

27 April-10 May 2014

SYRIAN REFUGEE RESPONSE **JORDAN** INTERAGENCY UPDATE



Community development officer Yousef Filali welcomes a family in Azraq refugee camp ©CARE/A. Nordstoga

#NoLostGeneration



HIGHLIGHTS

- **Jordan opens a new refugee camp in Azraq to cope with continuous new arrivals of Syrian refugees** – Azraq camp received the first refugee families on 28 April and was officially opened on 30 April by the Government of Jordan, represented by H.E. Nasser Judeh, Minister for Foreign Affairs and Expatriate Affairs, and H. E. Hussein Majali, Minister of Interior, and the UN. Jordanian authorities manage the camp through the Syrian Refugee Affairs Directorate in coordination with UNHCR. 19 humanitarian organizations are involved in the provision of protection and assistance to Syrian refugees in Azraq camp.
- **Major host countries for Syrian refugees meet in Jordan to appeal for heightened efforts to address the growing human impact of the Syria crisis** – On 4 May, Government Ministers from Iraq, Jordan, Lebanon, Turkey and Egypt together with the High Commissioner for Refugees recognized Syria has become the largest crisis of forced displacement in the world. They made a joint appeal for higher levels of solidarity and burden sharing with countries hosting Syrian refugees. They urged countries outside the region to keep their borders open for Syrians and to contribute to the regional response plan which is only 25% funded.

RRP6 Funding Status – 11 May 2014

Financial requirements	US\$ 1,199,650,591
Funds received	US\$ 257,616,990
To be funded	US\$ 942,033,601

AZRAQ

The first moments of a refugee camp

“What you see is probably one of the best planned refugee camps in the world. It will also probably be one of the biggest refugee camps in the world, and what this represents is the continuing commitment of Jordan to uphold its very proud tradition of generosity to protect those who are fleeing conflict and violence.”

UNHCR Representative to Jordan Andrew Harper

Azraq refugee camp received the first 233 Syrians on 28 April. On 10 May, it already had a population of 3,960. Refugees reported they left Syria because of the high cost of living, lack of items to satisfy basic needs, fear of death or torture, and family reunification. They mainly originated from Dar’a (28%), Aleppo (20.8%) and Homs (14.2%). They received food, water and non-food items (NFI) before being assigned a housing unit.

Shelter and WASH infrastructure – The Ministry of Public works, UNHCR and the Norwegian Refugee Council (NRC) finalized above 5,300 shelters to accommodate 26,500 refugees. UNICEF and its partners established water supply infrastructure for up to 50,000 persons, while sanitation infrastructure is in place for 30,000.

Protection and care for vulnerable persons – Specialized partners are present in the reception area in order to receive vulnerable cases identified by UNHCR Registration and Protection staff, and to provide appropriate services and follow-up. Partners include CARE, International Rescue Committee (IRC), International Medical Corps (IMC) and Handicap International (HI). CARE has 16 mobile staff and 21 volunteers working on the identification of vulnerable refugees inside the camp (female-headed households, elderly, disabled, youth at risk, etc.). They will ensure that necessary actions are undertaken to secure access to essential services.

In parallel, 16 spaces have been created to provide specific services to refugees, including child friendly and adolescent spaces, recreational areas, women and girls centres, a community centre and a mosque. These spaces are managed by humanitarian actors, including Mercy Corps (MC), UNFPA, UNHCR and UNICEF. MC is conducting outreach within the camp to inform parents about the activities ongoing in the different sites. Several hundred children have already attended the proposed activities.

Food – WFP’s Sameh Mall opened on 28 April for the first arrivals to redeem their welcome voucher for food commodities. WFP, through ACTED, distributes two vouchers of 5 JD for a two-weeks period, in-kind rations (rice, lentils, bulgur, sugar, oil, salt), complementary food and dates to each new arrival.

