United Nations in Zambia

UNHCR
The UN Refugee Agency

Zambia Magazine

Issue No. 6

UNHCR Commemorates 70th Anniversary

20TH JUNE, WORLD REFUGEE DAY

ForeWord

Welcome to UNHCR Zambia 2020 Magazine. As a specialized UN agency mandated to provide international protection to refugees and others of concern, we hope you will enjoy reading the Magazine, which has been tailored to present issues on various facets of the refugee operation in Zambia in 2020. The stories reflect some of the activities undertaken in 2020, a very challenging year because of the COVID-19 pandemic. However, with support from various stakeholders, particulary the Government and other technical/ financial co-operting partners, we managed to pull through the year.

Enjoy your reading journey!

Pierrine Aylara,

Editorial

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UNHCR AT A GLANCE

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

The office of the United Nations High Commissioner for Refugees (UNHCR) was created in 1950, during the aftermath of the Second World War, to help millions of Europeans who had fled or lost their homes. We had three years to complete our work and then disband.

Today, over 70 years later, our organization is still hard at work, protecting and assisting refugees around the world. UNHCR works with Governments, co-operating and other partners to carry out its mandate.

In Zambia, UNHCR started its operations in 1967. Currently UNHCR has offices in the following areas; Represantion Office Lusaka, Solwezi Field Office (overseeing Meheba refugee settlement in Kalumbila District), Kaoma Field Unit (overseeing Mayukwayukwa refugee settlement) and Kawambwa Field Office (overseeing Mantapala settlement).

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Who is a refugee?

The 1951 Refugee Convention is a key legal document and defines a refugee as: "someone who is unable or unwilling to return to their country of origin owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion."

Thanks to Government & Co-operating Partners

As UNHCR, we thank our partners in various Government Ministries, Departments and Agencies, at central, provincial and district levels. We acknowledge the support we received from our sister United Nations Agencies, under the leadership of the Resident Co-ordinator.

We are also grateful to local and international Non-Government Organizations working with us in the refugee operation.

UNHCR is grateful for the critical support provided by donors who have contributed to the Zambia operation in 2020 with special thanks to: USA, European Union, Japan, Czech Republic, Unilever (UK), Denmark, Education Cannot Wait, the United Nations Trust Fund for Human Security, UN Programme on HIV/AIDS and to all donors giving unearmarked and softly earmarked funds.

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WHERE ARE THE REFUGEES HOSTED IN ZAMBIA?

1. Meheba settlement: Located near Solwezi in North-Western Province and was officially opened in 1971. It is the largest refugee settlement in Zambia, covering an area of 720 sq/km. Meheba is a rural area with farming plots and small villages situated alongside gravel feeder roads. A part of Meheba is now a designated resettlement scheme for former refugees and Zambians.

2. Mayukwayukwa settlement: Established in 1966 in Kaoma District in Western Province and is one of the oldest refugee settlements in Africa. In Mayukwayukwa, most refugees are subsistence farmers. Covering and area of 152sq/km and similar to Meheba, part of it became a resettlement scheme to host former refugees and Zambians.

3. Mantapala Settlement: Covering an area of about 80 sq/km in Nchelenge District in Luapula Province, it was opened in early 2018 to accommodate refugees fleeing the crisis from DR. Today, the settlement has over 15,000 refugees living side by side with a predominantly farming host community consisting of about 5,000 people.

4. Urban areas: Refugees holding a valid urban residency permit issued based on employment, self-employment, security, family unity or compelling medical grounds, are authorized to reside in urban areas, including surrounding the capital of Lusaka.

5. Spontaneously self-settled refugees: Some of the refugees in Zambia are self-settled around five provinces, mainly along Zambia's borders with Angola and the DRC.

6. Asylum seekers: Zambia continues to receive asylum seekers mainly from the DRC and Burundi. Once received at the border and after their status is determined by the District Joint Operations Committee (DJOC) or the National Eligibility Committee (NEC) in Lusaka, the asylum-seekers are relocated to either Meheba or Mayukwayukwa.

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UNHCR COMMEMORATES 70th ANNIVERSARY OPED FOR HIGH COMMISSIONER

UNHCR High Commissioner for Refugees, Filippo Grandi

On 14 December, the Office of the United Nations High Commissioner for Refugees will be 70 years old. For an organization that should have ceased to exist after three years, it is an uncomfortable birthday that we are not in the mood to celebrate.

As a shattered world started to rebuild after the Second World War, UNHCR had the task of finding homes for Europe's refugees. Brought into being on 14 December 1950, its mandate was time-limited, geographically contained and explicitly non-political, as if its existence was a reminder of miseries that were best swept away along with the rubble.

But the changing international order brought new conflict and thus more refugees – 200,000 Hungarians fled to Austria after the 1956 uprising was crushed by Soviet forces. The following year, Tunisia appealed to UNHCR for assistance as the war of independence in neighbouring Algeria sent tens of thousands of people over the border in search of safety.

And the mission continued to expand. The post-colonial era was accompanied by struggles for liberation and then struggles for power, with millions of

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civilians caught in the upheaval. Year by year, continent by continent, UNHCR was called upon to help the increasing numbers of people forced to flee, from Central America to sub-Saharan Africa to Vietnam and Cambodia.

Last year marked four decades of displacement from Afghanistan. Next year it will be a decade since the ongoing conflict erupted in Syria. And so on – a series of unwanted anniversaries, new conflicts emerging or re-surfacing, even as the effects of old ones have yet to fade. Over the past seven decades, a world that swore to embark on an era of peace has proved very good at picking fights but not so adept at solving them.

Consequently, UNHCR has been called upon time and again to do whatever it can to protect vulnerable people uprooted from their homes. This has frequently entailed compromise. We are not usually "in the room" when the fates of nations and peoples are decided. But we are certainly on the ground, assisting people who are forced to flee when those disputes are left unresolved. Our non-political nature is written into our statute, yet because we are present in many crises and respond to many emergencies, our work often entails complex diplomacy, tough decisions and impossible choices as we try to reach ever larger numbers of vulnerable people with resources that are simply not keeping pace with the needs.

UNHCR colleagues past and present take great pride in the differences they have made, in the lives they have protected, changed and saved. They take pride in rising to new challenges, such as the impact of climate change or, most recently, the coronavirus pandemic – factors which magnify the already significant problems posed by displacement.

At the same time, they wish they didn't have to do it. If warring parties would agree ceasefires, if displaced people could return home safely, if governments shared the responsibility of resettlement, if states would keep to their obligations under international law regarding asylum and the principle of non-refoulement – not sending those who have fled threats to their lives back to where they came from – then we at UNHCR would have much less to worry about.

And yes, we have repeatedly called for all of the above.

In 1994 I was part of UNHCR's emergency response team in what was then Zaire, now the Democratic Republic of the Congo. In four days, a million people crossed the border from Rwanda to escape the massacres, only to walk into a cholera outbreak that killed tens of thousands. Colleagues of mine who had pledged to protect people were digging graves instead. You can think of the lives you saved, of the moment further down the line when a refugee's despair turned to hope because of your endeavours. But you never stop thinking about the lives you couldn't save.

Almost a year ago, the total number of refugees, internally displaced, asylum seekers and stateless people reached 1% of the world's population. I wonder what percentage we will consider unacceptable – 2%, 5% or more? How many people must suffer the loss and indignity of displacement before political leaders work to solve the causes of flight?

So on UNHCR's 70th anniversary, my challenge to the international community is this: put me out of a job. Make it your goal to build a world in which there is truly no need for a UN refugee agency because nobody is compelled to flee. Don't get me wrong: as matters stand, our work is crucial – yet the paradox is that we ought not to exist. If we find ourselves observing many more birthdays, the only conclusion will be that the international community has failed.

But if the factors driving mass displacement were resolved in just half a dozen countries, millions of refugees could go home, as could millions more internally displaced people. That would be a very good start – and it would be something we could all really celebrate.

Have your say as the United Nations Celebrates 75 Years

By Dr Coumba Mar Gadio

The year 2020 marks a major milestone in the existence of the United Nations (UN) as the organisation turns 75 years old. Established within the aftermath of the Second World War while the world was in ruins and nations in need of peace, the UN is this year looking back at the challenges and successes over the last seven and a half decades.

From January this year, to mark the start of the 75th anniversary of the organization, the UN has been working with partners to reach as many people as possible, listen to their hopes and fears, learn from their experiences and empower them to think and act globally through the UN75 campaign.

This global dialogue initiative, called UN75, has involved discussions in classrooms to boardrooms and many other settings globally in addition to an easy to complete one-minute survey. I am pleased to note that Zambia is on the map as among the top eight countries globally and third in Africa with more almost 50,000 Zambians participating in the UN75 one-minute survey. I wish to thank all Zambians who have made their voices heard by the United Nations and the world.

