

Winterisation Planning - Zaatari 2015-2016

Introduction

Based on previous experience, Jordan is likely to witness wintery weather conditions with strong winds, snow and rainfalls that are likely to affect most parts of the country; including Zaatari refugees camp. Due to the modest infrastructure in the camp, the freezing conditions will be felt at individual/households levels across the camp. As with previous experience, drainage will be affected and some refugee families may seek alternative shelter in temporal structures due to leaking shelters and sub-merged locations of flood prone areas.

To mitigate above effect, UNHCR and partners have developed a multi-sector response plan for Water and Sanitation, Health, NFI, Shelter, roads and infrastructure sectors, covering the period November 2015 to February 2016. The specific interventions; some of which are already being implemented will be coordinated under the following sub themes:

Contingency plan information will be coordinated through:

- SRAD, Police, Civil Defence and Community Police
- UNHCR Information Hotline
- Camp Coordination Meeting list
- District teams
- UNHCR Units
- Community Based Volunteers: Protection Networks, Hygiene Promotion Teams

Staff presence and accommodation in the camp

- UNHCR Staff from Protection, Registration, Field, Security, Drivers and Technical units will on rotational basis be present in the camp on a 24 hour basis -
- All organisations involved in the prevention and response have nominated essential staffs who are reachable/standby 24 hour.
- Civil Defence, Community Police / Police are present during response 24 hours.
- Oxfam and IRD will maintain staff roasters on stand-by for any emergencies / additional support required during wet weather on daily basis a small number of staff will also be in the camp.
- Accommodation for staff in basecamp (availability depending) upon clearance with UNHCR Security.

Information sharing/community mobilisation

- A rapid winter assessment was conducted by REACH and UNHCR from 11 to 14 October 2015. The findings are expected to inform prioritisation of winterisation needs and targeted interventions.
- UNHCR, SRAD and partners through community mobilization teams are conducting community sensitisation on wet weather conditions.
- Daily weather forecast shall be circulated through mosques, community centres, shops and other public places in the camp by partners.

UNHCR camp management will be the focal point for coordination with external actors including media, donors and relevant government ministries.

Winter response activities prior, during and after by partners during winter

NFI In-kind, cash contributions and Food assistance

- **Gas refill and heating contributions:** UNHCR will provide two rounds (October and November) of cash assistance, contribution to household for winterisation needs a total of 07 cash vouchers for each family valued at 9.5 JDs each (total 66.5 JDs per family).
- **Shelter Maintenance:** each household will receive 20 JDs gas voucher for shelter maintenance. The vouchers will be redeemed through the Supermarkets who will stock winter items as agreed with NRC.
- UNICEF shall provide 20 JD cash assistance/per child (0-17 years) to purchase assorted winter clothes from super markets in the camp.
- **In-kind NFI assistance:** Blankets, mattresses and assorted clothes will be distributed to all 78,151 registered refugees in 19,453 (*registration report as of 14 Oct 2015*) households in Zaatari Camp
- **Food assistance:** Regular e-voucher food distributions will continue to all households

Roads and Infrastructure

- All culverts and trenches opening will be completed by end of October 2015. NRC will continue maintenance based on needs during winter.
- Standby equipment such as trucks, cranes and graders will be prepositioned by NRC, UNHCR and Gendarmerie.

Health

JHAS will provide the following support:

- One fixed medical team in the JHAS Clinic 24/7
- Moroccan Hospital in D1 will provide 24 hour health services throughout wet weather period
- A standby team at JHAS can be activated based on need.
- Civil defence will preposition 04 ambulances standby ambulances

Water and Sanitation

- A WASH sector contingency plan is in place to coordinate dewatering of flooded areas, Water supply emergency public tanks, and emergency tanks, continued dislodging of sewage, and hygiene promotion.

Safety and security preparations

- Distribute leaflets, brochures, on, safe gas connection & usage, through Notice boards, community centres, brochures,
- Electricity usage and electricity messages will be distributed at the four information booths in Tazweed and Safeway supermarkets, and NRC/Save/WFP distribution sites.

Specific interventions during wet weather/flood conditions

UNHCR and REACH reviewed topographic map of Zaatari camp, showing flood prone locations that will guide key interventions on wet weather conditions (*see the maps below*).

- UNHCR, SRAD and partners will preposition heavy machinery including 01 grader, 06 trucks to dewater flooded areas, 02 fire fighting equipment,
- Emergency shelters will be provided to displaced families during flooding in D5, 8 and 10. Additional shelter facility in D 11 and UNHCR reception centre will remain open in case of additional needs.
- Mobile hygiene and sanitation promotion teams will be deployed to sensitise the community on healthy practices in preparation, during and after winter conditions.
- Regular e-voucher food distributions will continue to all households
- A separate WASH detailed plan has been developed for flood response (*see annex 2*).

- Tazweed and Safeway supermarkets will remain open throughout wet/cold weather events and will continue to provide free transportation in the camp.
- WFP will provide supplemental in-kind food to families displaced in Za'atri camp only in exceptional cases and upon referral from UNHCR. Partner agencies should reach out to WFP and UNHCR with any cases that require special attention.
- In order to ensure that vulnerable individuals have access to the shops, supermarket transport will pass by emergency shelters during extreme weather periods at least once per day. Additionally, WFP will work closely with the supermarkets and bread suppliers to ensure the supply chain remains intact and the camp does not experience a shortage of food.

