

# Jordan: Azraq Refugee Camp

July 2020

Azraq is home to **36,874 Syrian refugees**, nearly 21% are under five years old. **61.50%** are children, including **100** unaccompanied and separated children.

**1,179 Syrian refugees (3.20%)** have disabilities in the camp. **1 in 4** households are headed by women.

**8,660** shelters are currently in use in the camp. **All allocated shelters** in the camp are connected to 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

Aleppo	19%
Homs	19%
Dara'a	14%
Ar-raqqqa	09%
Rural Damascus	08%
Other areas	31%
<b>Total</b>	<b>100%</b>

## GEOGRAPHICAL SNAPSHOT:

Distance to national borders:  
Syria: **90 km**  
Iraq: **255 km**  
Saudi Arabia: **75 km**

## UNHCR PRESENCE

**Staff:**  
**46** National Staff  
**03** International Staff



## Achievements



### COORDINATION

#### Working with Partners

- 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:
- 6 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.
- 6 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.
- 16 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 Christian Charities (IOCC), International Rescue Committee (IRC), Mercy Corps, Norwegian Refugee Council (NRC), Plan International, Questscope, Relief International, War Child and World Vision (WV).
- 6 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).

#### COVID-19 Preparedness and Response measures:

- Reopening of the Camp and Closing of the Quarantine Site: As of 26/07/2020, the government of Jordan announced the reopening of the camp for the in-and-out movements of refugees through leave and work permits. Consequently, all returnees among the active population – after the screening of temperature – will proceed to their respective shelters. It is worth mentioning that having the Quarantine site entailed the presence of Essential Staff for 24/7. There have been no coronavirus cases recorded in the Camp.
- Quarantine/isolation site for spontaneous returnees was setup as of 31 March, when the Public Area started receiving the returnees to the camp with WASH facilities and Kitchens. All “new arrival” have been accommodated there for 14 days or so. This step was taken as a precautionary measure to help preventing the spread of CoVID-19. Up to 850 returnees transited through the quarantine area.
- Risk communication and community engagement including awareness and hygiene promotion messages are being delivered to the refugee community daily through different mechanisms.
- 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.
- Enhancement of community-based response through training of community health workers was carried out.
- Contingency plan of the camp is in place, 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.
- Surveillance and monitorization systems of Upper Respiratory Tract Infection (URTI) and Influenzas Like Illnesses (ILI) alerts are in place.
- 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 control measures and installed separated triage area as a transit for suspected cases to be transferred to Zarqa hospital.
- Thermal screening is applied on the camp's gate through health partner with support from SRAD, and SOPs were developed and shared with all involved parties.
- UNHCR is operating a reduced staff in Azraq but all urgent protection needs continue to be addressed. Essential services including hospitals, clinics and supermarkets remain open.



### PROTECTION

## Achievements and Impact

- UNHCR is the lead protection agency in the camp, co-chairing with Danish Refugee Council in the Protection Working Group and with International Rescue Committee the Child Protection/Sexual Gender-Based Violence Sub Working Group. Due to the COVID-19 Epidemic, one protection staff is staying overnight in the camp. Moreover, we have protection staff commuting daily to the camp dealing with urgent protection, CP-SGBV protection cases, and the newborn baby cases. During the pandemic, Protection Staff continue to receive multiple phone calls through the hotline and provide refugees with proper counselling and services when it is applicable, also working closely with partners to conduct the case management service, especially with IMC & IRC. The Protection unit is coordinating with the Civil Registry to facilitate the issuance for the Birth/Death certificates and to deliver it to the refugees.

## BASIC NEEDS

### Achievements and Impact

- UNHCR provides refugees upon their arrival/return to the camp with cash assistance package to meet their essential household items where they buy these items such as gas stoves and gas cylinders, mattresses, blankets, kitchen utensils, jerry cans, buckets and consumables such as diapers, sanitary pads and hygiene kits from the local markets in Azraq camp. Refugees receive a complete “new arrival” package when arriving to the camp and are provided on regular basis( every three months) with the needed cash amount for the replenishment of certain essential consumables, namely cooking gas (22.5-30 JOD per family), 22 JOD for baby diapers per baby (below two years old) and 3.5 JOD for sanitary pads per female (12-50) years old.
- In response to COVID-19 prevention measures, UNHCR provides refugees who have to stay for 14 days in the self-isolation area before they go to their respective shelters inside the villages with in-kind essential household items such as mattresses, blankets, Hygiene kit, Hand sanitizer, Disinfectant liquid, Bleach, plastic sheeting, jerry can, bucket and kitchen set.