By creating this survey, the UN has understood that cooperation among countries, sectors and generations is essential to fight the COVID-19 pandemic because no one can achieve it alone. Global cooperation in the response to the pandemic is what will enable us all overcome this challenge. Further, working together will enable us build back better and faster than if each country or sector or group

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of people went it alone.

Overcoming COVID-19 is also critical in view of the need for all nations to achieve the Sustainable Development Goals (SDGs), a set of 17 goals that all 193 UN member States committed to in 2015 to bring about sustainable development by the year 2030 leaving no one behind.

The UN in Zambia is supporting attainment of the SDGs through the Zambia UN Sustainable Development Partnership Framework which aims to achieve transformational results in support of Zambia's development priorities in the period 2016-2022. This assistance ranges from providing global expertise and policy advice to technical assistance and capacity development in key priority areas. The Government of the Republic of Zambia is strongly committed to the implementation of the transformative 2030 Agenda for Sustainable Development demonstrated by the country's first Voluntary National Review (VNR) made in July this year. VNRs are country-led and country-driven regular and inclusive reviews of progress at national and sub national levels on progress towards the 2030 Agenda for Sustainable Development. The country's first Voluntary National Review (VNR) underscores this commitment. Integrating the SDGs into the National Planning Framework and putting in place strong coordination and reporting mechanisms, further demonstrate the country's resolve to anchoring its development trajectory on the 2030 Agenda.

With only 10 years left, we all need to use this Decade of Action to mobilise and take action so that rise above challenges that include the climate crisis to pandemics, inequalities, gender inequality, youth empowerment, new forms of violence, and rapid changes in technology and in our population. Now more than ever, we need to dialogue and act together.

It is, therefore, important for everyone to participate in the UN75 dialogue which is still open at https://www.un75.online until 31 December 2020.

Through the survey, we have heard Zambians raising various issues such as importance of investing in health, more employment opportunities and more sustainable consumption and production. Do you think there is need to emphasize more on these issues or on other key areas? I encourage you to participate in the UN75 one-minute survey. It is not late, the UN wants to hear from you.

It is my hope that more people from Zambia will take the one-minute survey as each voice counts and should be heard. The UN75 initiative is not just an academic exercise but a real listening opportunity whose findings will be used to develop new programmes and interventions in shaping the future.

As the UN is marking its 75th anniversary in these extraordinary times of the COVID-19 pandemic, let us make extraordinary efforts in working together and build back better. With greater multilateralism, we can emerge stronger and better face other challenges that may come. We need trust and collaboration with never-ending dialogue. We need to forge ahead as one human family and deliver the future we want and the UN we need.

The author is United Nations Zambia Resident Coordinator

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COMPREHENSIVE REFUGEE RESPONSE FRAMEWORK - PLEDGES AND PROGRESS

By Lewis Mbinza

Background

In November 2017, Zambia joined the Comprehensive Refugee Response Framework (CRRF) as the seventh roll-out country in Africa and the first country in the Southern Africa region. Zambia has generously hosted large numbers of refugees for the past decades, and applies a policy of granting refugees a number of rights, further institutionalized in the new Refugees Act adopted in 2017. The application of the CRRF in Zambia has enabled applying lessons learnt from the local integration process of former Angolan and Rwandan refugees to new arrivals including the implementation of a settlement approach and to protracted settlement and urban based refugees in other areas of the country.

The Government of the Republic of Zambia's formal adoption of the CRRF, was aimed at building on the six commitments made by H.E. President Edgar Chagwa Lungu at the 2016 Leaders' Summit on Refugees. In December 2019, Zambia attended the first-ever Global Refugee Forum in Geneva and announced concrete pledges meant to advance the objectives of the Global Compact and achieve tangible benefits for refugees and host communities.

The pledges included;

1. Completion the local integration exercise of former refugees from Angola and Rwanda.

2. Harmonization of the provisions of the Refugee Act and the Immigration legislation in order to close lacunas that exist and ensure the enjoyment of rights by refugees in accordance with international standards.

3. By 2021, to ensure refugees have access to civil registration and legal documentation.

4. By 2020, to extend the Farmer Support Input Programme (FISP) to include refugees and former refugees to the programme, in an effort to improve food security at household level and in turn promote sustainable livelihoods.

5. Continuation of efforts to include refugees into the national education system at all levels early childhood, primary, secondary and tertiary.

6. Facilitating and enabling social inclusion of refugees into local communities by facilitating access to sports, arts and culture in all refugee settings.

7. By 2022, to connect all refugee settlements and the local integration schemes to the national electricity grid as a way to enable social and economic inclusion, in particular access to education and self-reliance.

Progress on the pledges

- Pledge on completion the local integration exercise of former refugees- There is high-level political engagement and advocacy within government to ensure that the situation of former refugees from Angola and Rwanda is brought to a complete closure.

- Harmonisation of the provisions of the Refugee Act and other national laws

- Government is in the process of developing administrative regulations and formulating the Refugee Policy which is aimed at ensuring the harmonization of the national legislation related to refugees with other national laws.

- Access to civil registration and legal documentation- Government has stablished numbers of POCs requiring civil registration and has since scaled up and rolled out civil registration to refugees in all three refugee settlements including to all urban based POCs.

- Extension of the Farmer Support Input Programme (FISP) to include refugees and former refugees

- Government has ensured that refugee farmers are identified, registered in the Zambia Agriculture Management Information Systems (ZMIS), allocated farming plots in the refugee settlements and are encouraged to belong to cooperatives in and around the refugee settlements. High level discussions have also been initiated within Government to look at the possibility of increasing FISP quotas in districts hosting refugees. Discussions are progressive.

- Facilitating and enabling social inclusion of refugees into local communities by facilitating access to sports, arts and culture in all refugee settings- mapping of sports activities, teams, refugee participation and availability and state of sports-related infrastructure in the refugee settlements and surrounding host communities has been initiated. Initiatives have also been put in place to engage relevant national sports associations in registration and collaboration in sports development and facilitation. Engagements with institutions such as Football Association of Zambia(FAZ) for football development and JUDO Association of Zambia on JUDO development in refugee settlements has since been initiated.

- Extension of the national electricty grid to connect all refugee settlements, the local integration schemes and to some host communities - Government engaged the Rural Electrification Authority (REA) to undertake a feasibility study on the possibility of connecting power to the refugee settlements and some host community surrounding areas. Government has since subsidized the total amount of 3.5 Million US Dollars by providing 2 Million US Dollars and directing Rural Electrification Authority to electrify all refugee settlements at a subsidized cost of 1.5 million Dollars.

Conclusion

The implementation of the CRRF has enabled strengthening the capacity and sustainable development of national systems by directing support to mainstreaming refugees in existing or planned structures for host communities instead of setting up parallel systems. CRRF has helped reduce pressure on host communities and has ensured that services provided to refugees by various actors, government, both humanitarian and development organizations, NGO's and the private sector such as education, health, security, water and security are also benefiting the host community populations.

Minister of Home Affairs, UNHCR Representative (middle) and Japaness Ambassador to Zambia at a refugee - related function in Lusaka

CRRF-BEACON OF HOPE FOR DEVELOPMENT FOR REFUGEES AND HOSTS

Expectant women from residential Blocks and host community arriving for the antenatal appointment at Mantapala health centre in Mantapala. UNHCR/Bruce Mulenga, December 2020.

Refugees forced from their homes by conflict, often face a daunting situation of leaving their families, communities, and belongings behind.

As they start to rebuild their lives and resilience away from home, they rely on coordinated humanitarian assistance.

The Global Compact on Refugees and its Comprehensive Refugee Response Framework has been adopted to provide more responsive humanitarian assistance by ensuring that the responsibility for hosting and supporting refugees is equitably shared among stakeholders.

This approach was adopted under the New York Declaration for Refugees and Migrants in 2016 by UN' member states during the General Assembly, with UNHCR given a key role of assisting countries to roll it out.

"Zambia believes in the principles set out in the Compact emphasising the value of more predictable funding and equitable responsibility sharing," said Mr. Edgar C. Lungu, President of Zambia on the eve of the World Refugee Day commemoration in 2020 in Zambia.

Following its embrace of the approach, Zambia has strived to apply a whole-of-society method to guarantee solid investment and support in key sectors, promote refugees' inclusion in national services and systems, access to jobs, and freedom of movement. All these contribute to the refugee' self-reliance and economic inclusion.

Mantapala refugee settlement, established in early 2018 on about eight thousand hectares of land offered by the local chief, was selected to pioneer the Comprehensive Refugee Response coordinated by the Commissioner for Refugees (COR) in the Ministry of Home Affairs with support from UNHCR Zambia.

