

Jordan – Zaatari Refugee Camp

July 2020

Zaatari is home to **77,258** refugees, nearly 20% are under five years old.

30% of refugees are female-headed households.

Average **7,303** weekly health consultations.

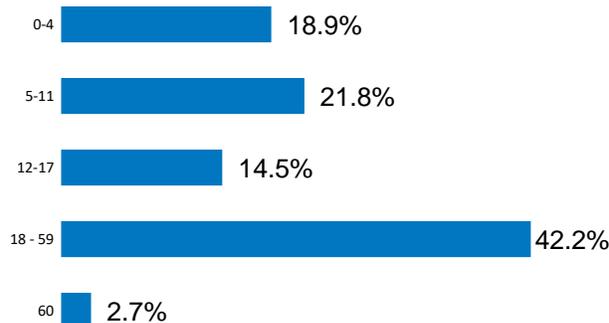
19,243 children are enrolled in **32** schools, with **58** community centers offering activities.

3,509 refugees engaged in Incentive-based Volunteering inside the Camp.

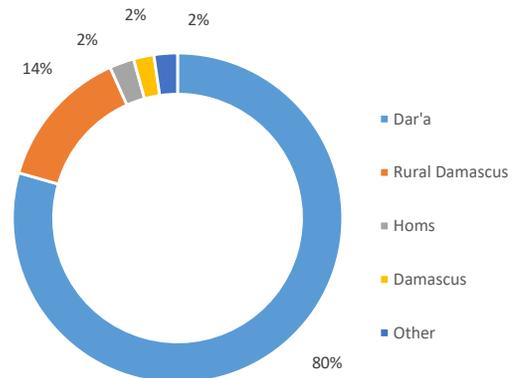
13,773 refugees have active work permits. **23%** are women.

POPULATION OF CONCERN

Age Range



Place of Origin



UNHCR PRESENCE

Staff:

- 67 National Staff
- 8 International Staff

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 Water and Irrigation (MWI), Ministry of Labour (MoL), Ministry of Health (MoH), Ministry of Education (MoE), Ministry of Justice (MoJ), Ministry of Social Development (MoSD), Sharia'a Court, Civil Registry Department and Family Protection Department.

International Humanitarian and Developmental partners:

Governmental organization: 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 of core relief items (CRIs) 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, including a team of 6 doctors and nurses from Zaatari health partners responsible for taking swabs for the COVID-19 PCR test to support the MoH. The business continuity plan for health partners ensures support for the continuation of critical functions during COVID-19 response, such as primary health care.
- Community-based response is enhanced through the role of community health workers for awareness raising and surveillance within the camp community.
- Contingency plan of the Camp is finalized; 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 MoH.
- Thermal screening and disinfection of vehicles are measures implemented at the Camp's gate. Household disinfection SOP has been finalized between UNHCR and UNICEF to support the disinfecting of households. Personal protective equipment was also distributed in all health clinics and among all Incentive-Based volunteers (IBVs) working on disinfection activities.
- Active surveillance and monitorization systems of Upper Respiratory Tract Infection (URTI) and Influenzas Like Illnesses (ILI) alerts are in place. 365 Rapid Tests and RT-PCR tests for both refugees and staff,] were conducted in July, and all the results were negative.
- All essential services continue to be in operation in the Camp, including hospitals, clinics, and supermarkets, since the liftoff of the lockdown.
- A transit area has been installed inside the Camp with a capacity of 150 persons. The purpose of the area is to accommodate camp residents who are returning after being referred outside the Camp for legal or humanitarian reasons. All activities inside the site adhere to social distancing. The Transit Area will be in operation by the end of August.

- Médecins Sans Frontières (MSF) center is ready and in standby for inpatient treatment and the admission of noncritical moderate/ severe cases in case of COVID-19 outbreak in the Camp. UNICEF is supporting the hospital with key WASH services. WFP is supporting the food provision.

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.
- 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). UNICEF has trained 267 staff and IBVs to better identify and refer cases to specialized services. A child protection platform on WhatsApp messaging was established by UNICEF.
- UNHCR operates a 24/7 emergency hotline for urgent protection concerns, while regular calls are also held by case managers for individual protection cases. Communication with the Protection Team of Volunteers continues through the WhatsApp platform. UNHCR also continues to seek community feedback for information and messages to be shared with Zaatari residents.

Community-Based Protection

- UNHCR's range of community-based interventions is positioned 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 and disability-friendly spaces, where women, men, boys, and girls of diverse backgrounds can meet for social events, recreational activities, education and livelihood programs, information exchange, and other purposes. They are established with the main objective of empowering refugees and providing them with a platform for 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 and sports activities, children's games, Skills Development, language courses, computer and vocational training, feedback and complaints mechanisms.
- Networks of Community Gatherings form the basis of the two-way communication channel between the humanitarian community and the refugee population, aiming to ensure their full involvement in decision-making processes, define needs and priorities, strengthen partnerships and mobilization. Each community gathering structure serves as the official channel for dialogue on pressing needs and priority issues. Virtual meetings are now being piloted.
- 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 IBVs, 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, the elderly and their caretakers to enhance community planning.
- A team of creative refugees in the Camp used recycled materials to design PPE (masks and face shield) and a handless robot that dispenses sanitizer.

