

## JORDAN INTER-SECTOR WORKING GROUP UPDATE

January 2015



This update is a coordination tool to improve communication between sectors and up to the Inter-Agency Task Force (IATF). It focuses on processes, rather than achievements. The latter are covered through separate monthly sector dashboards, available on the portal <http://data.unhcr.org/syrianrefugees/country.php?id=107>

### Issues referred to the IATF:

- Review and approval of the ISWG 2015 Work-plan draft.
- Request for clarification/advocacy on the Project Approval process established through the JRP.

### I. General / Inter-Sector Update



**Huda Snow Storm:** In response to the Huda snowstorm between 7<sup>th</sup> and 12<sup>th</sup> January 2015, the Government of Jordan, UN agencies, NGOs, CBOs and local charities worked round the clock to deliver emergency assistance to vulnerable refugees and Jordanians in urban areas and the refugee camps. Over 110,000 additional blankets were mobilized in response to the storm, distributed in both camps and through community organizations in urban areas, in addition to emergency food assistance provided to 350 families residing in Informal Tented Settlements (ITS). Together with UNICEF and through their own funds, NGOs have provided emergency shelter support, targeted cash and in-kind assistance. In camps, contingency plans have been activated, making available emergency shelters where required, repairing damaged infrastructure, and ensuring that essential services are maintained.

The response to Huda builds on months of inter-agency winterization preparations. Between November 2014 and March 2015, 258,000 vulnerable individuals are to be targeted in urban areas. By early January, over 146,000 individuals or 37,321 families have already been assisted in urban areas through winterization cash programmes, and in-kind provision of gas heaters, cylinders and refill, mattresses, blankets and other non-food items. Vulnerable groups, including boys and girls, have also been targeted through specific cash assistance programmes. All refugees in camps have received some tailored winterization support.

Following the response, a series of Lessons learnt sessions have been held in Zaatari, Azraq and as part of the urban coordination in Mafraq. These include:

- With limited access to markets due to snow, in-kind assistance should be prioritized for Informal Tented Settlements (ITS), particularly blankets and temporary shelter materials, supported by repair teams. It is crucial to ensure pre-allocation of sites to assist partners in avoiding duplication and ensure all sites are covered (Mafraq).
- In camps, road access blockages meant some partner staff could not reach the camps. 24hr coverage was maintained through staff staying overnight. Accommodation should be provided. (Azraq)
- Emergency contacts list was a crucial tool between agencies (Azraq; Zaatari). Emergency contact lists for refugees could be made more visible; although Mass Info systems functioned well. Refugee Community feedback on emergency measures was positive in both camps.
- Community Centres and Emergency Shelters were important havens to ensure a safety net for families, children and particularly vulnerable individuals. (Azraq; Zaatari)
- Some items requiring daily travel from urban to camps could be vulnerable to road blockages (Azraq). WFP uploading of e-cards prior to storm (6<sup>th</sup>) ensured continued access to supermarkets (Azraq; Zaatari) Water stations filled prior to the storm to guarantee the availability of water (3-day buffer); Septic tanks cleared prior to storm (Azraq).

- Summer preparations for drainage and other infrastructural developments reduced flooding problems. Additional WASH measures will be applied in the case of Zaatari, where there were more serious flooding in some parts of the camp. (Azraq; Zaatari).
- With several outages in Zaatari, clearer reporting processes on electricity problems are required (Zaatari)

Contingency plans are being updated and emergency response measure revised accordingly.

## II. Sector information



### BASIC NEEDS

#### Winterization (Inter-sector approach):

**Azraq camp:** UNHCR delivered 25,000 medium thermal blankets in Azraq camp to support refugees to cope with the extreme temperatures during the snow storm. In January, NRC distributed 18,376 Blanket for 9,188 Individual (2 MtB per individual) covering 2,120 families. The distribution of 20,881 ECHO funded vouchers to the entire population was completed by NRC. Each person received a 10JD and a 15JD voucher, total 25JD per person. New arrivals will continue receiving the vouchers until the end of February. In addition to the UNHCR gas heaters and cylinders distributed earlier this winter the residents of the camp received winter items as part of the Saudi National Campaign (jumpers, socks, jackets and blankets).

