



## Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,  
Date 16/02/2016 – 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
17/11/15	Sharing of detailed registration data with CMC	Registration	On-going	On-going
15/12/15	Drafting of contingency plan regarding school closures with relation to bad weather	UNICEF	05/01/16	Pending
02/02/16	Agencies are reminded of the importance of the CMC meeting in order to improve attendance.	All Agencies	On-going	On-going
<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 Omondi, 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.		Mohamed Jertila, Associate Site Planner <a href="mailto:jertila@unhcr.org">jertila@unhcr.org</a> , 0796845092		
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 Livia Das Neves, Associate Field Officer, <a href="mailto:dasneves@unhcr.org">dasneves@unhcr.org</a> , 796083917		
For all issues related to diplomatic missions, the media, private donations, research and new projects proposals.		Gavin David White, External Relations Officer <a href="mailto:whiteg@unhcr.org">whiteg@unhcr.org</a> , 0798175813		

## A. General Announcements

Community Mobilisation Working Group (CMWG) presented a PowerPoint (attached to meeting minutes – “Community Gatherings feedback undertaken through structured questionnaire and FGDs”) on feedback from focus group discussions held with refugees aiming to understand more about community gatherings, refugees’ suggestions and plans for 2016. This is a structured focus group discussion with set questionnaire done jointly by UNHCR and IRD.

- Challenges are faced in terms of representations of different organisations and in terms of giving meaningful answers to the points raised by the refugees. The refugees are willing to work with the different partner agencies, which need to be taking this up. Trainings were commenced to strengthen community initiatives, working with both organisations and volunteers. An importance was noted on allowing refugees to be the centre of the decision making process
- Youth have requested to have their own meetings as they feel sometimes their opinion is not valued. Reason for non-attendance is often the lack of answers from agencies.
- The importance of presence in these community gathering meetings was stressed, as this is the main multi-sectorial platform for discussions with refugees.
- Possibility of co-facilitation of CG meetings. Trained co-facilitators. Part of capacity building.
- Complaints mechanism – discussed in PRTWG. Community based complaint mechanism is in the process of being developed.
- Preference of receiving info through the NGOs. Commitment of organisations in supporting CG in reaching out is stressed.
- Issue of participation will start being addressed in writing.
- Suggestion to hold sector leads accountable. Follow up meeting with sector leads will be held.
- Complaints have been made regarding large number of meetings – issue to be looked into further.
- CG meetings are perfect platform to understand what refugees’ needs are and receive their feedback on what the agencies are supplying.

ACTION POINT: inter-sector meeting to be held.

COMMENT: Regarding mosques – they are all mapped out. Making use of the mosques regarding meetings - point to be taken up further.

## B. Security

Several refugees were arrested while attempting to smuggle items to and from the camp, materials were varied as clothes, refrigerators, cement, bikes, gas stove, etc.; in addition to illegally entering the camp. In the same context several Jordanian citizens were arrested for their attempts to illegally enter the camp.

**8 Feb 2016**, Za’atari camp, at 09:00pm camp police arrested a Syrian refugee for possessing narcotic drugs. SRAD referred him to Mafraq Narcotics Department.

**10 Feb 2016**, Za’atari camp, at 12:00pm a 7 year-old refugee girl was rescued to Moroccan hospital after she was hit by unknown vehicle inside the camp. Camp police informed. Case is under investigation.

**11 Feb 2016**, Za’atari camp, at 03:00pm the police camp arrested two refugees for forging a college degree. Both were referred to Mafraq court.

**12 Feb 2016**, Za’atari camp, at 04:15pm, a Syrian female filed a complaint against a Syrian juvenile for physical sexual harassment. Both were referred to the Family Protection Police/SRAD.

COMMENTS:

1. Regarding permits and MoPic approvals – SRAD stressed the importance of keeping MoPic approvals and permits up to date. This is equally valid for any and all contractors. SRAD requests that agencies bring in approvals even if projects have already been started in the camp.  
→ Due to the length of time which it takes MoPic to process approvals, agencies are to communicate with SRAD on the process of their MoPic approvals, keeping SRAD informed.

