

JORDAN REFUGEE RESPONSE

INTER-AGENCY WINTERIZATION UPDATE

12 JANUARY 2015



Highlights

- In response to the Huda snowstorm, the Government of Jordan, UN agencies, NGOs, CBOs and local charities have been working round the clock to deliver emergency assistance to vulnerable refugees and Jordanians in urban areas and the refugee camps.
- Over **110,000 additional blankets** have been mobilized in response to the storm, distributed in both camps and through community organizations in urban areas. NGOs have provided emergency shelter support, targeted cash and in-kind assistance.
- In camps, **contingency plans have been activated**, making available emergency shelters where required, repairing damaged infrastructure, and ensuring that essential services are maintained.
- The response to Huda builds on **months of inter-agency winterization preparations**. Between November 2014 and March 2015, 258,000 vulnerable individuals are to be targeted in urban areas.
- **Over 146,000 individuals or 37,321 families have already been assisted in urban areas** through winterization cash programmes, and in-kind provision of gas heaters, cylinders and refill, mattresses, blankets and other non-food items. Vulnerable groups, including boys and girls, have also been targeted through specific cash assistance programmes. All refugees in camps have received some tailored winterization support.
- The emergency response to Huda has been bolstered by the significant delivery of assistance to refugee and host communities over the last year. Through the Refugee Response Plan (RRP6), **over 600,000 refugees and 650,000 Jordanians were assisted in 2014**, with donors providing over USD 600 million for the response.

For the updated Winterization dashboard, please visit:

http://data.unhcr.org/syrianrefugees/working_group.phpPage=Country&LocationId=107&Id=67

Contacts: Volker Schimmel, Schimmel@unhcr.org; Angeliki Pangoulia, Panagoul@unhcr.org.

The Jordan Refugee Response is a collaborative effort between the Government of Jordan, donor community, UN agencies, international and national NGOs, community-based organizations, refugees and Jordanian communities.

For more information on the refugee response, please visit <http://data.unhcr.org/jordan/>



SNOWSTORM “HUDA” EMERGENCY RESPONSE

Meeting the Challenge

- Snowstorm “Huda” hit Jordan from Wednesday 7th January bringing snow, heavy rains, winds and freezing temperatures over Thursday and into the weekend.
- Snowfall has been particularly heavy in Amman, Ajloun, Jerash, Karak, Salt and Tafilah and more broadly at higher altitude in the western governorates. Snow accumulation reached up to 60 cm in Jerash and Ajloun, with many areas without electricity and telephone services. By Sunday, conditions in parts of Amman (Sahab), Ajloun, Jerash, Karak, Salt and Tafilah remain hazardous with the higher altitudes translating to lower temperatures, larger snowfalls and less accessibility on the sub-roads and in some instances the main roads. In the south, Karak and Tafilah were initially difficult to access.
- Thanks to the efforts of Jordanian public and emergency services, municipalities and law enforcement, disruptions in transport and public services have been relatively short-lived.
- Zaatari camp was affected by snow on Wednesday night, which melted and led to flooding on Thursday. Over the weekend the weather was stable but with low temperatures at night, although rain continued into Sunday. Main roads were accessible while muddy patches, culverts and drains continue have been cleared to ensure run off of water. A number of shelter and communal facilities were damaged, while frequent electricity outages were reported.
- Azraq camp experienced very strong winds on 8 January, followed by heavy rain for three days. Generally, temperatures have been very low and it has been very cold. There has been little snow but no accumulation. With minor infrastructure damage, water drainage systems have continued to operate effectively.



Government public and emergency services have cleared roads across the affected parts of the country © UNHCR

Despite the harsh weather conditions and the movement restrictions, the Government of Jordan and humanitarian partners have mobilised and delivered an effective response.

Field teams have reached isolated locations and provide urgently needed assistance to those families in need. Community networks and organizations have been supplied blankets and other items to allow for immediate assistance to the most vulnerable.

UNHCR has made available two hotlines for refugees to report emergency needs, allowing for quick and effective referral to service providers.

In the camps, the Syrian Refugee Affairs Directorate (SRAD), supported by UNHCR, have led the coordination, inter-agency harsh weather contingency plans have been mobilized, and dedicated staff have stayed 24 hours a day to ensure minimum and emergency services.

