

## SYRIAN REFUGEE RESPONSE: JORDAN INTER-AGENCY UPDATE



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#withSyria

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# JORDAN

*Agencies involved in the Regional Refugee Response Plan (RRP6) in Jordan requested US\$1.2 billion in the latest inter-agency funding appeal. US\$185 million, or 15 per cent, has been received as of 15 March.*

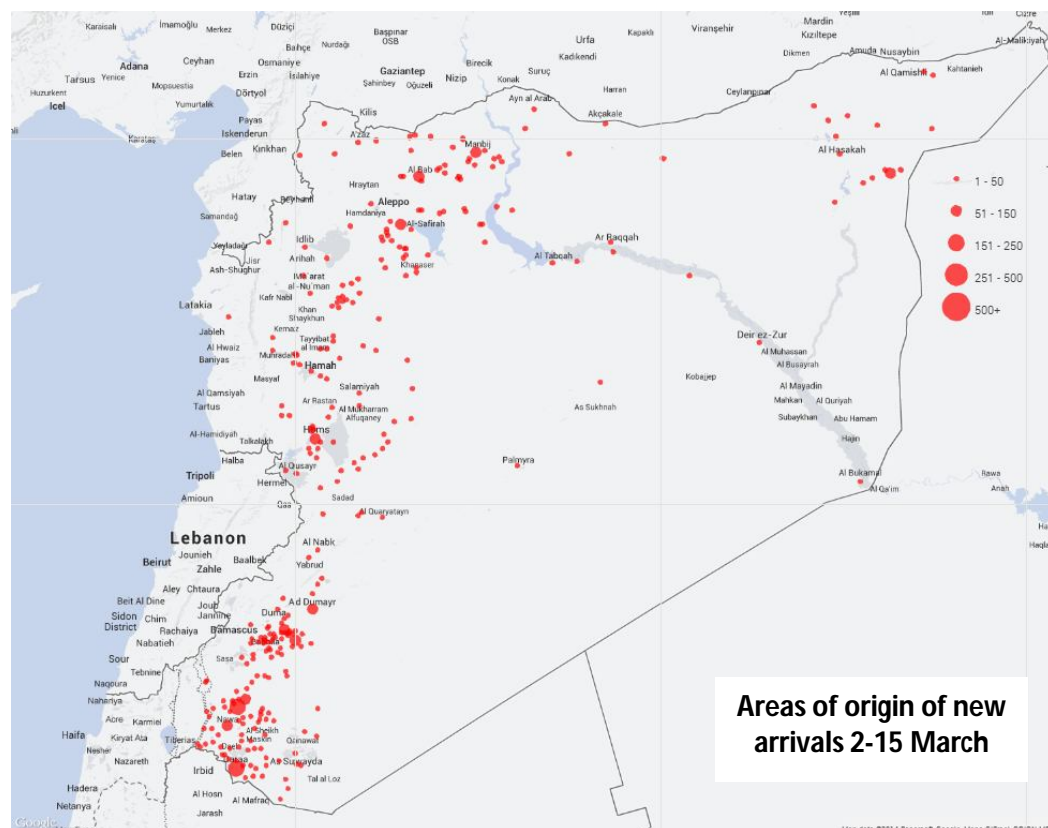
## HIGHLIGHTS

- H.E. Hussein Al-Majali, Minister of Interior, announced on 10 March during a visit to Azraq that the camp would be opened on 30 April. He also announced the Cabinet decision that the Syrian Refugee Camp Directorate (SRCD) has been renewed as the Syrian Refugee Affairs Directorate (SRAD) and will now also have responsibility for Syrian refugees living outside camps.
- The third National Polio Vaccination Campaign held from 2 to 6 March reached 1,084,776 children (0-5 year olds), including 157,775 Syrian refugee children.
- Mid-March marks the third anniversary of the conflict in Syria. Syria is currently the country with the greatest forced displacement, with over nine million of its people uprooted, including 2.5 million refugees.
- The World Bank approved a \$250 million loan to Jordan on 15 March to help ease the Kingdom's fiscal situation which has been exacerbated with the influx of Syrian refugees.