When refugees started arriving in the settlement, the Government worked hand in hand with UNHCR to establish mechanisms to coordinate the comprehensive response. An Inter-Ministerial Committee within the Government and an Inter-Agency Task-Force co-chaired by UNHCR and COR which meets monthly at the national level were among the mechanisms established. In Mantapala settlement, UNHCR and COR co-lead an Inter-Agency Taskforce and support sectoral working groups that coordinate protection and other multisectoral interventions for refugees and the host community as envisioned by the Global Compact on Refugees.

Comprehensive services and infrastructure have emerged in key sectors as a result, which include the health centre; the police post supported by a neighbourhood watch committee; water, sanitation and hygiene facilities and services; two markets; roads linking host community with the settlement;

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agriculture extension services; cash grants and start-up resources for productive ventures; permanent primary and secondary schools and a vocational skills centre. These services provided by government, humanitarian, development and private actors support refugees to rebuild their lives and become productive, as well as to support the peacefully cohabitation between the host and refugees communities and benefit from the development of both communities.

Refugees and hosts are happy that they have opportunities to improve their lives and livelihoods.

"I was in a group of 20 people from the settlement and the host villages who were trained by the Ministry of Agriculture and UNHCR, in entrepreneurship skills for two weeks so that we can start a business to support our families. Caritas Czech Republic also assisted us with start-up capital of K3,000 (about USD150) each. After receiving my K3,000 I opened a shop for cell phones. Within few months, my business expanded to include selling of phone accessories. Because of good telecommunication network provided in Mantapala by MTN, many refugees and hosts are buying my products. On a good day, I sell up to K2,500 (about USD125), so I am making good profits to meet my family' basic needs, including supporting my four children at school. I am proud of the support I received from these institutions that enabled me to operate a productive shop," said Tunza Katumba, a refugee living in Mantapala.

Refugees and hosts are living together peacefully and sharing services together.

"My visits to the antenatal clinic at Mantapala clinic, are about more than just receiving a health service," said Josephine Kalunga, from the host village. "They provide me with an opportunity to meet other women and share stories. I have made a lot of friends who visit me, and I also visit them. We learn each other's ways of preparing food and generally about each other's culture."

The Government, with financial, material and technical support from UNHCR Zambia, is progressively integrating services in the settlement into national systems and has deployed workers in the health, education and security sectors to Mantapala settlement. More are expected to be deployed when infrastructure including staff housing is improved.

"The CRRF approach was particularly demonstrated in the setting up of Mantapala settlement," said Dr. Coumba Mar Gadio, UN Resident Coordinator. "Several humanitarian and development actors including various UN agencies, cooperating partners, NGOs, INGOs and other actors rallied behind the Zambian Government to turn what used to be forest and bare land to vibrant settlements with health centres, schools, water points and many other facilities."

Today, the Government, in coordination with UNHCR Zambia, is ensuring that essential infrastructure in Mantapala is constructed and that line ministries and departments manage the delivery of services in the settlement. This approach also inculcates community self-reliance and ownership of the assets and services in line with the Sustainable Development Goals (SDGs) and the seventh national development plan (SNDP).

"We are very proud that we have gone further in implementing the comprehensive response with Mantapala a very good example of CRRF," said Mr. Abdon Mawere, Commissioner for Refugees-Ministry of Home Affairs.

Looking towards the future, CRRF implementation in Zambia continue with the transition from humanitarian assistance towards development, by ensuring that refugees are included in national plans and existing development programs and projects.

The UNHCR Representative in Zambia, Ms Pierrine Aylara, commended the Government and other partners for supporting the refugee operation – through assistance that benefits both refugees and the host community. She appealed for more support towards the CRRF, by ensuring all stakeholders come on board.

Zambia currently hosts 94,000 refugees, primarily in the three settlements of Mantapala, Meheba and Mayukwayukwa, with new arrivals continuing to seek asylum through border entry points in the North.

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UNHCR Representative takes stock of Operational Progress in Mantapala

The Representative interacts with youth in Mantapala as they welcome her visit. UNHCR/Bruce Mulenga, September 2020.

UNHCR Country Representative Ms. Pierrine Aylara has regularly visited the Mantapala settlement since it was established in 2018, to support the Government and humanitarian actors who provide refugee with protection and assistance as well as to connect with the refugees while they work to rebuild their lives. As the situation moves towards a phase of stabilisation, the Representative has maintained her visits to the settlement, most recently in September 2020, to take stock of the progress made by her Operation and other stakeholders working with the Government to provide various services to refugees and their hosts in line with the Comprehensive Refugee Response Framework (CRRF) and the country's development strategies.

During her visit, the Representative commended the coordination between UNHCR and the Government on the implementation of activities that enable refugees to achieve social and economic self-reliance.

She inspected the permanent market and encouraged refugees and hosts who have received cash grants and start-up from Caritas Czech Republic as well as sewing machines from UNHCR.

"Raising my four children as a single parent with no meaningful income was so hard," narrated Kayambi Milambo to the Representative. "My hope was rekindled when UNHCR and Caritas Czech Republic supported me with a sewing machine and training to start a business. My first income came from sewing 50 cloth facemasks which enabled me to earn K200 (about USD20). I used this money to buy cotton and cloth material to begin sewing clothes for sale. Now, I make at least K50 (about USD2) per day. This is not bad for the two months old business. I am happy that I have this business because my family no longer depends on piecemeal work in the surrounding fields."

The Representative also inspected Mantapala-A and Mantapala-B schools that provide education to both refugees and Zambian. Approximately 70% of school-age children enrolled in early childhood, primary and secondary classes; Zambians represent 9 percent of the enrolled learners. In her remarks at the schools, she emphasised that education including skills training provide the best opportunity for learners to achieve employment and self-reliance.

Other areas toured within the settlement were the permanent health clinic; the police post which coordinate with a neighbourhood watch committee comprising hosts and refugees; and the water, sanitation and hygiene facilities. The Representative was happy to see UNHCR and other stakeholders' financial, material and technical contributions to these sectors benefitting both refugees and their hosts.

"I am grateful that the Government is supporting co-existence between refugees and hosts and that the

community has accepted to live with refugees, sharing the same resources, and allowing them to participate in the economic and social activities of the settlement," said Ms. Aylara. "This is a good legacy for the host community for welcoming refugees."

Ms. Pierrine Aylara also devoted time to recognize the humanitarian actors working in the settlement. "I commend your resilience, contribution and I encourage you to use every opportunity to ensure the sustainability of the achievements, and to continue finding solutions to support government to accelerate the effective inclusion of refugees in development plans, because each effort counts, and every contribution is valued," said Ms. Aylara.

At the end of her visit, the Representative expressed satisfaction with the overall coordination of assistance by UNHCR and the Government that ensures refugees receive international assistance.

The Representative pledged the continuous support of UNHCR to the Government to coordinate and maintain the sustainability of the achievements in Mantapala and particularly the inclusion of refugees within the national development agenda which will enable both refugees and hosts to achieve their full potential and improve the wellbeing of their families.

UNHCR Representative to Zambia.

Ms. Pierrine Aylara, is the UNHCR Representative to Zambia.

She assumed her official duties 4 August 2017 after presenting her letters of credence in Lusaka to the Ministry of Foreign Affairs.

Ms. Aylara, a Benin-Swiss national, prior to her appointment to Zambia served in various field locations including DRC, Mali, Burkina Faso, Niger, Senegal, Gabon, UNHCR's Headquarters in Geneva in Geneva where she held several management positions;

She also served as UNHCR acting Country Representative in Mozambique and Angola prior to taking office in Zambia.

During her stewardship of UNHCR in Zambia and in fulfilling UNHCR's Global Compact on Refugees which consists in protecting and advocating for a sustainable refugee inclusion in national development programs while searching lasting solutions for their plight, Ms. Aylara has maintained a respectful working relationship with the Government of Zambia, members of the diplomatic community, UN Agencies, non-governmental organisations, refugee leaders and other stakeholders from the private sectors as well as key financial institutions which support the refugee programme in Zambia including the civil society.

Last but not least, Ms. Aylara serves a living God!

Ms. Pierrine Aylara, the UNHCR Representative to Zambia.