Most importantly, the Huda emergency response has built on solid winterization preparations over the last two months, and more generally from assistance provided by the Government and partners over the last few years, that has already strengthened the resilience of refugee and Jordanian communities to cope with the challenges posed by Huda.



Emergency Response in Urban Areas

- UNHCR has mobilized 80,000 high and medium thermal blankets to be distributed through CBOs to vulnerable refugees and members of the host communities as well as to cover immediate needs of families referred by other partners. Coverage has included Amman, Zarqa, Irbid, Mafraq, Madaba, Balqa, Karak, Tafila, and Aqaba. Road closures have affected delivery to Jerash and Ajloun, although distributions are expected shortly.
- In Zaatari village, Action Aid, Dar Al Yasmine as well UNHCR staff distributed heaters, gas cylinders and blankets. In close consultation with refugee leaders and the Head of Zaatari municipality, UNHCR assisted 100 particularly families living in tents. In Beni Hashim, 4,528 items have been distributed, benefiting 444 Syrian households, and 63 vulnerable Jordanian families.
- INGOs mobilised additional emergency cash assistance. DRC reached 130 families in South Amman with JD 350 while PU-AMI will be conducting a distribution of JD 350 to 400 families.
- Islamic Relief Jordan had distributed over 9,000 blankets to Syrian refugees and vulnerable Jordanians across northern areas of Jordan. IRJ will distribute over 1,600 gas heaters and vouchers during the month.
- WFP together with ACTED and SCI provided emergency assistance to 350 families in distress. Food assistance was provided in the form of 24-hour ready-to-eat food parcels (hummus, fowl, halva, tuna, crackers and water) otherwise used for welcome meals along with A28/A29 high energy biscuits along with blankets, food, children's clothing, and plastic sheeting for tent reinforcement.
- UNICEF in partnership with ACTED provided emergency winterization assistance (blankets, food, children's clothing, and plastic sheeting for tent reinforcement) has been provided to over 630 people in Nayfa, Sobheia and Sabha in host communities in east Mafraq. In addition, 5,800 winter kits for children aged 0-16 are currently being distributed through partners. Intersos has already distributed blankets, plastic sheeting and other items to a series of sites with sub-standard shelters in the Mafraq area.



Intersos teams preparing for distribution of non-food items in Mafraq area © Intersos



