



## Camp Management and Coordination (CMC) Meeting Minutes

**UNHCR Base Camp,  
Date 29/03/2016 – 13:00**

**Chair: Hovig Etyemezian, UNHCR**



All new activities in the camp **MUST** be approved and coordinated with: (a) the government (b) camp management. Camp management will approve requests supported by the relevant sector and if they are cost effective, focused, constructive and have the greatest possible impact. All activities in the camp have an effect on overall security, so it is imperative to go through the correct procedures before commencing any activity in the camp. Any organisation that does not respect this condition will have their permission to operate in the camp revoked by camp management. Contact Hovig Etyemezian [etyemezi@unhcr.org](mailto:etyemezi@unhcr.org).

| Date  | Actions to be followed up   | Who   | By when  | Done?    |
|---|---|---|----------|----------|
| <b>Emerging issue</b>   |   |   |          |          |
| 11/08/15  | All CfW opportunities provided by agencies in Za'atari camp to be recorded and updated in the UNHCR RAIS module. CfW lists to be shared with <a href="mailto:khrino@unhcr.org">khrino@unhcr.org</a> | All agencies  | On-going | On-going |
| 02/02/16  | Agencies are reminded of the importance of the CMC meeting in order to improve attendance.  | All Agencies  | On-going | On-going |
| 29/03/16  | Agencies to liaise with SARD and ensure to have permissions for international visitors and donors   | All Agencies  | On-going | On-going |
| 29/03/16  | Share feedback on REACH presentation and contact Roxana ( <a href="mailto:roxana.mullafiroze@reach-initiative.org">roxana.mullafiroze@reach-initiative.org</a> ) in case there are any questions.   | All Agencies  | 12/04/16 |          |
| 29/03/16  | Fill the 3W for all activities under PWG: general PRT and CS, CP SGBV, Youth, Age and Disability, ComMob; and send to Sophie Etzold ( <a href="mailto:etzold@unhcr.org">etzold@unhcr.org</a> )      | All Agencies  | 07/04/16 |          |
| <b>Camp Management</b>  |   |   |          |          |
| For all health care related issues.   |   | Iyad Shtayiat, Assistant Public Health Officer <a href="mailto:SHTAYIAT@unhcr.org">SHTAYIAT@unhcr.org</a> , 0796985725  |          |          |
| For all protection related issues.  |   | Sophie Etzold, Associate Protection Officer <a href="mailto:etzold@unhcr.org">etzold@unhcr.org</a> , 0798956785   |          |          |
| For all community services related issues.  |   | Irene Omondii, Community Services Officer <a href="mailto:omondii@unhcr.org">omondii@unhcr.org</a> , 0796324611   |          |          |
| For all security related issues. Incident reports should be completed for all incidents and be shared with the Field Security Advisor.  |   | Ala Almadani, Field Safety Advisor <a href="mailto:almadani@unhcr.org">almadani@unhcr.org</a> , 0795751076  |          |          |
| For all site planning issues.   |   | Ghada Barakat, Associate Site Planner <a href="mailto:barakatg@unhcr.org">barakatg@unhcr.org</a> , 0790119097   |          |          |
| For all registration issues.  |   | Noor Khrino, Senior Registration Assistant <a href="mailto:khrino@unhcr.org">khrino@unhcr.org</a> , 0790067563  |          |          |
| For all issues related to the electricity network.  |   | Yanal Madanat, Electrical Engineer Associate <a href="mailto:almadana@unhcr.org">almadana@unhcr.org</a> , 0797056990  |          |          |
| For all NFI distribution activities. All agencies planning to distribute NFIs must secure joint prior approval from SRAD and UNHCR. All assessments need to be coordinated via the Needs Based Working Group. |   | Adem Shaqiri, Field Officer <a href="mailto:shaqiri@unhcr.org">shaqiri@unhcr.org</a> , 079 015 8114<br>Livia Das Neves, Associate Field Officer, <a href="mailto:dasneves@unhcr.org">dasneves@unhcr.org</a> , 796083917 |          |          |

#### A. General Announcements

- Ensuring approval from the Ministry of Interior for international visitors and donors is critical. SRAD stated that it is still a problem and all NGOs are expected to get approvals and permissions in advance.
- SRAD and the Ministry of Health informed NGOs that in case of medicine purchases from outside the camps, partners will be asked to present invoices on the gate to verify whether the drug store that purchases were made from has the approval from the MoH or not. This precaution will be taken as some cases of expired drugs being provided for refugees were detected. The goal of this measure is to avert possible medical issues and prevent any health problems in the future.
- SRAD stated that the issue of labour should be discussed on the BNWG level as many refugees have been arranging informal ways to go and work outside the camp where ideally, they should have working permissions.
- Camp management stated that there are many discussions on Amman level between the Minister of Interior, the Minister of Planning and International Cooperation, the Labour Ministry Secretary General, and UNHCR Representative and Deputy Representative on arranging some solutions to secure working permits for Syrian refugees in Jordan.