## FOOD SECURITY AND NUTRITION

### Achievements and Impact

- The World Food Programme (WFP) provides refugees living in camps with 23 Jordanian Dinars (USD 32) per person every month through cash transfers, which can be used to buy food from a large variety of items in two WFP-contracted supermarkets and four bread shops in the camp.
- A card-less EyePay system that uses blockchain and iris scanning technology is used to facilitate payments while cross-checking with UNHCR’s biometric database to confirm refugees’ identity. The system helps to enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees. In response to COVID-19, WFP made sanitisers, gloves, face masks and hygiene materials available at the supermarkets in the camp so that refugees can have access to these items upon their needs.
- As part of the measures against COVID-19, WFP sanitises shopping areas including trolleys and selling points daily, provides hand sanitisers to refugees at entrances and exits at supermarkets and bread shops, and ensures social distancing and crowd control measures are practiced in and out of both areas. WFP also provides welcome meals and bread to refugees arriving from communities to the camp and who stay in a separate area from other camp residents for quarantine.
- WFP runs a school feeding programme for students attending the formal schools in the camp. Fresh baked snacks are provided for approximately 10,000 children on a daily basis during the school semester; the meal consists of a savoury pastry, a cucumber, and a piece of fruit. Around 150 workers prepare the meals in two healthy kitchens located inside the camp where half of those workers are

women. Due to the impact of COVID-19, this activity is on hold as all schools are closed. This programme will resume in September, for the 2020 – 2021 school year, and depending on government announcements regarding return of students to schools.



## SHELTER

### Achievements and Impact

- UNHCR allocates shelters to refugees, conducts regular shelter's monitoring to identify the current shelters situation and update the shelter allocation system accordingly to ensure accurate and easy shelter allocation process. In coordination with the Norwegian Refugee Council (NRC), a Quick Fix Team has been established to ensure timely maintenance of damaged shelters. All the shelters in Azraq have been upgraded with kitchen extension which increased the shelter's space to 32 square meters. All allocated shelters in the camp are connected to electricity and regular electricity maintenance is provided through a private contractor.



## WASH

### Achievements and Impact

- To efficiently and sustainably meet the needs of the Azraq Camp's population, UNICEF established two internal boreholes with a combined daily capacity of 2,400m<sup>3</sup>. An average of 40L per person per day is distributed through the water supply network to over 300 tap stands across the camp. In response to the rising water demand since the onset of the COVID-19 pandemic in March, UNICEF extended the daily water pumping hours by 30 minutes, totalling 4.5 hours daily to ensure adequate supply and equitable distribution of water. This has increased the average consumption to 52 L/P/D. Refugees living in Azraq are able to use safe and dignified toilets and bathing cubicles, with one shared between every three shelters, and progress underway to build private sanitation facilities for households of children and people with disabilities. On average, UNICEF's contractor (IMDAD) transports 743m<sup>3</sup>/day of wastewater to an external wastewater treatment plant in Ein Ghazal.
- UNICEF constructed an additional pipeline in Village Three, reducing the strain on tap stands, meeting additional water demand during summer, and thus contributing to the network's efficiency and sustainability.
- UNICEF has trained and mobilized 12 female community plumbers to undertake minor repairs to the networks, contributing to increased community ownership of water services. Importantly, this initiative empowers participating women, who now play a critical role in the camp.
- UNICEF continues to operate a hotline to respond to complaints regarding water supply and wastewater treatment.
- UNICEF rapidly implemented a 'hand-washing campaign', focusing on hygiene and sanitation practices to prevent the spread of the virus. As of March, UNICEF has, in coordination with various partners, distributed cleaning kits, hygiene kits, as well as soap bars, reaching the entirety of the camp's population (50 per cent female). UNICEF also supported the establishment of a quarantine area and supports in the disinfection of all vehicles entering the camp on a daily basis.
- As Jordan is one of the most water-scarce countries on the planet, careful monitoring of water services is essential to ensure the long-term sustainability of the water supply. This is conducted via technical assessments and through feedback received from the community. To further build community knowledge and participation in conservation efforts, UNICEF also disseminates key messages on water conservation and other WASH issues through the 'Lead Mother' programme in Azraq.



## HEALTH

### Achievements and Impact

- 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 which includes laboratory tests, X-ray imaging, emergency department, and delivery and paediatric admissions, in addition to general surgeries.
- Four primary health care centres (PHCC) operate in Azraq camp, where healthcare services through two comprehensive clinics, two basic clinics and one hospital with weekly average of 4,767 consultations in the five camp facilities, 41 referrals to secondary and tertiary emergency life-saving cases to outside the camp and an average of 23 live birth per week.
- A preparedness and response plan is in place to covid-19 potential outbreak; a treatment center has been established with capacity of 15 bed prepared and equipped to treat confirmed cases.
- UNFPA Reproductive Health clinics were functional in all villages during July and continued to provide the essential integrated sexual and reproductive health (SRH) services through its partner IRC, 1,775 SRH consultations were done which included 606 family planning services, 648 antenatal contacts, 99 postnatal contacts and 108 cases were referred to the camp hospital for delivery and postnatal care.

