

Jordan: Azraq Refugee Camp

May 2019

Azraq is home to **35,790 Syrian refugees**, nearly 22% are under five years old.

1,204 Syrian refugees (3%) have disabilities in the camp.

8,952 shelters are currently in use in the camp.

60% are children, including **240** unaccompanied and separated children.

1 in 4 households are headed by women.

All inhabited shelters in the camp are connected with electricity.

AZRAQ CAMP

Date of Opening: 30 April, 2014
Capacity: 50,000 (exp. to 100,000)
Size of Camp: 14.7km²

PLACE OF ORIGIN IN SYRIA

PLACE OF ORIGIN IN SYRIA	TOTAL
Aleppo	20%
Homs	19%
Dara'a	15%
Ar-raqqa	9%
Rural Damascus	9%
Other areas	28%
Total	100%

GEOGRAPHICAL SNAPSHOT:

Distance to national borders:

Syria: **90km**

Iraq: **255km**

Saudi Arabia: **75km**

UNHCR PRESENCE

Staff:

47 National Staff

6 International Staff including UNV



**MAP OF
AZRAQ REFUGEE CAMP**

Working with Partners

Azraq refugee camp was opened in April 2014. The camp management is co-coordinated by Syrian Refugee Affairs Directorate (SRAD) and UNHCR. The camp has the potential to be expanded to accommodate 120,000 - 130,000 refugees at maximum capacity. The village-based approach aims to foster a greater sense of ownership and community among residents. The camp has a coordination mechanism composed of different agencies, which include camp coordination, inter-agency community representatives meetings, sectors and Task Force meetings including information sessions.

UNHCR works with the following Governmental and humanitarian partners in Azraq Camp:

6 Governmental partners: The Syrian Refugee Affairs Directorate (SRAD), the Ministry of Labour and Housing (MPWH), the Ministry of Health (MoH), the Ministry of Education (MoE), Ministry of Justice (MoJ), and Ministry of Social Development (MoSD), Sharia'a Court, Civil Registry Department and Family Protection Department.

6 UN agencies: International Organization for Migration (IOM), United Nations Population Fund (UNFPA), United Nations Children's Fund (UNICEF), The United Nations Office for Project Services (UNOPS), World Food Programme (WFP), UN Women.

16 International NGOs: Action Against Hunger (AAH), Agency for Technical Cooperation and Development (ACTED), CARE, Danish Refugee Council (DRC), Finn Church Aid, International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), International Orthodox Christina Charities (IOCC), International Rescue Committee (IRC), Mercy Corps, Norwegian Refugee Council (NRC), Plan International, Questscope, Relief International, War Child and World Vision (WV).

6 National NGOs: Al Hussein Society (AHS), Arab Medical Relief (AMR), Arab Renaissance for Democracy and Development (ARDD), Noor al Hussein Foundation (NHF), Holy Land Institute for Deaf (HLID), and Business Development Centre (BDC).

Main Activities

Protection

- UNHCR is the lead protection agency in the camp, co-chairing with DRC the PWG and with IRC the CP/SGBV SWG at camp level. Protection staff are present at the Registration/Protection area to conduct interviews and respond to queries. Staff conduct visits throughout the camp to monitor and respond to refugees' protection concerns. In addition, UNHCR provides documentation and counselling services to refugees. UNHCR works with various national and international partners on child protection issues and to respond to SGBV concerns. UNHCR chairs the BID panel which convenes at Azraq Camp to discuss the complex cases of UASC and children at risk in the camp.
- UNHCR has a dedicated team of staff from Protection, Registration and Field at the Reception Area to receive refugees coming from the urban, or other camps to assist them with counselling, shelter allocation and Non Food Items (NFIs) assistance. UNHCR also coordinates with national and international partners to provide immediate services to persons at heightened risk who arrive to Azraq Camp; including women (at risk of) SGBV, persons with disabilities, older persons at risk or persons with specific mental health concerns.

Education

- Out of 12,703 school age children in the camp, 10,287 are enrolled in formal school, 420 in Kindergarten, 3,639 in Learning Support Services, 606 in non-formal education (231 students in catch up, and 375 in drop out programs), and 1,809 children are out of school (14 %). The schools are being

supported by UNICEF and the Jordanian Ministry of Education to guarantee access to education for all children in the camp while WFP provides healthy meals to all the students. Schools operate two shifts, girls in the morning and boys in the afternoon. In addition, there are Makani Centres (Child Friendly Spaces) providing learning and psychosocial support services to boys and girls. Kindergarten facilities and day care activities are also available in the camp. Currently, a total of 18 students from Azraq camp have been granted Albert Einstein German Academic Refugee Initiative, known as DAFI, scholarships to study for Bachelor degrees in Jordanian Universities.