*This report is produced by the UN Refugee Agency (UNHCR) on behalf of humanitarian agencies working on the Syrian refugee response in Jordan. The report is based on information provided by partner agencies volunteering contributions. For more information, please contact Frauke Riller at [rillaer@unhcr.org](mailto:rillaer@unhcr.org).*

## REGISTRATION AND NEW ARRIVALS

*There are 585,506 refugees registered with UNHCR Jordan, including 110,756 living in camps (18.9%) and 474,750 outside camps (81.1%)*



UNHCR registered **8,207** refugees in the first two weeks of March (Sunday 2 to Saturday 15 March). This figure is slightly higher than that of the previous two weeks, where 7,824 refugees were registered. The map above indicates the areas of origin of the new arrivals (2-15 March).

The verification exercise is ongoing in Zaatari refugee camp. During the reporting period, **13,935** individuals were called for verification and **9,932** of these were confirmed as active in the UNHCR registration database. A total of 5,456 refugees of the 31,816 or 17.1% invited for verification since the process started on 27 January have been inactivated.

## PROTECTION

**Refugee youth video on early marriage:** Animation videos on harassment and early marriage produced by Syrian refugee girls with the support of IRC and UNFPA were presented at the 2<sup>nd</sup> Women's Film Week in Amman on 15 March. These animation videos are now used as a prevention tool in camps and outside.

### Amani, a new awareness – raising campaign:

Under the auspices of the child protection (CP) and sexual and gender based violence (SGBV) Sub-Working Groups, UNFPA, UNHCR, UNICEF, Save the Children International (SCI) and the International Rescue Committee (IRC) launched the inter-agency CP and SGBV awareness-raising Amani campaign. In Arabic, Amani means “safety” or to “feel safe.” The overall campaign message, “Our sense of safety is everyone’s responsibility,” is reflected in a poster which will be distributed throughout the

refugee operation. The campaign is an important component of the Inter-Agency Strengthening SGBV and Child Protection Services and Systems Project, which also includes the Inter-agency Emergency Standard Operating Procedures (SOPs) on CP and SGBV, and the development of CP and SGBV case management training tools and training programs.



## URBAN RESPONSE

**New and free-of-charge Info Line Service:** UNHCR inaugurated a state-of-the-art Call Centre for refugees in Jordan. The Centre uses the latest technology to facilitate answers and follow up for refugees at a rate of up to 1,000 queries daily. UNHCR has switched to a toll-free number which will make it easier for vulnerable families to seek help and accurate information about services. The Info Line is an integral part of UNHCR’s outreach to combat scams and fraud and other protection concerns stemming from lack of information.

## CAMP MANAGEMENT

**Opening date for Azraq camp set:** 22 partners, including governmental counterparts and humanitarian agencies, are mobilizing to accommodate refugees from 30 April, the opening date announced by the Minister of Interior. Jointly with the Government, donor and media visits to Azraq camp will be organized on 25 March.

*Up to 1,000  
refugees a day call  
UNHCR’s Info Line  
for accurate  
information about  
services*

*Opening date of Azraq Camp is set for 30 April. Donors and the media are invited for a briefing in the camp on 25 March*

**Creation of a flood contingency plan for Zaatari:** In anticipation of heavy rains, UNHCR and partner agencies prepared a flood contingency plan. The plan included prepositioning of mattresses and blankets in emergency shelters to be used on a loan basis, additional plastic sheeting stocks, stand-by transport arrangements by NRC and water extraction by JEN, among others. The preparations were critical in mitigating the effect of heavy rains in early March.

Over 1,000 refugees stayed in emergency shelters for three consecutive nights. Messaging on the need to move tents and caravans away from locations under power lines, along with regular assessments of districts proved effective. The contingency plan also included provisions for WASH (See under WASH).

## FOOD SECURITY

**Ongoing distribution of food e-vouchers in communities:** WFP continues to transition from paper to e-vouchers in all governorates. E-card distributions have been completed in Karak, Ma'an, Tafilah, Jerash and Ajloun governorates and continue in the more densely populated areas of Amman, Balqa and Irbid where about 64% of registered Syrian refugees reside. The remaining governorates (Aqaba, Madaba, Mafraq and Zarqa) will be reached thereafter.