### Identified Needs and Remaining Gaps

- The covid19 pandemic requires capacity building to respond to a potential outbreak in line with national operational response plan.
- Referral of life-saving emergency cases only remains a big challenge due to the lack of specialty healthcare services such as (cardiologist, orthopaedic. etc)



## EDUCATION

### Achievements and Impact

- UNICEF supports the Jordanian Ministry of Education (MoE) to guarantee access to education for all children in the six school complexes (15 schools) in Azraq Camp, while WFP provides healthy meals to all students. Currently, 88% of eligible children attend school, of which 10,444 are enrolled in formal schools and 645 in MoE-recognized non-formal education Catch-up and Drop Out programmes, giving refugee children who have had their education interrupted the opportunity to participate in formal education.
- To further the quality of basic education, class formation planning, the development of inclusive physical infrastructure, together with investment in teaching and supervision practices are seeking to address barriers to enrolment and retention. UNICEF supports the inclusion of children with disabilities through transportation and tailored physiotherapy and academic support in schools, as well as the two recently constructed inclusive playgrounds. Transportation to schools is provided for 420 KG2 students and 320 children with disabilities.
- For young children, 792 attend formal kindergarten, and other early childhood facilities such as day care centers are available, helping children to start school with the necessary social and emotional skills. UNICEF's nine Makani Centers in Azraq provide learning support services to approximately 4,094 boys and girls, and 651 youth have access to skills training opportunities in the camp. Since January 2020, 63 young people (56 per cent female) aged 16–24 years registered with the social innovation incubators to develop their projects into sustainable social enterprises. A total of 12 youth (10 female) completed paid internships, providing maintenance services for office desks and ramps.
- UNHCR keeps in contact with tertiary education students to extend support and advocate for better and more opportunities for them, especially during the recent Covid-19 measures, it included having continuous communication with the universities about Azraq camp students challenges to facilitate solutions where their education is not interrupted.



## LIVELIHOODS

- **Work permits:** Azraq Camp Employment Office (ACE) was established in February 2018 to facilitate access to formal work opportunities across Jordan for refugees living in the camp. ACE is operating in collaboration with UNHCR, the International Labour Organization (ILO) and Ministry of labour and it was funded by the Dutch Government. ACE facilitates the issuance of work permits, provides refugees with work-related counselling services, information on labour rights and it shares training opportunities and job matching services. As of July 31st, 2020, 3,827 work permits are registered in the work permit database including 2,473 male and 1,354 females. However, the figure recorded by Ministry of Labour is higher since they started issuing work permits since 2017 prior to the inauguration of ACE.
- **Incentive Based Volunteering (IBV) scheme:** The IBV scheme aims at providing refugees living in Azraq refugee camp with basic opportunities to enhance their resilience and self-reliance. IBV plays an active role in allowing refugees to earn some extra income to support their livelihood. As of July 31st, 2020, there are a total of 1,453 refugees of which 63% are male and 37% are female engaging in the IBV scheme in Azraq camp.
- **Azraq camp formal markets:** Currently there are total of 375 formal shops equally owned by the refugees and the host community. Refugees are able to enhance their livelihood and self-reliance through the markets and provide the camp residents with the necessary items including food, accessories, bikes and many other items.

## Access to Energy

- The IKEA Foundation has funded the solar power plant in Azraq camp, making it the first renewable energy powered refugee camp in the world. A Grid connected Solar Plant, split into three phases with a total capacity of 5 MWp, saves up to 2.75 Million USD per year in electricity consumption costs and reduces CO2 emissions by 6300 tons per year. A Grid connected electricity Network with both low and medium-voltage power, funded by the Saudi Fund for Development, connects the IKEA Foundation funded Solar Plant to almost 10,000 refugee shelters, 234 formal and informal businesses, offices and utilities, providing year-round electricity in the camp up to 16 hours daily. On average, each shelter consumes around 2.7 - 3.5 kWh/day depending on the season; enough energy to operate lights, a refrigerator, television, a fan and charge phones. The total 5 MWp covers up to 85 % of the electricity needs in the camp.
- **Modified Electricity Provision Hours:** With the closure of schools and beginning of remote learning through Television and Internet due to COVID-19 lockdown, UNHCR Azraq enhanced electricity provision to 14 hours/day to be in line with the hours of classes.

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