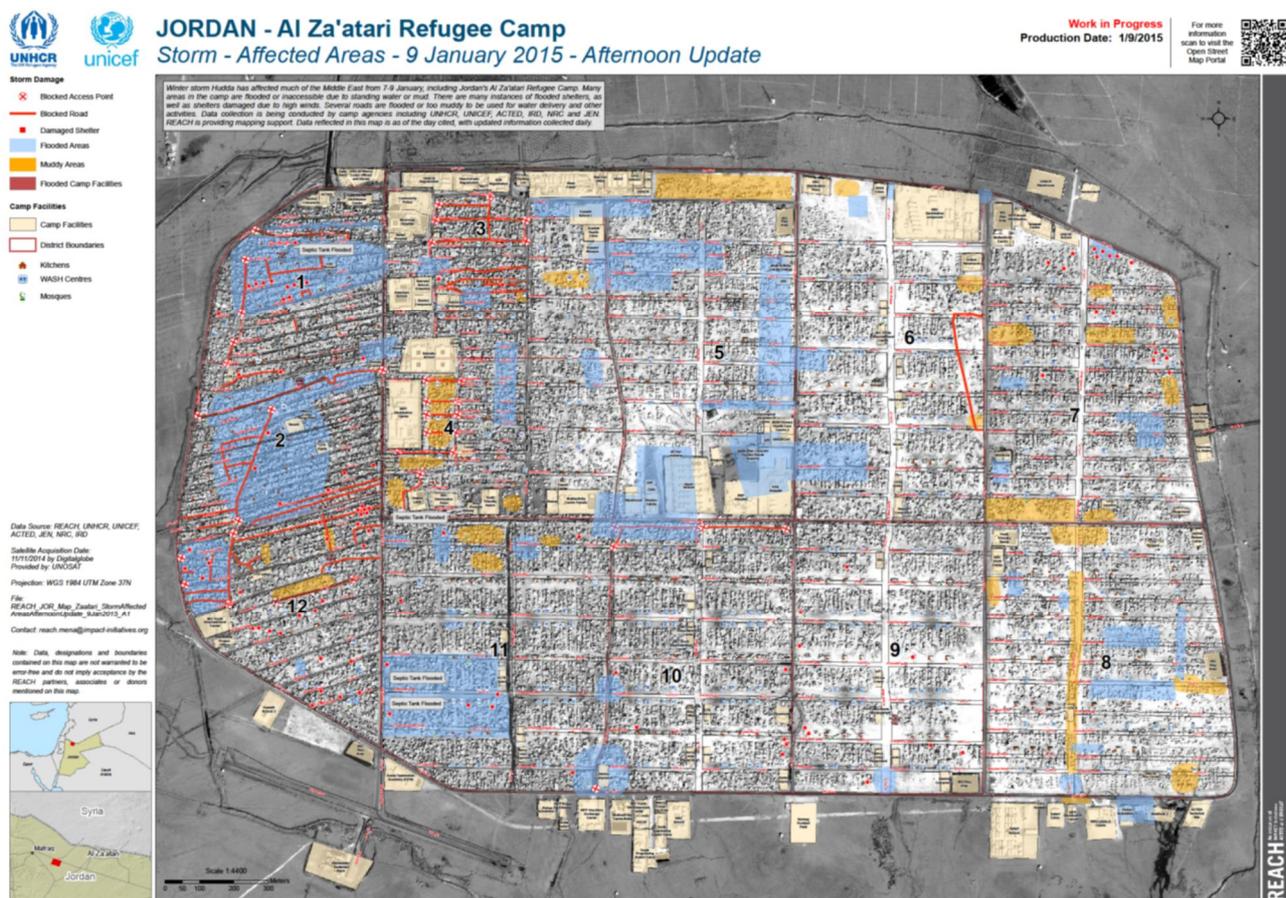
ACTED blanket distributions in northern Jordan © ACTED

- ACTED have repaired damaged tents, and will continue the distribution of UNICEF blankets and children's clothing and food. Cases requiring healthcare are being referred to JHAS clinics.
- UNICEF also provided 500 blankets to border transit centres where children are receiving clothes kits, where adults had started using available blankets to make clothes.



Emergency Response in Zaatari Camp

- Emergency response and contingency plans were mobilized by partners early on during the storm. SRAD, UNHCR and partner staff have maintained a presence in the camp 24/7, ensuring quick reaction to any emergencies. Schools have remained closed and other non-essential services suspended.
- Supported by UNICEF, Save the Children has maintained 12 emergency shelters, serving primarily refugees who were living in tents or damaged shelters. On Saturday pm, 69 refugees were using the shelters, although numbers fluctuated throughout the emergency period. At least 17 families, including 58 children, have been provided shelter, healthy snacks and drinking water. The shelters are equipped with heating, light, blankets and mattresses remain operational 24/7.
- NRC has maintained the reception area operational 24/7 throughout the storm, hosting 17 individuals (3 families). The facility remains prepared to support up to 400 refugees as a contingency measure if and when needed due to the weather conditions. NRC provided new arrivals with blankets, welcoming meals and a warm place to stay in the first difficult hours in the camp.
- NRC has also distributed more than 1400 blankets and mattresses to partner organisations (UNICEF and SCI) for distribution in different sites in the camp as well as plastic sheeting to the Moroccan Hospital and WFP. In addition, NRC engineering teams continue to assist organisations in the camps whose facilities have been damaged, and to provide maintenance to damaged infrastructure.
- REACH has conducted a mapping of infrastructure damage, roads and shelter damage in the camp.





