



Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,
Date 17/11/2015 - 14:00

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.

Date	Actions to be followed up	Who	By when	Done?
Emerging issue				
28/07/15	A standard training package for PWD for all actors is being developed by Age & Disability task force and partners are urged to get in touch to involve staff in the training.	Age & Disability Task Force	11/08/15	Pending
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 khрино@unhcr.org	Needs Based WG	30/08/15	On-going
22/09/15	WFP to resolve the issue of inadequate rations at the arrival area within a week, otherwise UNHCR will intervene and provide a top-up of calories.	Food	29/09/15	Pending
22/09/15	UNHCR Protection must produce a clear complaint mechanism guide on resettlement and the process, to help with communication with refugees.	Protection Based WG	20/10/15	Pending
03/11/15	All agencies are to submit CfW lists to Registration (Noor Khрино khрино@unhcr.org).	Registration	17/11/15	On-going
03/11/15	UNHCR Security will provide a page on procedures to follow concerning visit permits which will be shared with all the partners in Zaatari.	Security	17/11/15	Pending
03/11/15	Draft of cholera prevention plan is to be shared with all organisations and presented it in the next CMC.	Health	17/11/15	Pending
03/11/15	Research findings from Penn University Youth Internet Use Study are to be shared with all agencies.	Youth Taskforce	17/11/15	Pending
Camp Management				
For all health care related issues.		Iyad Shtayiat, Public Health Officer, SHTAYIAT@unhcr.org , 0796985725		
For all protection related issues.		Sophie Etzold, Associate Protection Officer, etzold@unhcr.org , 0798956785		
For all community services related issues.		Irene Omondi, Community Services Officer, omondii@unhcr.org , 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, almadani@unhcr.org , 0795751076		
For all site planning issues.		Mohamed Jertila, Associate Site Planner, jertila@unhcr.org , 0796845092		
For all registration issues.		Noor Khрино, Senior Registration Assistant, khрино@unhcr.org , 0790067563		
For all issues related to the electricity network.		Yanal Madanat, Electrical Engineer Associate, almadana@unhcr.org , 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.	Johnson Opoka, Associate Field Officer, opoka@unhcr.org , 0796769872 Adem Shaqiri – Field Officer shaqiri@unhcr.org , 079 015 8114
For all issues related to diplomatic missions, the media, private donations, research and new projects proposals.	Gavin David White, External Relations Officer, whiteg@unhcr.org , 0798175813

A. General Announcements

1. Transfers to Zaatari camp:

- 12 individuals were transferred from RBS to Zaatari camp.
- 23 individuals were transferred from Azraq camp.
- 12 individuals were transferred from Amman and Irbid to Zaatari to be reunited with nuclear family members in the camp.

2. Registration of new Birth:

- 64 babies were added to their parents cases, among them (39) Girls and (25) Boys (Birth notifications were presented).

3. Transfers from Zaatari camp:

- 7 individuals were transferred to EJC camps.

4. Travel to Third country:

- A total of 118 individuals travelled to third country, among them 20 individuals were residing and registered in Zaatari camp, and 98 individuals were residing in urban areas.
- 104 individuals travelled to Turkey.

- **Main reason of departure for Zaatari camp residents:**

- Joining family members in third country (55%).

- **Main reasons of departure for urban residents:**

- Joining family members in third country (29%).
- Cross into Europe through unofficial channels (32%).

5. Spontaneous Departures to Syria:

- A total of 206 Individuals were inactivated for spontaneous departure to Syria, among them 58 individuals were registered and living in Zaatari camp and 148 individuals were living in urban.
- Daara is the main city where refugees departed to.

Main reason of Departure for Zaatari camp residents:

1- Family Reunification remains the main reason for the returns.

Main reasons of departure for urban areas residents:

1- Family Reunification.

2-Living condition in Jordan, including lack of income generating activities and living costs in urban.

6. Documentation:

- A total of 71 Syrian documents/42 envelopes were returned back to the refugees, documents were recorded on proGres.
- 14 individuals approached the registration area to replace their lost ration cards.

7. Split/Merge:

- 37 individuals were Split from their parents cases and merged in one case; due to marriage (official documents were provided).
- 1 individual was split form his original case, due to divorce (official documents were provided).

8. Closed cases:

- 4 individuals were closed due to death after more than a month that the event occurred (Official death notification was presented).

9. Total camp population:

- A total of 79,138 individuals are currently residing in Zaatari camp, among them 50% females and 50% males.

ACTION POINT: Breakdown per day of returns to third countries and Syria will be shared into following CMC meeting minutes, including overall trends, fluctuations on daily basis, etc.