Health

- UNHCR and partners continue to support refugees with access to quality primary health services in the camp which includes; acute and chronic health consultations, reproductive health, vaccination, mental health, dental health, nutrition and paediatric services. Advanced services are also available in the hospital which includes laboratory tests, X-ray imaging, emergency department, and delivery and paediatric admissions, in addition to minor surgeries.
- Four primary health care centres (PHCC) operate in Azraq camp, where healthcare services through two comprehensive clinics, two basic clinics and one hospital with weekly average of 5,700 consultations in the five camp facilities, 100 referrals to secondary and tertiary emergency life-saving cases to outside the camp and an average of 30 live birth per week.

Food Security and Nutrition

- Refugees receive 23 Jordanian Dinars (equivalent to USD 32) per person every month from the World Food Programme (WFP) in form of an electronic voucher, which can be used to buy food from the supermarkets using the card-less @EyePay iris scanning system connected to UNHCR's registration database. WFP also provides ready to eat meals are provided to refugees upon arrival and school feeding programme is in place for students in all the formal schools in the camp.

Water, Sanitation and Hygiene (WASH)

- UNICEF have drilled two boreholes in the camp with a capacity of 120m³/h which ensures good water quantity and quality control as well as better cost efficiency. In May 2019, the average water supply to the camp was 70325 m³ per day. Water is distributed through the water supply network to over 300 tap stands across the camp. The daily average water distribution was 63 per litres per person per day. An average Waste Water dislodging of 472.6 m³/day transported to an external Waste Water Treatment Plant (WWTP) EIN GHAZAL 76 KM a way from Azraq Camp.

Shelter

UNHCR allocates shelters to refugees, conducts regular monitoring to identify the current shelters situation and update the shelter allocation system accordingly to ensure accurate and easy shelter allocation process. In coordination with the Norwegian Refugee Council (NRC), a Quick Fix Team has been established to ensure timely maintenance of damaged shelters. All the shelters in camp have been upgraded with kitchen extension.

Winterization

- During last winter, UNHCR provided a winterization camp-wide distributions where all refugees received a number of Core Relief Items. A total of 36,467 Syrian refugees were reached with winterization assistance that includes one-off 20 Jordanian Dinner per person to cover winter specific basic needs, distribution of gas heaters and gas refill once a week for heating and cooking and cash distribution for hygiene purposes and Silicon. UNHCR also provided Jerry cans, sleeping mats, Buckets (15L), High Thermal Blankets both Solar lamp and Kitchen sets to the whole population. In the

summer, UNHCR continue to distribute CRIs such as mats, gas cylinders, hygiene kits, jerry cans, gas cookers and cash for gas refill among others. UNHCR also distributed tools to enhance the water drainage system during winter which include hoe, shovel and wheelbarrows

■ **Community Empowerment and Self-Reliance**

On 18 February 2018, UNHCR and the International Labour Organization (ILO) inaugurated the first Employment Office in Azraq refugee camp (ACE). The ACE, set up in coordination with the Government of Jordan and sponsored by the Dutch Government, aims to facilitate access to formal work opportunities across Jordan for refugees living in the camp. UNHCR records the work permit in a database linked to the Jordanian authorities, facilitating movement in and out of the camp. Refugees who obtained the work permits are able to leave the camp for up to one month at a time. The facility also provides refugees with counselling services, information on labour rights, training opportunities and job matching services. As of 31st of May 2019, 5,702 work permits have been registered in Azraq camp.

- In addition, three market areas are operating in Azraq camp, shops – 50% owned by the refugees and 50% by the host community provides the camp with food shops, restaurants, accessories, bikes and many other items. In addition, UNHCR and its partners have set up an Incentive Based Volunteering (IBV) scheme, through which refugees play an active role in the functioning of the camp, while earning some extra income to support their livelihood.
- Community Centres were established in 2014 in each Village and facilitate vocational trainings, community gatherings and mass information activities by all agencies. Multipurpose sports-grounds in the camp offer additional sports activities for all age groups. The community centers foster an environment for community learning, livelihood activities, innovation, online learning, and feedback mechanism through information sessions with refugees and humanitarian service providers, suggestion box and community initiatives. A dedicated Learning HUB-In Zone Higher Education Space, an initiative by InZone (a center of the University of Geneva) has been established alongside the Community centre to provide youth access to quality connected learning courses such as “Global History Lab” by Princeton University, and “Introduction to Engineering” by Purdue University.

Access to Energy

- The IKEA Foundation have created the first refugee camp in the world powered with renewable energy. A medium-voltage power network funded by the Saudi Fund for Development connected the IKEA Foundation funded Solar Plant to refugee shelters, formal and informal businesses, offices and utilities, providing year-round electricity in the camp. All inhabited shelters in the four villages are connected with 3.5mw electricity. Averagely, each shelter consumes 1.8-2.7 kWh/day depending on the season, enough power to operate lights, a refrigerator, television, a fan and charging phones. Meanwhile the construction of additional 1.5MW solar plant off site is ongoing and expected to be completed in the coming months; hence covering 70% of the electricity needs in the camp.

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