Detailed activity response plan

| Activity | Timeline | Organisation |
|---|--|---|
| Pre-winter preparations (Period- October to November 2015) | | |
| NFI and Shelter assistance: <ul style="list-style-type: none"> • Cash voucher assistance for gas distribution • 20 JD/child aged 0-17 years, cash assistance for assorted clothes • 20 JD cash assistance for shelter maintenance • In-kind Assorted NFI assistance provision: blankets, warmers | Oct-Nov Nov Nov Nov-Dec | NRC/UNHCR UNICEF UNHCR UNHCR |
| Roads & Infrastructure: <ul style="list-style-type: none"> • UNHCR, SRAD, Civil and partners will preposition heavy machinery including graders, trucks to dewater flooded areas. • Culvert opening on-going • Digging trenches around refugee households | October October | NRC NRC |
| Water and Sanitation: <ul style="list-style-type: none"> • Mapping of communal water access points • Levelling of potholes in D6, 7 & 8 • Hygiene promotion/sensitisation | October October Oct-Jan | REACH OXFAM ACTED, JEN, OXFAM etc. |
| Household assessments & Map updates <ul style="list-style-type: none"> • Zaatari winter needs assessments conducted from 11-14 October • Mapping of flood prone areas and service points during winter | October October | REACH |
| Safety and security preparations <ul style="list-style-type: none"> • Distribute leaflets, brochures, on, safe gas connection & usage, through Notice boards, community centres, brochures, • Safe use of electricity and saving energy leaflets. Distribution will be at the four information booths in Tazweed, Safeway, NRC/Save/WFP distribution sites. • 02 Fire fighting trucks on standby • Text messages | Oct-Dec | Civil defence, Community Police, UNHCR, IRD, NRC |
| Wet weather contingency : approx. 100 individuals/ 50 Families displaced | | |
| Emergency shelter provision: <ul style="list-style-type: none"> • Accommodation space for displaced families: District 5, 8, 9 & 10 • Pre-position 100 blankets and mattresses • Provision of gas heaters/bottles • Community Volunteers to mobilise affected individuals to relocate to emergency shelters • Provision of dry-meals by Save the Children International (biscuits, | Dec-Jan Dec Dec Nov-Dec Dec-Jan Dec-Jan | NRC NRC IRD, JEN, OXFAM SC-Jo NRC ACTED |

| | | |
|---|---|---|
| <ul style="list-style-type: none"> date bars, and welcome meals) Transportation to emergency centres for individuals Water Supply to emergency shelters | Dec-Jan | |
| Electricity <ul style="list-style-type: none"> Messaging Daily check by IDECO | Nov-Dec Oct-Nov | UNHCR IDECO |
| Water and Sanitation (WASH): <ul style="list-style-type: none"> Preposition dewatering trucks Provision of Shovels, & spades Water dewatering Water supply to communal water access points (location to be determined) SRAD & Civil Defence 01 Dewatering truck, mounted with pump and generator 01 Grader for major clearance and ground levelling. | Nov-Dec Dec-Feb Dec-Feb Dec-Feb Dec-Jan Dec-Jan Dec-Jan | UNICEF OXFAM UNICEF UNICEF Civil Defence Civil Defence SRAD |
| Health <ul style="list-style-type: none"> Civil defence has 04 Standby Ambulances for emergency response One fixed medical team in the JHAS Clinic 24/7 Moroccan Hospital in D1 will provide 24 hour health services throughout wet weather period A standby team at JHAS can be activated based on need. | Dec-Jan Dec-Jan Dec-Jan Oct-Feb | Civil Defence JHAS Moroccan Hospital JHAS |
| Messaging and Info sharing. <ul style="list-style-type: none"> Information sharing on emergency shelters, maps through, megaphones and a door-to-door exercise to inform refugees about the locations of the shelters and other information relevant to extreme weather response Community mobilisation through Com Mob working group Daily situation updates to be shared through mosques, schools, mobile trucks Social Media; use of Facebook page, managed by refugees Radio handsets provided by JOC Updated hotlines: Protection, Dewatering, Gendarmerie, Electricity (see annex 2) | Nov-Feb Dec-Feb Dec-Feb Dec-Feb Nov-Jan Nov-Feb | IRD IRD UNHCR UNHCR UNHCR UNHCR |
| Staffing & Coordination <ul style="list-style-type: none"> Updated essential staff list shared for all partners Overnight accommodation for resident staff in the camp: 10 spaces available | Oct-Feb Dec-Jan | UNHCR UNHCR |

List of Annex documents

1. Winter response reporting matrix
2. Contact lists of organisations coordinating winter response
3. WASH Sector action & contact list
4. NFI & Cash voucher assistance distribution calendar (Oct-Dec 2015)
5. Community mobilisation plan
6. Maps showing emergency shelter (District 5, 8,9 & 11) and flood prone areas

ANNEX 1.

Key reporting indicators by sector– Winterization 2015/2016

Security updates

- General security situation in the camp over 24 hour period.