NFI – Upon arrival, families receive a set of NFI that includes blankets, mats and mattresses, bucket and jerry cans, hygiene kit and sanitary napkins, solar-powered lanterns, gas stove and kitchen sets.

Education – 12 Jordanian teachers have been selected to work in Azraq formal school in NRC pilot catch-up program. The learning centre will open by mid-May.

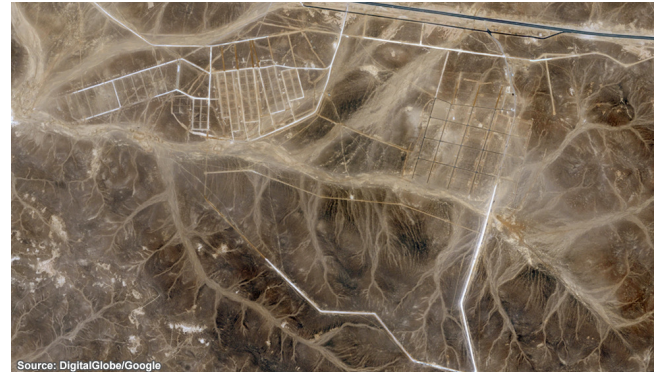
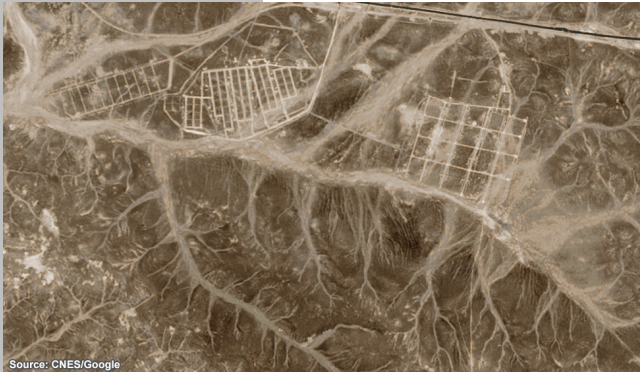
Community mobilisation – CARE is working closely with refugees to foster their involvement in the management of the camp. The objective of community mobilisation is to create a supportive community able to contribute to the well-being, dignity and safety of the refugee population. Community leaders, both women and men, are mobilized to identify specific needs and concerns of various groups, and to address them appropriately.



Abu Saleh, one of the first Syrian refugees to enter Azraq camp ©UNHCR/J. Kohler

Four phases in the development of Azraq

April 2013-April 2014



Completed infrastructure in Azraq refugee camp

- Service areas covering 447,000 square meters and 103 km of roads
- 5,300 housing units with capacity to host 26,500 persons
 - 2,000 sanitation facilities with capacity to provide WASH services to 30,000 persons
 - 1 reception area with a capacity of 2,000 arrivals per day
 - 1 supermarket, 1 centre for bread distribution and food warehousing
 - 1 centre for NFI distribution and warehousing
 - 1 primary health post, 1 secondary level hospital (130 beds)
 - 2 schools with a capacity of 5,000 children per school in two shifts
 - 16 spaces for specific services, protection and outreach purposes (child friendly and adolescent spaces, recreational areas, women and girls centres, feeding centre, community centre, mosque)



REGISTRATION

Active Syrian population registered with UNHCR

Total active Syrian population registered with UNHCR

As of 10 May 2014

597,974

Between 27 April and 10 May, UNHCR registered **6,419** Syrians:

- 1,220 persons in Amman
- 420 persons in Irbid
- 141 persons in Zaatari
- 6 persons in Emirati Jordanian Camp
- 4,632 persons in Raba Sarhan

Syrians originated mainly from:

- Dar'a, 1,874 persons
- Aleppo, 1,273 persons
- Homs, 887 persons
- Rural Damascus, 680 persons
- Damascus, 451 persons
- Ar-Raqqa, 408 persons
- Hama, 343 persons



