) are enrolled in formal schools from an eligible population (6-18 yrs) of 25,402. To further enhance the quality of basic education and to address barriers to enrolment and retention, partners have put in place programs such school expansion, class formation planning, the development of physical infrastructure, together with investment in teaching and supervision practices. To complement formal education, UNICEF runs non-formal education programs, where over 523 students are enrolled. While over 17,427 children benefit from learning support services at the Makani centers and 6,941 youth have access to skills training opportunities in the Camp, the establishment of quality, relevant, flexible, and diverse pathways to certified post-basic and tertiary level learning opportunities is a priority. UNICEF is also implementing the Early Childhood program, which has been integrated with the Makani benefitting over 1,859 children. To further enhance education, the first inclusive playground was recently opened in Zaatari. Currently, 770 students with disabilities are being supported through ten resource rooms, shadow teachers, individual academic support, visual and hearing aids.
- Due to the impact of COVID-19, all schools are closed, and classes are now held through distance learning and online. Tertiary education students take their classes online, whereas primary and secondary have their classes broadcasted on the television.
- Working with national and international institutions, UNHCR has established an Innovation Lab in the Zaatari Camp. The first Zaatari Camp Robotics Championship was held as part of the Innovation Lab education project in collaboration with Jubilee Center for Excellence in Education. The training program started last October, with 14 university students trained to become robotics coaches, while 35 kids have been trained to compete in the camp.
- A series of courses in the Learning Hub, which include Marketing and Packaging (HBBs), robotics EV3, coding, robotics Arduino and 3D printing, were launched for both adolescents and adults for skill-building and youth empowerment.
- A total of 106 refugees from the Camp have earned the DAFI scholarships to support their tertiary education. Out of them, 11 students have graduated, while 95 students are still studying in Jordanian Universities.

Health

- To sustain quality primary health services, building the capacity of national partners to assume greater responsibility for service provision is a priority while enhancing the health status of refugees through self-care. In support of secondary and tertiary health care interventions, including off-camp referrals, priorities include the integration of Health Information System (HIS) reporting; the mainstreaming of standard operation procedures in instances of sexual and gender-based violence; the establishment of a Health Quality Control Committee for assessment and monitoring; a transition to a unified E-Health electronic records system for patient care; the adoption of a health education strategy, the implementation of targeted reproductive health behavioral change programs; and investments in infrastructure to expand the scope of emergency health care.
- UNFPA provides quality integrated 24/7 reproductive health care and Gender-based Violence services in four clinics in the Camp.
- Refugees in Zaatari are integrated within the national plan for COVID-19; the Ministry of Health (MoH) has prepared dedicated health facilities to deal with any developments related to the virus. COVID19 coordination plan was established in collaboration with MoH and translated into Arabic and shared with all the concerned parties, including the Rapid Response Team and camp health facilities.

Food Assistance

- All camp refugees receive JOD 23 (USD 32) per person per month through the Blockchain system (BB) to cover their food needs. The assistance can be redeemed from two WFP contracted supermarkets (Tazweed and Safeway) and four dedicated bread selling points located in the Camp. This allows camp residents to choose from a variety of goods as well as it brings a sense of normalcy and dignity to their life. In October 2016, WFP introduced the card-less EyePay iris scanning system based on UNHCR's biometric registration data, which helps to enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees. The blockchain (BB) technology is innovative assistance and a cost-efficient delivery mechanism in the Zaatari camp.
- WFP also provides and delivers healthy school meals to refugee children in all formal schools via the Healthy Kitchen Project. Four kitchens have been established inside the Camp that provides healthy meals to about 20,000 children attending formal schools. The project aims to improve health and nutritional awareness and boost healthy eating habits by providing nutritional information. WFP also provides economic opportunities to Syrian women and men engaged in the sourcing, preparation, and delivery of the meals.

Water and Sanitation

- In a bid to improve efficiency, cost-effectiveness, sustainability, and the overall quality in service delivery, UNICEF established in 2016 three internal water wells with a combined daily capacity of 3,800m³ and a wastewater treatment plant with a capacity of 3,600m³/d; to meet the needs of the Camp's population. Also, a piped water supply distribution system has been constructed and is being commissioned. This network will ensure piped water delivery to every household in the Camp, together with a piped sewage network, linking the collection system to the wastewater treatment plant. Besides, solid waste management and community-led low-cost recycling are priorities.
- WASH team is supporting UNICEF in distributing soap per household as part of COVID-19 handwashing awareness. 75,000 are in stock at the camp to be distributed.
- UNICEF has increased water quantity as per COVID-19 Preparedness plan from 35 l to 45l up to 50 l during COVID-19 to encourage health and cleanliness during the curfew.

