

## WASH Sector Coordination

### Minutes of weekly Zaatari camp WASH sector coordination group

**Date:** Sunday 9 February 2014

**Venue:** UNHCR Caravan (F-1a) Buffer Zone of Zaatari Base Camp

**Time:** 11:00 AM- 13:00PM

**Duration:** 2 hours

**Present:** Habib ur Rehman– chair (UNICEF), Anne Rapin (ACTED), Mohamed Ugool (UNICEF), Mohamed Alhamwan (UNICEF), Matthew Richard (UNHCR) – minutes, Andy Boscoe (Oxfam), Ashraf Al-Saber (JEN), Catherine Sherwood (UNHCR), Wajdi & Muaffaq (Open hands), Einar Sorevik (UNICEF), Tabata Floretto (ACTED), Phillip Bato (ACTED), Francis Ndvio (UNICEF), Mohammed El-Turk (JEN), Fadi Sabaneh (IMDAD), Khalid Ansara (IMDAD), Albert Loww (ADJ Capital), Chiaki Ota (JEN).

- ❖ For WASH info & documents, refer to the on-line “Box” storage:  
[https://www.box.com/signup/collablink/d\\_528023294/7a4a32df9e549](https://www.box.com/signup/collablink/d_528023294/7a4a32df9e549)
- ❖ REACH’s maps and weekly WASH reports can be found on the on-line “Drop Box” storage:  
<https://www.dropbox.com/sh/n9ngx1oy848q644/v6gd24hWRa>
- ❖ REACH’s maps on the latest wastewater assessment (currently only Ds 1,2,3,4 and 12):  
<https://www.dropbox.com/sh/n9ngx1oy848q644/zWLXyXMBEM/Waste%20Water%20Assesment%20-%20Old%20Camp>

1.0 Update on WASH Block Handover	
Summary of discussions	<b>1.1</b> The Excel file created by Wajdi on WASH block handover was shared with the Minutes of Meeting. It is advised to update the table with a full list of WASH blocks which includes colour coding.
Action Points	<b>1.2</b> Relates to 1.1. Unicef share the updated table by the next meeting.

2.0 Update on water supply	
Summary of discussions	<p><b>2.1 Water tank instability:</b> There is concern that water tanks installed across districts are instable and do not have sufficient concrete foundations. Some tanks are losing their balance and are therefore unsafe and a risk to refugees, especially children. This problem is further exacerbated by leaking tanks which undermine the foundations. Instability of tanks is also dangerous for water fillers who often fall from water trucks during the re-filling process. Incidents of broken arms, wrists and ribs.</p> <p><b>2.2 Borehole # 2:</b> Mercy Corp reported to UNICEF that the submersible pump of BH#2 is not working due to the high turbidity of the water. Mercy Corp has contractual issues but will resolve asap.</p> <p><b>2.3 Water network presentation:</b> On Monday 10 February (11:00), at the WASH Zaatari working group meeting, Yassar Ahmad (Oxfam) will present an overview of the planned water supply network.</p> <p><b>2.4 WASH FAQ:</b> Last week Catherine (UNHCR) shared a WASH FAQ. She is waiting for feedback from some agencies. A final version will be published Wednesday morning.</p>
Action Points	<p><b>2.5</b> Related to 2.1, WASH partners (JEN/Oxfam/ACTED) to conduct an assessment on the instability of water tanks in their respected districts and report back to UNICEF and Open Hands.</p> <p><b>2.6</b> Related to 2.2, UNICEF to follow-up. Habib is in contact with Mercy Corp contractor and will update at the next meeting.</p> <p><b>2.7</b> Relates to 2.4: Agencies to provide feedback to Catherine by tomorrow (10 Feb).</p>