UN HEADS OF AGENCIES IN ZAMBIA

UN entities	Resident or Non Resident	Name	Professional Designation
UN RC	Resident	Coumba Mar Gadio	Resident Coordinator
FAO	Resident	Suze Filipini	Representative
IFAD	Non-resident	Ambrosio Barros	Representative
ILO	Resident	George Okutho	Country Director
IOM	Resident	Nomagugu Ncube	Chief of Mission
OHCHR	Non-Resident	Abigail Noko	Regional Representative
UNAIDS	Resident	Tharcisse Barihutta	Country Director
UNCDF	Non-resident	Isaac Holly	Country Lead
UNDP	Resident	Lionel Laurens	Representative
UNECA	Non-resident	Sizo Mhlanga	OIC
UNESCO	Non-resident	Martiale Zebaze Kana	Country Focal Point
UNFPA	Resident	Gift Malunga	Representative
UNCTAD	Non-resident	Fernando Siles	Regional Coordinator
UNHABITAT	Non-resident	Alexander Chileshe	National Technical Advisor
UNHCR	Resident	Pierrine Aylara	Representative
UNICEF	Resident	Noala Skinner	Representative
UNODC	Non-resident	Zhuldyz Akisheva	Regional Representatives
UNIDO	Non-resident	Khaled El Mekwad	Regional Representative
WFP	Resident	Jennifer Bitonde	Representative
WHO	Resident	Nathan Nsubuga Bakyaita	Representative

UNHCR ZAMBIA OPERATION'S RESPONSE TO COVID-19

Figure Social distancing a "New Normal" in Covid-19 era.

The sting of Covid-19 is undeniable in most societies and the most excruciating pinch has been felt mostly by the vulnerable communities including the persons of concern in the settlements and outside settlements.

UNHCR in Zambia, supports the government's efforts to provide protection and assistance to refugees and asylum-seekers. These include safe and fair access to territory, asylum procedures and rights, inclusion in national services, self-reliance and opportunities to earn a living, and long-term measures such as integration into the host country and possible resettlement in third countries.

The United Nations High Commissioner for Refugees is the agency responsible for refugees. UNHCR works with host governments, different UN agencies, and national and international NGOs to address these issues. Preparedness plans and mitigation were established in response to pandemic in the operation.

2.0 Health Experts engagement

On 18 March 2020, the government of the Republic of Zambia through Ministry of Health, declared Covid-19 pandemic and pronounced guidelines of the "new normal." UNHCR realized the magnitude of the scourge and immediately hired health experts to provide quality guidance and protect the Population of concern in all its areas of jurisdiction. Health and Nutrition officers, Livelihoods Assistants, WASH Assistants were deployed in all the three settlements.

3.0 Provision of covid-19 hygiene material & Equipment.

UNHCR conducted a mass procurement of covid-19 hygiene material and distributed to all settlements and surrounding host

Brooms	
Disposable Hand Towels	
Mops	
Mopping Buckets	
Boom force scouring powder	
Mutton Cloth 10 kg	
Peddle Bins	
Bin Liners	
Hand Washing Buckets + stands	
Surface Cleaners	
Hand Wash liquid soap	
Dishwashing Liquid	
Hand Sanitizers	
Domestos	Hard Brooms
Harpic	Rubber brooms
Liquid Chlorine	Gloves (Heavy duty)
Granular Chlorine,	Infra-red Thermometers
Handy Andy	Reusable face masks
Dettol	Medical Face masks
Boom Paste	Jik

4.0 Provision of Covid-19 relief cash to PoCs and Former refugees.

The impact of Covid-19 restrictions left many people especially the vulnerable in a more deplorable situation.

Figure Distributing Covid-19 hygiene material to schools in Mayukwayukwa

Those who were trying to supplement their household income faced a challenge of movement restriction, hence hampering their trade. Most refugees depend on their small-scale businesses supplemented by the minimum aid provided to them through Cash Based Interventions and periodic distribution of Core Relief items. To offer relief during this trying moment, UNHCR provided Covid-19 Cash Based Intervention twice to each Person of concern including former Angolan refugees. Additionally, soap distribution which included the surrounding host communities.

5.0 Capacity Building in Covid-19 prevention measures.

UNHCR collaborated with Ministry of health to train health workers, humanitarian staff and the community leaders in Covid-19 prevention measures in the settlements

6.0 Supporting awareness & sensitization campaigns

Following the training, Community Health workers and hygiene promoters engaged the communities in raising awareness of Covid-19 pandemic and ensure compliance is adhered to especially in schools, churches, workplaces and public areas like markets. Face masks were distributed to all PoCs including host community members especially school going-children to ensure protection from transmitting or contracting Covid-19. Body temperatures were scanned, and persons isolated in case of being found with temperature higher than 380C. Health workers come in for further screening and appropriate measures taken.

Figure Trainings of different cadres undertaken in all the settlements: Here training is ongoing with precaution of social distancing among participants

7.0 Covid -19 testing

Screening of individuals for body temperatures continued as well as Covid-19 testing. Arrangements were done with the District Health office to carry out targeted swabbing within the settlements to rule Covid-19.

8.0 Collaboration & Planning

As Covid-19 is a novel pandemic, UNHCR is closely following developments as facts unfold. The Public Health staff are participating in Covid-19 organized meetings at all level to ensure updates are shared and that all staff including persons of concern are kept informed.

These meetings include:
Incident Management System (IMS) organized by the Zambia National Public Health Institute held twice weekly and Covid-19 internal meetings.

Un Resident Co-ordinator visits Makeni Transit Centre, distributes facemasks

In July 2020, at the height of the Corona Virus pandemic, the UN Resident Co-ordinator in Zambia, Dr. Coumba Mar Gardio, took to visit Makeni Refugee Transit Centre in Lusaka.

During her tour of the transit centre, the head of the UN in Zambia met with persons of concern, during which she distributed face masks and sensitized them on COVID-19 prevention measures.

Her visit underscored the importance the UN system attaches to persons of concern like refugees and asylum-seekers, even as the world in general, and Zambia in particular, grappled with COVID-19.

The UN RC was accompanied to the centre by UNHCR Representative in Zambia, Ms Pierrine Aylara. Pictures by UNHCR/Y.Mzumara.

UNHCR, the UN Refugee Agency:

70 years protecting people forced to flee.

UNHCR strengthens support to PoCs following the negative impact of COVID-19 on livelihoods

Refugees and hosts are assisted with grants to start businesses and share the market.

Refugees and the host communities have not been spared the consequences of the COVID-19 pandemic.

UNHCR, the UN Refugee Agency, conducted a rapid assessment to determine the impact of the pandemic on the livelihoods of its persons of concern(PoCs).

The preliminary results showed that over 70% of the PoCs' livelihood strategies were affected . Refugees in Lusaka and other urban areas were the most impacted. Ban on movement in and out of the settlements (affecting supply chains), dismissal from formal employment and reduced sales and customers were recorded as the major reasons impacting sources of income. Traders deplored depleted savings and profits thus leading to business closures. A higher number of respondents reported of food insecurity at households' level with a majority adopting one meal per day against the usual two to three meals per day. The unfolding situation led to increasing economic vulnerability levels amongst refugee and immediate host population, with a greater number of households falling below livelihood thresholds; not being able to provide for basic needs such as food, shelter, clothing, education and medical. Over 80% of the sampled 2,800 respondents across the settlements and in Lusaka, recommended and requested for support to access business start-up and working capital to revive businesses and access farming inputs.

Following the assessment, with support from UNHCR's Regional Bureau for Southern Africa (RBSA) and UNHCR Headquarters, the Zambia operation received additional funds of USD 100,000 to respond and support livelihood recoveries amongst the affected refugee population in the three refugee settlements and in Lusaka.

A total of 700 refugees, whose livelihoods ventures have been negatively impacted, received a minimum cash grant of USD 140 each to help them to re-start and revive their varied livelihood ventures such as petty trading, casual employment, small holding/ subsistence agriculture etc. The cash grant support was provided through two of UNHCR's mobile partners - MTN and Airtel mobile money transfer. All beneficiaries received the support through

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either of the two mobile money companies. In collaboration with CCR, UNHCR will undertake post- support monitoring to measure progress and impact by the support to the ventures

UNHCR has worked closely with its livelihoods partner, Caritas Czech Republic (CCR) to identify the most affected households. Priority was given to all those whose businesses and food security situation were negatively impacted due to supply chains disruption in Lusaka and the settlements of Meheba, Mayukwayukwa and Mantapala.

This intervention has only reached 700 beneficiaries, it is crucial to support a greater number among the affected to reverse the increasing socio-economic vulnerabilities.

Good Neighbors (GN) Zambia hands-over materials for production of re-usable face masks

Good Neighbours DONATES CLOTHING FOR MAKING FACE MASKS

Good Neighbors (GN)- Zambia, UNHCR Zambia's operational partner in Mantapala Settlement, has handed over materials for the production of 23,000 non- medical re-usable face masks to help in the prevention of COVID - 19.

At a hand-over ceremony in Lusaka, Good Neighbors Country Director Jaewoong Lee said the materials including clothing material, sewing cotton, packing materials and labor incentive for 50 refugee and Zambian tailors in Mantapala Settlement were worth K134,800.

Receiving the materials, UNHCR Senior Programme Officer, Ms. Ancillah Manning, expressed appreciation to Good Neighbors for its partnership with the UN Refugee Agency and pointed out that production of the non-medical face masks will provide income for the 50 tailors to be engaged in the production.

