



Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,
Date 06/10/2015 - 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	<i>Pending</i>
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	20/1/15	Pending
Camp Management				
For all health care related issues.		Brendan Dineen, Public Health Officer, dineen@unhcr.org , 0796833178		
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 Khrino, 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:

- We Love Reading (WLR) are going to implement 3 years project in partnership with UNICEF to cover 10 governorates and 3 camps (Zaatari, Azraq and Emirati). The project will conduct 34 training-of-trainers workshops to build the capacity of 680 trainees how to read aloud for children for the age group from 4 -10 and how to open a library. The definition of a WLR library is a space where librarian providing read aloud sessions in MAKANI centres

on a weekly basis (once a week). A total number of 510 volunteer librarians (up to 25% male) are going to start their libraries and reading for the children 48 hours annually. Each librarian will read for 25 children, the targeted number of children benefiting from the program will be 12,750 children.

- WLR will develop 10 children's books on the themes of social inclusion, children with disabilities and nonviolence which will indirectly address other themes such as identity and belonging and encouragement to go to school that will be distributed among the children attending the WLR libraries. 10,000 copies of each book will be printed.
- WLR will include a research component by conducting a randomized control trial research to measure the impact of the WLR libraries on the attitude, practices and behaviour of the children and their parents.
- WLR proposes working with the Jordanian mobile networks to provide targeted information to librarians through SMS and related technologies to ensure a well-established and functioning virtual community of practise amongst the librarians. The community allows for capacity building, collecting data and documentation in addition to sharing and exchange of best practices of reading aloud sessions

REACH survey - see attached links to survey and documents.

- *COMMENT:* women do not feel comfortable to visit distribution sites because of overcrowding and are not comfortable in small space with men. Suggestion: further secure sights so that women do not feel harassed/bullied. *ACTION POINT:* Share REACH presentation with CMC minutes. Working groups should discuss survey amongst themselves and come up with section points. *ACTION POINT:* REACH presenting this presentation to security working group meeting.

B. Security:

- **27 September, Mafraq City**, at 1320hrs UNHCR staff member died as a result of a car accident when his private car turned over while passing the Edon roundabout.
- **30 September, Zaatari Camp District 8, Block 17** night time One year-old child passed away due to electric shock while he was playing in water outside the caravan close to electricity.
- **01 October, Zaatari Camp, NRC compound** a piece of plastic cover in the NRC caravan that is being use as a store has burned due to an electrical fault in the wire that is passes beneath the cover. No damage to the store or injuries reported.

C. WASH:

Water Supply

- All internal boreholes are fully functional. There is significant stability in the performance of the boreholes mainly due to the rehabilitation of BH 1 and BH 2 and increase of storage capacity.
- The quarterly allocation for the camp has been decreased from 3,800m³/day to 3,500m³/day.
- Water trucking from external wells reduced from 900m³/day to 200m³/day. This is expected to be completed eliminated by end of October.
- Water distribution is stable with no major complaints from refugees
- The procurement process is in progress for the renewal of the water-trucking contract. The current contract expired on 30th September and one-month extension was approved.
- Water network Phase 1 is in progress and the completion date is extended from 30th September to 31st October.
- Design for Phase 2 water network is in progress; inception report produced and being reviewed.

Sanitation

- Desludging operations is on-going.
- Verification of trucks capacity is in progress.
- Construction of Phase 1 sewage network is in progress.

Hygiene Promotion

- Routine hygiene promotion and community mobilizations activities are on-going in all the districts, by the district focal implementing partners
- Rodent control is over.

D. Health:

- **Morbidity:** weeks 38 and 39 had the same situation as weeks 36 and 37 according to the major cause of morbidity as the following: Upper respiratory tract infection was the major cause of morbidity amongst acute health conditions, while hypertension was the major cause of morbidity amongst chronic health conditions
- **Mortality:** crude mortality rate is 0.1 normal (number of deaths /1000/month)<1.5
- Number of consultations in weeks 38 and 39 was 20723 comparing with 23388 in weeks 36 and 37.
- Acute watery diarrhea cases decreased during September
- Plumpy Nut is now available with quantity sufficient for the next 6 months. We received the lab results and we have approval to use it from Jordan Drug and Food Administration (JDFA)
- Czech mission for cataract surgeries will visit Jordan in October to perform around 200 cataract surgeries; 79 cataract patients from Camp will benefit from these surgeries.
- IRD health staff are currently tracing health booklets of patients in field and working on increasing awareness of patients according to the proper use of this booklet.