**Zaatari camp:** With funds provided by UNHCR, NRC has distributed cash-value vouchers to the entire camp population in Zaatari, and will continue to provide these vouchers to new arrivals until the middle of February. The vouchers are provided as a contribution to peoples' winter needs. Single-persons received 3 vouchers of 10.25JD each, families sized 2 and 3 received 5 vouchers and families sized 4 and above received 8 vouchers. Distribution started on Monday 12 January and continued until 25 January. 120,949 vouchers with a total value of 1,239,727 JD were distributed to 18,778 families.

**Urban:** UNHCR made available 110,000 high and medium thermal blankets to be distributed through IRD/UNHCR CSC to vulnerable refugees and members of the host communities as well as to cover immediate needs of families referred by other partners. UNHCR provided 1,500 blankets to ACTED to be distributed in Mafraq governorate. In Zaatari village, Action Aid, Dar Al Yasmine as well UNHCR staff distributed heaters, gas cylinders and blankets covering the needs of 100 families living in very poor conditions. In other locations INGO mobilised emergency cash addressing urgent needs of refugees in host communities. DRC reached 130 families in South Amman with JD 350 while PU-AMI will finish the distribution of JD 350 to 400 families in the next couple of weeks. UNICEF team continued to respond to urgent needs through partners and UNICEF teams deployed in the field.

**Cash Transfer programs:** The number of agencies involved in cash transfer programmes has been significantly increased during the last couple of months. From five agencies (Nov 2014), there are now nine organisations distributing unconditional cash in off-camp settings covering basic needs of vulnerable Syrians and affected Jordanians.



### EDUCATION

**Selection of co-chair:** On January 26, Save the Children Jordan was selected as the new co-chair agency for the ESWG for the next 6 months. SCJ replaces Save the Children in the role and will work with UNICEF in coordination of all education related activities in partnership with the Ministry of Education.

**Task Force on Violence in Schools:** As an initiative between the Education Sector and Child Protection working group, a joint task force has been created to discuss violence against children in schools.

**Tawjehi Examination:** During the reporting month, approximately 225 boys and 97 girls (288 Zaatari & 34 EJC) students sat the Tawjehi (Secondary School Certificate) examination with transportation provided by UNICEF. Results are expected to be announced in the second week of February.

**ESWG work Plan 2015:** Education Sector Working Group members have finalized sector work plan 2015 at Amman and Zaatari level in a consultative fashion along with ToR revision and endorsement by all members. The organization to hold the co-chair position for the Education Sector was selected (Save the Children Jordan) and they are in the process to recruit a co-coordinator.



## FOOD SECURITY

**Funding Situation:** Due to the funding crisis, for the first time, WFP was unable to continue full food assistance for Syrian refugees in Jordan in January 2015. The voucher assistance was reduced for Syrian refugees living in host communities to JOD 13 per person, while refugees residing in camps and transit centers received the planned value of JOD 20 per person.

**Huda Snow Storm:** In preparation for the snowstorm, WFP loaded the e-cards for camp-based refugees on 6 January in order to allow for them to purchase their goods prior to the worsening of the weather. Both supermarkets in Zaatari camp and Sameh mall in Azraq camp made arrangements to remain stocked throughout the difficult weather conditions and operated with extended shopping hours to accommodate large crowds. Daily bread distributions also continued in Zaatari and Azraq camps with the amount of bread distributed remaining consistent in spite of the bad weather conditions.

**OneCard:** WFP launched the OneCard system in partnership with UNICEF on 6 January to support their winterization programme reaching a total of 41,000 children under the age of 14 in Azraq and Zaatari camps. The UNICEF one-time cash assistance is made available through WFP's e-cards and can be used to buy winter clothes, such as boots, gloves, trousers, coats and scarves at WFP-contracted supermarkets in the camps.