Good Neighbors is a South Korean NGO that was founded in 1991 and operates in many countries. It has been doing its work in Zambia for eight years now.

In 2019, the South Korean NGO supported the construction of the market structure in Mantapala Settlement, by providing USD 50,000 through Caritas Czech Republic (CCR). The construction is complete.

Furthermore, GN is a member of the livelihoods working group at the national level and has plans to implement a multi-year livelihoods programme in Mantapala Settlement. The COVID-19 pandemic has greatly affected GN's plan , as the organisation is yet to start it operations in Mantapala.

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Refugees make protective masks to curb the spread of Coronavirus

Up to 150 tailors (Zambians, refugees and former refugees) across all refugee locations (Lusaka, Meheba, Mantapala and Mayukwayukwa) have been engaged to produce over 75,000 cloth face masks.

UNHCR and partners provided materials and machines and mobilised tailors. Additionally, Good Neighbors paid for the labour- to tailors- of 23,000 masks (out of 33,000) produced in Mantapala.

UNHCR global guide and the Ministry of Health at the District level provided the specifications during production. The MoH undertook monitoring and quality control.

This approach, 'by refugees for refugees', as a response to COVID- 19, has provided much needed incomes to these families at a time when livelihoods opportunities dwindled due to the pandemic.

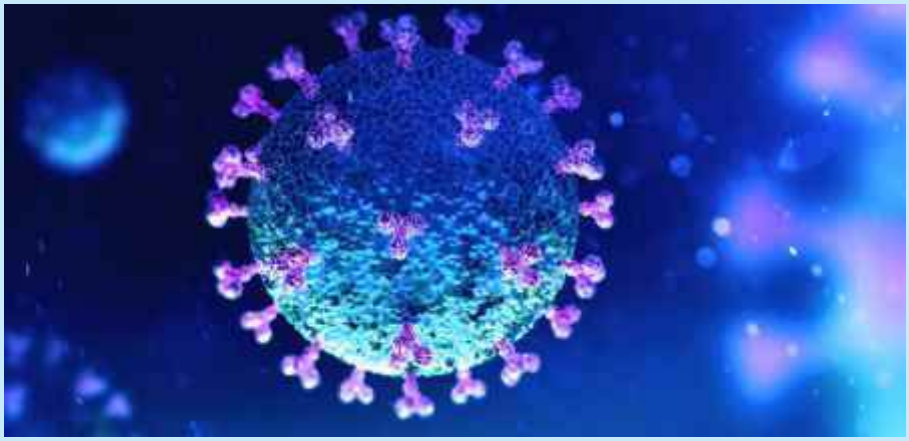
In Lusaka, an additional 10 refugee tailors were included in the 'Lusaka Helps Network'.

They were engaged in the production of the masks the network donated to the Government. The masks have been distributed to both refugees and hosts in schools, clinics and markets.

COVID-19 PREVENTION IN SCHOOLS

To comply with COVID-19 prevention guidelines following the re-opening of schools to non-examination classes in September 2020, the Government, UNHCR and partners' procured handwashing materials and PPEs. Pupils at schools in the ssettlement are learning in a COVID - 19 prevention compliant environment, characterized by social distancing. @UNHCR/ Kelvin Shimoh

Mayukwayukwa Community Health Workers and Volunteers in the frontline of preventing COVID-19



Community Health Workers (CHW) and Volunteers in Mayukwayukwa are supporting COVID-19 compliance monitoring to enhance the momentum of the "new normal." In July 2020, UNHCR in collaboration with Ministry of Health trained 185 individuals including refugees in COVID-19 prevention measures. The participants included 20 health workers, 45 community health workers, 60 community protection workers and 60 community leaders.

In June 2020, two refugees living in Lusaka visited Mayukwayukwa settlement during SIM registration and tested positive for Coronavirus. As a result, intensified sensitization and awareness to ensure refugees and host community do the right thing to prevent the spread of COVID-19. Contact tracing and quarantining were put in place, and testing was carried especially for the service providers. Fortunately, all the 39 results were negative.

An induction was conducted for 31 CHWs and Volunteers (15 males and 16 females) to carry out sensitizations and ensure COVID-19 prevention measures are observed. A simple tool was designed. CHWs and Volunteers went to workplaces, schools, churches and public places to sensitize people and ensure wearing of face masks, social distancing, hand washing as well as temperature scanning.

All the actions taken led to

- Improving the compliance in workplaces, churches and community gatherings.
- Sharing the findings during the health coordination meeting which motivated the agencies and churches to comply with standard prevention measures.

Reducing the risk of community transmission of COVID-19 in Mayukwayukwa.

UNHCR partners with PACRA to formalize businesses for PoCs in refugee settlements

Most micro business owners including those in rural areas and in the refugee settlements don't understand the value of formally registering their venture.

Business registration falls under the councils and the Patents and Registration Companies Agency (PACRA), a Government agency.

According to Mr. Wilson Banda, an Assistant Registrar-Commercial unit at PACRA, during the Ndalama Insight Business Show on Zambia National Broadcasting Corporation (ZNBC), formally registering a business, though is associated with some costs, potentially comes with enormous benefits. A business name which comes with registering a business venture will give it an identity and reputation. It is easy to obtain a loan and expand a business because a formal business gives confidence to banks and other lenders. A formal business can leave a legacy, even when the pioneer is gone.

Recognizing the benefits of formal businesses, UNHCR has partnered with PACRA, to support the registration and formalisation of refugee enterprises in the settlements of Meheba, Mayukwayukwa and Mantapala. Leveraging on the Rural Finance and Expansion project (RUFEP), currently implemented by the Ministry of commerce trade and Industry, 133 start -ups and ongoing businesses have been formally registered and issued with business registration certificates. UNHCR and the Office of the Commissioner for Refugees (CoR) facilitated the registration exercise PACRA undertook within the three settlements. The formalisation of refugee enterprise through this project will facilitate linkages with financial systems.

UNHCR will continue to partner with PACRA to scale up the formalisation of more businesses in the settlements, including linkage to the Zambia Chambers of Commerce. Thus far, the refugee business association in Mantapala has been registered with the local chapter of Chambers of Commerce in the Luapula Province. The association comprised of membership from refugee and host businesses in Mantapala settlement will in the long run benefit from the programmes and linkages under the Chambers of Commerce.

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WORKING IN PARTNERSHIP

The Government of Zambia is leading and coordinating the refugee response in order to achieve its commitments toward the Global Compact on Refugees (GCR) and the Comprehensive Refugee Response Framework (CRRF). Under the Refugee Act (Government of Zambia Act No. 1 of 2017), the Office of the Commissioner for Refugees (COR), within the Ministry of Home Affairs, is mandated to deal with refugee matters. Thus, in 2018 Zambia adopted the mainstreaming approach, which requires that all line ministries including Agriculture (MoA), Health, Education and Community services contribute to key sectors under COR. The coordination of the different sectors and partners is managed through interagency meetings at district and country level, respectively. This is further strengthened through sectoral and bilateral interactions with distinct stakeholders. UNHCR is the primary interlocutor and lead Agency for refugee matters among UN agencies. To respond to the ongoing Congolese refugee crisis in a holistic and coordinated manner, the Government of Zambia constituted an Inter-Ministerial Committee (IMC) composed of key line ministries. The IMC constitutes the Ministry of Home Affairs (Chair), Office of the President, Ministry of Defence, Ministry of Community Development and Social Services, Ministry of Local Government, Ministry of General Education, Minister, Luapula Province and the UN (RC and UNHCR).

Refugees living in urban area donate 5,000 face masks to schools in Kanyama

Donation of facemasks in Lusaka at Makeni refugee transit center and the Office of the Commissioner for Refugees

To supplement Government' efforts in the fight against COVID-19, some refugees living in Lusaka donated 5,000 cloth masks on 8 June 2020 to 10 community schools in Kanyama compound.

The gesture was to express their solidarity with the Government and people of Zambia in the fight against the Coronavirus.

Benard Lukungu, representing the urban refugee leaders as deputy president, presented the masks to Ward 10 Councillor Brighton Bilumba.

Bernard thanked the Zambian people in general and Kanyama in particular, for being good hosts to foreigners.

He hoped that the gesture would contribute towards the fight against COVID-19.

Councillor Bilumba received the masks together with the representatives of the schools in attendance and thanked the refugee community, UNHCR and the Office of the Commissioner for Refugees (COR) for the good gesture.

"Kanyama has many vulnerable people who need such assistance.

These masks will go to the pupils in these schools, who include brothers and sisters from other countries, but here, we do not consider them as foreigners" explained Bilumba, at a hand-over ceremony attended by UNHCR and COR staff.