#### B. Security

The security situation is calm and stable. Two incidents were reported.

A personal feud led to a stabbing incident occurred on 17 March, while on 20 March a fire broke out in two caravans due to electrical fault, with no injuries reported.

#### C. Registration

- Transfers to Zaatari Camp:
  - 28 individuals were transferred to Zaatari camp as follows:
  - 13 individuals were transferred from Azraq camp.
  - 12 individuals were transferred from RAS.
  - 3 individuals were transferred from urban.
- Transfers from Zaatari camp:

No individuals were cleared to be transferred to Azraq/EJC during the reporting period.
- Travel to Third country:
  - A total of 84 individuals traveled to third country, among the 8 individuals were residing and registered in Zaatari camp, while 76 individuals were residing in urban areas.
  - The main countries where refugees departed to were: Saudi Arabia (39 individuals), Germany (16 individuals), UAE (8 individuals).
  - The main reason of the departure was for Reunification with family members in third country.
  - No individuals departed to Turkey after implementing visa restrictions for Syrians entering the country.
- Spontaneous Departures to Syria:
  - A total of 177 Individuals were inactivated for spontaneous departure to Syria, among them 88 individuals were registered and living in Zaatari camp and 89 individuals were living in urban.
  - Dara' is the main city where refugees departed to
  - Main Reasons of the departure to Syria were. :

- Zaatari camp residents: 1. Reunification with family members in Syria. 2. Completion of medical treatment.
- Urban residents: 1. Living conditions in Jordan, including 1.Limited access to assistance and 2.Lack of income generating activities. 2. Reunification with family members in Syria.
- Bail outs: A total of 27 individuals were bailed out according to the information reported to UNHCR.
- Registration of new birth: 122 babies were added to their parents cases, among them (61) Girls and (61) Boys (Birth notifications were presented).
- **Total camp population:** A total of 79,551 are currently residing in Zaatari camp.

#### D. WASH

- Water Supply
  - Water supply in the camp is stable. UNICEF and ACTED have finalized the new water allocation standards based on the last UNHCR population figures. ACTED will present the new allocations in today's CMC.
  - All internal boreholes are fully functional.
  - The final commissioning of the main transmission lines in Oxfam's districts has been done last week with the attendance of all stakeholders. All stakeholders have submitted their final comments to Oxfam.
  - The final commissioning of the main tanks in ACTED's districts will be done after completing some comments from UNICEF and ACTED teams.
  - The tender of water network – phase II has been launched last week. The deadline of receiving technical and financial offers from bidders is April 11<sup>th</sup>.
- Sanitation
  - Desludging is going on well. We are transferring on average 1200 m3 per day Zaatari WWTP.
  - Construction works of PRC tanks in phase I of WWN is ongoing. 1260 PRC tanks have been installed in the camp so far out of 1650 PRC tanks.

#### E. Health

- From Health Information System (HIS) weeks 9, 10 and 11:
  - Number of consultations is: 27,053 consultations.
  - Total deliveries: 179 deliveries [inside and outside the camp (the referred cases to the hospital in Mafraq)].
  - Number of mortalities: 8 cases.
- Others:
  - Number of JHAS off-camp referrals: 727 cases.
  - Upcoming polio campaign at national level includes Zaatari camp. Camp campaign will be conducted by MoH, UNHCR, UNICEF, IRD, EMPHNET and IOM and will take place in camp from 03<sup>rd</sup> -07<sup>th</sup> of April 2016. Ongoing arrangement, training and coordination meetings for preparation. Target population for OPV is (children <5 years old) about 15871(20% of total population). 211 staff will be participating in this campaign to vaccinate about 3174 children per day.