WASH

- Total quantity of water delivered in communal (emergency access) tank, # of tanks filled.
- # of cubic metric of water dewatered from flooded locations
- # of dewatering pumping stations installed and are functioning
- # of hygiene promotion volunteers conducting community sensitization

Cash voucher/NFI Distributions

- Total value of cash assistance provided through NRC , WFP (supermarkets)
- # of individuals/households served
- Target beneficiaries for each item distributed
- Need targeted/addressed by assistance specified above.
- # of individuals provided assistance, by type (include donation source)
- # of targeted beneficiary, aggregated by gender per NFI assistance provided.
- # of vulnerable individuals/households delivered assistance at household level

Shelter/Road infrastructure maintenance

- # of emergency shelters opened /functional
- Total # of displaced families/individuals sheltered in the centres
- Duration of displacement into the shelters (beyond 24 hours), state reasons.
- Nature /type of assistance provided in the overnight shelters

ANNEX 2. Contact Details For Camp Coordination Of Winter Response 2015/2016

| Partner/Role | Organization | Contact Person | Telephone | e-mail |
|--------------------------------------|------------------------------------|-------------------------------------|--------------------------|--|
| General Coordination | SRAD | Col Adulrahman Amoush | | Abd_alamoush@hotmail.org |
| Camp Management | UNHCR | Hovig Etyemezian | 079 131 5739 | etyemezi@unhcr.org |
| | SRAD | Col. Abdalrahman Alamoush | 0790194871 | abd_alamoush@hotmail.com |
| External Relations | UNHCR | Gavin White | 0798175813 | whiteg@unhcr.org |
| | SRAD | Capt. Atallah Mashagbeh | 0790191291 | atallah_mashagbeh@yahoo.com |
| Camp Administration | UNHCR | Doris Wiafe-Annor | | wiafeann@unhcr.org |
| | SRAD/ Zaatari Camp Liaison Officer | Capt. Mahmoud | 077 2388281 | mahmoudbaniissa@yahoo.com |
| Assistance Coordination & updates | UNHCR | Adem Shaqiri | 079 680 3658 | shaqiri@unhcr.org |
| | WFP | Amber Savage (available 24 hours) | 0797743760 | amber.savage@wfp.org |
| | UNICEF | Stephen Allen | 0790157584 | stallen@unhcr.org |
| | IRD | Bersan Boulad | 0798899493/ 0777002000 | b.boulad@ird-jo.org |
| | NRC | Ahmad Yaghi | 0798533287 | ahmad.hussain.yaghi@nrc.no |
| | OXFAM | Andy Boscoe | 0790219626 | aboscoe@oxfam.org.uk |
| | ACTED | Caroline Avan | 0790212718 | caroline.avan@acted.org |
| | JEN | Anne Rappin | 079859145 | anne.rapin@jen-npo.org |
| | REACH | Mieke Dale-Haris Assessment Officer | 0790212684 | Mieke.daleharis@reach-initiative.org |
| Security | | | | |
| UNHCR Security Advisor | UNHCR | Ala Almadani | 079 575 1076, 0798674179 | almadani@unhcr.org |
| Radio Communication | UNHCR -JOC | Mohammad Abdelfatah | 0799777011 | |
| | UNHCR- JOC | Omer Sawalmeh | 0797588046 | |
| Hotlines | | | | |
| Reception area | NRC | Duty Staff | 079 755 4487 | |
| Protection Hotline | UNHCR | Duty Staff | 0791420242 | |
| Water Distribution | ACTED | 8am - 4.30pm Sun to Thurs | 07 98 02 09 58 | All districts - other non-service or non-operational complaints |
| | | 8am - 4.30pm Weekends | 07 96 90 28 76 | All districts |
| Community Mobilization | | | | |
| Community Mobilization/sensitization | IRD | Talal Ibrahim | 0797264070 | Talal.ibrahim@IRD-jo.org |
| | NRC | Anoud Khashasneh | 0797483847 | anoud.khashasneh@nrc.no |
| | ACTED | Shavkat Iminov | 0796902737 | shavkat.imino@acted.org |
| | JEN | Tasuku Futamura | 0799398599 | tasuku.futamura@jen-npo |
| | UNHCR | Naserddine Touaibia | | touaibia@unhcr.org> |

| NFI & Food Distribution | | | | |
|--|-----------------------------------|---------------------------------------|--------------|--|
| In Kind, Cash & | UNHCR (NFI) | Johnson Opoka | 0796769872 | opoka@unhcr.org |
| Voucher Assistance | NRC | Ahmad Yaghi | 079 011 9102 | ahmad.hussain.yaghi@nrc.no |
| Food Assistance | WFP (Food) | Hassan Aljabouri (available 24 hours) | 079 765 0954 | hassan.al-jubouri@wfp.org |
| | Save the Children-Int | Ahmad Akhrabawi | | ahmad.aqrabawi@savethechildren.org |
| Shelter, Roads & Infrastructure | | | | |
| Shelter, Roads & Infrastructure, Communal Shelters, Electricity | UNHCR | Mohammed Jertila | | jertila@unhcr.org |
| | Save the Children-Jo: District | Maram Al Kalilani | 0776725967 | maram.alkailani@savethechildren.org |
| | NRC | Ahmad Yaghi | 0798533287 | ahmad.hussain.yaghi@nrc.no |
| Electricity | UNHCR | Yanal Almadanat | 079705 6990 | almadana@unhcr.org |
| | | | | |
| Health | | | | |
| Emergency/coordination | UNHCR | Iyad Shtayiat | 0796985725 | shtayiat@unhcr.org |
| | JHAS | Samer Makahelah | 0775006031 | CNE@jordanhealthaid |
| | IRD | Hanaa Athamnh | 0799486312 | H.ATHAMEN@IRD-JO.ORG |
| WASH | | | | |
| Coordination | UNICEF (Coordination) | Kamara Abrassac | 0790079758 | abkamara@unicef.org |
| Water Distribution | ACTED | Laurence West | 0799427126 | laurence.west@acted.org |
| | JEN | Mona Abdelbagi | 0786590645 | zaatari-eng@jen-npo.org |
| | OXFAM (D 6, 7 & 8) | Faiz Muhammad Faiz | 0796610062 | Ffaiz@oxfam.org.uk |
| | REACH | Omar Alqaderi-GIS Officer | 0798021516 | Amman-gis1@acted.org |
| | REACH | Majid Shadifat- Field Coordinator | 0798021374 | Majid-al-shadifat@acted.org |