**Targeting and Appeals:** 5,040 eligible appeals have been received since the start of the appeals process in October 2014 along with almost 2,000 duplicates. An SMS was sent out to all targeted families on 15 January informing them that the last day to submit an appeal is 31 January 2015. An accelerated appeals process is being implemented with the recent allocation of additional UNOPS staff capacity funded by WFP. It is envisaged that the appeals review process of the initial appeals will conclude during February 2015.



## HEALTH

**Government health policy:** The Health Sector continues to monitor the implications of the revised Government health policy regarding Syrian refugee access to public health services. As of 20 November, following a decision by the Cabinet, registered Syrian refugees are no longer entitled to access free health services at MoH facilities. Syrian refugees are now charged the same fees as non-insured Jordanians, which is around 35–60 % of what non-Jordanians pay. Health Sector assistance has been adapted to the new measures (see last update). Services related to vaccination and communicable diseases are free for Syrian refugees.

**Inauguration:** The Burn and Reconstructive Surgery Unit in Princess Basma Hospital, Irbid was opened under the patronage of the Minister of Health. The 40-bed unit was equipped by UNHCR and will offer integrated services for more than one and a half million Jordanians and refugees in the North.

**Consolidation of Core messages:** Sub-working group amendments to Health Sector 'core messages' are being finalized, and the document has been circulated to members to be completed. The core messages are targeting refugees across all the country in the form of brochures, flyers and posters. Both Arabic and English versions are available.

**NCD Task Force:** WHO has launched the Global Status Report on Non-communicable Diseases; available at [http://www.who.int/nmh/publications/ncd\\_report2010/en/](http://www.who.int/nmh/publications/ncd_report2010/en/)

### ***Nutrition sub-working group***

**Technical recommendation for fortification:** UNICEF presented mechanisms to strengthen micronutrient intake via flour fortification and salt iodization.

**MAM treatment:** Refugee boys and girls still being screened at Raba Sarhan are coming from inside Jordan, rather than from the borders or other governorates. In December 2014, 355 children were screened: 3 MAM, 2 SAM. The malnutrition rate measured by MUAC is 1.4%.

**Nutrition survey:** Following the presentation of the Nutrition Survey at MoH in December, revisions to the content are being made, with vaccination data revised. UNICEF, WHO, MoH and potentially CDC will do a coverage evaluation survey (to assess routine immunization).

**IYCF friendly framework:** UNHCR Global/ Save the Children are working to develop an IYCF friendly framework. Jordan has been identified as a pilot country. The pilot will include three days of training (including a half-day for other sectors), ongoing support and an evaluation at the end of 2015.

### ***Mental Health and Psychosocial Services sub-working group***

**Presentation on Trauma Buster Technique (TBT):** Main findings include that TBT effectively and permanently eliminates the specific symptoms of post-traumatic stress, including flashbacks, hyper vigilance and dissociation. TBT is a cost saving tool because it permanently eliminates a specific traumatic aspect of an event. As each aspect of trauma within an event is dealt with it leads to a reduction in relapses and allows the beneficiaries to re-establish a sense of normalcy.

### ***Reproductive Health (RH) sub-working group***

**Huda Snow Storm:** Reproductive health services were provided 24 hours for 7 days a week including the ambulance for referral purposes equipped with all the necessary medical supplies and qualified personnel, in addition to another car in case of evacuation. Another delivery room was prepared in case of emergency evacuation of the clinic due to infrastructure damage.

The total numbers of births (safe normal deliveries) in Zaatari for the period 7-11 January 2015 were 41 and 15 complicated cases (pregnant women with risk factors) were referred to Mafraq and Irbid Hospital.

