

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

<ul style="list-style-type: none"> <li>date bars, and welcome meals)</li> <li>Transportation to emergency centres for individuals</li> <li>Water Supply to emergency shelters</li> </ul>	Dec-Jan	
<b>Electricity</b> <ul style="list-style-type: none"> <li>Messaging</li> <li>Daily check by IDECO</li> </ul>	Nov-Dec Oct-Nov	UNHCR IDECO
<b>Water and Sanitation (WASH):</b> <ul style="list-style-type: none"> <li>Preposition dewatering trucks</li> <li>Provision of Shovels, &amp; spades</li> <li>Water dewatering</li> <li>Water supply to communal water access points (location to be determined)</li> </ul> <b>SRAD &amp; Civil Defence</b> 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
<b>Health</b> <ul style="list-style-type: none"> <li>Civil defence has 04 Standby Ambulances for emergency response</li> <li>One fixed medical team in the JHAS Clinic 24/7</li> <li>Moroccan Hospital in D1 will provide 24 hour health services throughout wet weather period</li> <li>A standby team at JHAS can be activated based on need.</li> </ul>	Dec-Jan Dec-Jan Dec-Jan  Oct-Feb	Civil Defence JHAS Moroccan Hospital JHAS
<b>Messaging and Info sharing.</b> <ul style="list-style-type: none"> <li>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</li> <li>Community mobilisation through Com Mob working group</li> <li>Daily situation updates to be shared through mosques, schools, mobile trucks</li> <li>Social Media; use of Facebook page, managed by refugees</li> <li>Radio handsets provided by JOC</li> <li>Updated hotlines: Protection, Dewatering, Gendarmerie, Electricity (see annex 2)</li> </ul>	Nov-Feb Dec-Feb  Dec-Feb Dec-Feb Nov-Jan Nov-Feb	IRD IRD  UNHCR UNHCR UNHCR UNHCR
<b>Staffing &amp; Coordination</b> <ul style="list-style-type: none"> <li>Updated essential staff list shared for all partners</li> <li>Overnight accommodation for resident staff in the camp: 10 spaces available</li> </ul>	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
<b>General Coordination</b>	<b>SRAD</b>	<b>Col Adulrahman Amoush</b>		<b>Abd_alamoush@hotmail.org</b>
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	<a href="mailto:shaqiri@unhcr.org">shaqiri@unhcr.org</a>
	WFP	Amber Savage (available 24 hours)	0797743760	amber.savage@wfp.org
	UNICEF	Stephen Allen	0790157584	<a href="mailto:stallen@unhcr.org">stallen@unhcr.org</a>
	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	<a href="mailto:Mieke.daleharis@reach-initiative-org">Mieke.daleharis@reach-initiative-org</a>
<b>Security</b>				
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	
<b>Hotlines</b>				
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
<b>Community Mobilization</b>				
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>

<b>NFI &amp; Food Distribution</b>				
<b>In Kind, Cash &amp;</b>	UNHCR (NFI)	Johnson Opoka	0796769872	<a href="mailto:opoka@unhcr.org">opoka@unhcr.org</a>
<b>Voucher Assistance</b>	NRC	Ahmad Yaghi	079 011 9102	ahmad.hussain.yaghi@nrc.no
<b>Food Assistance</b>	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
<b>Shelter, Roads &amp; Infrastructure</b>				
Shelter, Roads & Infrastructure, Communal Shelters, Electricity	UNHCR	Mohammed Jertila		<a href="mailto:jertila@unhcr.org">jertila@unhcr.org</a>
	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
<b>Health</b>				
Emergency/coordination	UNHCR	Iyad Shtayiat	0796985725	shtayiat@unhcr.org
	JHAS	Samer Makahelah	0775006031	CNE@jordanhealthaid
	IRD	Hanaa Athamnh	0799486312	H.ATHAMEN@IRD-JO.ORG
<b>WASH</b>				
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	<a href="mailto:Amman-gis1@acted.org">Amman-gis1@acted.org</a>
	REACH	Majid Shadifat- Field Coordinator	0798021374	<a href="mailto:Majid-al-shadifat@acted.org">Majid-al-shadifat@acted.org</a>

### 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 15<sup>th</sup> October?). ii. NRC to provide contact details of focal person and instruction on how to request use of this machinery (by 15<sup>th</sup> 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 31<sup>st</sup> 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	<i>IMDAD to identify smaller trucks for difficult conditions (by 22<sup>nd</sup> October?)</i>