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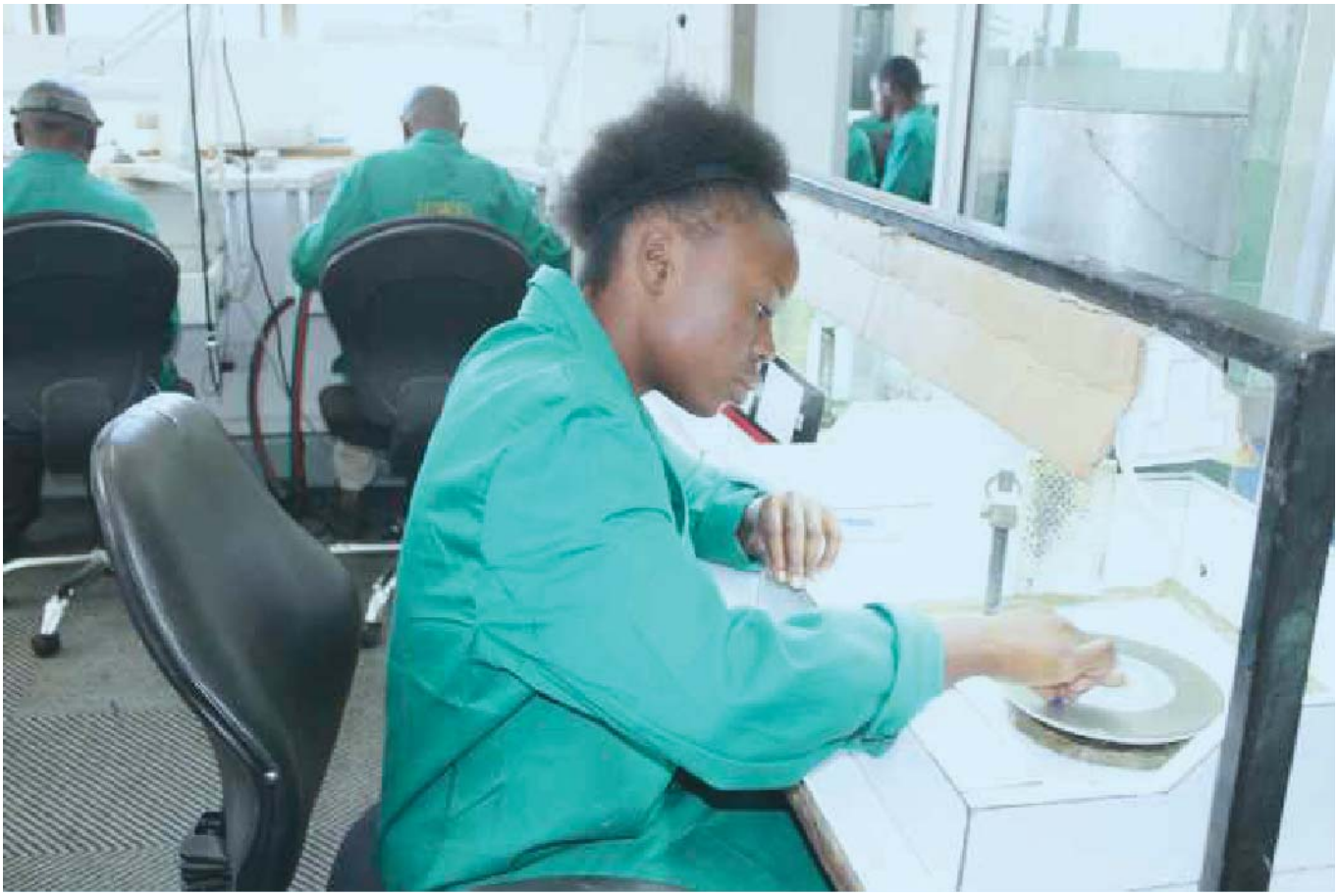
UNHCR partners with Jewel of Africa to train Zambian and Refugee Youths in Lapidary.



Edidia Banza, a 19-year-old Congolese refugee, is now one of the few specialized lapidarists in Zambia, thanks to the partnership between UNHCR and Jewel of Africa to accommodate refugees under an apprenticeship program.

The partnership promotes the education of both Zambians and refugee youths in the arts of lapidary to build their artisanal potential and provide them with alternative livelihoods opportunity.

George Omondi Oduor, the Livelihoods Officer in Zambia, referencing the UNHCR MADE 51 model, reiterated that, "Refugees often take with them their skills, traditions and cultural heritage. Given the opportunity, refugees can use these assets to regain their economic independence and sense of self-worth. In countries hosting refugees, there are social enterprises designing, producing, marketing and exporting artisanal crafts. Combining the capabilities of local social enterprises with the skills of refugee artisans has the power to create an innovative, market-based model for the economic inclusion of refugees and inspire solidarity for refugees all over the world."

UNHCR begin to collaborate with Jewel of Africa, renowned in the jewellery sector within Zambia in April 2020. The company started by enrolling selected refugee youths to an apprenticeship training on lapidary; a specialized skill in gemstones jewellery production. The company covered all the related costs for the first cohort of five refugee youths in Lusaka who graduated after a four months period. Three have already been offered opportunity for long term contracts upon receipt of work permits. The selection of another cohort of trainees in underway.

Lapidary is a profession which specializes in sorting, grading, cutting, polishing and designing uncut stones, mainly gemstones, into finished products for sale. Jewel of Africa, a Zambian company, produces beautiful jewels with different types of precious stones extracted from the local mines in Zambia and neighbouring countries.

Edidia, under the auspices of UNHCR, is one of the five youths (refugees and Zambians) who have been granted a three-month

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apprenticeship and has since been offered a long-term contract by Jewel of Africa. This symbiotic venture will educate deserving youths while nurturing a cadre of professional lapidary artisans, of which only few are in Zambia.

"I like this course and am very excited to learn how to process stones," said Edidia, while tailoring a gemstone at the "Jewel of Africa" workshop in Lusaka.

Another apprentice, David William, 22, a Burundian refugee, thanked UNHCR and Jewel of Africa for the training opportunity in lapidary. "This is an opportunity which I've embraced, and hope will help me in the future," said David, in a thoughtful demeanour.

Dr, Rajnish Sharma, Managing Director of the Jewel of Africa explained that the idea behind the apprenticeship was to address the need to groom local expertise in the specialized field of lapidary. "To build local artisanal skills, we started the apprenticeship program for Zambians. After meeting with UNHCR, we agreed to incorporate refugees. Zambia has been hospitable to refugees for many years. In this regard, Jewel of Africa is supporting the government by providing vocational skills to both Zambians and refugees," said Dr. Sharma.

"The opportunity equips benefiting youths with unique employable and practical skills. UNHCR is looking forward to work with other private sector entities to offer practical solutions to the many unemployed youths" explained UNHCR's Livelihoods Officer George Omondi Oduor.

Expert lapidarists trained the apprentices. Dr. Sharma is optimistic that Jewel of Africa will offer employment tothe most promising apprentices , while others will be empowered to use their training to undertake personal ventures in jewellery.

UNHCR Representative, Ms. Pierrine Aylara, made it clear that a significant number of the refugee population in Zambia is composed of youths aged 17-35 who are left idle due to lack of opportunities to help them build resilience. Hence, the Representative applauds the opportunities provided to the youths by Jewel of Africa. "I wish to appeal to the corporate world to consider partnering with UNHCR to ensure that refugees and others of concern are incorporated into employment and livelihoods opportunities wherever they are. This way, seeing as 34% of the refugee population in Zambia is aged 17-35 years old, they can meaningfully contribute to Zambia's economic agenda and become proud agents of the society" said Ms. Aylara.

Building a global African jewellery business which puts world-class expertise at the top of its priorities is a mission on which Jewel of Africa never compromises. Jewel of Africa is a 28-year-old-family business that places great emphasis on practicing an honest work ethic which will stand the test of time.

UNHCR has created MADE51, a global brand of artisanal home décor and accessories, crafted by refugees. Each MADE51 product that reaches consumer hands, plays a part in enabling refugees to contribute to their host country's economy and strengthens their ties with local society. Each purchase also represents an unmistakable act of solidarity with refugees and an appreciation for the power of the human spirit. UNHCR – Zambia is exploring opportunities to create and scale up collaboration with other social enterprises to support more refugee youths through the MADE 51 Model.

IN ZAMBIA, UNHCR FIRST HAD IT'S OPERATIONAL PRESENCE IN 1967

ORLD REFUGEE DAY
20TH JUNE 2020

REFUGEE LEARNERS SEEK INCREASED OPPORTUNITIES FOR HIGHER EDUCATION

Students and Meheba Secondary School in Kalumbila District, Northwestern Province

Higher-level education is transformational as it can nurture students into leaders and unleash their creativity, energy and idealism. Refugees who go through higher education can also become role models of success within their communities when they develop critical skills for decision-making, put their knowledge into action and drive generational development.