**Capacity expansion:** UNFPA supported JHAS in Zaatari with expanding the delivery unit and adding extra beds. An additional pediatrician joined UNFPA/JHAS team in Zaatari, providing neonatal care immediately after deliveries.

**Presentation:** At the RH SWG January meeting, UNFPA provided a presentation on the Antepartum High Risk Pregnancy Scoring form.

**Tools:** UNFPA introduced the new spontaneous abortion data collection registry. This will be implemented in the Zaatari and Azraq camp as a pilot for 2 months. Data will then be analyzed and the log book will be adopted inside the camp and outside in the host communities by public health facilities.

**Monitoring:** RH monitoring framework for 2015 was shared with members with a list of indicators, with the aim to have a solid database with technical information and accumulative data from 2013 and 2014.

**Reproductive Health Sub working group core messages:** Messages were reviewed in the successive RH SWG meetings held in November and December 2014, through group work exercises, including members of the

nutrition and CHW task force. A final revision was conducted at the RH meeting on 22 January. Agreement was sought from members of the RH, Nutrition and CHF on prioritization of the messages, and on the most effective method of reaching targeted beneficiaries (whether through brochures, posters or flier, Arabic and English etc).



## PROTECTION

**Election of new sector chair:** On 28 January, members of the Protection Sector voted a new co-chair to work with UNHCR in coordinating activities of the sector. The Danish Refugee Council (DRC) was voted out of 3 other agencies that expressed interest in the position. The new co-chair is Jennifer Gulbrandson, [Jennifer.Gulbrandson@drc-jordan.org](mailto:Jennifer.Gulbrandson@drc-jordan.org)

**Safety audit:** In 2014, the PWG in collaboration with CP and SGBV sub working groups, the Youth Task Force and other sectors and local authorities, conducted a safety audit in all the 12 districts of Zaatari camp. Interviews were conducted with refugees to understand their safety and security concerns in the camp. The report has been finalized and will be presented at different working groups at both camp and urban levels. The document describes the perception of refugees in relation to safety in the camp. If compared with 2014, refugee women, girls, men and boys feel safer in Zaatari; however, they consistently said that people with disabilities are at higher risk and face serious challenges in accessing services, including health.

### Child Protection sub-working group

**CP and SGBV SOPs finalized:** The Standard Operating Procedures (SOPs) for Child Protection and SGBV sub working groups have been finalized and are now available on the CP, SGBV and Protection working group web portal pages in both English and Arabic.

### SGBV sub-working group

**GBVIMS End of the Year report:** the GBVIMS has generated the End of the Year Report. The report covers the collection of SGBV case management and service provision data from May to December 2014. The GBVIMS Task Force is preparing a short note on the findings of the report for dissemination amongst humanitarian sectors. In the meantime, the Task force has provided briefings for pre-approved actors as national and field levels to ensure incorporation of the finding in their work plans.

**Forced and Early Marriage Task Force:** the Forced and Early marriage Task Force has updated its work plan 2015 which includes compilation and dissemination of prevention and response tools among members, awareness raising campaigns and continuation of advocacy with authorities.

[For Mental Health and Psychosocial Services \(MHPSS\), see under Health above.](#)



## SHELTER

**Monitoring and Evaluation (M&E) Tool for Shelter Projects in Non-Camp Settings:** The taskforce is in the process of developing its first draft of the standard Shelter WG M&E tool. The background, objectives, methodology, and questionnaire have been started and shared with the task force. Discussion around the work done so far will take place at the third meeting on 4 February 2015.

**Work Plan Matrix:** The Shelter WG work plan matrix has been completed. This document sets the plans for shelter projects in 2015 and provides the following information: partner, project name, location, status of funding, steps to be followed, and the timeline. It is still under development and will continue to be updated as plans become clearer.

**3RP Indicators:** The indicators document for shelter projects has been handed over to the M&E task force and is in a revision process. It will be the standard to monitor the work of the WG in the coming year in both camps and non-camp settings.