ANNEX 3. TABLE 1: WASH Sector Action Plan

| Weather Event | Effect | Consequences | Response | Responsible Party | Remarks | Action Points |
|---------------|-------------------|---|--|--|--|--|
| Rain | Flooding of roads | Limited access to water delivery points by water trucks | Erect temporary public reservoirs points to be accessed by refugees | ACTED/JEN/OXFAM | Tanks installed for water strikes contingency could be used. Additional tanks can be installed if required | <i>Partners to have in stock storage tanks and accessories that can be quickly installed when require.</i> |
| | | | Increase buffer from 20% to 50% for extra storage | ACTED/JEN/OXFAM | This buffer could be stored in the constructed storage tanks in the camp | <i>i. ACTED and Oxfamto ensure that the contingency tanks are ready (disinfected and fittings ready) to be used if needed ii. ACTED/JEN and OXFAM Use existing data on vulnerable families for prioritization for WASH support prior to the storm</i> |
| | | | Use of heavy machinery to create access and rescue stuck trucks | NRC/UNHCR/ACTED | Machinery on Standby for Zaatari | <i>i. NRC to provide list of machinery that will be on standby in the camp for use (by 15th October?). ii. NRC to provide contact details of focal person and instruction on how to request use of this machinery (by 15th October?) iii. ACTED to prepare for the possible use of heavy machinery to facilitate WASH activities</i> |
| | | | Backfilling specific road sections to increase access | UNHCR/NRC | To be discussed on where and how this will be done | <i>i. ACTED and IMDAD to identify the most difficult roads that are likely to affect water trucking and desludging ii. UNHCR/NRC to prioritise rehabilitating the most problematic sections of roads prior to the storms</i> |
| | | | Mass messaging on location of public tanks, water storage and water conservation and hygiene promotion | IRD/ACTED, JEN and OXFAM and UNHCR (Mass Comm. Unit) | Messaging to be agreed by Community mobilization | <i>i. WASH partners to share updated list of community focal persons. JEN (Anne) to compile ii. Specific WASH messages to be prepared/ revised, agreed and agree on communication through the Cmob and HP group (by 31st October?). JEN (Anne) will be focal person from WASH on this</i> |
| | | | Limited access to septic tanks by desludging trucks | Use of small capacity light weight small desludging trucks | IMDAD | Relevant logistics arranged |

| | | | | | | |
|------------------------------|---|---|---|--|--|---|
| | | | Use of heavy machinery to create access and rescue stuck trucks | NRC/UNHCR | Machinery on Standby for Zaatari | <p><i>i. NRC to provide list of machinery that will be on standby in the camp for use (by 15th October?).</i></p> <p><i>ii. NRC to provide contact details of focal person and instruction on how to request use of this machinery (by 15th October?)</i></p> |
| Flooding of refugee caravans | Preventing refugees from accessing services | Mapping of flooding areas to advise on response | REACH | Preparation of various potential flood and related maps to be requested by UNHCR and UNICEF | <p><i>All partners to share mapping needs with UNICEF for consolidation of request by (by 15th October?).</i></p> <p><i>New maps will be developed based on the needs.</i></p> | |
| | | Dewatering of flooding areas | IMDAD | Contract with IMDAD includes dewatering. | <p><i>i. IMDAD to identify smaller trucks for difficult conditions and clearly labelled dewatering trucks (by 22nd October?)</i></p> <p><i>ii. UNICEF and UNHCR to agree on discharging storm water in valley without treatment (by 15th October?)</i></p> | |
| | | | OXFAM/ACTE D/JEN | OXFAM is procuring dewatering pumps. UNICEF has low capacity dewatering pumps on standby, available for use by partners on demand | <p><i>i. OXFAM to confirm expected quantity and delivery date of pumps.</i></p> <p><i>ii. Based on flood maps, OXFAM to prepare for the installation and use of the pumps in agreed locations</i></p> | |
| | | Mass messaging on dewatering and communication to and from refugees | OXFAM/ACTE D/JEN/ UNICEF/IMD AD | Both refugees and partners should contact the desludging hotline. The WASH team will discuss later how to manage this calls and response | | |
| | | Constructing/erecting temporary drainage channels | UNHCR/UNICEF | To seek permission for this from SRAD | <p><i>i. NRC/UNHCR to confirm construction of culverts at the specified locations (by 15th October?)</i></p> <p><i>ii. UNHCR to pre approve the creation of temporary drainage channels (by 15th October?)</i></p> | |
| Power outage | Affect borehole operation in the camp | Ensure stand by generators are fully functional (tested, fuelled, etc.) | Site Group | | <p><i>Site Group to ensure that they have at least a stock of 2,500l of diesel in Zaatari (by 31th October)</i></p> | |
| | Affect external borehole operation | Identify and make arrangement with two | ACTED | Al Qhadi borehole in is a very good option for | <p><i>ACTED to confirm arrangements on this.</i></p> | |

