

VILLAGE SIX



UNHCR/J.Kohler

WELCOME TO AZRAQ CAMP



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Azraq Camp is a civilian camp **for Syrian Refugees** that has been set up thanks to the hospitality of the Jordanian government.

This camp is managed by the Jordanian Government through the Syrian Refugee Affairs Directorate (SRAD) with the support of the United Nations High Commissioner for Refugees (UNHCR).

UNHCR is a non-political, non-profit and neutral humanitarian organization. It provides protection and assistance to refugees. UNHCR is the lead agency in Azraq camp and works with other humanitarian organizations to provide you with basic services as described below.

ALL REFUGEES IN THE CAMP ARE PROVIDED BASIC ASSISTANCE FREE OF CHARGE.

The camp is subdivided into villages, blocks and plots and most services are available on village level.

This document will inform you about services and relevant telephone numbers and maps out the locations of the most important facilities in the camp and specifically in the village you stay.

If you have any questions or concerns, please contact UNHCR or visit the CARE Community Center located in your village. All staff are trained to assist you and answer your questions about services in the camp, as well as on your rights and responsibilities.

If you have received a SIM-card from UNHCR, you can call the UNHCR helpline free of charge. Other calls and text messages are subsidized.

THE UNHCR HELPLINE: 06 400 8000

BEING SAFE IN THE CAMP



SRAD represents the Jordanian government in Azraq camp and is responsible for the safety and security of all its residents. Law and order at the Azraq Camp are enforced by the SRAD, who are present in the camp 24 hours a day. Azraq camp is a civilian camp and all residents are expected to abide by Jordanian laws.

SRAD IS, TOGETHER WITH YOU, RESPONSIBLE FOR YOUR SECURITY IN THE CAMP.

Community police officers are on duty in your village at all times. If you have any concerns for you or your family's safety and security please visit the Community Police or if you would like to report any incident, please visit the main police station.

In case of an emergency, which could include security matters, medical emergencies or fire, please call 911 and provide your location and describe the nature of the emergency.

If you wish to apply for a leave permit, bailout or family reunification, please approach the SRAD police station on Sundays from 8am - 3pm. Visitors can be received in the visitors area from Monday to Wednesday 8am - 3pm.

Please note that the Jordanian authorities will no longer issue a Ministry of Interior (MOI) service card to refugees who leave the camps without 'bail out' authorization from the SRAD.

THE CONSEQUENCES FOR LEAVING THE CAMP WITHOUT OFFICIAL AUTHORIZATION FROM SRAD ARE SEVERE.

You will not receive an MOI service card. Additionally, the Government has instructed UNHCR to stop providing asylum seeker certificates to refugees who have left the camp without authorization. Without these documents, you will be unable to access free public services like health care or education, or receive food vouchers from WFP, outside of the camp. The authorities could also evict you from your temporary residence or worse, return you to Syria.

PROTECTING YOUR RIGHTS

In order for us to help you, you need to:

- Notify the UNHCR Protection about any changes in your family situation (birth, marriage, death, etc.).
- Keep your UNHCR telephone number active. We can only contact you if the numbers we have are correct.
- Visit the UNHCR protection unit if you are afraid that your rights will be or have been violated.
- If you have lost your ration card, please visit the UNHCR protection 9am - 3pm from Monday to Thursday.
- Register the birth of your child. Birth registration is for you to protect your child. Birth registration is also the right of every child. Please approach the UNHCR Protection staff for assistance.
- Send your children to the Child-friendly spaces.

In case of

MEDICAL EMERGENCY

CRIME

FIRE

**FAMILY RELATED ISSUES (CUSTODY,
DIVORCE, DOMESTIC VIOLENCE...)**

please call

911

or call the Joint Operations
Center (JOC) at Azraq camp

0775725877

0799738642

If you need advice or help to keep yourself and your community safe,
you can call:

In case of **GENERAL ENQUIRIES**

06 400 8000

UNHCR Helpline
(Sun–Thu, 8am–5pm)

If you need help for/find **SEPARATED OR UNACCOMPANIED
CHILDREN**

077 507 7792

IRC 24-hour hotline

In case of **VIOLENCE AGAINST WOMEN OR
CHILDREN, DOMESTIC VIOLENCE OR
SEXUAL HARASSMENT**

079 578 5095

IMC 24-hour hotline

079 554 6383

UNHCR CP/SGBV Duty Phone
(Sun – Thu, 8.30am – 3pm)

To make all **ALL AZRAQ CAMP RELATED
EDUCATION ENQUIRIES**

077 670 2426

0800 22 766

0800 00 111

Save the Children Jordan (Sun - Thu, 8am - 4pm)

Food and Nutrition

Food vouchers (coupon or e-card) are provided to you to purchase food from the supermarket (Sameh mall) in the camp.

Please remember to take your Ration Card with you.

VOUCHERS WILL BE DISTRIBUTED AT ARRIVAL AND EVERY 2 WEEKS IN THE CAMP.

You will also be provided a Bread Card upon arrival and every 2 weeks during the food voucher distribution. The Bread Card will entitle you to receive a daily ration of 4 pieces of bread per family member at the Bread Distribution center from 6 to 9 am daily.

Students that attend school programs in Azraq camp will receive a nutritious snack from WFP every day.

You will be updated on the food/ voucher distribution activities in the camp and its dates by WFP through their partner ACTED. This information will be provided at the CARE Community Centers and at the Bread Distribution Site.

In case you are pregnant or lactating, please approach the Infant and Young Child Feeding Centre managed by Save the Children in your village, where you will get nutrition counseling.



