

Jordan: Zaatari Refugee Camp

June 2021

Home to almost **80,000** Syrian refugees

With **32** schools, **8** medical clinics, **58** community centers

UNHCR PRESENCE

89 National and **8** International staff



Zaatari Camp is under the joint administration of the Syrian Refugee Affairs Directorate (SRAD) and UNHCR. UNHCR is the lead on Protection, Health, Shelter and Site Planning, Security, Community Mobilization, Basic Needs, and Livelihoods. 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.

Close to Jordan's northern border with Syria, Zaatari has become emblematic of Syrians' displacement across the Middle East following its establishment in 2012. Since then, the camp's

evolution from a small collection of tents into an urban settlement 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 governmental organization: Japan International Cooperation Agency (JICA)

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

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

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

Main Activities

COVID-19 Response

- The COVID-19 response coordination plan, established in collaboration with MoH at the beginning of the response, has been guiding the response in Zaatari. Refugees are included in the national response and vaccination plans, while MoH has designated specific health facilities in the camp to deal with COVID-19-related developments, as well as two in-camp vaccination centres operating inside the camp. Business continuity plans for health partners ensure the continuation of critical (non-COVID-19) functions, such as primary health care.
- Risk communications, including awareness and hygiene promotion messages, are regularly shared with the refugee community through the Community Mobilization Working Group. Community-based response has also been enhanced through the role of community health workers, to support awareness-raising efforts and surveillance within the camp community.
- Front line workers and healthcare staff from several partners and organizations have been trained on infection prevention and control, as well as PCR testing, to support the MoH.
- Thermal screening and vehicles' disinfection are taking place at the camp's gate. UNICEF continues to provide supplies and guidance to support household disinfection to ensure that infected homes are clean and safe. Personal protective equipment (PPE) is distributed in all health clinics and IBVs working on disinfection activities.
- Active surveillance and monitoring systems for Upper Respiratory Tract Infection (URTI) and Influenzas Like Illnesses (ILI) alerts are in place. Rapid Tests and RT-PCR tests for both refugees and staff are being conducted inside the camp.
- The transit area for refugees who have to quarantine inside the camp with a capacity of 280 persons is fully operational with water, electricity, and furniture. All activities inside the area adhere to social distancing, and the "Made in Zaatari" kitchen provides meals for vulnerable refugees there. In addition, a 2020 shelter project provided an additional 3x3m room to households that accommodate persons at high risk of COVID-19 infection.

Protection

- Humanitarian partners in Zaatari support the government 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; reducing the risk of gender-based violence (GBV) and ensuring survivors lead a life in dignity, and increasing community resilience through engagement and ownership.
- Protection services are guided by the rights-based and community-based approaches and emphasize working with all relevant stakeholders, putting refugees at the center of programming, and meaningfully engaging them in decisions impacting their lives. Partners mentor community-based committees and networks of men, women, boys, and girls who act as bridges to facilitate the two-way exchange of ideas and information between humanitarian agencies and refugees. By regularly training these refugee volunteers in protection principles and services, ownership and self-reliance are emphasized. In addition, UNICEF has trained 277 IBVs on child protection referrals (56 percent female), 269 IBVs (42 percent female) on Psychological First Aid, and 320 IBVs (45 percent female) on online safety.
- Protection case management services, including legal, documentation, Child Protection, and GBV, are ongoing in-person at easily accessible sites throughout the camp and through home visits, as well as via phone calls. Humanitarian and governmental partners operate a number of hotlines, many operational 24/7, to ensure refugees have access to service providers to address urgent protection concerns efficiently.
- Daily messages, including parenting tips, family engagement ideas, and information on helplines for protection, psychosocial support, and GBV, continue to be shared on UNICEF's child protection platform on WhatsApp.
- Agencies also receive regular protection-related feedback from refugees through community gatherings, suggestion boxes, social media, and WhatsApp groups.

Community Empowerment and Livelihoods

- Community centers are safe disability-friendly spaces, where refugees of diverse backgrounds can meet for social events, recreation, education and livelihood programs, information exchange, and more. They are

established to empower refugees and provide them with a forum that promotes participation in decisions that affect their lives. Several activities and services are facilitated within the community centers, including accelerated learning programs, library, online courses, day-care/ kindergarten, recreation, sports, games, training, language courses, computers, feedback, and complaints mechanisms. All community centers follow the precaution measures to keep the social distancing and wearing masks.