## F. Food

- WFP increased its assistance to extremely vulnerable refugees in the communities to the planned JOD 20 per beneficiary. Vulnerable refugees in communities are still receiving the planned JOD 10, while beneficiaries in the camps continue receiving JOD 20.
- WFP is supplying Zaatari camp daily with 16.400 MT of fresh bread. The highest figure of bread beneficiaries recorded during the reporting period is 68,333.
- WFP is distributing welcome meals in Raba Al Sarhan through IOM to beneficiaries entering or leaving Jordan. A total of 2,180 welcome meals were distributed to beneficiaries entering Jordan during the period of 8–27 March.
- WFP through Save the Children International distributes general vouchers to beneficiaries living in the camp. From 1<sup>st</sup>–27 March, 47 vouchers were distributed, with a total value of JOD 5,320. Regarding new arrival voucher figures for the same period, 134 vouchers were distributed to 73 beneficiaries, with a total value of JOD 670 (according to the last update from SCI).
- WFP is providing leftover bread from the morning distributions to special cases in the reception center based on daily requests from NRC.
- WFP through NRC distributes welcome meals to special cases waiting in the registration area. A total of 365 welcome meals were distributed from 6–26 March.
- WFP has an ongoing school feeding program through SCI for formal schools in the camp. During the period of 8–28 March, 15,164 students/day was the highest recorded figure.
- WFP's school feeding program also supports the informal school through NRC. The highest recorded figure from 8–15 March was 520 students/day

## G. Protection

- Discussion on inclusion of PSEA in the complaints mechanism in ZC was continued in the PWG; awaiting feedback from national PSEA FP; for the coming weeks, a small group of protection WG members is working on finalization of the complaints leaflet as well as the SOPs on forms and reporting of PSEA as well as other service related complaints; a short presentation was held by the national PSEA network chair with main findings that prevention activities need to be strengthened, gaps are identified in some areas regarding existing complaints mechanisms (not all agencies have a functional complaints mechanism)
- Coordination of response to the harassment of girls around schools:  
The leadership of the response is coordinated by UNICEF and the CP SGBV SWG; CMWG has sent volunteers to observe the scope and scale of the problem; it appears that around all schools young boys and adolescents are approaching girls and verbal as well as physical harassment has been identified; response will be multi-sectorial. UNHCR has addressed the issue to the Community Police to strengthen patrolling around schools for particular timings; STC will be monitoring the issue inside the schools and provide psychosocial services; CMWG will address community leaders to raise awareness within the community; an update on the improvement of this protection concern will be provided regularly
- One outcome of the presentation of CMWG during the PWG focusing on an assessment piloted in D3 on the inclusion of Persons with Impairments in Community gatherings was challenges regarding availability of sufficient spaces in all districts that have been designed to be disability friendly allowing access to all.
- Reminder was sent out to all agencies to fill the 3W for all activities under PWG: general PRT and CS, CP SGBV, Youth, Age and Disability, ComMob; please send them to Sophie Etzold ([etzold@unhcr.org](mailto:etzold@unhcr.org))
- The 2016 core areas of the PWG have been decided and small WGs have been established. Those include: complaints mechanism, response to FHH, referral system and Sops of all agencies under PWG; enhancing community-based activities and response; increased communication and information sharing with the refugee community as well as advocacy; if any partner staff wishes to participate, please send your interest to Sophie Etzold ([etzold@unhcr.org](mailto:etzold@unhcr.org)) by end of Thursday COB.

Protection monitoring inside the camp:

- Electricity: at the focus group discussion with men, they stated that they appreciate that electricity is available and no power cuts are faced anymore, however, electricity is provided from 4:00 pm to 3:00 am, however, they would prefer to shorten the time to 2:00 am in exchange for having just one hour during dawn/fajr prayers.
- Leave permits: refugees stated that they face difficulties and long waiting periods even during night hours to issue leaves permits due to a large number of refugees wishing to obtain leave permits for different reasons; the main reasons are: work permits or search for work in urban areas, visiting family members outside also to change from the camp set up, medical issues to be treated preferably outside (dentists are visited mostly outside), medication purchase, etc.
- Security in the camp: at the focus group discussion men stated that the overall security situation is good but theft outside refugees' caravans has been mentioned as a concern; families are not leaving anything outside, e. g. solar lantern are an item mention and to be sold in the market for 50 JOD.