FOOD AND NUTRITION

Water and Sanitation

The camp provides safe and drinkable water in water taps located alongside the roads.

Water is delivered at the taps twice daily (7-11am and 3-7pm).

Water is chlorinated, and tests are performed regularly to assure the quality of the water. Chlorine may give a taste to the water but the water is drinkable at all times. Please use water wisely. Jordan is a water scarce country.

Dispose all dirty or used water in the latrines or bathrooms.

This will avoid stagnant water and reduce the number of flies, mosquitoes and rodents in the camp.

All faeces, including those of babies and young children, should be disposed of in the latrines.

Keep your village, block and plot clean by putting garbage in the barrels. The barrels will be emptied every day.

Keep your toilets/showers clean - cleaning of toilets and showers is the responsibility of the users.



WATER AND SANITATION

For your health

IF YOU HAVE A MEDICAL EMERGENCY, PLEASE CALL: 911

If you have any medical problem, please visit the primary health care center in your village during working hours or visit the comprehensive primary health care center in village 6, which is open 24 hours/ 7 days a week.

There is a hospital in the camp. It is attending to patients that have been referred by the doctors at the primary health care centers.

Vaccinations for children under five, pregnant women, and women in child bearing age are available at the health centers Sunday & Wednesday from 10 am to 10 pm.

People with physical disabilities in need of mobility aids and physiotherapy should visit the CARE Community Center. You will be referred to Handicap International for an assessment of your needs.

It is recommended to continue breast feeding as long as possible to help strengthen the immune system of the baby.

Family planning contributes to mothers' health.



FOR YOUR HEALTH

Your shelter

Upon arrival you will be provided a shelter for you and/or your family. If you are a single refugee you will be requested to share your shelter with other same-sex single refugees.

If your shelter is substantially damaged when you move in, please notify the CARE Community Center within 3 days.

CHANGING YOUR SHELTER NEEDS FORMAL APPROVAL.

When re-location is desired, please apply officially at your CARE community center and wait for your approval. Moving without notifying UNHCR means that necessary items and services can't be provided to you as your address in the camp has been recorded electronically.

You must turn in the keys to your shelter to UNHCR before leaving the camp. If you vacate your shelter for more than 1 month, your shelter will be recovered by SRAD/UNHCR and given to someone else in need.

In case you have any question regarding your shelter, please contact CARE community center or any UNHCR staff.



YOUR SHELTER

NON FOOD RELIEF ITEMS (NFI)

Non Food Relief Items (NFI) distributions at your service

When you arrive at Azraq camp, you receive several items such as blanket, mattresses, solar lamps, hygiene kits, plastic sheet, kitchen set that includes a gas cylinder and a stove.

THE ENTITLEMENTS VARY ACCORDING TO YOUR FAMILY SIZE.

Gas refill takes place after 6 weeks and the exact location is announced at the CARE Community Center and through NRC staff. All distributions will be announced in the days prior to the distribution. For all distributions, you have to bring your ration card.



Stay in touch



At the ICRC (International Committee of the Red Cross) Stay in touch compound in village 3, you can make free phone calls to first degree relatives in Syria and worldwide.

You can also get help to locate arrested first degree relatives in Syria.

Open on Mondays and Wednesdays 11am - 2pm.

STAY IN TOUCH

Education for the future

نحن كمان رايعين معكم للمدرسة

Education services are available for children ages 6-18 years.
Education is our future and is a right of every child.

The schools are located next to your villages.



Formal education

Formal Education is provided by the start of the school year (September 2014) for all boys and girls aged 6 – 18. School stationary and textbooks are provided to all students. Formal education will be certificated by the Ministry of Education of Jordan.

To register for the formal education, please visit the Save the Children Jordan registration room at the school.



Informal education

Informal education is available for all boys and girls aged 6-18 years. You can register your children at any time at the school next to your village.

Informal education offers Arabic and English Languages, Math and Science in addition to Literacy and Numeracy skills. This program will be a good chance for children to continue their studies and get ready to enter formal school.



Other educational activities

There are playgrounds, child and adolescent friendly spaces in the villages offering recreational and skill building activities. We encourage you to visit them! Kindergarten is provided for children that are 5 years old.



EDUCATION

COMMUNITY SERVICES

Community Services and Mass information



The CARE community centers in village 3 and 6 are open to everyone from Sunday - Thursday from 9.00 am to 4.00pm.

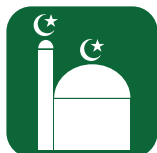
Information sessions are held at the CARE community centers twice a week. The information sessions will provide you with news about services in the camp.

If you need any information, please come to the CARE community centers and speak to the CARE case managers.

IF YOU ARE INTERESTED TO WORK IN THE CAMP, YOU NEED TO REGISTER AT THE CARE COMMUNITY CENTERS.

In addition, you can enroll in various recreational and skill building activities. Please check the activity dashboard and approach any CARE staff in case you wish to participate or find out more details.

If you need your mobile phone to be recharged – you can bring it to the community center and request the service from the Receptionist.



Religious Services

There is currently one mosque in the camp, located between village 2 and village 3.

RELIGIOUS SERVICES

DONOR SUPPORT TO THE SYRIA REFUGEE RESPONSE IN JORDAN



Australia, Austria, Bahrain, Belgium, Brazil, Canada, CERF, Czech Republic, Denmark, Estonia, EU, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Kuwait, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Oman, Qatar, Republic of Korea, Russia, Saudi Arabia, Slovenia, Spain, Sweden, Switzerland, UAE, UK, and US.

VILLAGE SIX MAP