Urban

491,063

82.1%

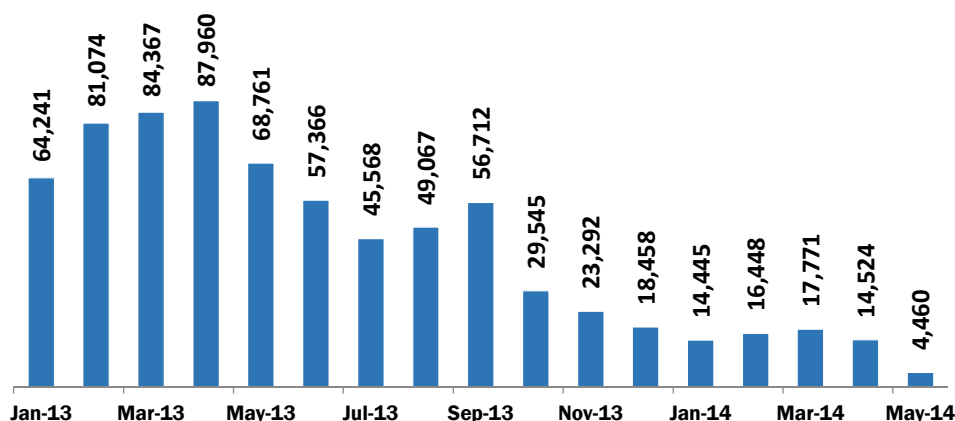


Camps

106,911

17.9%

Registration Trend in 2013-2014



Zaatari population verification exercise

Since the beginning of the verification exercise on 27 January until 8 May 2014, UNHCR has called 100,733 residents in Zaatari camp for verification appointments.

Out of this number, 66,323 were confirmed as being active in UNHCR registration database and effectively living in the camp.

57.5% of them were children and 13,134 (19.8%) were under five years old.

22,041 individuals have been inactivated as they either did not present themselves to UNHCR for the verification within ten days after the scheduled appointment, or had duplicated files, or were reported returned to the country of origin. Inactivation represents 21.8% of the number of persons called for verification purposes. 5,480 individuals are still on hold.

The introduction of biometrics helps UNHCR to identify cases that would have duplicate registrations in or outside the camp and those who spontaneously left the camp.

PROTECTION

Ensuring refugees' access to counselling, protection services and assistance

Between 27 April and 10 May, UNHCR attended **2,555 families** and provided them with **counselling and protection interventions** as appropriate.

Refugee families have direct access to UNHCR reception office in Amman to report any problems they face in Jordan. They receive counselling and benefit from protection interventions to help solving these problems when appropriate. In order to improve access of refugees residing outside of Amman to protection services and assistance, UNHCR operates help desks in different locations of Jordan.

During the last 15 days, six help desks were organized in Mafraq, Ramtha, Karak, Ma'an and Zarqa, attending 1,669 families, mainly for renewal or registration purpose (1,278 cases), information on cash assistance (802 cases), food vouchers, health and education services. 888 families approached UNHCR office in Khalda for similar purposes. UNHCR identified 67 cases in need of protection interventions and 13 vulnerable cases who benefitted from urgent home visits and/or cash assistance.



Providing proximity services to Syrian refugees, Zarqa Help Desk ©UNHCR/J. Kohler

Finding solutions to child protection issues

UNICEF partners MC and Save the Children International (SCI) visited businesses in Zaatari with a view to identifying and supporting children involved in labour. MC and SCI identified more than 150 children in work activities and engaged them in activities at the Youth for Change facility and Drop-in centres.

On 28 April, UNICEF and the Ministry of Interior convened a child protection conference involving UN agencies, national and international NGOs, Ministry of Social Development and other stakeholders. Participants discussed social cohesion issues, children in conflict with the law and diversion programmes, the role of Juvenile Police Department and the Family Protection Department in addressing cases involving Jordanian and refugee children.