			Use of heavy machinery to create access and rescue stuck trucks	NRC/UNHCR	Machinery on Standby for Zaatari	<i>i. NRC to provide list of machinery that will be on standby in the camp for use (by 15<sup>th</sup> October?). ii. NRC to provide contact details of focal person and instruction on how to request use of this machinery (by 15<sup>th</sup> October?)</i>
	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	<i>All partners to share mapping needs with UNICEF for consolidation of request by (by 15<sup>th</sup> October?). New maps will be developed based on the needs.</i>
			Dewatering of flooding areas	IMDAD	Contract with IMDAD includes dewatering.	<i>i. IMDAD to identify smaller trucks for difficult conditions and clearly labelled dewatering trucks (by 22<sup>nd</sup> October?) ii. UNICEF and UNHCR to agree on discharging storm water in valley without treatment (by 15<sup>th</sup> October?)</i>
				OXFAM/ACTE D/JEN	OXFAM is procuring dewatering pumps. UNICEF has low capacity dewatering pumps on standby, available for use by partners on demand	<i>i. OXFAM to confirm expected quantity and delivery date of pumps. ii. Based on flood maps, OXFAM to prepare for the installation and use of the pumps in agreed locations</i>
			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	<i>i. NRC/UNHCR to confirm construction of culverts at the specified locations (by 15<sup>th</sup> October?) ii. UNHCR to pre approve the creation of temporary drainage channels (by 15<sup>th</sup> October?)</i>
	Power outage	Affect borehole operation in the camp	Ensure stand by generators are fully functional (tested, fuelled, etc.)	Site Group		<i>Site Group to ensure that they have at least a stock of 2,500l of diesel in Zaatari (by 31<sup>th</sup> October)</i>
		Affect external borehole operation	Identify and make arrangement with two	ACTED	Al Qhadi borehole in is a very good option for	<i>ACTED to confirm arrangements on this.</i>

			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 15<sup>th</sup> 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 / Mafrq	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	Mafrq	0796 94 87 77	nicolas.grijelmoperez-salado@acted.org
10	Abu Thaher	ACTED/Mafrq contact	Mafrq	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 Mafrq	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 Wereh	Oxfam Water	Amman	0790219644	pwereh@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 Baby Diapers: FS/6	2	3
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 Islamic New Year Holiday	14	15	16	17
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 Cash Vouchers: FS/8+ (Maintenance)	4 Cash Vouchers: FS/7 (Maintenance)	5 Cash Vouchers: FS/6 (Maintenance)	6	7
		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 Baby Diapers: FS/6+	4	5
6	7	8	9	10	11	12
Baby Diapers: FS/5	Baby Diapers: FS/4	Baby Diapers: FS/3+2	Baby Diapers: Catch Up	Baby Diapers: Catch Up		
TBD	TBD	YBD	TBD	TBD		
13	14	15 Partitions: FS/8+	16 Partitions: FS/7	17 Partitions: FS/6	18	19
20	21	22	23	24	25	26
Partitions: FS/5	Partitions: FS/4	Partitions: FS/3	Partitions: FS/2	Christmas Eve		
TDB	TBD	TDB	TDB	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:

<b>Pre-winter preparation</b>					
<b>NGO</b>	<b>Location</b>	<b>Community mobilisation activity</b>	<b>The tools for dissemination</b>	<b>Capacity</b>	<b>Reporting to</b>
<b>Acted</b>	D1, D2, D10, D9, D11 & D12	Information dissemination	All community mobilisation tools will be used. <b>See the annex.</b>	CFW volunteers, community mobilizers, Hygiene Promoters, home visit & FGDs. Communal center and Leaflets	<a href="#">Shavkat</a> Iminov 0796902737 Email: shavkat.imino@acted.org
<b>Oxfam</b>	D6, D7 and D8	Information dissemination		CFW volunteers, community mobilizers, Hygiene Promoters, home visit & FGDs. Communal center and Leaflets	<a href="#">Faiz</a> Muhammad Faiz 0796610062 Email: Ffaiz@oxfamorg.uk
<b>JEN</b>	D3, D4 and D5	Information dissemination		CFW volunteers, community mobilizers, Hygiene Promoters, home visit & FGDs. Communal center and Leaflets	<a href="#">Tasuku</a> Futamura 0799398599 Email: Tasuku.futamura@jen-npo
<b>IRD</b>	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)
<b>UNHCR</b>	The whole camp	Information dissemination		Text message, social media, Display boards	CMWG co-chair
<b>UNHCR</b>	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: <a href="mailto:anabtawi@unhcr.org">anabtawi@unhcr.org</a> and Sophie Etzold ( <a href="mailto:etzold@unhcr.org">etzold@unhcr.org</a> )

During the severe weather conditions CMWG co-chair (Talal Ibrahim-0797264070 Email: talal.ibrahim@ird-jo.org)					
<b>Acted</b>	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	<a href="#">Shavkat</a> Iminov 0796902737 Email: shavkat.imino@acted.org
<b>Oxfam</b>	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	<a href="#">Faiz</a> Muhammad Faiz 0796610062 Email: Ffaiz@oxfamorg.uk
<b>Jen</b>	D3, D4 and D5	Information dissemination	Home visit, communal centers, volunteers, , display boards, leaflets & mass media	Community Hygiene Promoters, WASH committees, Water Focal Points	<a href="#">Tasuku</a> Futamura 0799398599 Email: Tasuku.futamura@jen-npo)
<b>IRD</b>	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
<b>UNHCR</b>	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: <a href="mailto:anabtawi@unhcr.org">anabtawi@unhcr.org</a> 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](mailto:talal.ibrahim@ird-jo.org) ,compiled and sent to the chair of the NBWG **Johnson Opoka** (0790119102) Email: [Opoka@unhcr.org](mailto:Opoka@unhcr.org) , **Adem Shaqiri**: Mobile: 079 680 3658 Email: [Shaqiri@unhcr.org](mailto: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