B. Security

- **03 November, District 9**, a refugee child 3 years old fell in a hole under construction near his parents Caravan, the neighbors transferred to Moroccan hospital and his situation is stable.
- **14 November, Zaatari Camp D2**, Market Street, at 1120hrs Fire erupted in Pastries shop due to gas leak. No injuries. Civil defense responded.
- There were 2 incidents against SRAD vehicles – stones thrown at SRAD opposite to new gate near to ACTED compound. Investigation was carried out and suspects will soon be sent to Court.
- Some NGOs have not been complying with security instructions/ working late in camp and with regards to visa permits and work permits for contractors.
- SRAD stressed that NGOs must go through official channels when it comes to visit permits as well as workers and subcontractors working in the camp. SRAD underlined that we are in Jordanian territory; SRAD is working hand in hand with the UN and NGOs. Please use official channels for any requests/issues.

COMMENTS: The Chair would like to clarify that there are many issues that must be handled with the authorities. If we have difficulties, let's address them with the concerned party. We would like to continue building on the positive. If you face any difficulties, please come to Hovig and/or SRAD to find common ground.

C. WASH

WATER SUPPLY / Water Supply Network

- Water supply is stable (3333 m³/day) in the camp with 200 m³ from the external sources.
- We are working to adjust the water quantities as per agreed water supply seasonal plan from beginning of Dec. 2015 according to which 3082m³ of water will be distributed per day.
- Water network phase I is in completion stage. Construction of all water storage tanks is completed. Last 70 meter of transmission line is in progress.
- Cash for Work consultancy is awarded to an independent consultant and survey is in progress.

SANITATION / Waste Water Network

- UNICEF has advertised the desludging contract in Al Rai newspaper on 11th, 15th and 17th of November 2015. The last date for submission of offers is 2nd December 2015 (see below advertisement)
- Work is in progress for installation of additional waste water storage at waste water treatment plant and will be completed in one month of time.
- WASH partners (ACTED, Oxfam & JEN) has started receiving PRC tanks (septic tanks) and installation is in progress in D# 3 & 5 while installation of septic tanks in D#8 is completed by IRD.

Key Challenge(s):

- Gathering of children around the construction site and playing with heavy machinery are causing security issues as well as delaying the implementation work. Agencies support is needed to resolve this issue.

COMMENTS: Flood preparation: contingency plan is in place. UNICEF is happy to assist with guidance on how to construct facilities to avoid flooding.

D. Health

Health Information System weeks 44 and 45:

- Number of consultations: 14,835
- Total deliveries: 113
- Cured mortality rate was 0.4 in week 44 and 0.25 in week 45 /normal (number of deaths /1000/ month) < 1.5

Others:

- Total of 522 referrals had been done, 21% of them for neonatal and maternity, 39 cases for caesarean section, 54% of referrals for MoH hospitals while the other referrals to private and educational hospitals.
- Total of 30 patients being followed by JHAS mobile team (bedridden and war wounded)
- Total of 26 children under 5 being enrolled in the nutrition program and treated as SAM
- 75 tonsillectomy (removal of tonsils) surgeries outside camp facilities through AMR
- Developments on cholera: draft is being reviewed by MoH – waiting for approval. ACTION POINT: a presentation on this will be held at the next CMC

E. Food

- WFP is currently providing the camp with 16.750 MT of bread on a daily basis
- WFP is distributing welcoming meals packages in Raba Al Sarhan through IOM to beneficiaries that are entering or leaving Jordan. A total of 905 WM were distributed to beneficiaries entering Jordan from the period of 3rd of November till the 16th of November.
- The New arrival voucher figures from the 1st of November till the 11th of November 2015 is 268 voucher were distributed to 134 beneficiaries valued at 1340 Jordanian Dinar
- WFP through Save the children international distributed date bars to school camp from the period of the 2nd of November till the 16th of November , 15576 as a highest recorded figure during the period
- WFP through NRC distributed date bars to informal schools from the period 1st of November to 15th of November. 424 as a highest recorded figure during the period
- WFP is providing extra loaf of bread to beneficiaries that are in reception center based on daily request from NRC
- Refugees living in communities have been receiving 15JOD for the extremely vulnerable, 10JOD for vulnerable. We are still 5 JOD short of what extremely vulnerable should be receiving.
- There have been positive discussions related to donors and donations for 2016. Info will be disseminated as soon as anything is certain.
- Supermarkets: WFP has been working with supermarket partners to lower prices. Tazweed prices are appropriate to the market. WFP wants to make sure that refugees' JODs are maximized. Since May there has been a drop in prices between 5% – 8% on basic food commodities. It is a work in progress.