Empowering local communities and officials to fight against trafficking in Mafraq and Irbid Governorates

IOM finalized a counter-trafficking program in Mafraq composed of:

- Two waste-management days for some 1,000 Jordanians and Syrians, provided with cleaning equipment featuring slogans about human trafficking;
- Three awareness raising sessions about human trafficking for 185 persons of different age groups (children, students and families).
- Capacity building for 57 local officials on how to identify trafficking or forced labour and how to combat it.
- Screening of 300 Jordanian and Syrian families to assess vulnerability and risk of trafficking, and follow-up of their cases.

IOM plans to undertake similar activities in Irbid in the upcoming weeks.

“This contribution will provide more comfortable transport for the refugees, especially the injured, infirm, elderly, and children. It is good to see the international community stepping up to support the Jordanian Government, which has generously and patiently depleted its own resources to help refugees entering the country.”

IOM Chief of Mission to Jordan
Davide Terzi

New vehicles and mobile equipment provide better care for Syrian refugees upon their arrival in Jordan

IOM handed over 23 new vehicles to the Jordanian Border Guards, including six large buses, six minibuses, eight pickups and three ambulances. The vehicles will replace the Border Guards' trucks, which were not designed to transport civilians and are dilapidated after two years of intensive use on rough border terrain. The vehicles will assist the authorities in dealing with the influx of refugees, who continue to enter Jordan in large numbers, and to transport them from the border to camps. This action aims at supporting the Government of Jordan's open-borders policy, as well as sharing the responsibility of responding to the Syrian crisis.

UNOPS also procured vehicles and mobile equipment to help safe transportation of refugees from arrival points and ensure prompt critical medical treatment.

HEALTH

Assessing mental and psychosocial health of Syrian refugees living in Jordan

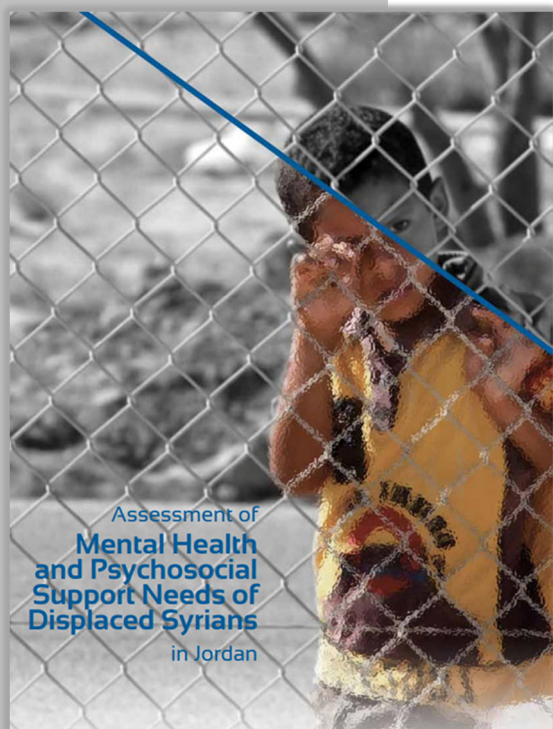
WHO and International Medical Corps (IMC) released the results of the survey assessing the mental health and psychosocial (MHPSS) problems, services and needs of displaced Syrians in Jordan, both in camps and urban areas. The survey is based on interviews with 1,811 families, providing information on 7,964 individuals. Its main findings are as follow:

- Reported mental health problems included distress, fear, anger, disinterest, hopelessness, sadness, excessive nervousness and social isolation.
- 18.8% felt a difficulty or inability to carry out essential activities for daily living because of feelings of fear, anger, fatigue, disinterest, hopelessness or distress.
- The main coping strategies to deal with MHPSS problems are: doing nothing (41%), socializing (15%), praying (13%), fighting or getting angry (11%).
- A need for counselling or psychological support services was reported by 13% of respondents.

WHO and IMC elaborated a set of recommendations to inform future planning and implementation of MHPSS programs, including the following components:

- Promotion of early detection of mental health conditions;
- Development of interventions that promote resiliency, skill-building, self-efficacy and adaptive coping strategies;
- Development of community social support programs to foster positive family and interpersonal relationships.