E. **Food**

- WFP reduced the daily bread quantity to the camp from 17.200 to 17.100 to the camp to meet the camp needs of bread on daily basis
- WFP is distributing welcoming meals packages in Roba Al Sarhan through IOM to beneficiaries that are entering or leaving Jordan. A total of 505 WM were distributed to beneficiaries entering/leaving Jordan from the period of 22nd of September to 5th of October 2015.
- The New arrival figures from the 22nd of September till the 5th of October 2015 is 27 voucher were distributed to 27 beneficiaries valued at 135 Jordanian Dinar
- Save the children international through WFP distributed to its Informal school from the period of 22nd of September till the 5th of October, 14772 as a highest recorded figure during the month

F. **Protection**

Departures from Zaatari September 2015

Spontaneous Returns and monitoring of returns to Syria

- September: total of 1,914 refugee returns to Syria (1,298 from the urban areas and 616 from Zaatari Camp)
- Reduction compared to August from a total of 2,800 (1,677 from urban areas and 1,123 from Zaatari)
- Gap between the number of those returning from urban areas has comparatively increased (august: 60% of the returning came from urban areas; September: 68% of returning refugees are registered in the urban areas).
- Increasing number of refugees returning mentioned as their main reason for return is linked to the cuts of humanitarian assistance, (lack of WFP food assistance and UNHCR financial cash assistance, lack of income opportunities linked with working without work permit)
- Eid vacation has resulted in a reduction of numbers returning before, during and after
- Most reported reason for return was family reunification
- Refugees reported that restrictions of second time arrivals trigger some female headed households returning to be reunited with their family members who cannot re-entry to Jordan.
- Other reasons of return: A) Perceived improvement of security situation in the southern and western villages of Dara'a which recently fell under FSA control. B) Completing medical treatment in Jordan of mainly war-wounded male refugees who return spontaneously and voluntarily after completing their medical treatment in urban and camp hospitals.
- Some refugees mentioned that their onward travel to Turkey is the reason for returning
- Protection counselling on the risks of returns for a total of 703 individuals during September, out of which 467 are registered in the urban areas and 236 are camp residents.
- Protection concerns: single parent females (FHH with children) leaving family members behind or traveling to return to their husbands/families; children, females or elderly persons as well as those with disabilities intending to return without family/community support; refugees intending to return leaving a family member behind which is contradictory to the principle of family unity.

Protection Coordination

- Under the lead of the PRT WG in Zaatari, 10 FGDs have been undertaken during September covering refugees community-based feedback mechanisms as well as their awareness and feedback on the agency based complaint mechanisms.
- Key informants interviews are yet to be held as well as interviews with 7-12 year old children as requested by CP SGBV SWG.

- Complaints leaflet has been developed by all Protection actors summarizing the main complaint mechanisms in the camp by sector.

Youth assessment

- Youth assessment planned by NRC has been presented and inputs will be provided to the chair of the YTF by Thursday. The youth assessment aims at looking into the needs and potential responses to support advocacy related issues and inform programming for youth activities.

CP/SGBV

- A meeting was held containing the members of the Child Labour Committee including ILO, IMC, ACTED, STCI, UNHCR, and NHF to discuss and address the issue of child labour in the camp. Decision was taken to undertake a few FGDs to be undertaken with children identified being involved in child labour to better understand reasons for particular groups of children and to tailor responses accordingly.
- The CL committee will further engage with NGOs and partners to respond with advocacy, case management and awareness activities.
- *ACTION POINT:* Everyone is to provide feedback on the complaint mechanism leaflet by Tuesday 13/10/15. Any feedback sent in after this date will not be considered. Leaflet will hopefully be produced within the next month.