F. Protection

Nothing to report

G. Community Services

CMWG updates:

Update on winterization planning Community mobilization winterisation plan

- CMWG has received the electricity message for winterization; which has been done through door to door campaign and community centers.
- IRD community mobilisers, 4 volunteers from SCJ and 100 volunteers from IMC participated in this campaign during the past week; each HH in camp has received the message. Along with this message a short survey was included on the SMS; two mediums simultaneously to assess the effectiveness of SMS as a tool to deliver quick and short messages about services and updates related to the camp.

Community gathering sectorial updates:

Sector: NBWG; TOPIC: CFW

Sub-topic/points	Causes/Gaps	Proposed Solutions	NGO response	
➤ Long period wait for CFW rotation system	- Community continued to raise concerns on the transparency of CFW system. - There are too may duplication cash for work in district 8.	- Transparent organized CFW system which includes all beneficiaries should be in place & shared to all parties concerned.	Oxfam hires 66 refugees every month under the solid waste opportunities in comparison with other district such as D6, D7.	Oxfam is responsible for the solid waste rotation presses in D8 promised to solve these concerns within the district.
➤ Limited CFW opportunities for women	- Most opportunities require physical labor and are strict to men, while there are large numbers of women without male supporters who need CFW opportunities to support their families.	- Assign CFW opportunities for women with no financial supporter (FHH). - Allow special treatment for women in such cases and allow male substitutes to work on their behalf.	- OXFAM explained that women who have male members over 18 on their ration cards are allowed to take a turn where this male member works as a substitute. - Women who don't have male supporters or relatives who can substitute for them can take their turn in wash blocks instead of solid waste. - OXFAM added that it is going to do an update for the population count of the district so as to make lists for the CFW rotations without referring to team leaders/ street leaders, these lists will be published in their community centre.	- OXFAM to coordinate with IRD and UNOPS on CFW opportunities especially regarding the school cleaners. - OXFAM to urge refugees to approach OXFAM staff in case of any issue or concern.

Sector: NBWG; TOPIC: Malls

➤ Quality of food at mall	Fresh items were mentioned as the main concerned in terms of usability	-proper refrigeration storage -proper food display	-WFP-Refugees should be careful about item's expiry date, and in case that there are any expired items, they should use WFP complaint mechanism -Tazweed staff assured the community that all items in the malls are good and the expiry dates should last for more than 6 months	
➤ Long distances to/from the malls and crowd management	Inform private buses to move along the main streets to ease accessibility cross the entire camp during shopping time	Buses take only one route (Along the ring road).	-WFP provided two different malls in two different locations so that the malls are accessible to all the refugees. _ WFP is under the process to ensure transport to and from is not only from the main camp entrance point but across main streets in the districts	Follow up with WFP with a sketch map (bus route to the malls) to facilitate and ease movement

Sector: General information: Electricity				
➤Unclear electricity connection period.	-The capacity of the electrical generator is low (250 W ONLY) that causes extra load shed which may result in power failure.		-At the beginning of the running hours refugees should minimize their consumption thus no shedding. -Refugees should cooperate in reporting any illegal connections to IRD C.M. -Refugees are not authorized to put the electricity switch on/off key if there is an electricity overload.	The project of maintaining and renewing the electrical network in Zaatari camp will take place by the end of November 2015; it needs about 6 months to be done. -Each district will have a monthly bill with specific amount for electricity consumption.
➤Bad Electric Connections	-Unqualified persons are authorized to make electrical connections for hose holds.	To give a proper training to people who are in charge of the electricity maintenance.	UNHCR: -Connecting electricity to households is the responsibility of refugees, so they are required to select the right person (electricity worker), nominated by UNHCR, and supposed to be qualified to make electrical connections. -UNHCR isn't responsible for persons who make electricity connections.	

H. Education

- Emis: Principals are in the final stages in entering needed information on the EMIS system
- The attendance number in Zaatari schools is 18041 students
- Computer labs and internet connection to schools: all schools have internet connection and admin laptops are handed over to principals. also UNICEF handed over a computer lab of 20 laptops for the Bahrini, Saudi, and Qatari
- Expansion in school 5 D7: two classrooms are added to the school to decrease the number of students in the first grade.
- TASK Force / violence reporting mechanism: there will be a meeting in this regard with the MOE, and will be shared during next CMC
- Progress on the recruitment of Syrian teachers:- progressing,
- Training for teachers in the camp:- the teachers have received training by the MOE on new curriculum and the newly appointed

ACTION POINT: WFP and UNICEF to discuss the issue of distribution of bread taking place at the same time as children going to school. Adhoc meeting regarding distributions will be held next week between UNICEF, UNHCR and WFP.