- Working under UNICEF's WASH coordination, ACTED has continued to repair damaged pipelines, to maintain an uninterrupted water supply in the camp, and mobilized 10 de-sludging trucks.
- JEN has operated 12 trucks to drain water from flooded areas, including areas where septic tanks are overflowing. With one of the schools flooded, endangering their supply of text books, JEN dewatered the area and built a dam at night to keep the water out of the school
- UNICEF has maintained 20 de-sludging trucks for the period. Due to poor road conditions in some districts ACTED have established temporary tanks near the ring roads to provide water where roads are inaccessible to fill normal communal tanks.
- From 6 January WFP E-vouchers in the camp was uploaded daily at 10am at an accelerated schedule. During the storm, camp shops coped with the daily re-stocking despite the road closures. 10,000 welcome meals have been called forward to Zaatri as contingency stocks.
- WFP Bread distributions were slightly delayed resulting from government road closures but were conducted calmly without incident. Supermarkets operated with extended opening hours—until 12:30am at the height of the storm--to accommodate larger than normal crowds.
- Medical services have been operational. JHAS has provided additional medical transportation and 24 hour emergency services. UNFPA are running 24/7 with full medical capacity. Forty-one births took place at UNFPA/JHAS clinics in Zaatari from 7th to 11th January, while an additional 15 cases were referred outside. A contingency site for normal deliveries has been prepared at district 6 primary health care clinic.



JEN trucks operating out of Zaatari © JEN



© UNHCRZaatari



Emergency Response in Azraq Camp

- SRAD, UNHCR and partner emergency staff have been present on site, and contingency plans mobilized. Refugees have expressed their general satisfaction regarding the camp response to the storm and services provided including the heaters, gas re-fill, repairs of the damaged shelters/latrines, distribution of additional blankets and bread, and the presence of humanitarian staff.
- Despite the heavy rain, no part of the camp has experienced floods as the water drainage system built by UNHCR/MOPWH and recently upgraded by THW continues to function well. Areas are muddy within the plots and refugees have experienced difficulties particularly in crossing the wadi between Sameh Market and the replenishment centre.
- There have been no major refugee movements to/from the camp since the 7th January. IRC, IMC, NRC, ACTED, UNHCR and CARE continue to be present in the reception area.
- As of Sunday 11th, NRC teams have distributed 15,996 blankets, provided by UNHCR as part of an emergency donation from the Ruler of Dubai.
- NRC teams have distributed 467 gas cylinder re-fills, and distributed warm clothing to 28 families that arrived at the camp recently.
- All beneficiaries in Azraq camp received WFP e-voucher assistance on 6 January before the storm. Sameh Market remained well stocked with extended opening hours to allow maximized access to beneficiaries. 5,000 welcome meals were called forward to Azraq as contingency stocks. Bread distributions were slightly delayed due to road closures but were conducted calmly without incidents.
- Together with UNICEF, water supply to the camp has not been affected since the beginning of the storm and refugees are collecting water from the water taps as usual while ACTED has ensured regular supply. Other essential WASH operations (desludging and solid waste collection) have been uninterrupted thanks to ACTED.
- IMC and IFRC maintained primary and secondary health coverage. On Saturday 10th, a baby was diagnosed with CO₂ poisoning. The baby, one of triplets, was kept under observation while his siblings were checked and found to be in good condition. UNFPA continued reproductive health services through IMC.
- The community centers have been opened except on Saturday and on Friday in Village 6. Refugees have been able to get together, watch the news and report concerns to CARE staff.
- Initial infrastructure damage and water leakage has been addressed by NRC and WVI. NRC quick-fix teams have repaired 132 shelters. NRC maintenance supports other organisations by repairing compounds. WVI have fixed Wash facilities, including latrine doors (15).



Elderly woman receives UNHCR blankets in Azraq



OVERALL WINTERIZATION RESPONSE

The inter-agency response to the snowstorm Huda is part of a broader winterization mechanism that has been in place since October 2014.

146,009 refugees or 37,321 families in urban and rural settings have been served by the inter-agency response, received in kind or monetised assistance. In Azraq and Zaatari the entire camp population has received winterization items or vouchers to build their resilience during winter months.

Winterization Coordination

Chaired by UNHCR, the Winterization Task Force (TF) is an inter-sector forum to coordinate the winterization response between October 2014 and March 2015. The TF establishes standard packages, facilitates information sharing, and reduces duplication of assistance.

