

## FOCUS | “Greening” Zaatari refugee camp

 **630,960**  
persons of concern  
registered

**598,919** Syrians,  
including 5,835 newly  
registered during the  
reporting period.

**27,722** Iraqis

**4,319** individuals of  
other nationalities

 **39.7%** of  
UNHCR Jordan’s Syria  
refugee response  
funding needs covered  
(USD 127 million out of  
USD 321 million)

 **105,345**  
home visits undertaken  
by UNHCR and IRD staff  
between May 2013 and  
April 2014

 **12,252** calls  
answered by info-line  
during the reporting  
period

Protecting the environment is a central challenge, as poorly preserved environment has a direct impact on the quality of refugees and host communities’ daily life. In Zaatari, UNHCR is working with UNICEF and other specialized actors in order to address rising issues such as private toilet pits or growing size of the solid waste disposal. One of these actors is Morethanshelters, an NGO that relies on a worldwide network of experts, working in fields such as architecture, design, art, political science and economics, to support the development of the best possible housing solutions for people in need in humanitarian situations.



Refugees taking care of plants they recently bought in Zaatari ©UNHCR/Corcoran

After an initial period of observation and analysis in the camp, UNHCR and Morethanshelters staff has started working with refugee and Jordanian communities to find solutions to solid waste, grey and black water management, as they are the most stringent issues. An inspection of the open dump has taken place to see the options to move from a mere waste disposal to an effective waste management strategy. The strategy will potentially include the development of income-generating activities based on recycling and the transformation of certain waste parts into combustible. This initiative receives the support of Amsterdam city and also aims to reach to the urban areas of Mafraq Governorate.

*“The philosophy behind our intervention is to bring humanitarian actors and refugees to co-create innovative tools that will answer best refugees’ everyday needs. It relies on integrated urban planning and social design concepts, but also on refugees’ capacity to contribute to the solutions that will be cost-effective, culturally and psycho-socially acceptable.” Daniel Kerber, Morethanshelters*

In parallel, UNHCR has received the agreement from Jordanian authorities for the plantation of the first 500 trees inside the camp. To facilitate grey water infiltration, a pilot project of small gardens is developed in several districts of the camp with great success and support from refugees. Building on the fact that many Syrian refugees were farmers in their country of origin and have personal attachment and experience in agriculture, commercialisation of small plants is now proposed for the price of 0.5 JD per piece. Grey water recycling kits can also be bought for 3 JD. Purchase is linked to the registration card of refugees, which will allow a tracing of this initiative and an evaluation of its impact.

## News from the Field Offices

The decentralisation process of UNHCR Jordan has been approved by the Government on 24 April 2014. The process is implemented with the objective to move closer to Syrian refugees living in the different regions of the country and to improve the delivery of services and assistance. Four field offices (FO) are operational and cover urban populations and camps where they exist: FO Amman, FO Azraq, FO Irbid and FO Mafraq. Transversal issues, such as child protection and sexual and gender-based violence, are addressed locally with the support of UNHCR central office in Amman.



UNHCR social worker visiting a Syrian refugee at his place ©D. Verberck for UNHCR

### FO Amman

Between 4-17 May, FO Amman organised six help desks in Karak, Ma'an and Zarqa (2), Aqaba and Ramtha. UNHCR staff members attended 1,282 families, mainly for renewal or registration purpose (1,022 cases), information on cash assistance (609 cases), food vouchers, access to education and health services. 1,043 families approached UNHCR office in Khalda for similar purposes. During its field operations, FO Amman identified 48 cases in need of immediate protection interventions.

In parallel, info-line answered 12,252 calls from refugees, mainly demanding information on home visits and food vouchers (more than 60%), recuperation of documentation from Zaatari camp and medical check requested for issuance of the Ministry of Interior card. The info-line unit is expanding from 13 to 15 staff to answer the increasing number of calls made by refugees.

UNHCR has recruited 11 additional staff to work on transitioning all Syrian refugees from paper vouchers to e-cards for food assistance. Transitioning is ongoing since January 2014. With this additional human resource support, WFP and UNHCR will be able to finalize the transitioning by the end of July.

### FO Azraq (including Azraq and Emirati Jordanian camps)

As of 15 May, the population in Azraq camp was 4,429. Procedures for bailout, family reunification and leave permit are under discussion with the Jordanian authorities. They will be further finalized and implemented. Family visits have already started since 5 May. Some 250 refugees have volunteered for work. They are mainly involved in shelter construction. CARE consolidates the list of volunteers that is shared with the Ministry of Public Works and Housing. CARE pays volunteers the rates jointly agreed among humanitarian partners for skilled and unskilled labour. The rain and wind storm of 7 May was a good test for shelters and drainage system in the camp. No major damage or flooding was reported.

### FO Irbid (including King Abdullah Park and Cyber city)

The decentralization process of services to refugee population is entering its final phase in Irbid. The office will be fully responsible for field, protection and community services activities at the beginning of June. The first coordination meeting between FO Irbid and local implementing partners took place on 13 May. UNHCR has approved seven new community support projects (CSP) for Irbid and Ajloun Governorates. They focus on solid waste management (2), street lighting, rehabilitation of kindergarten, centre for children with special needs, public park and sports facilities. To date, 13 CSP have been approved for a total of approximately 550,000 JD. CSP are intended to address tensions in host communities by supporting initiatives that serve both Jordanian and Syrian populations.

### FO Mafraq (including Raba Sarhan and Zaatari camp)

The population verification exercise in Zaatari is due to end up on 21 May. Verification will continue during an additional period of one month to process the cases of around 6,100 individuals who are on hold for different reasons. Adding the refugees who passed through Raba Sarhan and arrived in Zaatari after 23 March (some 16,000 persons), the population of the camp will be around 85,000 - 95,000.

## Donor support to UNHCR Jordan

**Country and regional level donor support:** Canada, Estonia, EU, Japan, Norway, Saudi Arabia, Slovenia, Switzerland, UAE, UK and USA.

**Global level donor support:** Algeria, Australia, Costa Rica, Denmark, Estonia, EU, Finland, France, Germany, Hungary, Indonesia, Israel, Kuwait, Latvia, Luxembourg, Mexico, Monaco, Morocco, Mozambique, Netherlands, Norway, Republic of Korea, Serbia, Singapore, Slovak Republic, Sweden, Switzerland, Thailand, Tunisia, UAE, UK, USA and Uruguay.