G. Community Services:

Community mobilization and engagement

- Engagement with the community – Community based project on wheel chair maintenance has received positive feedback from the community. The project has helped to strengthen the skills of the community members a feeling of gratitude to beneficiaries. Organization was encouraged to ensure the use of community capacity as way to encourage engagement. Wish to replicate more kinds of projects such as this.
- Cash for Work - highlight that guidelines are available. One of the issues raised by refugees in the community gathering is that information on cash for work has not been shared by most, some organizations have not been following guidelines on announcement, selection etc. We are working one pager to be used for sharing CFW information with refugee.
- *ACTION POINT-* All organization should announce CFW opening at all camp centres. Mobilization working group has put lists all centres as attached.
- *COMMENT:* initial assessment - emphasize the involvement and contribution to the project. Community gathering is among the mechanism for refugees to voice concerns and feedback.
- *ACTION POINT:* we are exploring possibilities to make these gatherings more effective. UNHCR and IRD are working with all partners, get more involvement and cover more areas.
- *COMMENT:* Hovig: it would be interesting for REACH colleagues to start attending these gatherings

Age and disability working group

- Has finalized the minimum standard for non-residential centres/places in the camp. In coming CMC the group will present this, showing the needed requirements.
- Kullona Quarterly event took place in September. The inclusion activities with all community to raise awareness on PWD started with 1 location and have now expanded to 3 locations. I encourage other groups to join in.
- Finalized gap analysis. Some of the outcomes are very cross cutting to all sectors and need mainstreaming. We will reach out to specific sectors in terms of addressing these gaps. Gaps remain on provision of private toilets for PWD in the camp

H. Education:

- Expansion of the number of schools. Last year there were 4 school locations operating on a double shift basis. This year there are 9 school locations. Expanding with primary schools. Estimated number of 18200 children in schools compared to 12000 graduated -this is attendance, not registration.
- Going to start education next week in two new schools in district 1 and 4. Education is meant to start next Sunday.
- There are more than 4 schools in areas to support out of school children.
- We were able to get rid of congestion in schools, working with the ministry of education. This year we are planning to have 50 children in classrooms. This is meant to outreach to 25000 children.
- Ongoing back to school campaign targeted at education in new school and raising awareness in families. Inform about alternative education possibilities in the camp

- Continue supporting children with disabilities in all schools. Remedial education.
- Cut-off date October 1st – this is NOT TRUE.
- COMMENT: Is there a waiting list? This year there is a waiting list but for those who are not eligible for formal education. This will be transferred to the alternative education entities.
- COMMENT: Waiting from ministry of education to receive more numbers on registration. Schools belong to MOE and belong to Jordanian government. Pushing for them to take more and more responsibility. Although this is a good aim, it is a “slow” process.
- COMMENT: Hovig: 18000 are attending schools in existing facilities. Do the new schools need more children or will the children be moved around? Children from 1, 2 and 3 were transferred to school 4. 1200 children in each shift, whereas capacity is for 600. Children from each district will be transferred to their district schools.
- ACTION POINT – discussion about construction of district schools between Hovig and Fakhoury
- ACTION POINT – Hovig: Check existing construction. Should anything be done differently? Meet Kuwaiti ambassador? Go together on site tomorrow and check existing work that is being done. Check if recommendations are being followed or not.
- COMMENT: the Kuwaitis built the school. UNICEF had a school assessment which was submitted to the Kuwaitis thrice over the past 18 months. Whether those recommendations are being included is extremely doubtful.
- ACTION POINT: We must work together as team to apply pressure. Do not be shy on communicating need for certain modifications.

I. Youth Taskforce

- **DAAD Scholarship Applications**

Applications are open for DAAD scholarships for Master’s study inside Jordan, for Syrians and Jordanians. Details available at: www.daad.de/newperspectives

The application process is online. Applicants can use IT facilities in IRD District 2, which must be reserved in advance. YTF members are discussing additional IT facilities to be used for DAAD applications.

