

JORDAN

UNHCR OPERATIONAL UPDATE

January 2015

KEY FIGURES

671,963

Refugees (all nationalities) registered by UNHCR

621,937

Syrian refugees registered by UNHCR

50,026

Refugees (Iraqi, Sudanese, Somali and Yemeni) registered by UNHCR

83,747

Syrian refugees in Zaatari Camp

12,057

Syrian refugees in Azraq Camp

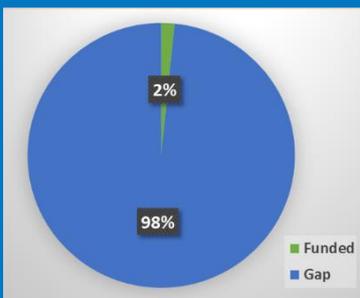
5,095

Syrian refugees in Emirati-Jordanian Camp

2015 FUNDING

USD 288.7million

Requested for UNHCR Jordan's refugee response to the Syria crisis



HOME VISITS REPORT

- During his two-day mission to express solidarity with refugees after the Huda storm and meet with Government counterparts, High Commissioner for Refugees António Guterres also launched the 2014 Jordan Home Visits Report 'Living in the Shadows', which reveals evidence of a deepening humanitarian crisis.
- Conducted by UNHCR and its partner, International Relief and Development (IRD), the study is based on data from home visits with almost **150,000** Syrian refugees living outside of camps in Jordan during 2014.
- According to the study, two-thirds of refugees** across Jordan are now living below the national poverty line, and **one in six Syrian refugee households** lives in abject poverty, with less than USD40 per person per month to make ends meet. **Almost half of the households** visited had no heating, a quarter had unreliable electricity, and 20 per cent had no functioning toilet. Rental costs accounted for more than half of household expenditures, and refugee families were increasingly being forced to share accommodation with others in order to reduce costs.
- In an effort to address this critical situation, **UNHCR is providing monthly cash assistance to 21,000 of the most vulnerable Syrian families, or 14% of the Syrian refugee population living outside camps. As of the end of 2014, over 10,000 additional Syrian refugee households had been identified as eligible for such assistance but, due to lack of funds, could not be provided with support.**



CASH ASSISTANCE

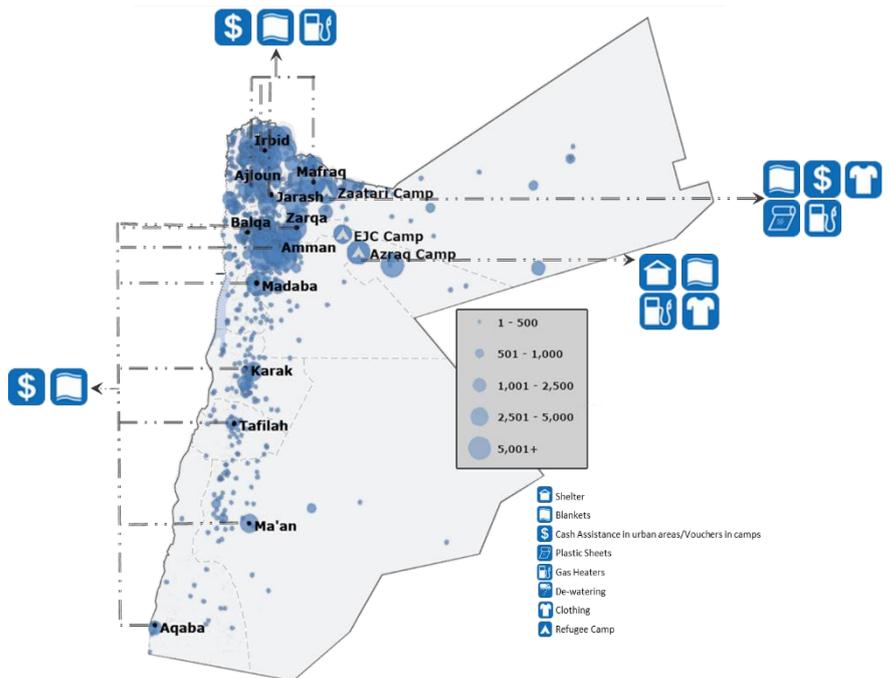
- One million USD** has been received from the UAE, with the support of the International Humanitarian City (IHC), which supervised the "Tarahamou" fundraising campaign, for the winterization support of Syrian refugees living in urban areas. **2,070** families were identified from the cash assistance waiting list to benefit from the donation.
- The process of replacing all ATM cards, which are issued to about 10% of cash beneficiaries on exceptional grounds, was completed. ATM cards are issued on exceptional grounds to persons whose iris was not captured due to mobility issues, ATM cards of unaccompanied or separated children held by caregivers, and persons suffering from eye-related health issues and were thereby unable to capture iris scan. The process also serves as verification for the ATM card holders.
- Urgent Cash Assistance (UCA):** UNHCR Community Services staff counselled Syrian and non-Syrian refugees on urgent cash assistance with focus on families with children, women at risk, minorities and victims of torture. **78** vulnerable cases (20 Syrian and 58 non-Syrian families) received UCA in January.