2. SRAD noted that in the case of staff terminating their contract with an agency, the agency is requested to take back the employees' badge.

### C. Registration

#### 1 - Registration of new Birth:

-150 babies were added to their parents cases, among them (70) Girls and (80) Boys (Birth notifications were presented).

#### 3 - Transfers from Za'atari camp:

- 1 individual was cleared to be transferred to KAP camp.

#### 4 - Travel to Third country:

- A total of 61 individuals travelled to third country, among them individual was residing and registered in Za'atari camp, while 58 individuals were residing in urban areas.

- The main country where refugees departed to was Saudi Arabia.

- Main reason of departure was for joining family members in third country.

#### 5 - Spontaneous Departures to Syria:

- A total of 92 Individuals were inactivated for spontaneous departure to Syria, among them 30 individuals were registered and living in Za'atari camp and 62 individuals were living in urban.

- Dara'a is the main city where refugees departed to.

- Family Reunification remains the main reason for the returns.

#### 6 - Total camp population:

- A total of 79,422 individuals are currently residing in Za'atari camp, 39,729 are females and 39,693 are males.

### D. WASH

#### WATER SUPPLY

- Camp water supply is ongoing, with average 3,200m<sup>3</sup> delivered per day all from internal wells
- Discussions are ongoing to revise the allocation for the camp based on population movement figures
- Construction of water network Phase 1 is being finalized. We received the remaining pending equipment and installation is being completed

#### SANITATION

- Desludging of wastewater is ongoing, quantity of wastewater increasing progressively due to the progress made on the construction of the sewer network
- WWTP optimized, now capable of handling almost all the wastewater from the camp.
- Implementation of the phase 1 of the wastewater network is in progress. Districts where works in ongoing include D3, D5, D6, D7, D11, D12. Works in D8 and D9 almost completed
- Construction of private toilets for those who do not have toilets (prioritizing those with physical disabilities) has commenced.
- The WASH sector is looking at scaling up the private toilets project based on the REACH assessment focusing mainly on improving existing toilet facilities
- The sector is also working on a plan for the gradual decommissioning of public WASH blocks in the camp. Details will be provided once the plan is worked out by the sector
- WASH is also working on a gradual scaling down on WASH CFW solid waste collection. This will be done to improve efficiency but will not compromise camp cleanliness and will try not to have a major social impact

#### HYGIENE PROMOTION

- Draft KAP survey report shared, will be reviewed and finalized and shared
- Discussions are ongoing on soap distribution to the camp. Main aim is to use the soap as a tool in hand washing promotion.

- General hygiene promotion activities are ongoing

Meeting is being held with UNICEF in order to create plan for next few years (including CfW)

COMMENT: decommissioning of WASH facilities – what will these spaces be used for? Could these plans be shared (especially with PRT WG) with partners and different sectors for feedback? WASH will not be supporting anything which is not wash related

#### **E. Health**

Health information System (HIS) .

- Number of consultations in weeks 5 and 6 (30 January -12th of February): 17,982 consultations.
- Total deliveries: 100 deliveries.
- Number of mortalities: 9 cases.
- Number of psychiatric consultations: 191 consultations.

Others:

- Number of JHAS off-camp referrals: 415 cases.

COMMENTS:

→Cases of pregnant women: they will be assisted regardless of whether or not they have a marriage certificate. Both parents' documents plus marriage certificate is needed for issuing of a birth certificate.

→Psychiatric consultations: It was noted that the number of psychiatric consultations seems low compared to the number of people in the camp and what they have gone through. It was noted that other types of counselling services are also offered in the camp.