- ADTF's (Age and Disability Task Force) vision includes non-discrimination, participation, and leadership of PoCs, inclusive response, training for the community and IBVs, and stronger coordination between ADTF members and other sectors. In response to COVID-19, a particular focus has been put on elderly persons, persons with disabilities, and their caretakers to enhance community planning.
- Regular camp-wide assessments of refugees' socio-economic vulnerabilities, including skills, experience, and income, ensure the accuracy and reliability of data on livelihoods. Based on this data, UNHCR and partners support refugees in transitioning to self-management of their needs through cash assistance and livelihoods programs and skills training, promoting sustainable self-reliance and stability mechanisms.
- The Zaatari Office of Employment (ZOE), in partnership with ILO and the MoL, provides employment services to both women and men job seekers. It facilitates the issuance of work permits for camp residents and advertises job vacancies and training opportunities through job fairs, exhibits, and other means. While the ZOE was closed for more than 16 months due to COVID-19, it has been reopened as of July 1, 2021, to continue serving the camp's working-age population. The two UN Women-operated Oasis centers aim to build women's resilience and empowerment through offering access to multi-sectoral services. The Oases are conceptualized around securing livelihood opportunities, GBV prevention, protection, awareness-raising services, remedial education, leadership, and civic engagement initiatives for women.
- *Made in Zaatari*, Zaatari's brand for refugee entrepreneurs collaborates with the Souq Fann e-commerce portal, enabling refugees to sell their products outside their local communities, including abroad. The platform generates income for refugees, who produce handicrafts, soaps, perfume, and more, and sell their products through this platform.
- UNHCR, in coordination with Blumont, opened the Mask House in August 2020, a great livelihood opportunity for more than 80 female refugees to work and earn an income. The Mask House produces 1,200 masks daily. Additional innovations continue to take place in the camp, including PPE (face masks and shields) and a hand sanitiser dispenser robot made of recycled materials.

Basic Needs

- UNHCR provides regular and targeted cash assistance, in line with identified needs, to the refugee population to enable them to meet their basic needs. UNHCR aims to fully transition from in-kind assistance to cash assistance, as it is the most dignified and empowering way of delivering assistance and fostering local markets. In this spirit, since January 2019, UNHCR has stopped distributing core relief items, and instead provides quarterly cash assistance to families for hygiene needs (JOD 3.5 per woman 12-50 years old and JOD 20.25 per child under 2 years).
- 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.

Education

- UNICEF has collaborated with the Ministry of Education (MOE) to improve the quality of education through training and capacity building for teachers, School Supervisory Units, and qualified Syrian Assistant Teachers (SAT). UNICEF also provides school materials for classrooms and oversees all construction and maintenance of education complexes. All schools provide Inclusive Education services, including rehabilitation sessions, provision of assistive devices.
- Since January 2020, UNICEF Makani centers have been offering integrated learning support, child protection, and skills-building services. UNICEF has digitized all Makani services and switched to remote activities, enabling continuous communication between staff, IBVs, parents, and beneficiaries and ensuring that children continue to benefit from key services while centers remain closed. All Makani centers follow the precaution measures to keep the social distancing and wearing masks.
- UNICEF has constructed four inclusive school playgrounds, currently benefitting 799 students (41 percent female). UNICEF has established KG2 classrooms and installed air conditioning units in all 91 KG2 classrooms

in the camp. Certified Non-Formal Education is provided through the Catch-Up (ages 9-12) and Drop-Out (ages 13-20 for females, 13-18 for males) programs.

- UNICEF supports safe operations in schools where teachers and administrative personnel are present on a rotational basis to follow-up on distance learning. UNICEF also supports the safe distribution of learning materials such as (Learning Bridges worksheets) in coordination with the Directorate of Education. UNICEF assisted 849 refugee students residing in Zaatari refugee camp who are eligible for sitting Tawjihi this summer to sit their exams. UNICEF provides laptops and 10 GB of data monthly for all families with school-aged children and distributes Family Activity Kits with educational games to enhance engagement among families in the isolation area. UNICEF has distributed 90 Family Activity Kits.
- Ongoing skill-building and youth empowerment courses for both adolescents and adults are provided through the Learning Hubs and Makani centers - examples include career guidance, social innovation, incubation, robotics, and marketing for home-based businesses.
- 221 refugees (41% female) were enrolled in the online higher education program and received a scholarship from the University of the People.
- In recent years, 111 refugees from the camp have earned DAFI scholarships to support their tertiary education, out of which 84 have graduated, while 27 are still studying in Jordanian Universities.