WINTERIZATION PLAN

Winter Response

- UNHCR, authorities and humanitarian partners have carried out operations nationwide with a budget of USD 23.3m to support hundreds of thousands of refugees struggling for shelter and warmth in both urban areas and camps throughout the winter season.
- The operations, which cover a period of four months (Nov. 2014 to Feb. 2015), include an increase in financial assistance in urban centres and a winterization package for refugees in camps. To date, the following has been achieved:

- **Countrywide:** Delivery of **253,219** blankets;
- **Urban Areas:** Provision of **31,350** refugee households (all nationalities) received UNHCR winterization cash assistance;
- **Zaatari Camp:** Distribution of **120,949** vouchers benefitting the entire Zaatari population for the procurement of winter items; of **10,000** plastic sheets; of **181,917** articles of clothing; of **800** gas heaters;
- **Azraq Camp:** Cementing of **2,920** shelter floors for better insulation; provision of **10,847** articles of clothing and **2,359** gas heaters.



***Provision of assistance to refugees (all nationalities) in urban areas**

Response to Huda Storm

- **109,130** blankets were delivered country-wide between Wednesday 7 January and Tuesday 13 January in response to Huda Storm, providing blankets to **42,293** refugees and vulnerable Jordanians.
- **12 Governorates** were reached and received blankets **in less than 100 hours**.
- **15** Community Based Organizations (CBOs) distributed the blankets to refugees and vulnerable Jordanians in urban areas.
- **7,000m3** of de-watering was completed with use of **12** trucks per day over a period of one week in Zaatari Camp.
- **225** shelters were repaired in Azraq Camp.

Three airlifts from the United Arab Emirates (UAE) each carrying close to 30,000 blankets donated by the Ruler of Dubai landed in Marka airport, Amman, on Wednesday 7 and Thursday 8 January. Some trucks left directly from the airport for distributions that began immediately. In addition, UNHCR mobilized 20,000 blankets for non-Syrian refugees and vulnerable Jordanians.



Elderly woman taking blankets back to her shelter in Azraq refugee camp. ©UNHCR/ M. Hawari

OUTREACH

Helpline

- The UNHCR Helpline team answered **27,617** calls in January. The majority of calls concerned cash and food assistance. Two WFP staff members work with the UNHCR team to provide counselling on WFP vouchers.
- Preparations continued for the extension of UNHCR Helpline services at Field Office Amman. With the upgrade of a second dedicated room, nine additional staff members will assist the refugee population, particularly on WFP e-vouchers.
- UNHCR outreach staff helped WFP review cases who appealed their exclusion from WFP food assistance. During January, 1,087 appeals were reviewed. Simultaneously, UNHCR teams shared updates on WFP vouchers with Community Support Centres (CSCs), and explained the appeal process.

Community Support Centres (CSCs) activities

- UNHCR visited CSCs across all 12 Governorates in Jordan to discuss 2015 plans, suggest future initiatives, debrief on winterization and Huda storm response and to participate in activities conducted by the CSCs.
- CSC activities in January included awareness sessions on health, sanitation, child protection, promoting the importance of community participation in CSC activities and in community service projects, proper use of heaters and the Code of Conduct. CSCs also organized recreational activities, including workshops on recycling material for women and interactive activities for children.
- The UNHCR Health unit, with support from community services, conducted awareness-raising sessions in Irbid, Ajloun and Jerash for CSC members, observing that most of the CSC members were not aware of the changes in the health policy applied in 2015. CSC members were requested to help raise awareness on these policies and to approach JHAS for any further information as needed.
- UNHCR staff members from Community Services, Field, Health, Legal, Detention, Refugee Status Determination, and Resettlement units met with Somali refugee representatives. UNHCR provided an update on the number of Somali cases who received Urgent Cash Assistance, regular cash assistance, and new health policies.