#### H. Community Services

- A joint meeting between CMWG and PWG took place on the 24<sup>th</sup> of March:
  - CMWG/IRD presented the pilot tool to include PWD into community gathering in a systemized way; the tool was first piloted in D3 in December 2015 – end of Jan 2016. Planned expansion now to all 12 districts.
  - The tool includes FGDs undertaken with PWIs on potential challenges they face with the aim to include them meaningful in the community gathering
  - It was a challenge to include all participants of the FGSs to the Com Gatherings but a few persons were selected to join the Community gathering
  - Caregivers are involved for people with extreme impairments and mental impairments
- Main challenges:
  - Access to the meetings and lack of mobility aid
  - Access and voicing of persons with mental disability
  - Few centers established in the camp and need to have a site in each district
- A joint meeting by PWG and CMWG with presentation and discussion by Penn State University took place on the 10<sup>th</sup> of March. A team of four researchers looked at the gatherings, awareness raising sessions and individual discussions with refugees and how communication is flowing and is managed by the different agencies.
- The main points that have been discussed during the gathering were:
  - CFW: Consistent favoritism during CFW recruitment and unfair CFW procedures
  - NFIs and Cash Distribution: Refugees claimed that distributions including (cash money, FI and NFI distributions) do not target all community groups, which make it unfair for them. It was reported that distribution criteria & standards are not clear, and some cases of unfairness due to duplication in some cases were stated.
  - Lack of diapers Distribution: Refugees complained about the lack of diapers and the distribution process, claiming that diapers are not available all the times and not for all ages.

#### I. Education

- The MOE with the support of UNICEF led on a 2 day planning workshop for the year 2016-2017, last week. The purpose of this planning workshop was to agree on an operational plan that covers education services in the double shifted schools in host communities and camps schools for the year 2016-2017. The plan focused on the following domains to guarantee smooth planning for the provision of education next year- access to education, teaching learning resources, teacher training, students services and activities, school leadership and administration, gender, and information and planning.
- “Sharek” the Academy for Consultation Training and Development signed an agreement with UNICEF called “our safe environment” to eliminate violence in Zaatari schools. They are approved by the MOE and they have started

actual work at the schools today, a three day workshop is being held at and aims at decreasing violence in schools (as pilot we are starting with six schools) reinforcement of positive behaviors, and involve parents in school activities and supporting school led initiatives. The training targeted principals deputy principals counselors and lab technicians to support his school team in the data entry, it is planned that shark will have a resident consultant in each school to train the targeted students and teachers guide the school leadership on effective communication and implementation of the program, conduct monitoring visits to the participants 3 times weekly, and guide the participants on the initiatives to be implemented in their schools to serve the elimination of violence.

- In Zaatari, we have received 3 violence complaints last week of which 2 incomplete complaints (waiting to submit complete forms) and 1 complaint not related to violence that has been shared with MoE for follow up

#### **J. Youth Taskforce**

- **Field Exchanges:**  
The YTF conducted a field exchange visit with FPSC on the inclusion for YwDs, which was also attended by ADTF co-chair. The members discussed some suggestions provided by FPSC and agreed on the below points:
  - Share the ADTF training schedule so that interested NGO staff or volunteers can ask or attend based on their needs. All organizations have to coordinate trainings on this topic with the ADWG.
  - Awareness sessions by parents and caregivers for the community on how to accommodate PwDs, also on how organizations are capable of taking care of PwDs. This will be done in close collaboration with the CMWG and was discussed with the co-chairs of that group.
  - Accompany PwDs to the centers.
- **Community Mobilization outreach tools shared with YTF:**  
A Community Mobilization briefing was given by Talal (IRD) to the YTF members on the outreach minimum standards and how NGOs can utilize the already existing channels for outreach.
- **YTF Focal Points:**  
The role of the YTF focal points within the sector working group meetings was discussed and focal points will meet separately to agree on presentation messages and responses.
- **Newsletter:**  
Members were asked to collect ideas form their beneficiaries and volunteers on what they would like to address in the coming newsletter.
- **Co-chair Elections:**  
Elections were held and no other candidates came forward so UNFPA and NRC will continue to co-chair the YTF.
- **JEN Magazine:**  
JEN Magazine "Road" presented their work with youth to the YTF and asked for support in terms of facilitating access for the young journalists to the member organizations for interviews. YTF members provided recommendations on the process for that and agreed to support the journalists. It was also agreed that JEN could support the YTF by including the quarterly Newsletter information from the YTF on their Facebook page.