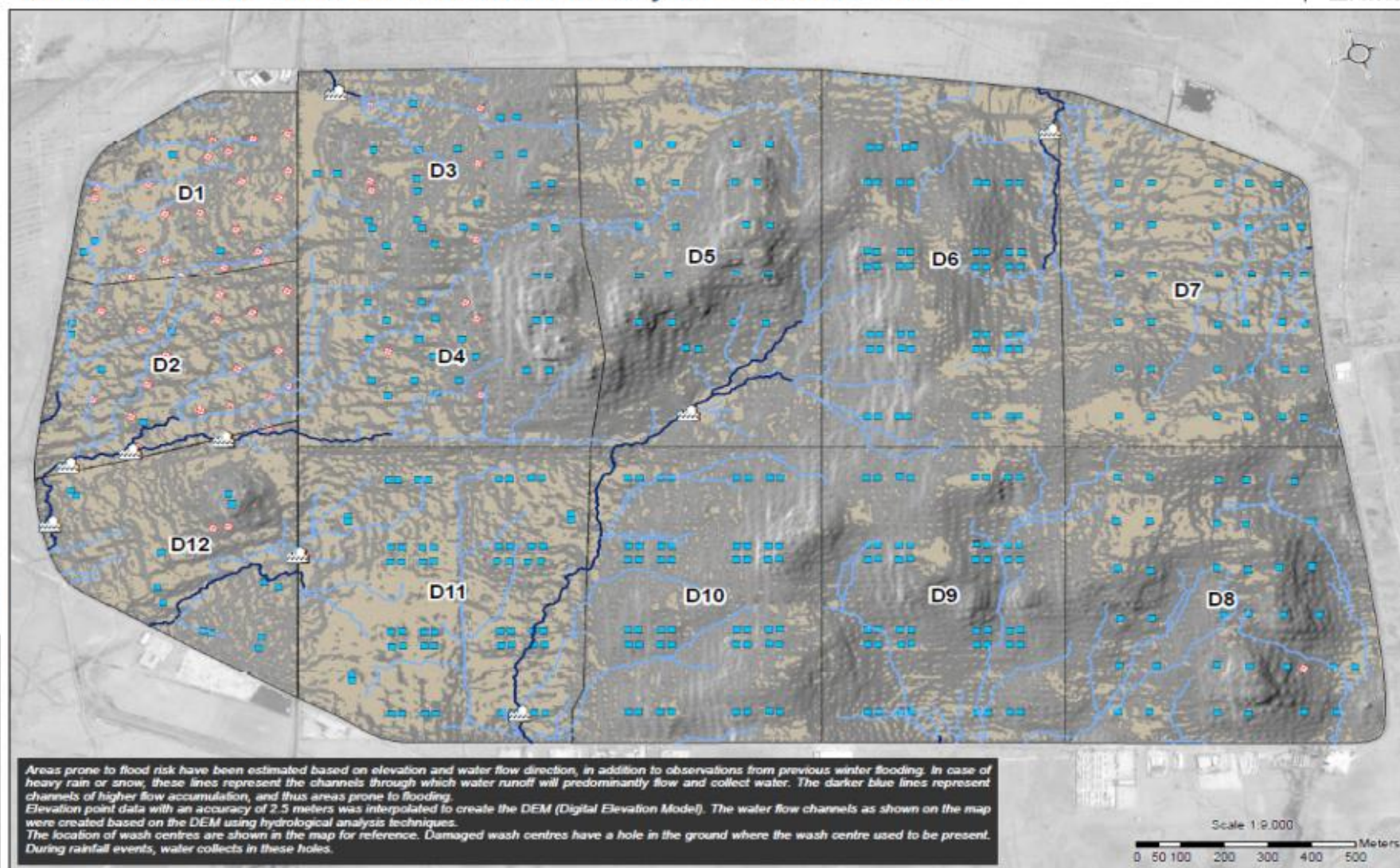
For more  
information  
scan to visit the  
OpenStreetMap  
Portal



- 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  
2004/2015 to 2014/2015  
Processed by UNOSAT  
Projection: WGS 1984 UTM Zone 37N  
File: JOR\_Maps\_Za'atari\_Camp\_FloodRisk\_Oct2015\_A3

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





# JORDAN - Al Za'atari Refugee Camp

## Emergency Shelter Locations

For Humanitarian Purposes Only  
Production Date: 8 February 2015

For more information  
scan to visit the  
Open Street  
Map Portal



- 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@unhcr.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.



REACH