**SOK Guidelines:** a taskforce has completed the guidelines for Sealing-off Kits, which is one form of assistance provided by the Shelter WG to Syrian refugees in host communities. The document will be discussed with the Shelter WG and endorsed soon.

**HLP Guidelines:** a taskforce has completed the first draft for Increased Awareness on HLP Rights, which is one form of assistance provided by the Shelter WG to Syrian refugees in host communities. The document will be discussed with the Shelter WG and endorsed soon.

**Reviewing the Shelter WG Strategy and Guidelines:** a task force has begun its review of the current Shelter strategy and guidelines. This review will reflect the plans for 2015 and will link with the new M&E tool, work plan matrix, 3RP indicators, and all guidelines. As a part of this review, the strategy will also require that partners have a quality control plan in place for all planned projects. This review is part of the Shelter WG's overall plan for 2015 which will focus not only on quantity of services but also quality.

**VAF Tree:** the Shelter WG is in the process of reviewing the VAF tree for the shelter sector so that it better measures the vulnerability of the refugee community in terms of shelter. This will be completed at the next Shelter WG meeting on February 4<sup>th</sup>.

**ITS Dos and Don'ts:** the Shelter WG has drafted a list of ITS Dos and Don'ts related to shelter assistance. After sharing the draft with the Shelter WG, some comments were received, which will guide the modification and finalization of the list.

**Azraq Camp Shelter Construction Update:** No new T-Shelters completed this month. There are 8,029 completed T-Shelters in Villages 3, 2, 5, and 6. 1,994 T-shelters in village 5 are under-construction.

**Flooring:** 3,677T-Shelters now have reinforced concrete flooring in villages 3 and 6.

**Market:** Construction of the market place is ongoing for village 6, with 50 market vendor stalls under construction. Base course and asphaltting for the market area of village 6 was completed previously.

**Zaatari Camp Update:** 325 tents and 1,002 prefab caravans distributed.



## **WASH**

Throughout January, the provision of essential WASH services continued to approximately 98,000 people in Zaatari, Azraq, King Abdullah Park and Cyber City camps, including the daily provision of over 4 million liters of treated water, maintenance of sanitation facilities, collection and disposal of over 2 million litres of wastewater and 800 m<sup>3</sup> of solid waste, as well as the dissemination of key WASH messages in communities and schools.

**Operationalization of the Zaatari Waste Water Treatment Plant:** The plant is now processing 700m<sup>3</sup> of waste water each day, which has reduced by over 30% the volume of waste water to be transported to the municipal treatment plant, 45km away. The plant is expected to be fully operational by mid-March and is expected to process over 90% of the waste water generated from the camp.

**Zaatari Planned Water Network:** In consultation with the Zaatari Water Network Task Force, UNICEF has confirmed to partners that the planned water network in Zaatari camp will be constructed to a household level which will substantially reduce the costs associated with the provision of water across the camp.

**Borehole Water Standards:** Confirmation has been received that the third borehole in Zaatari and the new borehole in Azraq meets Jordanian drinking water standards. Once the infrastructure around the wells is completed, the Ministry of Health will conduct an inspection and if successful, the two wells will be fully operational by early March. The authorisation of the third Zaatari well and the Azraq well will mean that the external tankering of water to the two camps will no longer be necessary which will substantially reduce the cost associated with water tankering and ensure more consistent water quality across the two camps.

**Zaatari Waste Water Task Force:** UNICEF convened two meetings to discuss the activities necessary to initiate the works for the construction of a wastewater network around the camp. UNICEF and UNHCR agreed upon a unified design of septic tanks as an interim measure until the network has been constructed.

**WASH in Schools:** The nationwide assessment is underway in 3,041 schools and is scheduled to be completed by late March.

### III. Contact

For more information, please contact:

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Jordan Refugee Response portal page at <http://data.unhcr.org/syrianrefugees/country.php?id=107>;

ISWG page [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=60](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60)