#### **F. Food**

- WFP is providing the camp with a daily bread quantity of 16.4 MT, covering 68,333 beneficiaries.
- WFP is distributing welcoming meals packages in Raba Al Sarhan through IOM to beneficiaries whom entering or leaving Jordan. A total of 1009 WM were distributed to beneficiaries for the period from 1<sup>st</sup> - 15<sup>th</sup> of February 2016.
- The New arrival voucher figures from the first two weeks of February was 74 voucher which were distributed to 37 beneficiaries with the value of 370JoD.
- WFP through Save the Children International distributes general voucher to beneficiaries living in the camp, a total of 398 vouchers were distributed out of the 494 planned vouchers.
- WFP is providing extra loaf of bread to beneficiaries at the reception center based on a daily request from NRC
- WFP through NRC distributes welcoming meals to special cases waiting in the registration area, a total of 102 WM were distributed from the 1<sup>st</sup> - 14<sup>th</sup> of February
- WFP through Save the Children International distributed date bars to the formal schools in the camp on daily basis covering 15,218 students in the camp.
- WFP through NRC distributed date bars to 621 students at NRC informal schools in the camp as a higher number.

#### **G. Protection**

Business as usual

#### **H. Community Services**

Business as usual

## I. Education

- We have started a pilot project in coordination with the MOE and SHAREK to eliminate violence in camps schools, Sharek is the leading partner on this project. The aim is to eliminate violence in all schools through working on three levels of prevention, response and advocacy targeting all stakeholder: teachers, counselors, students and communities, six schools are selected as a pilot in the camp for this semester, it is expected by the end of this semester plans are developed by counselors, teachers, and principals develop plans to eliminate violence. Next year a plan shall be put forward to cover all schools in the camps.
- The Tawjihi results were announced last week, the overall pass ratio is 42% in the kingdom for all streams, in Za'atari we had 197 sitting for the first time and 97 who are sitting for the second time only two students passed from school 1 Bahraini school one girl and one boy.

COMMENTS: It was noted that only 2 students passing is rather low. It was suggested that the Education WG meet with Community Mobilization and YTF to brainstorm on this subject – what are the reasons for this issue and how can they be addressed?

It was noted that 100 scholarships have been given for academic studies for students in AlBays (BA Degree).

- Leadership training for principals ,that has been taking place since a month ago, is expected to be completed by the end of this month, school development plans is put forward to include four domains:- teaching and learning, student environment, school and community, and leadership and management
  - Joint monitoring visits between the MOE and UNICEF are taking place to the camp's schools to monitor the areas agreed upon in the operational plan to monitor areas like information and planning, access to education, teacher's performance, teaching learning resources, students services, school leadership and administration and gender equality to guarantee quality of education services provided to the beneficiaries
  - The Saudi's have distributed school bags and stationaries to the school children, the process is still going on.
- COMMENTS:
- PTAs, once implemented, could sit in on community gatherings.
  - Comment on higher education: The Ministry is Education is requiring students to have certificates in order to enter school system in Jordan. Advocacy on this issue is being undertaken.
  - Certain scholarships/support is not in term of stipends. Students are starting to drop out. Partners are requested to please bring these cases to UNHCR CS' attention.

## J. Youth Taskforce

### **YTF Action Plan:**

The YTF has now gone through the entirety of the AP and it has been circulated for final feedback until COB Thursday 18<sup>th</sup>. It will then be shared with Camp Management, Protection and Education Sector Chairs for their feedback as well before it is endorsed. Once it is endorsed, it will be translated into Arabic.

### **YTF ToR:**

The YTF went through the ToR for this year. It was agreed to add some language about inclusion of YWDs as well as changing the election of co-chairs from twice a year to once a year. The main reason for this change was to ensure stability and institutional memory of the co-chairs. The ToR will be circulated for feedback from members before it is endorsed. Once it is endorsed it will be translated into Arabic

### **Update from TEGC:**

There was a meeting at UNESCO on Thursday the 11<sup>th</sup>. The recent policy change of the MoHE on required certifications for HE. In the past Syrians could access university with copies of certificates and were given around a year to provide the original copy. As of this year, students have to show their original certificates, which is making it difficult for them. It could be a challenge for students to take the tests or even receive scholarships. There could be a transition period but nothing has been agreed on. The policy is in place because of fraud and the MoHE is highlighting that this is for all foreign students. It is a clear step backwards.