Nonetheless, refugee learners in Zambian settlements continue to face challenges accessing higher education locally and abroad. In Mantapala settlement, young refugees are now calling on the Government and UNHCR Zambia to provide more support for accessing tertiary education institutions that will enable them to achieve their fullest potential and further contribute to the social and economic development of Zambia as well as their countries of origin where they hope to return some day.

Racheal Kilinde Kilombo (22 years old) completed Grade-12 in the Democratic Republic of the Congo (DRC) in 2015. The fighting between rival groups in DRC in 2014 caused Racheal and many others to flee into Zambia and she now lives in Mantapala a settlement established in Nchelenge, Luapula Province. Her ambition is to help build tolerance and dialogue among political and civil entities in DRC and she therefore seeks to pursue advanced studies in this regard.

Due to the absence of nearby tertiary education institutions where she could pursue her interests, combined with the need to secure Government' permission to enrol for tertiary education, and her insufficient financial means, Racheal's avenues for entering college are very limited. Recently, she applied for a German government sponsored DAFI (Albert Einstein German Academic Refugee Initiative) scholarship but was not selected due to the high number of qualified applicants. "Only one out of about 50 applicants in my settlement were selected," recalls Racheal. "The competition was very stiff. I was left out."

Racheal's story represents the experience of many young refugees living in Zambia, but regardless of the challenges, her dream to enter college lives on. She encouraged UNHCR to partner with more sponsors of tertiary education so that more refugees like her can have a chance to pursue their dreams. She believes that education, especially higher education, liberates and gives refugees hope for a better future.

UNHCR Zambia is conscious of

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the predicament in which young people like Racheal find themselves. Throughout its long-established partnership, UNHCR works tirelessly to support the Government of the Republic of Zambia in fulfilling its pledges and international commitments on integrating refugees into the national education system. This extends to ensuring refugee learners have access to opportunities for tertiary education. In addition, UNHCR continues to scout for scholarships that are open to refugees and UNHCR is currently building a list of universities and colleges offering scholarships in Africa and abroad that will become a resource for refugees seeking tertiary education.

Partnership with Bee Sweet Honey Limited for alternative livelihoods in honey production

Beekeeping has been a longstanding cultural tradition associated with rural Zambia for many years now as a form of self-reliance venture using traditional knowledge and skills to harvest honey and beeswax.

Refugee settlements in Zambia, which are predominantly in rural areas, have been active in beekeeping for decades. However, this has been done at small scale for family consumption, with a little surplus sold within the community. Beekeeping, if well harnessed and those involved use modern scientific techniques, can be a game-changer for most farmers in terms of transforming their livelihoods for the better as it has the potential to boost incomes. However, beekeepers have not employed a sustainable business model.

To promote market value chain-based approaches, UNHCR is engaging Bee Sweet Honey Limited, a key market actor, to support the development and the upscaling of beekeeping and honey production in the Mantapala settlement. In July Caritas Czech Republic (CCR) and Nchelenge District Agriculture and Forestry Offices, conducted a learning and familiarisation mission to the company's honey production schemes in Luanshya District, Copperbelt Provinc. The mission provided practical ideas on the business model used by the company, successes recorded by the communities and suitability of the model in Mantapala settlement and hosting areas.

The company utilized its own resources to train 4 mentors (2 refugees and 2 host community members) for the beekeeping honey scheme at its centre in Luanshya District in the Copperbelt Province. The mentors are expected to improve the farmer capacity building to produce commercially accepted products, that will increase the farmers' incomes engaged in the value chain.

With the technical support of Bee Sweet Honey limited, a honey production scheme has been established in Mantapala with 1,200 hives to benefit an initial cohort of 100 bee farmers. Thus far the company has trained the farmers on harvesting technique, during which for the first time 581 kilograms of unprocessed honey was harvested at the trial. Bee Sweet paid the owners of the hives and offered to purchase all honey to be produced in the settlement under this scheme. Following the trial, bee farmers in Mantapala have expressed enthusiasm and willingness to commit to beekeeping as sustainable livelihood venture in partnership with Bee Sweet.

In Mayukwayukwa, the partnership for honey production is being established with Ulimi Honey while in Meheba a collaboration with Forest Fruit is ongoing (Forest Fruit have already trained 200 farmers).

160 bee farmers (110 under UNHCR/ CCR and 50 under World Vision International - WVI) are set to benefit from the partnership.

UNHCR will continue to partner with varied expert and market entities to employ sustainable models in agriculture.

Government of Zambia includes refugees and host community in FISP in Mayukwayukwa

Following the Government of Republic of Zambia's pledge at the Global Refugee Forum (GRF) in 2019 to improve livelihoods and self-reliance by expanding the farmer input support program (FISP) to include refugees, a total some refugees and host community farmers in Mayukwayukwa refugee settlement, through the local Youngsters Cooperative, were included in FISP in October.

A total of 80 refugees and 20 host community members in the settlement received the farming inputs.

Since 2002, the Government of Zambia has been funding a farmer input support programme (FISP) to ensure sustained food security at both household and national level.

The programme is implemented by Ministry of Agriculture, whereby, using an established criterion, it distributes subsidised agricultural inputs to selected small-scale producers of the staple food crop, maize, to ensure food security in the country.

In the past, the FISP targeted only Zambian small-scale farmers, but during the 2020/2021 farming season, some refugees have been included by receiving agricultural inputs for the farming season.

A further 100 farmers in Meheba refugee settlement have been listed to receive inputs. 75% contribution of the farming input is from the Government, while 25% is support from UNHCR - as own beneficiary contribution. Holding all factors constant, the inclusion of FISP will support and contribute to securing food security at the household level of the supported families (approximately 600 indirect refugee beneficiaries).

Government budgets allowing, more refugees and host community members in and around the three refugee settlements will progressively be included on the FISP programme in subsequent farming seasons.

The majority of refugees and host community members in the three refugee settlements subsist on agriculture.

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UNHCR, UNESCO and ZAQA launch Qualifications Passport

The UN Refugee Agency (UNHCR), the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the Zambia Qualifications Authority (ZAQA) have launched the UNESCO Qualifications Passport on a pre-pilot basis at Meheba refugee settlement.

The UNESCO Qualifications Passport is a global tool to facilitate the mobility and integration of refugees and other vulnerable migrants in higher education systems and to assist them in realizing their hopes and dreams, but also to contribute to the societies where they live.

The Qualification Passport for Refugees and Vulnerable Migrants is a standardized document, which presents information on the educational level of the holder, relevant work experience and language proficiency based on an interview with experienced credential evaluators.

This project focuses on refugees who may have fled their countries leaving their official education, academic, vocational and other formal qualification papers behind.

To obtain the Qualification Passport, one has to fill out a questionnaire and successfully pass an interview conducted by specials in the given field who assess their knowledge and determine whether they indeed have the claimed background. Thereafter, they are issued the Qualification Passport which can then be used to find employment or enroll in schools for those who want to further their studies.

The Qualifications Passport enables person of concerns' experience and academic credentials acquired in the country of origin to be recognized in the country of asylum, for employment and other purposes.

Zambia was chosen as the first pilot outside of Europe because of its considerable refugee population, its experience in qualifications recognition and its Government's commitment to higher education and refugees.

Thanks to the joint efforts of the Ministry of Higher Education, the Ministry of Home Affairs and other Government' authorities embedded in the Whole-of-Government approach laid out in the Global Compact on Refugees, the project was rolled out in the Meheba Refugee Settlement at the end of October 2019 into 2020.