#### **K. Basic Needs Working Group**

- It was agreed that for the camps the Basic Needs and the Livelihood working groups will work jointly in one working group, where in the urban set-ups, there will be two; a BNWG and Livelihood WG.
- The TOR for the Livelihood had been finalized and circulated.
- The annex of the CWF medical insurance needs to be finalized for endorsement.
- The SOP document for the CFW has been revised and all comments and feedback have been compiled. The official version will be shared next meeting.

- The process for integrating CFW database and RAIS is now taking place by the Coordination and Data Management units. All agencies were asked to send CFW list and ensure that the data shared in those lists is as accurate as possible.
- NFI Center:
  - 6,093 different items (Blanket , Mattresses , G. Matt, Hygiene vouchers , kitchen sett and diapers) given out to 2,987 families, including 1,384 of adult diapers
  - 357 newborns ( 177 Male , 180 Female)
  - 2,850 JD - SCF catch-up distribution
- CHDC (**Common Humanitarian Distribution Centre**)
  - Sports clothes - private donor- 437 families
  - Winterization Kit - UAE - 20 families
  - Winterization Kit - UAE / Saudi Private - 307 families
  - Cash assistance for Gas Refill - 156,090 JD for 16,796 HH

#### L. Site planning

- Shelter:
  - Camp restructure is on-going in district 11
  - On-going construction of asphalt roads of a width of 6m through the MPWH in districts 5, 8, 9, and 10
- Energy inputs:
  - Electricity Distribution Network Project update:
    - Phase 2 from the Energy Strategy is moving ahead of schedule and today it's been almost 3 months in the implementation period
    - The overall progress is 60 %
    - A total of 1,026 new electricity poles were installed in 12 districts
    - A total of 70 km of cables installed
    - A total of 14 new transformers have been installed but still not energized yet
    - Energizing the new network's date is still to be determined later on
    - Electricity is provided from 3 pm till 2 am.
  - Some poles and cables have been damaged in several locations in the camp from:
    - Water and de-slugging trucks
    - Cranes installing concrete septic tanks
    - The excavation works for installing sewage pipes
    - Locations are: district 2, 7, 9, 10 & 12
    - A report with the exact locations and photos will be shared with partners within next week to further discuss the repair procedures which will be on the expense of the responsible parties
  - A major fault occurred last Thursday night in the transformer supplying District 5 & 6:
    - A fire started at the transformer's fuses cabinet due to high levels of electricity consumption
    - Civil defense responded to the scene and put out the fire
    - IDECO specialized crew arrived to the camp, with the presence of SRAD they disconnected the transformer until the next day to be fixed.
    - The transformer was fixed on Friday, in which District 5&6 lost their electricity supply for one day.

#### M. External Relations

- **10 March**, Dr. Jill Biden – **22 March**, EU High Representative Federica Mogherini – **22 March**, EU MP Thomas Oppermann - SPD Head in the German Parliament – **27 March**, UN Secretary-General Ban Ki-moon / World Bank President Jim Yong Kim – **28 March**, US Congressional Staff Delegation Ericson.

**N. AOB**

- A presentation on the *Population Count in Zaatari Camp* was shared by REACH. The key findings were presented to the present partners and some points have been discussed consequently:
  - The camp management thanked UNICEF and REACH in their cooperation in conducting the study and for sharing the information that has been gathered and the findings.
  - A clarification on the difference between the official number of the camp population and the figure shared on REACH presentation was explained to the partners present.
  - The number captured the population in the camp snapped at the time the study had been conducted. Protection explained that there are number of people (700-800) who take regular leave for medical and legal reasons, and who could be excluded from the number presented in the study.
  - It was identified that the percentage of enrolment of school aged children in schools was captured without exploring the eligibility. The Education sector highlighted that not all school aged children are eligible for formal education.
  - Protection sector stated that it was insightful to have the data on the early marriage issue that prevents girls between 12 and 17 from going to formal and informal educational schools.
  - All agencies were encouraged to share their feedback on the presentation and contact Roxana from REACH ([roxana.mullafiroze@reach-initiative.org](mailto:roxana.mullafiroze@reach-initiative.org)) in case they have any questions.
  
- ACTED shared a presentation on *Zaatari Water Supply and Allocation*.
  - Further to the information presented; it was stated that according to Sphere 15 litres of water are allocated per person, while in Zaatari 20 litres are provided per person daily considering UNHCR's standards in Zaatari.
  - As for the water quality, there are tests that take place in Zaatari camp on regular basis to monitor the quality frequently.

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The next CMC will be on **12 April 2016** in Zaatari Base Camp, Conference Room 1, at 13:00.