TECG will try to advocate with influential donors to see what can be done in place of this.

**Update on the Community Initiatives Workshop:**

UNHCR provided an update of the workshop that was held this week, with the agenda. Some YTF members who participated provided feedback as well. It was an overwhelmingly positive response to the workshop.

**K. Basic Needs Working Group**

Issue of health and safety plan (annex to the CFW Guidelines in Za’atari): There is now a draft which covers health and safety plans. Death and disability is still an open topic not covered by organisations administering CfW in the camp. Main points of this annex for CfW guidelines:

1. Health care covering all refugees is the same. UNHCR will cover the cost of all medical care available to Syrian refugees under the current 3RP (life threatening interventions, first stabilization, and primary health care). In case of incidents requiring complex medical treatment not funded by UNHCR, agencies providing the respective CFW program are responsible for covering the remaining medical care costs. A waiver will be signed by cash for workers for injury or illness resulting in disability or death as this is not covered by the organizations administering CFW in Za’atari.  
ACTION POINT: A meeting must be held regarding cases which may require further medical support.
2. Safety plan – CMC requested the BNWG to have a minimum safety plan in place, which should be implemented and included in contract for hiring refugees under the CFW programme.
3. Multi-sectorial needs assessment – timeline: start assessment around 1 month from today. Task Force will be formed under the BNWG in order to design the methodology/questionnaire/etc.
4. Post distribution monitoring – preparations are starting this week. Monitoring will include cash assistance for winterisation, ECHO cash assistance, and cash assistance targeting vulnerable cases as well as Saudi NFIs.
5. Data concerning CFW are not being sent on time by all partners, sent partially or not at all. Also, duplications of cash for workers engaged with more than one organization are often not being addressed. UNHCR CM will send an official letter to all head of agencies requesting more commitment in sharing data on CFW as per what has been agreed in the BNWG.

COMMENTS: agreed during last BNWG meeting each organisation will develop its own safety plan. Then after 1 month these will be discussed together and consolidated. We must collectively agree on rules and all respect and abide by them. However, during the CMC Hovig requested that a harmonized safety plan for the camp is put in place rather than individual safety plans for each organization

**L. Site planning**

**Site Planning and Shelter:**

- Camp restructure: relocation is on-going in district 4, and addressing is on-going in district 3.
- On-going construction of asphalt roads in districts 5, 10, 9, and 8.
- Construction of 3 new seal coat roads in districts 1 and 2; which are Al Taqwa Street, Al Surour Street, and Al Sonubar Street.

**Energy:**

Electricity phase II project is on-going in districts 8, 9, 10, 11, 12, 3, 4, 1 and 2. The overall progress and the progress in each district are as follows:

<b>Overall progress:</b>		<b>18.15%</b>
<b>Progress per district</b>	<b>District 8:</b>	60.00%
	<b>District 9:</b>	60.00%
	<b>District 10:</b>	37.27%
	<b>District 11:</b>	37.27%
	<b>District 12:</b>	41.50%

<b>District 3:</b>	5.43%
<b>District 4:</b>	15.42%
<b>District 1:</b>	5.65%
<b>District 2:</b>	5.65%

ACTIONPOINT: All organisations are requested to write to UNHCR to discuss in advance any changes in sites/plots. UNHCR will check with relevant sectors before granting access.

**M. External Relations**

**Diplomatic Missions:** Tuesday 16 February - National Democratic Institute for International Affairs, Monday 15 February - Phillip Lee MP (UK) Vice-Chair of the Conservative Middle East Council, Sunday 14 February – Saudi and EU Ambassadors, Wednesday 10 February - Kim Young-mok, President of KOICA, Saturday 6 February - Norbert Lammert, President of the German Bundestag.

**N. AOB**

Internet issue: awaiting official response from government and network providers. Feedback will be given in next CMC meeting.

The next CMC will be on **1st March 2016** in Za’atari Base Camp, Conference Room 1, at 13:00.