The report can be found on data.unhcr.org/syrianrefugees



Older, disabled and injured refugees: the hidden victims of the Syrian conflict

Older, disabled and injured Syrian refugees are paying a double toll as a result of the conflict. This is the conclusion of a report based on primary data collected across 3,200 refugees by Handicap International and Help Age International (HI-HAI) in Jordan and Lebanon. The report provides new data showing how much these vulnerable refugees are struggling to access appropriate services and meet their specific needs. The main findings of the survey are as follow:



- 30% of refugees in Jordan and Lebanon have specific needs related to physical, sensory or intellectual impairment, chronic disease or injuries directly resulting from the conflict.
- Refugees affected by impairment, injury or chronic disease are twice as likely as other refugees to report psychological distress.
- 77% of older refugees are affected by impairment, injury or chronic disease.
- 65% of older refugees present signs of psychological distress.
- 45% of refugees with specific needs have problems carrying out simple daily tasks.

Addressing the needs of all refugees is critical to the delivery of principled and impartial aid. Aid needs to be tailored so that refugees with specific needs are provided with appropriate treatment.

To ensure that people with specific needs are no longer the forgotten casualties of this conflict, HI-HAI make eight recommendations, such as appropriate collection of information in order to put in place the necessary actions to ensure older, disabled and injured refugees can access essential services such as healthcare, income support and rehabilitation services.

The report can be found on www.handicap-international.org.uk.

Improving maternal and neonatal health care in Zaatari and Mafraq hospitals

UNFPA, UNHCR and UNICEF issued the report on their rapid assessment on maternal and neonatal health realized early 2014 in Zaatari and Mafraq hospital. The report identifies multiple low-cost, evidence-based interventions to improve survival, including:

- Systemic iron and folic acid supplementation for all pregnant women;
- Tetanus immunization for all child-bearing aged and pregnant women;
- Increased emphasis on immediate and exclusive breastfeeding practices.

The assessment noted that maternal conditions that could be managed by Zaatari facilities are often referred outside the camp because of lack of bed capacity, agreements in place, or reasons of availability of essential services. Partners are developing an action plan to implement the recommendations of the assessment.

Nutrition survey reveals high anaemia rates among children under five years old, pregnant and lactating women

CDC, UNFPA, UNHCR, UNICEF, WFP and WHO implemented a joint nutrition survey in Zaatari and host communities between 12 April and 1st May. Initial findings underscored high anaemia rates among children under five years old and pregnant and lactating women. A final report will be issued in May and will provide specific recommendations for response.

FOOD SECURITY

Ongoing food assistance and development of the e-card system

In May, WFP plans to reach 463,536 beneficiaries from the UNHCR manifest with paper vouchers or e-cards in urban communities. The new cycle of paper vouchers distribution aims at reaching 283,499 individuals, while e-cards have been loaded for 180,037 beneficiaries (around 45,000 families).

WFP has completed e-card distributions in the following governorates: Ma'an, Tafila, Karak, Ajloun, Jerash and Balqa, as well as Ramtha district in Irbid, Bayader Wadi Al Seer and Tabrbour districts of Amman. Distributions are ongoing in Mafraq and Zarqa. The partner bank is preparing e-cards for the next distribution location to start 11 May in Jabal al Hussein in Amman. The objective is to transition all beneficiaries over to e-cards by the end of July. WFP is partnering with UNHCR and UNOPS to implement this operation with the support of a team of 11 social workers.

EDUCATION

Educational programs respond to specific needs of school-aged Syrian refugee and vulnerable Jordanian children



On our way to school in Zaatari © UNHCR/J. Kohler

UNICEF is working on improving the quality of education through teacher training and collaboration with Ministry of Education (MoE). In recent weeks, nearly 2,100 MoE staff, teachers at camp schools and teachers at double-shifted host community schools have completed the final phase of pedagogy training through UNICEF, CADER and MoE program. The training covers learning styles and teaching methods to promote a joyful learning approach and environment.

