

Jordan: Azraq Refugee Camp

March 2020

Azraq is home to **36,657 Syrian refugees**, nearly 21% are under five years old. **61%** are children, including **101** unaccompanied and separated children.

1,143 Syrian refugees (3.12%) have disabilities in the camp. **1 in 4** households are headed by women.

8,718 shelters are currently in use in the camp. **All allocated shelters** in the camp are connected to 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

Aleppo	20%
Homs	20%
Dara'a	14%
Ar-raqqa	09%
Rural Damascus	08%
Other areas	29%
Total	100%

GEOGRAPHICAL SNAPSHOT:

Distance to national borders:
 Syria: **90 km**
 Iraq: **255 km**
 Saudi Arabia: **75 km**

UNHCR PRESENCE

Staff:
46 National Staff
03 International Staff



Achievements



COORDINATION

Working with Partners

- 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 Christian 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).

COVID-19 Preparedness and Response measures:

- Risk communication and community engagement including awareness and hygiene promotion messages are being delivered to the refugee community daily through the Community Mobilization Working Group.
- Front line workers, and healthcare staff from several partners and organizations were trained on infection prevention and control. Business continuity plan for health partners ensures support for the continuation of critical functions during COVID-19 response, such as primary health care.
- Enhancement of community-based response through training of community health workers was carried out.
- Contingency plan of the camp is finalized, in particular the Health sector has finalized preparedness for case management of mild cases of COVID-19 at primary healthcare level, which includes medication and medical consumables in cooperation with the Ministry of Health.
- Surveillance and monitorization systems of Upper Respiratory Tract Infection (URTI) and Influenzas Like Illnesses (ILI) alerts are in place.
- Case definition and referral pathway of suspected cases are shared continuously with health partners. In response to the situation, all health facilities have applied infection control measures and installed separated triage area as a transit for suspected cases to be transferred to Zarqa hospital.
- Thermal screening is applied on the camp's gate through health partner with support from SRAD, and SOPs were developed and shared with all involved parties.
- UNHCR is operating a reduced staff in Azraq but all urgent protection needs continue to be addressed. **Essential services including hospitals, clinics and supermarkets remain open.**

PROTECTION

Achievements and Impact

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- UNHCR is the lead protection agency in the camp, co-chairing with Danish Refugee Council the Protection Working and with International Rescue Committee the Child Protection/Sexual Gender Based Violence Sub Working Group. Due to the COVID-19 Epidemic, and since the GoJ-approved movement restriction measures were put in place on 17 March throughout Jordan including Azraq camp, two protection staff are staying overnight in the camp, to be able to deal with urgent child protection and SGBV protection cases, and the newborn baby cases. During the lockdown, Protection Staff are receiving multiple phone calls through the hotline and provide refugees with proper counseling and services when it is applicable, also working closely with partners to conduct the case management service, especially with IMC & IRC.”



BASIC NEEDS

Achievements and Impact

- UNHCR provides winterization assistance to help refugees to cope during the course of harsh winter period (November to March) through one time-off 20 JOD (28 USD) per person multipurpose cash assistance as well as cash for gas for heating purposes. UNHCR also distributes winter in-kind NFIs including gas heaters, empty gas cylinders, high thermal blankets, plastic sheeting, shovel, wheelbarrow, hoe and fire extinguishers. Solar lights are also provided to help refugees in winter in case of electricity disconnection as a result of the weather.
- UNHCR carryout seasonal and regular monthly cash assistance for non-food items (NFIs) i.e. blankets, hygiene kits, ground mats, mattresses etc, and Cash for Gas cooking, baby diapers and sanitary napkin. in order to support refugees to meet their basic needs. In line with Global Strategic Priorities, as of January 2020, all Core Relief Items (CRIs) are provided as cash package. Cash assistance allow refugees to live with greater dignity by preserving their ability to spend money and make decisions regarding their priority needs. Cash assistance also enables refugees to prioritize and meet their needs through existing markets.



FOOD SECURITY AND NUTRITION

Achievements and Impact

- The World Food Programme (WFP) provides refugees in camps with 23 Jordanian Dinars (USD 32) per person every month through Cash-Based transfers, which can be used to buy food from two WFP-contracted supermarkets and four bread selling points in the camp. A card-less EyePay system based on UNHCR iris-scan technology is used to buy food items from two supermarkets located in the camp allowing residents to shop for a large variety of goods and bringing them a sense of normality and dignity to their life. The iris scanner helps to enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees. WFP also provides ready to eat meals to refugees upon arrival to the camp.
- WFP runs a school feeding programme for students attending the formal schools in the camp. Fresh baked snacks are provided for approximately 10,000 children on a daily basis during the school semester; the meal consists of a savoury pastry, a cucumber, and a piece of fruit. There are two healthy kitchens that prepare the fresh snacks, providing jobs for around 150 workers of which around half are women.



SHELTER

Achievements and Impact

- UNHCR allocates shelters to refugees, conducts regular shelter’s 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

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Azraq have been upgraded with kitchen extension which increased the shelter's space to 32 square meters. All allocated shelters in the camp are connected to electricity and regular electricity maintenance is provided through a private contractor.