**March food distribution started in Zaatari Camp:** The first cycle of March distributions began on 4 March with plans to reach 116,639 beneficiaries from the UNHCR manifest. This cycle will be the final in-kind food distribution in the camp. Thereafter WFP will increase the food voucher value to 10JD/cycle (20JD/person/month) while continuing daily bread distributions until they too are included into the voucher value.

## DISTRIBUTIONS

**Clothing distribution for new arrivals in Zaatari:** JEN started distributing clothes donated by UNIQLO, a Japanese retail company, to new arrivals in Zaatari on 9 March. As of 15 March, 1,594 individuals had benefitted from this in-kind support.

**School supplies distribution in Zaatari:** In the first two weeks of March, Save the Children distributed school supplies including notebooks and textbooks to 6,000 students in the three schools and the remedial education centre in Zaatari.



*2,900 transitional shelters are ready to receive refugees in Azraq Camp*

## SHELTER

**Construction projects in Azraq camp:** As of 15 March, more than 2,900 transitional shelters have been built, including all 2,600 in Village 3, to accommodate the first 14,500 refugees. The water distribution system is being tested, the construction of a supermarket and distribution centre has started and police facilities have been completed.

## EDUCATION

**School attendance on the rise in Zaatari camp:** While enrolment rates in Zaatari total 21,000 pupils, average attendance is currently around 12,000 per day. Thanks in part to the ongoing "Stay in School" messaging, average attendance rates are increasing compared to the first semester. Five students with motor disabilities are attending school and are shadowed by Syrian assistant teachers.

**Trainings:** During the week of 09-13 March, UNICEF/JEN conducted a "training of trainers" for teachers at Schools 1 and 2 in Zaatari to develop the ability of teachers to impart knowledge on hygiene and health promotion issues. In EJC Camp, Syrian English teachers and Jordanian English teachers employed by NRC have started attending trainings delivered by the British Council, as part of capacity development activities of UNICEF's implementing partners.

## HEALTH

**Polio campaign successfully completed:** A third nationwide Polio Immunization campaign conducted by MOH, WHO, UNICEF and UNHCR from 2 to 6 March reached 1,084,776 children up to age five, including 157,775 Syrian refugee children. The campaign also provided a fourth round of polio vaccinations at Zaatari camp. The campaign objective exceeded its target, which was to reach 950,000 children. Polio re-surfaced in Syria last October after more than 14 years without any known cases. Jordan and neighboring countries remain polio-free to date.

*A child receives oral polio vaccine under a February 2014 nationwide immunization campaign.*

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**Reproductive health awareness campaign in Zaatari:** 50 participants from IRC/UNFPA, IRD and JHAS/UNFPA are currently completing a UNFPA Youth Peer education training of trainers in preparation for a reproductive health awareness campaign in Zaatari over the coming months. Trainees will also train others on the methodology and planning of the reproductive health awareness campaign.

**Health facilities in Azraq Camp:** The International Medical Corps (IMC) clinic in Village 3 is complete. Most staff are hired and carrying out other duties in urban settings at present. Drugs and equipment have been procured. The IFRC hospital will not open until the camp has begun accepting refugees and will open in a phased approach. IFRC is currently finalizing agreements with the Jordan Red Crescent for two ambulances and agreements regarding recruitment of local staff.

### WATER, SANITATION, HYGIENE (WASH)

**Flood contingency for Zaatari camp:** WASH Sector supported the flood contingency arrangements to ensure that the camp would have a reserve of water in the event that access was limited by flooding due to heavy rain. Similarly, efforts were made to remove wastewater from holding tanks in advance of the bad weather.

JEN provided storm water dewatering services from 9 to 15 March. As of 15 March, a total of 9,210m<sup>3</sup> has been dewatered from the camp.

**Visit of the UN Special Rapporteur on the Human Right to Water and Sanitation:** UNICEF hosted a visit by UN Special Rapporteur on the Human Right to Water and Sanitation, Ms. Catarina de Albuquerque, including a visit to Zaatari on 14 March. She met with HRH Prince Hassan, government officials and civil society to discuss access to safe water and the need to link emergency needs for water and sanitation to longer-term development strategies.