ACTION POINT: Text message to be sent out to camp to warn children to not be close to construction sites. This message can also be diffused through the Imams. A hardware solution for children falling into building site pits etc. is being discussed.

I. Youth Taskforce

Update from Tertiary Education Coordination Group (UNHCR and UNESCO):

- The organisers of the Istanbul meeting that was held 5-6 October 2015 for stakeholders from mainly the MENA region are scheduled to come to Jordan. UNESCO and UNHCR will be reaching out and requesting a meeting with the visitors with the Tertiary Education TF to discuss further.

- UNHCR has been working on HE advocacy for students. One aspect was registration for university. MoHE said that they now recognize the MOI card and asylum seeker certificates and the Hashemite and AlBeit university so far have accepted this new system. Hashemite University has informed UNHCR by formal communication that they will reduce school fees by 20%. UNHCR has met with university administration and this has been confirmed and has been put into practice by the registrar. UNHCR together with stakeholders will continue to advocate with other universities and with the Ministry.
- The Hashemite University has developed an alternate learning strategy. This includes a variety of subjects and targets those who may not be able to start at the degree level. It has been approved by the MoHE and it will cost less than expected. It will cost 25 JD for one full year. UNHCR is informing organizations to spread the word for refugees. It is certified and approved and is good to go. So far only a few have registered. It is a campus based programme in Zarqa. These hours can be counted towards a Bachelor's programme. It is open to all refugees and it targets those who have not studied before and there is no age limit.
- There are a variety of other programmes that are trying to get approval from the government. The Coordination group will be working on selection criteria. It was agreed that a minimum criteria will be created that each organization has in their call for applications since they are currently so varied. This should facilitate things for students.

Feedback on DAAD Scholarship Briefing:

- A briefing for field staff and youth volunteers by GIZ and DAAD was held at the UNFPA and QS Youth Center. IRD, ACTED, NRC, UNFPA and QS attended. The briefing focused on eligibility, how to apply and gave templates on motivation letters and CVs.
- There was a lot of discussion at the briefing about the challenges and obstacles that refugee youth in Zaatari face in terms of getting the required documentation. In the previous round of applications, no one from Zaatari was able to successfully apply due to this issue.

Global Refugee Youth Consultations:

- This is a global process that happens every year with refugees. This year's theme is on youth. It will be held in 3 locations in the world, including in Jordan. It is a three and a half day consultation with 20 Refugee youth and 5 Jordanian youth. The half day will feed back youth consultations outputs with organisations in Jordan.
- SCI, NRC, UNHCR and Princess Basma Youth Resource Center are holding it. Agencies are asked to nominate 2 refugee youth and help them to complete the application form. The consultation will be from **7-10 December** in Amman at Princess Basma Youth Resource Center. Travel, accommodation and food will all be provided. UNHCR will facilitate approval to leave the camp.
- There is an English and an Arabic form to be filled out and the **deadline has been extended to the 19th**.

Update on REACH training for youth in contingency planning:

- Youth Volunteers will be assigned blocks to survey for any damage during the winter period in storms etc. A capacity building training will be conducted in November on REACH methodologies, reading maps, and how to record instances of storm damage on the maps. REACH shared a concept note on this and is planning to conduct two trainings for around 30 people each on Monday 23rd and Tuesday 24th from 11:00 to 14:00, time and location to be confirmed.
- The roster will be more than are actually needed in order to have a back-up of volunteers in case people are unavailable for other reasons. It is on a volunteer basis.

UNESCO Jami3ti Initiative:

- The UNESCO Jami3ti website (www.unesco.org/jami3ti) has been updated with new opportunities available for Syrians and UNESCO encourages partners to inform their beneficiaries to visit the site. UNESCO is ready to assist on this as needed. Also, if your organizations have opportunities to post, please send to jami3ti@unesco.org.

British Council Placement Tests:

- NRC and IRD are supporting English learning in Zaatari with the British Council. Placement tests will be Thursday 12th, Thursday 19th and Thursday 26th November. Trainers are coming from the UK for a specific period of time. Criteria are for those who already have basic English and for those who have the goal of applying for scholarships that require good English skills. Age range is 17-26 with a high school degree or at least on track to completing high school. Submissions from English classes can be made at IRD centers (exact place to be shared). IRD will share

information on this to be circulated. Send contact details to IRD of the students so that IRD can contact them directly via Chevy: c.morris@ird-jo.org; and 0799477796.