Football Match at Madaba CSC ©UNHCR



"Enhancing the Spirit of Volunteerism" at Zarqa CSC ©UNHCR



"Re-Use at Households" Workshop at Zarqa CSC ©UNHCR

Help Desks

- Mafraq Helpdesk received **2,250** refugees, who were provided with counselling and assistance from Protection, Community Services, Field, Health and Registration staff.
- The UNHCR Registration Centre Helpdesk in Irbid answered **738** queries, including 490 that concerned financial assistance and 150 on WFP-related issues. UNHCR also held mobile Helpdesks in Ramtha, Ajloun, and Jerash.
- Field office Amman organized four Helpdesks in different governorates serving 908 families. Two helpdesks had to be postponed due to Huda snow storm as locations were inaccessible for both refugees and staff members.
- The UNHCR mobile protection team identified and counselled 41 cases at Helpdesks in Maan, Madaba, Salt, Zarqa, Aqaba, and Karak. Protection teams answered queries regarding the WFP reductions, the cessation in free government health services, and new policies according to their place of residence and available partners' clinics.

- New emphasis was placed at the Helpdesks on counselling refugee families on the **'urban verification'** that will be implemented through all police stations in all governorates, scheduled to begin mid-February. Authorities will invite Syrians to replace their old service cards issued by the Ministry of Interior with smartcards including an updated IRIS scan, and return personal identification documents to the refugees.

COMMUNITY SUPPORT PROJECTS (CSPs)

- In Hebras (Irbid) UNHCR celebrated the opening of a football field as well as provisions to improve cleanliness and safety in the community (50 1-m³ bins and 50 street lights). The football field, constructed at a cost of 49,000 JOD, is expected to benefit 1,500 youth (1,155 Jordanians and 345 Syrians) and to indirectly benefit 5,000 community members (3,850 Jordanians and 1,150 Syrians). The provisions to improve cleanliness and safety cost 13,750 JOD and will benefit the entire community of 6,500 people.
- In Idoun (Irbid), UNHCR also inaugurated the rehabilitation of a park at a cost of 45,500 JOD, which will benefit 42,130 youth from the refugee and Jordanian communities.
- These CSPs were funded with the support of Kuwait and implemented by Agency for Technical Cooperation and Development (ACTED).



HEALTH

- UNHCR and other health actors continue to monitor the impact of the cessation of free access to healthcare for registered Syrian refugees in urban areas, in effect since November 2014. Refugees who can afford the new heavily subsidized fees are encouraged to continue approaching Ministry of Health facilities. Others are encouraged to approach JHAS clinics for vulnerability assessment. UNHCR has recorded a continued increase in the number of referrals in January through its partner JHAS, with a corresponding rise in costs of approximately 30%.
- There were 6,848 primary health care consultations in JHAS's UNHCR-supported urban clinics in January including 4,798 Syrians, 1,299 Iraqis and 115 vulnerable Jordanians.
- The inauguration of the Burn and Reconstructive Surgery Unit in Princess Basma Hospital, Irbid took place in December under the patronage of His Excellency Doctor Ali Hiasat, Minister of Health. This project was supported by UNHCR which equipped the unit as part of its health sector support projects with funding from the Saudi Fund for Development. The two-floor unit includes burns department, reconstructive surgery department, three operation rooms, intensive care unit, rehabilitation department and outpatient department with a total capacity of 40 beds. The state of the art facility is the first of its kind in the northern governorates and the second in



the Kingdom. The unit offers integrated services for more than one and a half million citizens and refugees in the North.