| | | | | | | |
|-------------|---|--|---|------------------------------|--|--|
| | | | contingency boreholes to use as alternatives | | this | |
| Snow | Heavy snow fall | Limited access to services as for rain storms | See response for rains | See above for rains | See above for rains | |
| | | Inability of staff and equipment to travel from most affected areas to the camp | Key staff of partners and contractors who will stay around Mafraq or can stay in the camp | All partners and contractors | Refer to contact s of key staff below | <i>UNHCR to provide details of how many staff can be accommodated in Zaatari Camp, the available facilities and required arrangements</i> |
| | | Refugees relocated to specific emergency shelter locations | Install temporary WASH facilities around these shelters | All partners | UNHCR to communicate these locations with WASH prior to the response | <i>WASH partners to check and make necessary WASH arrangements around these shelters</i> |
| Wind storms | Blowing off public water tanks | Damage to water tanks and reduction in capacity | Filling of tanks prior to windstorms. | ACTED | Filling will be prioritized based on available water. | <i>CMob to communicate Messages for refugees to reserve water in tanks prior to heavy storms</i> |
| | | | Ensure swift response to reinstall and repair tanks in target districts | ACTED/OXFAM/JEN | | <i>Have teams and materials on standby to swiftly respond to reinstall and repair tanks in target districts</i> |
| | | | Prepositioning of storage tanks and water distribution systems | ACTED/OXFAM/JEN | Installed tanks and water strike contingency stock can be used | <i>Ensure tanks are disinfected and all materials prepositioned for installation and operation (by 31st October?)</i> |
| | | Breakage of pipes and WASH blocks | Repairing of broken pipes and superstructure of WASH blocks | ACTED/OXFAM/JEN | Water strike contingency stock can be used | <i>Ensure tanks are disinfected and all materials prepositioned for installation and operation (by 31st October?)</i> |
| | Dislocation of shelters | Blocking of access to service vehicles | Use of heavy machinery to create access and rescue stuck trucks and reinstall caravans | NRC/UNHCR | Machinery will be on standby to support this | <i>NRC to provide contact details of focal person and instruction on how to request use of this machinery (by 15th October?)</i> |
| | Knocking down and dislodging of electrical poles and cables | Blocking of access to service vehicles and exposing staff to risk of electrical shocks | Reinstallation of poles and using supports to raise cables to allow access and operations | UNHCR | | <i>i. ACTED and IMDAD to identify area where cables could affect trucking operations ii. UNHCR to have team in place to support this and share contact details</i> |

ANNEX 3. TABLE 2: Contacts of WASH Sector Response Team

| SN | Name of person | Organization | Location /Residence | Telephone No. | Email address |
|-----------|------------------------------|-----------------------|-------------------------------------|----------------------|--|
| 1 | Habib Rehman | UNICEF/ Coordinator | Amman | 0795136126 | hrehman@unicef.org |
| 2 | Abrassac Kamara | UNICEF/ Focal point | Amman | 0790079758 | abkamara@unicef.org |
| 3 | Ahmad Al Tarawnah | UNICEF/ CMob | Amman | 079 564 8803 | aaltarawanah@unicef.org |
| 4 | Omar Qhadi | UNICEF/ Desludging | Amman | 0790971578 | omarq@unops.org |
| 4 | Jill Hass | UNHCR/Water | Amman | 0796977587 | HASS@unhcr.org |
| 5 | Mohamed Jertila | UNHCR/ Support | Amman | 0 79684509 | jertila@unhcr.org |
| 6 | Caroline Avan | ACTED/Focal person | Amman | 0790 21 27 18 | Caroline.avan@acted.org |
| 7 | Laurence West | ACTED/Water/ Standby | Amman / Mafraq | 0799 42 71 26 | Laurence.west@acted.org |
| 8 | Jakub Pajak | ACTED/R&M | Amman | 0790 21 27 15 | jakub.pajak@acted.org |
| 9 | Nicolas Grijelmoperez-Salado | ACTED/CMob | Mafraq | 0796 94 87 77 | nicolas.grijelmoperez-salado@acted.org |
| 10 | Abu Thaher | ACTED/Mafraq contact | Mafraq | 0790 21 27 90 | buzaza1969@gmail.com |
| 11 | Anne Rapin | JEN/Focal person | Amman | 079 8591457 | Anne.rapin@jen-npo.org |
| 12 | Mona Abd ElBaqi | JEN/Water/Maintenance | Amman coordinating team from Mafraq | 078 6590645 | Zaatari-eng@jen-npo.org |
| 13 | Tasuku Futamura | JEN/CoMob | Amman | 0799 398599 | Tasuku.futamura@jen-npo.org |
| 14 | Junko Nakatsuka | JEN/ Co Mob | Amman | 079 967 2506 | Junko.nakatsuka@jen-npo.org |
| 15 | Faiz Muhammad Faiz | OXFAM/Water | Amman | 079 6610062 | FFaiz@oxfam.org.uk |
| 16 | Andy Boscoe | Oxfam Focal Person | Amman | 0790219626 | Aboscoe@oxfam.org.uk |
| 17 | Peter Werek | Oxfam Water | Amman | 0790219644 | pwerek@oxfam.org.uk |
| 18 | Laila Mushahwar | Oxfam Co Mob | Amman | 0790219688 | lmushahwar@oxfam.org.uk |
| 19 | Hani Tameem | IMDAD | Amman/ Zaatari | 0799002716 | PRManager@imdad.com.jo |
| 20 | Malek Dabbas | IMDAD | Zaatari | 0798089446 | wsm@imdad.com.jo |
| 21 | Amr Ghabbiesh | SITE GROUP | Amman | 0791219022 | amr.Ghabbiesh@sitegroupco.com |
| 22 | Shadi Shomali | SITE GROUP | Zaatari Camp | 0791219064 | shadi.Shomali@sitegroupco.com |