- ACTION POINT: 1. Share this with members of the community who may be eligible to apply. 2. Help with online applications.
- ACTION POINT: Open community centres for refugees to be able to access computers.
- ACTION POINT: Send text message to inform refugees about this master level scholarship.
- COMMENT: even with SMS, we are only at 90% coverage, but this is still the best way of mass communication. This service is available.

- **ACTED Plumbing Training**

YTF members discussed an initial concept note for plumbing training for youth, prepared by ACTED. YTF members shared feedback and discussed opportunities for youth community engagement through the training. ACTED and NRC will discuss the draft concept note in detail, before moving forward discussions with WASH and others.

- **YTF Factsheet**

YTF members reviewed the draft YTF Factsheet, which is produced quarterly to share advocacy messages and positive images of youth. The Factsheet includes: Zaatari youth at the Global Youth Forum, International Youth Day, support for Tawjih students, and a focus on Youth with Disabilities. Factsheet will be finalized and distributed among YTF, CMC etc.

- **Gender and Protection Indicators on Youth**

The Protection Gender Focal Points briefed the YTF on the role of the Gender Focal Point Network and the use of the gender marker (on 29 September). They presented reported figures on two youth-related protection indicators: # M/F participating in youth committees; # youth engaged in volunteering in the community. YTF members provided feedback on the indicators, including discussion of definitions of volunteering and youth committees.

J. Needs Based Working Group:

- The NBWG reviewed template for CfW monthly fact sheet, to be used for reporting on Cash for Work activities by all NGOs in Zaatari Camp. (This has not being implemented by all partners. Increased from 6 to 8, but only implemented partially.)
- ACTION POINT – Everyone is to please fully coordinate with registration to fully implement and comply with the system which has been put in place.

- ACTION POINT: Adam will send individual emails to each partner (copying in Hovig) informing who is not complying or only partially complying. Request feedback. Have this done within next 24hrs.
- ACTIONPOINT: Adam will share form again
- There will be another factsheet shared by end of October with info such as statistics on cash for work opportunities for the whole camp, separately for each partner, separated male/female, number of temp/permanent ops, most problematic camp districts... , as well as name of partners not following guidelines.
- COMMENT: we must respond to partners in timely manner so that partners may utilise this info.
- COMMENT: Adam: maybe UNICEF can support
- Winterization: partners are being brought together. The only part missing is bringing together WASH and NFI. Hopefully the complete plan will be put together by the end of the week. This info will be shared in the next adhoc CMC meeting.
- Together with REACH, planning a rapid assessment on winterization (in next couple of weeks) which will address issue of worn out NFIs and shelters. This will change as we go along.

K. Site planning

- Household restructure is on-going in district 6 and 1, including address numbering, shelter assistance and relocation.
- Infrastructure preparation of winterization is on-going including construction of new culvert, cleaning of the existent culverts and trenches, and maintenance of damaged roads surface areas.
- Secured fund of construction of 3 km asphalted road. Districts 6, 8 and 9 will benefit from this project.
- Electricity supply for the districts remains unchanged 8 hours every day (from 7:00 pm to 3:00 am).
- Power outages in the districts are minimal as the weather temperature is cooling.

L. External Relations

- As a result of an increasing number of Syrian refugees travelling to Europe via Turkey, Zaatari Camp in witnessing and increasing number of diplomatic missions and representatives from the international media. *22 September*, German Vice-Chancellor – *22 September*, *Der Spiegel*, Inter TV Channel – Ukraine, *24 September*, BBC – *28 September*, Japanese House of Representatives – *29 September*, Italian Ambassador – *29 September*, France 24 – *1 October*, AP – *1 October*, ECHO – *1 October*, World Bank – *3 September*, Baroness Bolton (UK), EU Parliamentarians, *4 September*, Romanian PM, FM, Secretary of State – *5 September*, BBC, CBS News.

M. AOB

- N/A

The next CMC will be on 20th October 2015 in Zaatari Base Camp, Conference Room 1, at 14:00.