In parallel, the MoE has approved the formation of an Accelerated Learning (AL) working group, together with NRC and UNICEF, in order to define the AL terms and conditions that would enable children studying in NRC's learning centre to go back to formal schooling. AL is aimed at getting kids who have dropped out from school back on track, so they can register again in formal education. AL will be implemented in Zaatari, Azraq and the Emirati-Jordanian Camp.

Nearly **110,000 refugee children** – some 75 per cent of eligible refugee children – **are enrolled** in school. Still over **35,000 children are eligible but not yet enrolled**. The majority of these children reside in host communities.

Findings ways to keep in schools children with disabilities and children no longer able to enrol

UNICEF is working with its partners in camps and host communities to create alternative education pathways for the nearly 65,000 children who are no longer able to enrol in school. In April, UNICEF and partners supported some 10,000 children through informal education and psychosocial development interventions. UNICEF is also supporting informal and catch-up classes in Azraq through the summer, with formal schooling starting with the next academic year.

MC continued to identify and assess the needs of children with disabilities, particularly vulnerable Syrian refugee children, with the objective of promoting inclusive education. Over 750 children with disabilities are now integrated in schools across Jordan.

UNESCO, in partnership with Questscope, conducted two training programs to enhance the capacities of the educational staff working with vulnerable Jordanian and Syrian youth. On 1st May, a training session targeted 30 Non-Formal Education (NFE) facilitators who have been trained on how to identify students with special needs in the classroom and conduct suitable interventions. NFE is conducted in host communities across the country to provide alternative educational pathways to youth that have missed out on schooling. On 1 May and 3 May, two training modules for 14 case managers and 67 mentors on building communication and problem-solving skills were conducted in Zaatari. Mentoring provides youth with opportunities to address causes underlying aggressive behaviour and strengthen their sense of community by providing mechanisms for creating change.

Basic needs and social cohesion

Humanitarian actors express solidarity with vulnerable Jordanians after heavy rains

Upon demand by the Governor's Office in Ma'an, UNHCR has provided assistance to 200 Jordanians heavily affected by the rains of the 7-8 May. Assistance included 200 mattresses, 200 mats and 400 blankets in total. This assistance aimed at strengthening the partnership with local authorities.



Syrian women weave to welcome new-born babies in Zaatari

21 Syrian women taking part in the activities of the UN Women's Oasis in Zaatari produced new-born baby kits to be delivered to the new mothers within the camp. The project comes under an innovative partnership between UN Women and UNICEF.

The first 50 baby kits have been delivered to the Moroccan Hospital for distribution. The plan is to produce 1,000 baby kits by the end of 2014. The 21 women are volunteer tailors receiving stipends under the camp's volunteer incentive program.

More than 3 million non-food items distributed to the Syrian refugees in Zaatari

Since January 2013, NRC has distributed more than 3.2 million non-food items, including children's clothes, hygiene kits, diapers and gas heaters for the benefit of Syrian families living in Zaatari. 79,000 refugees have benefited from the last NRC's distribution of core relief items.

WASH

Planning for better WASH services in Zaatari

The interagency group working on water network in Zaatari released its analysis, options and recommendations for the future water network in the camp. The recommendations are based on long-term sustainability, technical and social risk assessment, and comparative financial analysis of capital and operation costs. The group recommends a water network extending to household level, based on the considerable risks expected due to lack of community acceptance. The analysis shows that household option is cheaper to operate in the long run (around 5-years payback) in comparison with other options, considering the expected additional risk mitigation cost. Funding, implementation, management and operation models will be further discussed.

In parallel, Jordanian authorities are purchasing two containerized wastewater treatment units for Zaatari and nearby communities. The units are expected to have a total capacity of 3,500 cubic metres of wastewater per day.