ANNEX 4. Assistance Calendar (Oct-Dec 2015)

| Zaatari Assistance Calendar Oct. 2015 | | | | | | |
|---|---|---|---|---|--------|----------|
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| 27 | 28 | 29 | 30 | 1 | 2 | 3 |
| | | | | Baby Diapers: FS/6 | | |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Baby Diapers: FS/5 | Baby Diapers: FS/4 | Baby Diapers: FS/3+2 | Baby Diapers: Catch up | Baby Diapers: Catch up | | |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| | | Islamic New Year Holiday | | | | |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| Cash Vouchers: FS/8 (4 Gas Vouchers) | Cash Vouchers: FS/7 (4 Gas Vouchers) | Cash Vouchers: FS/6 (4 Gas Vouchers) | Cash Vouchers: FS/5 (4 Gas Vouchers) | Cash Vouchers: FS/4 (4 Gas Vouchers) | | |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| Cash Vouchers: FS/3 (4 Gas Vouchers) | Cash Vouchers: FS/2 (4 Gas Vouchers) | Cash Vouchers: FS/1 (4 Gas Vouchers) | Cash Vouchers: Catch up | Cash Vouchers: Catch up | | |

| Summary Table | | | | |
|---------------------|-----------------|-----------------|-------------------------------|--------------------|
| Summary Table | Agency/Partners | Period | Target Beneficiary (HH/Indvl) | |
| Baby Diapers | UNHCR | 30.Sep-8.Oct.15 | children from 0 to 2 years | 6000 child |
| Cash Vouchers (Gas) | UNHCR | 18-29 Oct | 18,000 Households | 80,000 individuals |

NOTE:

Partners require atleast 01 Week to prepare for distributions

| Zaatari Assistance Calendar Nov. 2015 | | | | | | |
|--|---|---|---|---|--------|----------|
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| | | Cash Vouchers: FS/8+ (Maintenance) | Cash Vouchers: FS/7 (Maintenance) | Cash Vouchers: FS/6 (Maintenance) | | |
| | | Sanitary Napkins | Sanitary Napkins | Sanitary Napkins | | |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| Cash Vouchers: FS/5 (Maintenance) | Cash Vouchers: FS/4 (Maintenance) | Cash Vouchers: FS/3 (Maintenance) | Cash Vouchers: FS/2 (Maintenance) | Cash Vouchers: FS/1 (Maintenance) | | |
| Sanitary Napkins | Sanitary Napkins | Sanitary Napkins | Sanitary Napkins | Sanitary Napkins | | |
| Blanket | Blanket | Blanket | Blanket | Blanket | | |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| Catch up day 1 | Catch up day 2 | | | | | |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| Cash Vouchers: FS/8+ (4 Gas Vouchers) | Cash Vouchers: FS/7 (4 Gas Vouchers) | Cash Vouchers: FS/6 (4 Gas Vouchers) | Cash Vouchers: FS/5 (4 Gas Vouchers) | Cash Vouchers: FS/4 (4 Gas Vouchers) | | |
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |
| Cash Vouchers: FS/3 (4 Gas Vouchers) | Cash Vouchers: FS/2 (4 Gas Vouchers) | Cash Vouchers: FS/1 (4 Gas Vouchers) | Cash Vouchers: Catch up | Cash Vouchers: Catch up | | |

| Summary Table | | | | |
|--------------------------|-----------------|-----------|-------------------------------|-------------|
| Summary Table | Agency/Partners | Period | Target Beneficiary (HH/Indvl) | |
| Shelter Maintenance VCH. | UNHCR | 01-12.Nov | 18,000 HH | 80,000 Indv |
| Sanitary Napkins | UNHCR | 01-12.Nov | Femals from 14 to 45 years | 16,000 Indv |
| Cash Vouchers (Gas) | UNHCR | 17-30.Nov | 18,000 HH | 80,000 Indv |

NOTE:

Partners require atleast 01 Week to prepare for distributions

| Zaatari Assistance Calendar Dec. 2015 | | | | | | |
|---------------------------------------|---------------------------|-----------------------------|-------------------------------|-------------------------------|--------|----------|
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |
| | | | | Baby Diapers: FS/6+ | | |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Baby Diapers: FS/5 TBD | Baby Diapers: FS/4 TBD | Baby Diapers: FS/3+2 YBD | Baby Diapers: Catch Up TBD | Baby Diapers: Catch Up TBD | | |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| | | Partitions: FS/8+ | Partitions: FS/7 | Partitions: FS/6 | | |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| Partitions: FS/5 TDB | Partitions: FS/4 TBD | Partitions: FS/3 TDB | Partitions: FS/2 TDB | Christmas Eve TDB | | |
| 27 | 28 | 29 | 30 | 31 | 1 | 2 |
| Partitions: FS/1 | Partitions: Catch Up | Partitions: Catch Up | | New Year | | |

| Summary Table | | | | |
|---------------------|-----------------|-----------|-------------------------------|---------|
| Summary Table | Agency/Partners | Period | Target Beneficiary (HH/Indvl) | |
| Baby Diapers | UNHCR | 03-10.Dec | 0-2 yrs | 600 chn |
| Caravans Partitions | UNHCR | 15-29.Dec | | |

NOTE:

Partners require atleast 01 Week to prepare for distributions

ANNEX 5. Community Mobilisation and Information Strategy

Introduction

During the severe weather conditions; strong winds, snow and rainfalls that more likely to affect some parts of Jordan; including Zaatari refugees camp, CMWG will be responsible to facilitate the messaging and information sharing to refugees. The WG has already identified all the available channels/tools for info dissemination and came up with a structure for community mobilisation plan during winterisation/wet weather.