Health

- Medical clinics operating in the camp provide various services for refugees, such as primary health care, natural delivery of childbirth, and some of them provide 24/7 emergency services.
- To sustain quality primary health services, it is a priority for humanitarian partners to build national partners' capacity to assume greater responsibility for service providers while also enhancing refugees' health status 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 SOPs in instances of GBV; 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 GBV services in four clinics in the camp.

Food Assistance

- The use of blockchain technology for assistance delivery is one of many innovations in Zaatari camp. All camp residents receive JOD 23 (USD 32) per month through blockchain technology to cover their food needs. The assistance can be redeemed in two WFP-contracted supermarkets (Tazweed and Safeway) and four dedicated bread selling points located in the camp, allowing refugees to choose from various goods while it brings a sense of normalcy and dignity to their life. Based on UNHCR's biometric registration data, WFP's cardless EyePay iris scanning system enhances the efficiency and accountability of food assistance and makes shopping easier and more secure for refugees.
- 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 to provide healthy meals to some 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 offers Syrian women and men economic opportunities engaged in sourcing, preparing, and delivering meals. This project is on hold because of the school closure and transferring to remote education.
- UNICEF's Infant and Young Child Feeding (IYCF) Program has reached 16,635 caregivers and mothers with IYCF education and 3,828 mothers and caregivers with counseling on healthy nutrition for women to ensure children's healthy growth and development and children.

WASH

- Due to higher temperatures, water demand in Zaatari has been increasing since late April 2021, with an average daily demand of about 4,500 m³ at the end of May 2021. Three internal boreholes cover about 3300 m³ of water per day, with additional quantities being supplied by costly external water trucking.

- As part of the UNICEF's COVID-19 response, 1,041 cleaning kits, 1,647 hygiene kits, and 430 hand sanitizers have been distributed to self-isolated families and the transit area. Also, a blanket distribution of 144,774 soap bars and 15,163 cleaning kits was accomplished in March 2021 that reached 72,372 beneficiaries (22 percent female), including 40,457 children.
- The Community Engagement and Volunteering Structure, also called the WASH Community Forum, newly established at the beginning of 2021 supports community mobilization. As of June 2021, 60 members of the Forum have been selected, out of whom 15 are persons with disabilities (PWDs) or caregivers for PWDs.
- Social mobilization activities are ongoing, focusing on water conservation messaging, equitable water distribution, and network operation and maintenance. While UNICEF is committed to supplying at least 50 liters of clean and safe water per person per day, Zaatari residents are encouraged to employ water conservation practices in their households. UNICEF regularly disseminates WASH and COVID-19 related messages to the camp's population, using different social networks.

Shelter

- UNHCR is responsible for coordinating shelter assistance and infrastructure improvements and works to ensure equitable and gender-appropriate access to adequate shelter and basic facilities, together with the provision of a sustainable energy supply. There are over 26,000 prefabricated shelters, each including a latrine and kitchen to ensure privacy. 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.

Access to Energy

- The electricity provided through the solar power plant in Zaatari has eased families' living conditions in the camp. It has improved safety and security while facilitating food storage and allowing children longer hours to do their homework. The plant has helped UNHCR save an average of approximately USD 5 million per year in electricity bills. Other facilities, such as hospitals, community centers, and offices of humanitarian organizations working in the camp, benefit from the plant's electricity. As part of the shift towards a more environmentally friendly camp, all 2,300 sodium streetlights in Zaatari camp have been replaced with LED low-energy consuming lights. To improve power connection in shelters, consumer cables are being replaced to upgrade the electrical network's current status in Zaatari. The project also includes installing an additional 520 suspension poles based on the needs of each shelter. A total of 14,000 Residual Current Circuit Breaker (RCBOs) have been installed in shelters.

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