Standardized packages of assistance include

- **Package 1:** NFI winter package for cases not having received winterization assistance before: Heater, gas cylinder, refill for 4 months (11 refills), Blankets (1 HTB per ind or 2 MTB per ind)
- **Package 2:** NFI winter package for cases having received winterization assistance in the previous years but they are still considered eligible: refill for 4 months (11 refills), Blankets (1 HTB per ind or 2 MTB per ind)
- **Package 3:** Cash assistance equivalent to package 1; 340-350 JD
- **Package 4:** Cash assistance equivalent to package 2: 190 JD

Non- standard packages but part of winterization include:

- Sealing off kit: assistance for shelter upgrade, in coordination with the shelter sector.
- Emergency cash: limited number of cards available for cases in urgent need of assistance.
- Clothes including shoes, gloves, scarfs etc.

For planning purposes, organizations enter their activities into Activityinfo, JOR-RRP6 Plan database; while for monitoring purposes partners use JOR-RR6 Monitor, www.syrianrefugeeresponse.org. A RAIS Winterization module allows partners to log assistance provided against specific refugees households—based on registration data. Other partners can see on-line which households are already being assisted, thereby reducing the risk of duplication.

A Winterization page is available on the inter-agency portal, at http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60

Partners active in the overall Winterization Task Force response include:





Response in Urban Areas

- More than USD 13 million have been mobilised to cover the needs of the most vulnerable refugees and members of the host community, specifically for winterization activities.
- More than 31,100 families have received seasonal cash assistance, provided by the following organisations: UNHCR, CARE, SCI, DRC, AVSI, NRC, IRC and PU-AMI. In line with the standard packages, cash assistance range from 190 JD to 350 JD. An additional 3,580 families are to be assisted shortly,
- Some 3,518 families have received in kind assistance including heaters, cylinders and refills, clothes, sealing of kits and carpets or vouchers to purchase winter items. This assistance has been provided by ICMC, Caritas, Action Aid, Intersos, LWF, NICCOD, PU-AMI and GRC/JRC.
- Most organisations operate in the central and north governorates where refugees are concentrated and where harsh weather could further deteriorate already poor living conditions.
- In addition, UNICEF's winterization programme is reaching over 100,000 children in camps and host communities. 5,800 winter kits for children distributed in November and December 2014 at the border areas. 6,100 winter kits for children distributed to extremely vulnerable children from female headed households, families living in informal settlements, child headed households, Families providing foster care services to children, Households with children with disabilities. UNICEF winterization cash assistance in December 2014 reached 37,847 vulnerable Syrian children with JD 18 per child through the UNHCR IRIS scan system at bank ATMs across the country.
- Gulf partners have provided significant support. The Saudi National Campaign, in November and December 2014, has provided 50,000 Blankets, 300,000 Jackets 700,000 pull-overs, 630,000 Baby clothes, and 700,000 warm hats. The majority of this assistance was for vulnerable persons in urban areas.

Response in Camps

- Winterization preparation have been led by the Syrian Refugee Affairs Directorate (SRAD), Camp Coordination, and technical sectors. A series of contingency plans for wet and harsh weather conditions are in place.
- In Zaatari camp, all 18,000 refugee families received items from the Saudi National Campaign items including blankets, and dates (45,000 kg) as well as winter clothes by UNHCR/JRN and additional jackets and jumpers (private donation).
- NRC has distributed 39,682 Medium and 38,914 High thermal blankets. In addition, NRC will distribute approximately 120,000 UNHCR-funded vouchers worth 10.25 JD each to the population of Zaatari. The Distribution starts on 12th January and will run for 10 days. The vouchers can be spent on gas refills from trucks, new gas bottles, heater sets or any other item on sale in the supermarkets. Also, 2,000 plastic sheets are available for refugee households in need of additional support.
- In Azraq camp, NRC has distributed 30,392 ECHO funded vouchers of 10JD and 15JD to the entire population, including new arrivals. 98% of these vouchers have already been spent on a full range of winter items, food and household items in Sameh Market.
- Camp residents have received 1,853 UNHCR gas heaters and cylinders, 17,089 UNHCR high thermal blankets (not including additional blankets for the Huda response), 8,205 UNHCR/JEN clothes parcels and 3,045 winter shoes from IOM. All families also received Saudi National Campaign items (blankets and dates).
- Cement Flooring has been completed in 2,892 shelters out of a target of 6,480.
- UNICEF reached all 41,000 children aged 0 to 14 in Zaatari and Azraq camps in partnership with WFP, at JD 14 (USD 20) per child through WFP e-cards.