Community Empowerment and Self-Reliance

- Ensuring access to essential services, including food, household items, and other basic needs remains a necessary component of the assistance. A camp-wide assessment focused on socio-economic vulnerability, which combines livelihoods assessment on household skills, experience, income will be implemented to ensure accurate and complete data on vulnerabilities. In this regard, a phased transition to the self-management of needs through cash assistance is envisaged, together with the current Incentive-Based Volunteering, previously known as Incentive-based Volunteering (IBV), skills-training and community-development, livelihoods programming to promote prosperity, stability, and peaceful coexistence.
- Since the establishment of the Zaatari Office of Employment (ZOE) in partnership with ILO and the Ministry of Labour, the office provides employment services. It facilitates the issuance of work permits for the Camp's residents. It caters to both women and men job seekers, and one of its many objectives is to advertise job vacancies and training opportunities for camp residents through job fairs, exhibits, and other means. Also, the work permit has facilitated the mobility of the refugees from and to the Camp. ZOE records 13,406 active work permits (77% male, 23% female). Work permit holders now represent approximately 29% of the Zaatari Camp working-age population (18 to 60).
- An important decision by the council of ministers on November 7, 2018, opened the home-based sector to Syrian refugees allowing the possibility to register and operate HBBs and organizations to support them under the refugee component of the Jordan Response Plan (JRP). The government specifically allowed home-based business in all subsectors/categories inside refugee camps, including those otherwise closed for non-Jordanian nationals. An assessment was conducted to understand the potential of home-based income-generation in the Camp. The aim is also to endorse more income generation activities in line with livelihood sector guidelines and standards. This guideline focuses on harmonizing the work of various organizations on supporting HBBs in the Zaatari Camp. One refugee in Mafraq has been cleared to register her Home-Based Business (HBB), while eight others are in process.
- Almost 30 percent of the camp population are women and girls (ages 12-60); their contribution to the community is significant. UN Women operates two centers – Oasis – to build women's resilience and

empowerment through access to multi-sectoral services. The Oases are conceptualized around, securing livelihood opportunities, GBV prevention, protection, and awareness-raising services as well as remedial education, leadership, and civic engagement initiatives for women.

- Made in Zaatari brand items produced by Zaatari Camp's refugee entrepreneurs have successfully been delivered online through the Souq Fann e-commerce portal. Up to 20 refugees produce and sell products such as handicrafts, soap, and perfume. The platform enables refugees to sell their products outside of their local communities, including outside of Jordan. It has generated income for refugees from orders received online.
- In cooperation with Sheffield University, Blumont and women's committee and innovation teams from Zaatari Camp, plans and prototypes for locally produced (in camp) Personal Protection Equipment (PPEs) have been discussed and the first steps of design and prototyping is ongoing.

Access to Energy

- To align with the education learning program on TV for refugees in the camp, UNHCR has increased the hours of electricity to 13 hours/day to refugees' homes to ensure that all children can have access to televised programs during the day and continue with their learning.
- The electricity provided through Solar Power Plant has eased the living conditions of families in the Camp. It improved their safety and security while facilitating the storage of food and allowing children longer hours to do their homework. The plant helped UNHCR save an average of approximately USD 5 million per year in electricity bills, an amount that could be redirected to expand other vital services to Zaatari Camp residents. It is foreseen that other facilities such as hospitals, community centers, and offices of humanitarian organizations working on site will also benefit from the electricity generated by the plant. All 2,300 sodium street lights in Zaatari Camp are replaced with LED low-energy consuming lights to save energy and going for more green. To improve power connection in shelters, a project for replacing consumer cables to upgrade the current status of the electrical network in Zaatari has commenced; the replacement of consumer cables has been extended for 13,000 shelters, and 10,054 shelters have been energized. The project also includes the installation of an additional 520 suspension poles based on the needs at shelter. Residual current circuit breaker (RCBO) project has begun in January with a Smart Line contractor. 13,100 RCBOs have been installed in shelters.
- To ensure community participation and empowerment, JICA trained 144 refugee electricians at the National Electric Power Company training center (NEPCO-ETC). These electricians are responsible for connecting households to the distribution network, ensuring the connection is safe and reliable.
- Earthing system upgrade, which is aimed to be completed by November 2020, has commenced in January with samples being approved by the Energy team.
- Two teams from Zaatari entered the Jordan Energy Hackathon competition, and one team was placed in the top three. The competition was aimed to find innovative solutions for energy challenges in development and humanitarian context, with the support of the Norwegian embassy and the participation of refugees from the Camp and Mafraq governorate.

Shelter

- UNHCR is responsible for coordinating shelter assistance and camp infrastructure improvements on behalf of all humanitarian partners, working to ensure equitable and gender-appropriate access to adequate shelter and basic facilities, together with the provision of sustainable energy supply. There are over 26,000 pre-fabricated shelters, and each includes a latrine and kitchen to ensure the privacy of the refugees. A household addressing system is in place and is updated regularly. In order to accommodate Persons with Disabilities, some shelters have been adapted to their needs and conditions. In 2019, 1,000 vulnerable families in Zaatari Camp received shelter maintenance assistance through the shelter maintenance project.

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