WASH

Achievements and Impact



- To efficiently and sustainably meet the needs of the Azraq Camp's population, UNICEF established two internal boreholes with a combined daily capacity of 2,400m³. An average of 40L per person per day is distributed through the water supply network to over 300 tap stands across the camp. Due to the situation of COVID-19, the water distribution time has been increased for 30 min to become 4.5 hours daily. This increased the average consumption to 52 L/P/D. Refugees living in Azraq are able to use safe and dignified toilets and bathing cubicles, with one shared between every three shelters, and progress is underway to build private sanitation facilities for households of children and people with disabilities. On average, UNICEF's contractor (IMDAD) transports 450m³/day of wastewater to an external wastewater treatment plant in Ein Ghazal.
- Jordan is one of the most water-scarce countries on the planet, and as such, careful monitoring of water services is essential to ensure the long-term sustainability of water supply, and is conducted both via technical assessments, and through feedback received through the community. Additionally, UNICEF disseminates key messages on water conservation and other WASH issues through the 'Lead Mother' programme in Azraq, to build community knowledge and participation in conservation efforts.



HEALTH

Achievements and Impact

- 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 general 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 5,107 consultations in the five camp facilities, 180 referrals to secondary and tertiary emergency life-saving cases to outside the camp and an average of 21 live birth per week.

Identified Needs and Remaining Gaps

- Lack of certain speciality care services (for example cardiologist, orthopaedic, ophthalmologist) inside the camp leading to a strain on referrals outside the camp for secondary care while UNHCR is prioritizing emergency and life-saving referrals.



EDUCATION

Achievements and Impact

- UNICEF supports the Jordanian Ministry of Education (MoE) to guarantee access to education for all children in the six school complexes in Azraq Camp, while WFP provides healthy meals to all students. Currently, 83% of eligible children attend school, of which 9,837 are enrolled in formal schools and 694 in MoE-recognized Catch-up and Drop Out programmes, giving refugee children who have had their education interrupted the opportunity to participate in formal education.
- To further the quality of basic education, class formation planning, the development of inclusive physical infrastructure, together with investment in teaching and supervision practices are seeking to address barriers to enrolment and retention. UNICEF supports the inclusion of children with disabilities through transportation and tailored physiotherapy and academic support in schools, as

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well as the two recently constructed inclusive playgrounds.

- For young children, 1,315 attend formal kindergarten, and other early childhood facilities such as day care centers are available, helping children to start school with the necessary social and emotional skills. UNICEF's nine Makani Centers in Azraq provide learning support services to approximately 6,775 boys and girls, and 3,617 youth have access to skills training opportunities 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's degrees in Jordanian Universities, with UNHCR's facilitation.



LIVELIHOODS

- Work permits: Azraq Camp Employment Office (ACE) was established in February 2018 to facilitate access to formal work opportunities across Jordan for refugees living in the camp. ACE is operating in collaboration with UNHCR, the International Labour Organization (ILO) and Ministry of labour and it was funded by the Dutch Government. ACE facilitates the issuance of work permits, provides refugees with work-related counselling services, information on labour rights and it shares training opportunities and job matching services. As of March 31st, 2020, 3,827 work permits are registered in the work permit database including 2,473 male and 1,354 females. However, the figure recorded by Ministry of Labour is higher since they started issuing work permits since 2017 prior to the inauguration of ACE
- Incentive Based Volunteering (IBV) scheme: The IBV scheme aims at providing refugees living in Azraq refugee camp with basic opportunities to enhance their resilience and self-reliance. IBV plays an active role in allowing refugees to earn some extra income to support their livelihood. As of March 31st, 2020, there are a total of 1,589 refugees of which 55% are male and 45% are female engaging in the IBV scheme in Azraq camp.
- Azraq camp formal markets: Currently there are total of 375 formal shops equally owned by the refugees and the host community. Refugees are able to enhance their livelihood and self-reliance through the markets and provide the camp residents with the necessary items including food, accessories, bikes and many other items.

Access to Energy

- The IKEA Foundation has funded the solar power plant in Azraq camp, making it the first renewable energy powered refugee camp in the world. A Grid connected Solar Plant, split into three phases with a total capacity of 5 MWp, saves up to 2.75 Million USD per year in electricity consumption costs and reduces CO2 emissions by 6300 tons per year. A Grid connected electricity Network with both low and medium-voltage power, funded by the Saudi Fund for Development, connects the IKEA Foundation funded Solar Plant to almost 10,000 refugee shelters, 234 formal and informal businesses, offices and utilities, providing year-round electricity in the camp up to 11 hours daily. On average, each shelter consumes around 2.7 - 3.5 kWh/daykWh/day depending on the season; enough energy to operate lights, a refrigerator, television, a fan and charge phones. The total 5 MWp covers up to 85 % of the electricity needs in the camp.
- Modified Electricity Provision Hours: With the closure of schools and beginning of remote learning through Television and Internet due to COVID-19 lockdown, UNHCR Azraq enhanced electricity provision to 13 hours/day to be in line with the hours of classes.

CONTACTS:

Gamal Yacout, Head of Office; yacout@unhcr.org

Hamzeh Al-Momani, Assistant External Relations Officer; almomanh@unhcr.org