### COORDINATION

**Accountability to Affected Populations:** On 6 March the International Council of Voluntary Agencies (ICVA) organized a workshop on 'Accountability to Affected Populations' (AAP). During this one-day event, national and international agencies involved in the refugee response discussed the basic concepts of accountability, quality management, information, participation, complaints-handling and their respective organizations' approach to the Inter-agency Standing Committee (IASC) commitments to AAP. The workshop was hosted by the General Union of Voluntary Societies and included ACF, ACTED, ARDD-Legal Aid, ICMC, Islamic Relief, Royal Health Awareness Society and Jordan Evangelical Committee for Relief and Development (JECRAD), Jordan Hashemite Charity Organization (JHCO), Medair, Médecins du Monde, Noor Al Hussein Foundation, Oxfam, Relief International, Save the Children, UNFPA and World Vision International.

*"In some areas of the North, water scarcity is an imminent crisis – per capita consumption has dropped from 88 to 66 liters since the influx of Syrian refugees in 2011." UN Special Rapporteur on the Human Right to Water and Sanitation*

**Vulnerability Assessment Framework:** The Vulnerability Assessment Framework process is moving ahead with the development of standard operating procedures and tools. A discussion was held with WFP Lebanon on lessons learned from the Lebanon experience of targeting food and Core Relief Items. A key lesson was ensuring that any system is accompanied by solid beneficiary communications and involvement of the government. In parallel, UN Women - as part of the Steering Committee - is leading the drafting of a communications strategy with beneficiaries.

**Inter-Agency Task Force (IATF):** The IATF met on 12 March. Presentations were made on preparedness for the opening of Azraq camp (UNHCR) and on ILO's programs for refugees and Jordanians. New 3W maps by sector will be available on the portal shortly:

<http://data.unhcr.org/syrianrefugees/country.php?id=107>.

## EXTERNAL RELATIONS

**International Women's Day:** Many agencies marked International Women's Day. Among those, UNFPA's partners, including IMC, IRC, Noor Al Hussein Foundation's Institute of Family Health (IFH) and Un Ponte Per (UPP)/ Jordan Women's Union (JWU) conducted GBV sensitization events (medical screenings; recreational and fun activities; discussions with school faculty, counselors, doctors and communities about the role of women and GBV). UN Women, in collaboration with JEN, held an event for over 100 Syrian refugee women at the Women and Girls Oasis in Zaatari.

## #NOLOST GENERATION

**Third anniversary of Syrian conflict:** As the crisis in Syria enters its fourth year, a generation is at risk of being lost forever. UNICEF, UNHCR, Mercy Corps, Save the Children and World Vision International made a united call in Beirut for an end to fighting, urgent implementation of the UN Security Council resolution granting unrestricted humanitarian access in Syria, more investment in helping children heal, and intensified effort to decrease the economic impact of the crisis on host countries. 1.2 million Syrian children are now refugees in neighboring countries. 37,000 children were born refugees since the conflict began, including 10,370 born in Jordan in 2013 alone.

NRC, Save the Children, FilmAid and other agencies organized events in Jordan to mark the anniversary of the conflict. In Zaatari, Save the Children organized an event with 100 refugee children, joining a worldwide vigil and releasing red balloons, inspired by British artist Banksy's stencil depicting a girl holding a heart-shaped balloon.



**Going the distance for Syrian refugees:** The third anniversary of the Syrian crisis permeated the famous annual 'Dead to Red' Marathon, a 242-km relay through the Araba desert from the Dead Sea to the Red Sea (Aqaba), on 13 March. Many humanitarians signed up for the race. A particularly dedicated CARE team, including five Syrian refugees, participated to raise awareness for Syrian refugees.

*@CARE/Jordan 2014/W. Gressmann*

## DONORS IN 2013 AND 2014

Donors to the Syrian crisis response in Jordan over the past 14 months: Australia, Austria, Belgium, Brazil, Canada, Czech Republic, Denmark, Estonia, European Union, Finland, France, Germany, Greece, Iceland, Ireland, Japan, Kuwait, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Republic of Korea, Russian Federation, Saudi Arabia, Slovenia, Spain, Sweden, Switzerland, UK and USA. Contributions have also been received from the Central Emergency Response Fund (CERF) as well as from private donors, national and international organizations.

## AGENCIES THAT HAVE CONTRIBUTED TO THIS REPORT