### 3.0 Update on waste water drainage – all areas

Summary of discussions	<p><b>3.1 De-sludging update 1 (Francis Ndivo - UNICEF):</b> Concerns were raised about delays in de-sludging services. The UNICEF field team have relayed the message to refugees to encourage patience in the process of de-sludging. After a difficult first week following hand-over from the previous contractor, the schedule is now under control with an increasing trend of wastewater removed from the camp each day. JEN also responded to desludging last week in districts 3, 4 and 5 removing an average of 605 M<sup>3</sup> per day. The daily average of wastewater removed from the camp is 1,350M<sup>3</sup> per day. This improvement can also be measured by the number of complaints received last Sunday (#215) in comparison to today (#7). UNICEF has asked IMDAD to focus more on de -sludging the Wadi and wastewater from schools with the start of the new school term today. Districts 1, 2, 11 and 12 are also priority areas.</p> <p><b>3.2 De-sludging update 2 (Fadi Sabaneh - IMDAD):</b> IMDAD would need an appropriate time to provide services to the schools. There are problems with mobility and access in district 11 for 10M<sup>3</sup> trucks due to narrow streets. There is also a problem with mobility of trucks on the main road 'U-turn' and concerns over the height of the new road constructed by MoPW. IMDAD reported general problems with WASH services across the camp: 1) Valves on Dalal toilets in district 1 (street #9) are broken; 2) It is difficult to access and time-consuming to de-sludge private pits in districts 1, 2 and 12; 3) There are broken water tanks in district 6 and district 2 (street #10); Problems reported with water taps left open following re-filling in district 1; 4) There are leaking tanks in district 11; 5) there is a lot of wastage from water trucks during re-filling as operators are not turning off the pump in-between filling points. IMDAD are to report all maintenance and other issues to UNICEF with district agency in 'cc', either Oxfam, JEN or ACTED.</p> <p><b>3.3 Weak phone signals:</b> Openhands have problems with internet and phone reception at Eastern Gate of the Zaatari base camp. As a result the hotline numbers have a weak signal. Recently Orange has increased network coverage but not Zain (hotline connection).</p> <p><b>3.4 Wastewater holding tank:</b> Last week Einar (UNICEF) briefed on the new wastewater holding tank which is a planned to alleviate problems of wastewater entering the Wadi. The holding tank will capture wastewater overflow and then be de-sludged. However there are issues of space as the holding tank will be constructed outside the boundaries of the camp. UNHCR have met with the municipality to obtain land boundaries however no clear drawings or records exist.</p> <p><b>3.5 Abandoned water tank in district 4:</b> ACTED raised the issue of an abandoned elevated water tank in district 4. It was originally constructed by THW.</p> <p><b>3.6 Mercy Corp re-filling platforms:</b> UNICEF received a complaint from Mercy Corp regarding the increased size of water trucks on the re-filling platforms. The platforms were only designed for trucks with a capacity of 20M<sup>3</sup> but now trucks of a larger capacity are used. There are concerns that the increased load will damage the platforms.</p>
Action Points	<p><b>3.7</b> Related to 3.2: UNICEF to inform IMDAD of appropriate timing to de-sludge schools.</p> <p><b>3.8</b> Related to 3.4: UNICEF to develop draft holding tank design. UNICEF and UNHCR need to finalise the exact site for construction of the wastewater holding tank.</p> <p><b>3.9</b> Related to 3.6: UNICEF and ACTED to discuss and resolve the issue.</p>

### 4.0 Hygiene briefing by Rana Harbawi (UNICEF)

Summary of discussions	<ul style="list-style-type: none"> <li>School handovers are the main issue for this week</li> <li>The WASH coordination group has not received any weekly hygiene reports. All reports should be shared by 'the box' (address on first page of minutes)</li> </ul>
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### 5.0 AOB

Summary of discussions	<p><b>5.1 Solar lights in WASH blocks:</b> 110 solar lights were installed in female WASH blocks last year. Some have been vandalized but majority remain functional. The main issue effecting operation is dirt collecting on panels. The panels need to be regularly cleaned with a dry cloth. It was advised that this should be a regular maintenance activity for WASH committees. However there is a problem with access to the panels which is dangerous without a secure ladder.</p> <p><b>5.2 Dry sanitation presentation – Alebert Louw, APJ Capital Holdings:</b> There will be a waterless toilet demonstration in Zaatari on Sunday 23 Feb. 6- 8 engineers from APJ capital are coming to Amman with 2 toilets. Albert asked UNICEF and UNHCR to facilitate access to the camp and organize a demonstration site. Albert has also asked for community representation at the demonstration – ACTED can organize this but requested more information on dry toilets.</p>
Action Points	<p><b>5.3</b> Related to 5.1, guidance should be developed for the WASH committees to incorporate regular cleaning of panels in maintenance activities (WASH sector partners).</p> <p><b>5.4</b> Related to 5.2, Catherine to organize a demonstration site and meeting room. ACTED to organize community representation (5-6 people, maximum 10).</p>

#### **Proposed agenda for next meeting:**

- Review of action points
- REACH weekly WASH monitoring presentation – how to best utilize the available data.
- Discuss the issue regarding employment of local peoples (Za’atari, Mafraq etc)
- Upgrading of communal water points in older parts of the camp.
- Presentation on Za’atari water network by Oxfam (Engr. Yasir)

#### **WASH HOTLINES**

##### **REPAIRS HOTLINE:**

- 079 926 2551 Mr. Wajdi from Open Hands (English speaker)

##### **WATER HOTLINES:**

- 079 802 1479 Mr. Ramiz Morqus (ACTED Water Manager)
- 079 802 1357 Mr. Nasar Abu Daher (ACTED, Deputy Water Manager, water caravan)
- 079 802 1511 Mr. Muhammad / Abu Daher (ACTED, Supervisor of Water Delivery, water caravan)

##### **DESLUDGING HOTLINES (06:30-21:00):**

- 079 542 2632 Mr. Mohammed (Open Hands)
- 079 914 8753 Mr. Khalil (Open Hands)
- 079 990 6040 Mr. Muaffaq (English speaker - Open Hands)

##### **Solid Waste Hotline**

- 079 802 1475 Yanal Nasaa (ACTED)

##### **JEN storm water desludging hotline:**

- 079 569 4125