New system to improve access to water and hygiene items in urban areas

In order to respond better to the demand of refugee households, OXFAM is putting in place a system that gives refugees more flexibility to choose the hygiene items they need and more commodity for water distribution. OXFAM has identified 11 shops in Zarqa and Balqa to take part in the hygiene part of the operation. OXFAM has also contracted water vendors to supply water directly to beneficiaries' homes, as carrying water to their homes may be difficult for beneficiaries, particularly female headed families and families with elderly people. OXFAM provides the beneficiaries with the vendor's details and phone numbers, the beneficiaries call them directly to deliver water to their home, and the household gives the unique voucher code number to the vendor.

OXFAM has distributed monthly water vouchers to 1,000 families in Balqa and Zarqa Governorates, and hygiene vouchers to 2,831 families in the Zarqa Governorate. Each hygiene voucher equates to 15 JD/month and each water voucher equates to 1 JD/15 liters.

End of April 2014, UNICEF, JEN and other partners had renovated WASH facilities in 157 host community schools affected by the refugee influx.

Hygiene kits had been distributed to 116,842 children.

1,612 teachers had benefited from hygiene promotion training.

MASS COMMUNICATION

Corporate social partnership with Zain helps refugees to communicate with their family and UNHCR to reach out to them

UNHCR is partnering with telecom company Zain in a corporate social responsibility (CSR) project. The project aims at improving communication opportunities for refugees and outreach capacity of humanitarian actors with the refugee community. The objective is to provide every refugee household (200,000 by the end of 2014) with a specific type of SIM card.

Refugees will be able to call the UNHCR info line for free, to call and to send SMS in Syria and towards similar SIM-card users at a reduced rate. UNHCR will be able to send mass-SMS, free of charge, to share important information with the refugee population.

10,000 households have already received their SIM card. Systematic distribution will take place in Zaatari during the verification exercise, in Khaldia, Irbid and Azraq at registration. Zain also visited Azraq refugee camp to plan the improvement of the local network.

OTHER OPERATIONS

Solar panels secure energy supply for access points and police stations

UNOPS has installed one of the largest solar panel off-grid systems in Jordan as a part of a larger project to support the Jordanian government's capacity to respond to the influx of Syrian refugees. UNOPS constructed the necessary infrastructure to provide electricity to security services, including police substations and community police stations in Zaatari and Azraq camps, security and civil defence stations in Azraq camp, and a police station in Raba Sarhan.

UNOPS provides the majority of its structures with solar energy. The power that the solar panels produce is used for lighting and other essential electricity needs to ensure security at night. Most of Azraq refugee camp is currently not connected to the electricity grid, so internal infrastructure has to be powered by alternative power sources. The solar-powered electricity and lighting systems will ensure environmentally sustainable power rather than relying on carbon-emitting generators.

The total power of the solar park is 56.7 kWp distributed on 9 stations: 2 police substations with capacity of 15.6 kWp for each, 4 community police stations with capacity of 4.8 kWp for each, and 3 access points with capacity of 2.1 kWp for each. UNOPS has installed 189 panels of two square meters/300W each. The maximum output AC power is 6000 W for the police substations, 3000 W for the community police stations, and 1500 W for the access points.



Solar photovoltaic panels in Azraq refugee camp ©UNHCR/J. Kohler

Contributing to alleviate housing pressure in urban areas

NRC has so far delivered more than 1,000 housing units for refugees in Irbid.

In parallel, NRC gained the official approval from the Jerash Governor's Office to start its urban shelter programme in the governorate. NRC expects to sign the first contract by the end of May.

Donors to the humanitarian response in Jordan



Have contributed to this report

This report is produced by the UN Refugee Agency on behalf of humanitarian organizations working on the Syrian refugee response in Jordan. The report is based on information provided by the UN Refugee Agency and partner agencies. For more information, please contact Marc Fawe at fawe@unhcr.org

Additional reports and publications can be found on the Jordan page of the web portal data.unhcr.org/syrianrefugees.