- EMPHNET (Eastern Mediterranean Public Health Network) has opened an office in Zaatari Camp. The focus of this agency is to contribute to disease surveillance and outbreak investigation activities, in co-ordination with the Ministry of Health and UNHCR Public Health Unit.
- In Zaatari, IRD community health volunteers conducted 8,740 home visits for follow up and made 1,698 referrals to health facilities including 452 children rehydrated and 536 new cases identified and found to be in need of medical services.
- The Ministry of Health will implement a school health programme in Zaatari camp, consisting of a general health check, disease screening and vaccination for children in Grades 1, 4, 7 and 10. This initiative is being co-ordinated with UNHCR, UNICEF and IRD.
- During its last meeting on 27 January, the Exceptional Care Committee (ECC) for high cost secondary and tertiary care reviewed 127 cases (113 Syrian, 12 Iraqi and other two). The initial decisions include 107 approved cases, 6 cases denied, and 14 cases pending vulnerability and other assessments. There were also 146 emergency cases which had received prior approval (136 Syrian, 8 Iraqi and other 1)
- The International Organization for Migration (IOM) provided 311 polio, 289 measles and 118 vitamin A vaccinations to new arrivals in Raba Sarhan.

PROTECTION

- The revised version of the Inter-Agency Child Protection and SGBV Standard Operating Procedures (SOPs) were published in January 2015, and is available at:
http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=35.
- The SOPs detail how UNHCR and partners work with SGBV survivors and children survivors of violence. A key development as part of the revision was the endorsement of the SOPs by the Family Protection Department, in addition to other key Government partners such as the Ministries of Education and Health.
- A significant increase was observed in the number of returnees to Azraq camp over the last month. A total of 1,523 individuals returned to the camp in January, while 307 and 614 moved to the camp from urban areas in November and December, respectively.

ACCESS TO ENERGY

- Electricity outages in Zaatari camp continue even after the extreme weather conditions brought by Huda storm. Failures and overloaded transformers are yet to be fixed due to lack of funding.
- A project has begun to install new street lights for the internal streets within Zaatari camp districts 3, 4, 5, 6, 7 and 8 where there is no lighting. It is expected that this project will also help improve security in the districts. The estimated time for implementing this project is one month.

NON-FOOD ITEMS & SHELTER

- UNHCR is facilitating the distribution of four tons of clothes for children and adults donated by NOIVA (a Swiss foundation supporting charitable and humanitarian activities) to the Mafraq Municipality. The distribution to urban refugees and host community in Mafraq Governorate will be organized in the first week of February.
- Due to the harsh weather conditions, UNHCR through NRC has reduced the gas refill cycle from bi-weekly to weekly cycle for the heaters.

- The concrete flooring work has been completed in Village 3 and is ongoing in Village 6 with 1,482 shelters already completed by end-January.

UNHCR PARTNERS IN JORDAN (19)

Agency for Technical Cooperation and Development (ACTED), Arab Renaissance for Democracy and Development (ARDD-Legal Aid), Care International (CARE), Handicap International (HI), International Medical Corps (IMC), Intersos, International Organization for Migration (IOM), International Rescue Committee (IRC), International Relief and Development (IRD), Jordan Health Aid Society (JHAS), The Jordan Hashemite Fund for Human Development (JOHUD), Jordan River Foundation (JRF), Mercy Corps (MC), Ministry of Interior (MOI), Ministry of Planning and International Cooperation (MOPIC), Noor Al Hussein Foundation (NHF), Norwegian Refugee Council (NRC), Première Urgence - Aide Médicale Internationale (PU-AMI), Syrian Refugee Affairs Directorate (SRAD).

DONORS

UNHCR is grateful to donors who have provided un earmarked and broadly earmarked funds to UNHCR programmes worldwide and to the following donors for their support to UNHCR refugee response in Jordan in 2014: Australia, Bahrain, Canada, Czech Republic, Denmark, Estonia, European Union including ECHO, Finland, Germany, Greece, Ireland, Italy, Japan, Kuwait, Luxembourg, Netherlands, Norway, Oman, Qatar, Republic of Korea, Russian Federation, Saudi Arabia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, UAE, UK, USA, Private donors.

Links to Home Visits Report, Media Summary, Press Release and Web Teaser

Web Teaser:

<http://www.unhcr.io/Living-in-the-shadows/>

Jordan Home Visits Report 2014 'Living in the Shadows':

<http://unhcr.org/jordan2014urbanreport/>

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