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 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, UNHCR has monetized Core Relief Items, including baby diapers. Families with children under two years receive JOD 20.25 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 JOD 3.5 to cover the need for sanitary napkins for three months.

Education

- Currently, 19,243 children are enrolled in formal schools, with an additional 6,159 children out of school. UNICEF has collaborated with the MoE to improve education quality through teacher training and the engagement of Syrian Assistant Teachers. UNICEF works to provide school materials and construct/ maintain education complexes. All schools are supported with Inclusive Education services, including rehabilitation sessions, assistive devices, and four fully inclusive school playgrounds. UNICEF supported the opening of 83 KG2 classrooms which are currently benefitting 1,915 children. Certified Non-Formal Education is provided through the Catch-Up (children 9-12 years old) and Drop-Out (females 13-20 years old, males 13-18 years old) programmes, currently benefitting 77 and 550 students, respectively.
- UNICEF's Makani Centers offer learning support services to approximately 12,129 children. Additionally, Makani has benefited 3,144 parents and has provided youth with access to skills training opportunities in the Camp. Some 3,257 young people have been registered with the social innovation incubators to develop their projects with skills-building programming. A total of 12 youth (10 female) completed paid internships, providing maintenance services for office desks and ramps.
- UNICEF digitized all Makani services, including educational learning support services, skills-building, community-based child protection, and early childhood development. Remote delivery of activities has enabled continued communication between staff, IBVs, parents, and beneficiaries, and ensured that children continue to benefit from key services while on lockdown.
- UNICEF is working on preparing the school environment to allow for the safe return of students to school; this includes the distancing between students and promoting healthy practices within the school. Moreover, UNICEF coordinated the transportation, PPE, assisting with exam card registration, and sending reminders to all Tawjihji students of their exam schedule.
- A series of courses in the Learning Hub, which include Marketing and Packaging, 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 DAFI scholarships to support their tertiary education, from which 58 students have graduated, while 48 are still studying in Jordanian universities.

Health

- Building the capacity of national partners to assume greater responsibility for service provision is a priority, in order to sustain quality primary health care. At the same time, enhancing the health status of refugees through self-care is also critical. 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 establishing of a Health Quality Control Committee for assessment and monitoring; the 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 MoH has prepared dedicated health facilities to deal with any developments related to the virus. A COVID-19 coordination plan was established in collaboration with MoH, 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, while it also 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 enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees. The blockchain (BB) technology is an innovative and cost-efficient assistance delivery mechanism for 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.
- To ensure children's healthy growth and development, UNICEF's infant and young child feeding (IYCF) programme has reached 10,667 mothers and caregivers, while 2,808 mothers and caregivers were provided with counselling on healthy nutrition for women and children.

Water and Sanitation

- UNICEF has completed the installation and operation of the new pipeline, which was extended from Zaatari village, securing additional water to meet increasing water demand during the summer months. Between 2.5 and 4.2 million liters of water are supplied per day to the Camp, reaching each household via the water network. About 2,000 - 2,400m³ wastewater is treated per day, with an overall capacity of 3,600m³ on-site at the wastewater treatment plant, which also serves surrounding communities. UNICEF has completed construction works for the expansion of the Zaatari wastewater treatment plant capacity to serve surrounding communities.
- Social mobilization efforts are ongoing, and focus on water conservation messaging, equitable water distribution, as well as network operation and maintenance. Community plumbers continue to be mobilized to conduct minor network repairs at the household level, strengthening community ownership of the networks.
- UNICEF, in cooperation with partners, is sustaining implementation of a hand-washing campaign advocating for increased hygiene and sanitation practices among camp residents, to mitigate the potential spread of COVID-19. In line with this messaging, UNICEF has increased the water supply reaching refugees from 35L to 55L per person per day.

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 and 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 IBV, skills-training, community-development, and livelihoods programming, aimed at promoting prosperity, stability, and peaceful coexistence.
- The Zaatari Office of Employment (ZOE), in partnership with ILO and the MoL, provides employment services, including facilitating 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. Work permits have facilitated the mobility of refugees from and to the Camp. ZOE records 13,406 active work permits (77% male, 23% female), while work permit holders now represent approximately 29% of the Zaatari Camp working-age population (18 to 60).
- The government has permitted home-based businesses in all subsectors/categories inside refugee camps. An assessment was conducted, focusing on harmonizing the work of various organizations in supporting Home-Based Business (HBBs) in the Zaatari Camp. One refugee in Mafraq has been cleared to register her 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 Oasis centers aimed at building 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.
- UNHCR, with Blumont assistance, has opened the Mask House, which has the capacity to produce 1000 masks per day. UNHCR works on linking this project with the HBBs, which will be a good livelihood opportunity for female refugees inside the Camp.

Access to Energy

- 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 become more environment-friendly. 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, while 10,054 shelters have been energized. The project also includes the installation of an additional 520 suspension poles based on the needs for shelter. The residual current circuit breaker (RCBO) project began in January with a Smart Line contractor; 14,000 RCBOs have been installed in shelter and the project as been completed.
- 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.
- One team from Zaatari won the Jordan Energy Hackathon competition. The competition goal was to find innovative solutions for energy challenges in the 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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