All the messages to be disseminated prior and during the winterisation/wet weather will be developed and provided by the relevant sector/WG and shared with the CMWG. Hence, using all selected channels, five key messages will be disseminated camp wide on; Electricity, water, dewatering, weather forecast and shelter and NFIs. Each member of the CMWG has committed to use their capacity and the tools to support the response. The table below illustrates the CMWG role in the contingency plan:

| Pre-winter preparation | | | | | |
|-------------------------------|----------------------------|--|--|---|--|
| NGO | Location | Community mobilisation activity | The tools for dissemination | Capacity | Reporting to |
| Acted | D1, D2, D10, D9, D11 & D12 | Information dissemination | All community mobilisation tools will be used. See the annex. | CFW volunteers, community mobilizers, Hygiene Promoters, home visit & FGDs. Communal center and Leaflets | Shavkat Iminov 0796902737 Email: shavkat.imino@acted.org |
| Oxfam | D6, D7 and D8 | Information dissemination | | CFW volunteers, community mobilizers, Hygiene Promoters, home visit & FGDs. Communal center and Leaflets | Faiz Muhammad Faiz 0796610062 Email: Ffaiz@oxfamorg.uk |
| JEN | D3, D4 and D5 | Information dissemination | | CFW volunteers, community mobilizers, Hygiene Promoters, home visit & FGDs. Communal center and Leaflets | Tasuku Futamura 0799398599 Email: Tasuku.futamura@jen-npo |
| IRD | The whole camp | Sensitisation & support to PSN | | CFW volunteers, community mobilizers, Hygiene Promoters, home visit & FGDs. Communal center and Leaflets | Talal Ibrahim-0797264070 Email: talal.ibrahim@ird-jo.org) |
| UNHCR | The whole camp | Information dissemination | | Text message, social media, Display boards | CMWG co-chair |
| UNHCR | All camp | Information dissemination | | Protection Volunteers (30 volunteers in all districts); home visits, PRT hotline and phones | UNHCR Protection Unit; Focal point: Layla Anabtawi (079 0224509; email: anabtawi@unhcr.org and Sophie Etzold (etzold@unhcr.org)) |

| During the severe weather conditions CMWG co-chair (Talal Ibrahim-0797264070 Email: talal.ibrahim@ird-jo.org) | | | | | |
|--|------------------------------|---|---|---|---|
| Acted | D1, D2, D10, D9, D11 and D12 | Information dissemination | Home visit, communal centers, volunteers, , display boards, leaflets & mass media | CFW volunteers, WASH committees, Community Focal Points | Shavkat Iminov 0796902737 Email: shavkat.imino@acted.org |
| Oxfam | D6, D7 and D8 | Information dissemination | Home visit, communal centers, volunteers, , display boards, leaflets & mass media | CFW volunteers, Community Focal Points and emergency teams on standby 24 hours | Faiz Muhammad Faiz 0796610062 Email: Ffaiz@oxfam.org.uk |
| Jen | D3, D4 and D5 | Information dissemination | Home visit, communal centers, volunteers, , display boards, leaflets & mass media | Community Hygiene Promoters, WASH committees, Water Focal Points | Tasuku Futamura 0799398599 Email: Tasuku.futamura@jen-npo) |
| IRD | In all districts | Information dissemination and relocation | Home visit, communal centers, volunteers, display boards, leaflets & mass media | Volunteers and emergency teams on standby 24 hours | Talal Ibrahim-0797264070 Email: talal.ibrahim@ird-jo.org |
| UNHCR | All camp | Information dissemination PSN referrals to UNHCR for vulnerable cases; | Text and social media Volunteers sharing information through home visits, PRT Emergency hotline and phones, etc. | Mass info and CS, Display boards UNHCR Protection Volunteers (30 volunteers for all districts) | Nasserdine 0796926978 Email: Touaibia@unhcr.org UNHCR Protection Unit; Focal point: Layla Anabtawi (079 0224509; email: anabtawi@unhcr.org and Sophie Etzold (etzold@unhcr.org)) |

*information that will be posted at -key areas in the camp mosques and communal centres

*During the wet weather, the messages will be updated according to the situation in the camp.

*Any case that needs to be relocated due to damaged/flooded shelter will be relocated to emergency shelters (D5 CFS-Van, D11 CFS-Fish, D8 CFS-Umbrella & D9 a backup shelter).

*The NBWG chair will be providing the CMWG with a list of trained volunteers for reporting and feedback.

*All reports will be sent on a daily base to the CMWG co-chair **Talal Ibrahim** (0797264070) Email: talal.ibrahim@ird-jo.org ,compiled and sent to the chair of the NBWG **Johnson Opoka** (0790119102) Email: Opoka@unhcr.org , **Adem Shaqiri**: Mobile: 079 680 3658 Email: Shaqiri@unhcr.org

ANNEX 6.