TIGER (These inspiring girls are reading):

- IRD and UNHCR are collaborating with Open Learning Exchange on the TIGER project. They are engaging adolescent girls aged 15-17. Teams are made up of 2 (coach and tech genius) outside of IRD centers. The female coaches are responsible for recruiting adolescent girls and engaging them in activities for team building as well as to provide learning opportunities. The overall objective is to allow girls to develop their leadership capacity, recognize problems and identify solutions. The project is in response to the question of how to support the community to enhance their commitment to education and support the children. The idea is that the girls support one another in their education goals and link it closely to parents and community. UNHCR would like to extend this if the pilot goes well.

ISWG Inter-Sector Linkages Priorities:

- The YTF went through the list of possible intersector linkages that was done at the Amman level through the ISWG to determine what concrete steps might be taken with other WGs and SWGs in the camp for Zaatari Youth. YTF members will provide some further feedback with specific tasks and focal persons to take this forward in the coming week, in preparation for an ISWG Workshop to be held in Amman on the 2nd of December.

COMMENTS:

- UNICEF noted that university students in the camps miss class days in order to have to renew monthly permits. Camp Management and SRAD had previously agreed for the enrolled students to have permits valid for an entire semester or year. Please follow-up as this has already been discussed and agreed.

J. Needs Based Working Group

- A short version of the winterisation plan has been drafted/reviewed for dissemination to the refugee community in the coming days.
- Endorsed changes to the CFA guidelines; 1. Rotation timeframe of two weeks, 2. Payment rate per hour emphasized on the document and 3. Deadline for partner monthly report with a list of beneficiaries hired for the month.
- Discussions on CFW safety conditions are ongoing without any solutions in site.
- NBWG facilitated approval process for two assessments in the camp: 1. WASH CFW assessment and 2. Youth programme evaluation survey.
- Insurance for cash for work volunteers is a big issue to which we must find solutions.

COMMENTS:

- The Chair noted that we must find a solution to make sure the refugees are covered.
- ACTED noted that it could be helpful to have clear guidelines and rules regarding insurance; as well as a framework of process following injuries.
- UNHCR noted that actual liability post injury is also very important.
- UNHCR noted that a plan is in motion to produce guidelines on all of the above in one document. The Chair asked that a draft be circulated so that all agencies may continue updating and enriching the document.
- UNHCR noted that many ADHOC interventions have been happening in the camp recently. Please make sure you have the contact of all partners working in the camp. If someone wants to bring in assistance please go through the NBWG so that it is coordinated properly.
- UNHCR noted that WASH has worked on construction safety guidelines and rules. Safety equipment is sometimes sold off by the workers. We must continue trying to enforce these rules.

Distribution updates:

- On Sunday 15th November NRC started a winter contribution vouchers distribution funded by UNHCR, the distribution will last for two weeks and will end on 26th November.
- In total we are expecting to distribute 65,900, Vouchers for 18,000 HH living in Zaatari camp.

- The next planned distribution will be Sanitary napkins and Baby diapers more details will be provided before the distribution start.

K. Site planning

Site planning and shelter:

- Camp restructure is complete in districts 8, 7, 9, 6, 5, and 1, and currently ongoing in district 12.
- Ongoing construction of 3 new roads in the camp which are the middle roads of district 6 (Al Mizan Street), district 9 (Al Kursi Street), and district 8 (Barada Street).
- Ongoing maintenance of road network and storm water network in the camp.

Electricity:

- Electricity in the camp is normal operation with supply of 10 hours from 18:00 to 4:00 daily
- Ongoing power outages during the night form high loads, mainly in D 8,9,10,& 11
- Installation of energy meters in base camp is ongoing

L. External Relations

3 November: Danish ambassador;

4 November: Facebook delegation; Preparatory mission for Norwegian PM mission;

8 November: Norwegian PM Erna Solberg; NRC SG Jan Egeland; Members of various European Liberal parties; and Ulrich Wacker, Resident Representative of Friedrich Naumann Foundation for Liberty;

9 November: Dutch mission;

10 November: Finnish delegation +Tim Swett of PRM;

11 November: BZM Director General, Mr Andreas Gies;

12 November: Greek delegation: Ambassador and Minister form Athens.

M. AOB

Education and winterisation issues came up in meeting with refugees on 16/11/2015. ATMs will hopefully be up and running in the camp early next year. Roads are also being improved. Some streets will hopefully become pedestrian-only to reduce risk of accidents.

ACTION POINT: All agencies are to send their phone number to Lalita Korzybska (korzybsk@unhcr.org)

The next CMC will be on **1st December 2015** in Zaatari Base Camp, Conference Room 1, at 13:00.

Please note the change in time for the next CMC meeting, which has been moved to 13:00.