JORDAN - Al Za'atari Refugee Camp

Water Flow Direction for Flood Risk Analysis - October 2015

DRAFT - Work in Progress
Production Date: 28 October 2015

For more information scan to visit the OpenStreetMap Portal



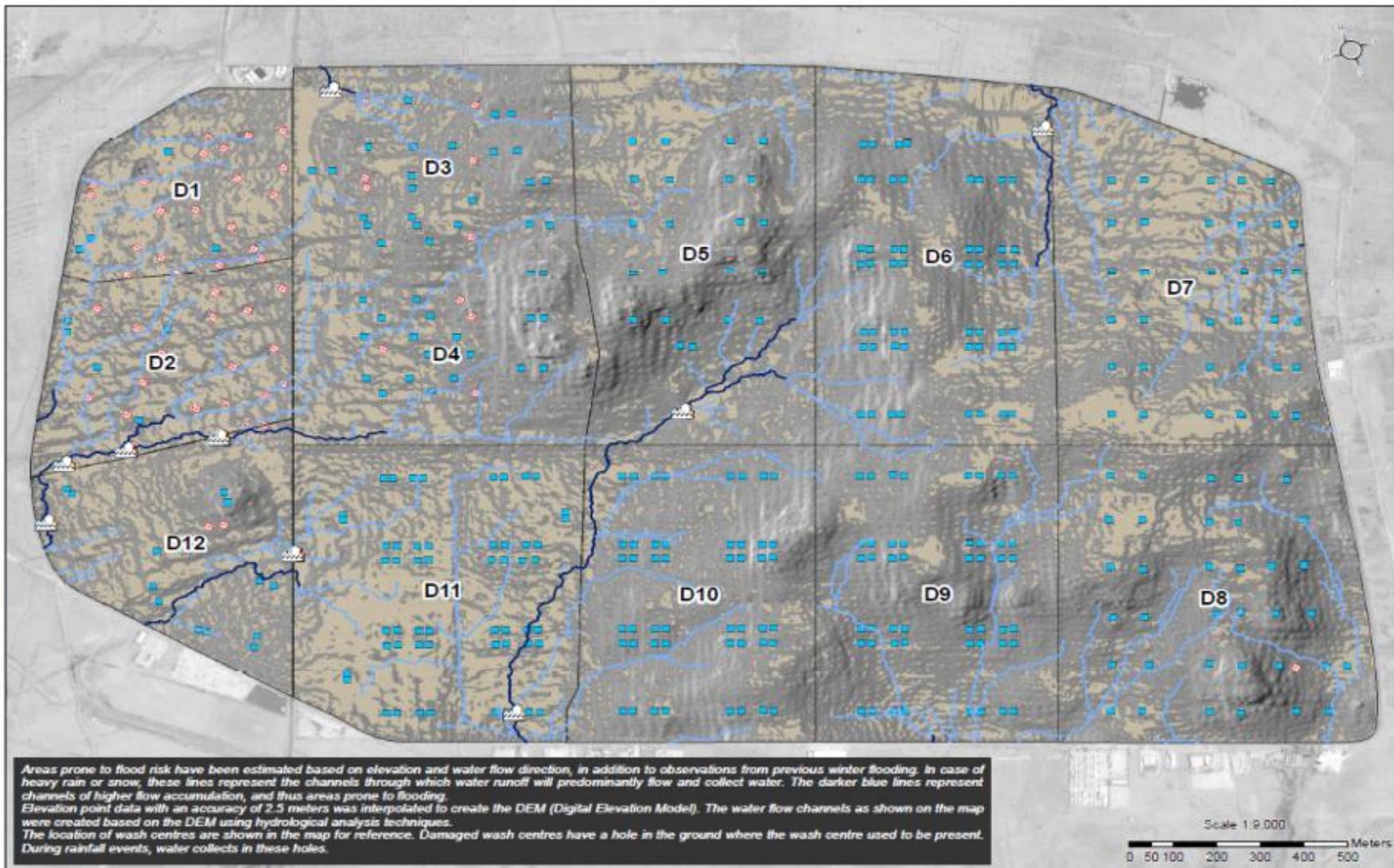
- Legend**
- Medium flow
 - High flow
 - Flooded area in Jan. 2015
 - Flat areas (= 0.5% slope)
 - District Boundaries
- WASH Center**
- Active
 - Completely damaged

Data Sources:
Camp Boundaries - UNHCR
Elevation - UNHCR

Satellite Acquisition Date:
2004/02/18 to 2014/02/18
Processed by: UNOSAT

Projection: WGS 1984 UTM Zone 37N
File: JOR_Maps_Za'atari_CDM_FloodRisk_Oct2015_A3

Note: Data, description and boundaries outlined on this map are not warranted to be accurate and do not constitute an endorsement by partners, associates or donors mentioned on this map.





- Facility Types**
-  Camp Facilities
 -  Under Construction
 -  District Boundary
 -  Kitchen
 -  WASH Centre - Existing
 -  WASH Centre - Damaged
 -  Water Point
 -  Mosque
 -  Emergency Shelters



Data Source:
Camp Facilities - REACH
Emergency Shelters - UNHCR

Satellite Acquisition Date:
11/11/2014 by DigitalGlobe
Provided by: UNOSAT

Projection: WGS 1984 UTM Zone 37N

File: REACH_JOR_Map_Za'atari_CCM_EmergencyShelters_Feb2015_A1

Contact: reach.mena@impact-initiatives.org

Note: Data, designations and boundaries contained on this map are not warranted to be error-free and do not imply acceptance by the REACH partners, associates or donors mentioned on this map.



Scale 1:4400
0 50 100 200 300 meters