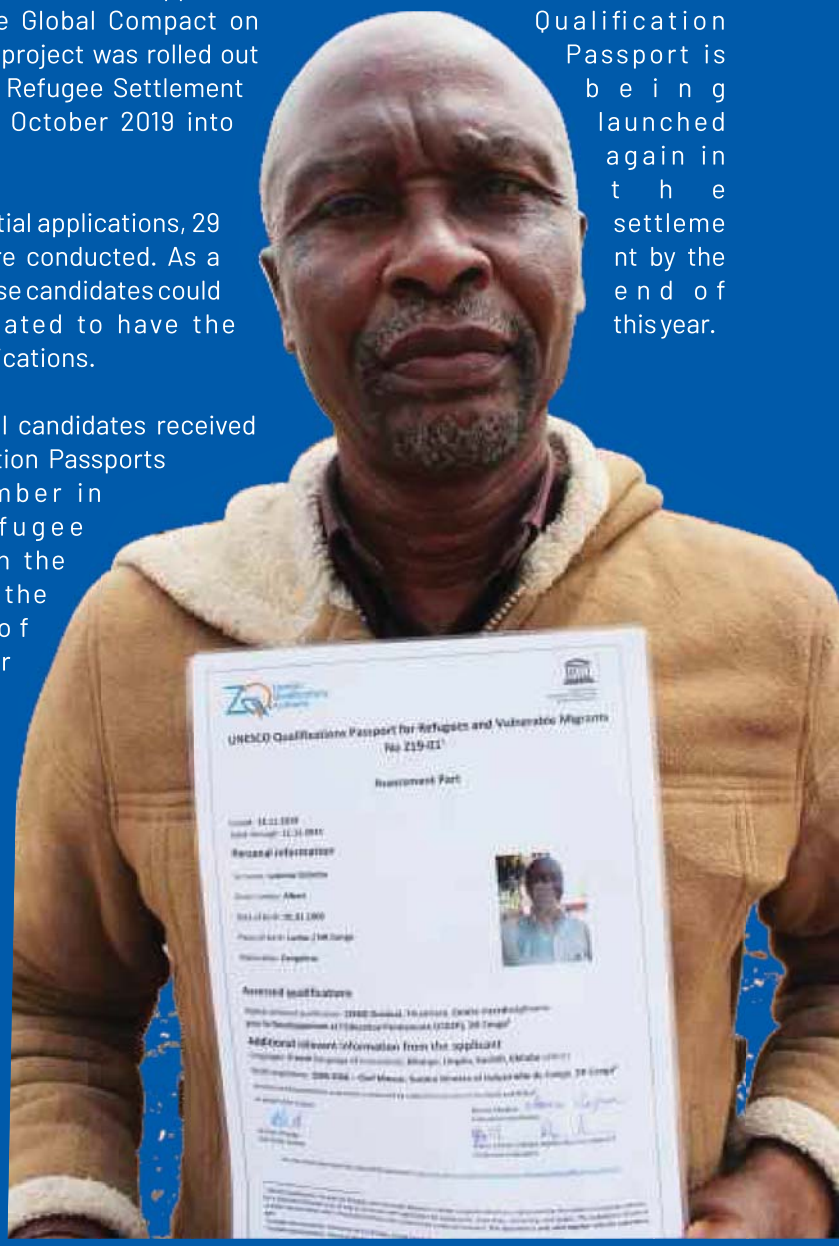
Based on 61 initial applications, 29 interviews were conducted. As a result, 11 of these candidates could be substantiated to have the required qualifications.

The successful candidates received their Qualification Passports on 11 December in Meheba Refugee Settlement in the presence of the Minister of Higher Education, the Ministry of Home Affairs, the District Commissioner, officials from Zambia Qualifications Authorities and UNHCR.

Albert Lotemu, 60, a Congolese from Meheba Refugee Settlement, is one of the refugees that received the Qualification Passport and has expressed happiness.

"I've been here in the settlement for eight years. Am happy that UNESCO and UNHCR have brought this Qualification Passport to recognize my level of education. My wish is to have a livelihood out of this Qualification Passport," said Lotemu.

With time, more persons of concern will receive these passports as a pilot of the UNECO Qualification Passport is being launched again in the settlement by the end of this year.



Mantapala Settlement needs more teachers in its schools

Pupils in a Class room at Mantapala Settlement

MANTAPALA Settlement needs about 150 teachers to reduce the pupil-teacher ratio, which currently stands at one to 75 against a standard of XX: XX (not sure if it is 1:50).

According to Atanasius Mukunsa, Education Field Coordinator for Mantapala Settlement, the two schools have 5,483 pupils against 12 teachers and 80 volunteers.

Mr Mukunsa recently told to the journalists that 5,051 of the 5,483 pupils are Congolese, while 432 are from eight Zambian host communities.

"We have two schools in Mantapala. Mantapala A was built by Plan International while Mantapala B was constructed by Save the Children. Mantapala A offers early childhood education (ECE) while Mantapala B starts from grade four to nine. The challenge is that the 80 volunteers can go away anytime. We only depend on 12 teachers who were sent to the schools after they were handed to Government in 2018," said Mr Mukunsa.

He urged the Government to consider connecting the schools to the national electricity grid or provide solar equipment to enable learners to spend more time studying.

Mr Mukunsa said Mantapala B does not have science and computer laboratories for pupils to undertake practicals and to learn Information Communications Technology.

He also regrets the lack of houses at the schools, which may discourage teachers from staying in the settlement for a long time.

Mr Mukunsa said 40 Congolese teacher volunteers have a challenge teaching ECE using Bemba because they speak Swahili and French.

He appealed to the Government to build the capacity of the teachers to enable them to provide quality lessons.

Caritas Czech Republic and Good Neighbours Zambia have selected 50 Zambian and Congolese tailors in Mantapala to make 20,000 face masks.

The protective equipment will be distributed among refugees to protect them from contracting COVID-19.

Mantapala Deputy Refugee Officer, Emmanuel Ndhlovu said each tailor will receive K1,600 to make 400 masks.

One of the refugees, Chipanta Musewa, thanked the two organisations for the initiative which will help the tailors to earn money.

Mantapala Settlement Health and Nutrition Officer, Chileshe Musonda said the health facility, which provides services to over 20,000 people, needs more health personnel to enhance the quality of the services. "We provide maternity services, mental health, tuberculosis and antiretroviral therapy, among other.

"But sometimes we get overwhelmed because we are a few and we attend to cover 800 people in a day," he said.

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GERMAN-FUNDED SCHOLARSHIP GIVES HOPE TO A YOUNG REFUGEE

By Bruce Mulenga

Every year, millions of people, among them, children are forced to flee their homes to escape conflict and persecution and, in the process, miss out on education opportunities.

Education provides a chance to refugee children to become self-reliant adults who can break the cycle of displacement and poverty and become role models and leaders in their communities.

Ladislas Kiwele Kasoma - 28, a young refugee, who lived in Mantapala in the early 2000, after fleeing political conflict in the Democratic Republic of Congo (DRC), narrates that his education journey started at Kala Primary School in the Kala Refugee camp in Luapula province, Zambia, where he studied from grade 1 to 10. He was eight years old then, living with his family of eight members. Today, through UNHCR Lusaka representation office, who administers the DAFI scholarship, Ladislas realized his dream of studying computer science.

When peace prevailed in his country, Ladislas and his family returned home to Moba in DRC where he continued learning from grade 10 to 12 at Nsimba Secondary School.

"I had difficulties to develop new friendships and to adapt to new teachers as the teaching method was different from the Zambian curriculum," recalls Ladislas.

These barriers did not stop him from holding on to his dream of becoming a computer scientist, a study he esteemed since his childhood.

When he completed secondary school, Ladislas failed to enter tertiary education because his family could not afford to sponsor him. The lack of finances is a barrier that other hundreds of young refugees continue to face when attempting to attain tertiary education.

"I wondered where to access information on student finance scheme because my family could not afford to send me to college," recounts Ladislas. "Education seemed impossible at this stage and becoming a computer scientist was a far-fetched dream. I remained in the village for four years helping my family through petty trading."

At the height of renewed skirmishes in the DRC in 2018, Ladislas fled back to Zambia again this time through the northern border and separated from his family, he settled in Mantapala, Luapula province, Zambia.

While in Mantapala, his dream to study computer science rekindled when he got admitted to Cavendish University in Lusaka, Zambia, and later, becoming the first student in Mantapala to win the 2019 Albert Einstein German Academic Refugee Initiative Fund scholarship also called DAFI, funded by the German government, offering him tuition fees, study materials, food, transport, accommodation and other allowances.

"I am extremely happy, and I feel very lucky," said Ladislas. "This is the best thing that has happened to me. I am so proud to be supported by the DAFI scholarship. It has opened many possibilities that will shape my future."

Ladislas is showing gratefulness by offering motivational talks, when on recess, to encourage his fellow youths in Mantapala to study hard, focus on their life goals and belief in the DAFI

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scholarships.

To date, a total of 46 refugee students in Zambia are receiving the worldwide UNHCR's higher education DAFI scholarships which enables them to access higher education, provides a foundation for social and professional development, and improves self-reliance.

Education is an integral part of protection for persons of concerns to UNHCR, fifty percent of whom are children and youth. Since its inception in 1992, the DAFI programme has grown considerably, enabling more than 15,500 refugees to study at universities and colleges in over 50 countries of asylum.

For the UNHCR Zambia Office, the DAFI scholarship has been a useful intervention contributing to the efforts to support the Government of the Republic of Zambia to deliver on its commitments to include refugees in the Zambian education system. With additional support from other partners, UNHCR will continue to work closely with the Government to ensure refugees have access to education.

DAFI scholarships help young refugees attend higher education

College Students in a Class room

In Zambia, refugee students have had life-changing opportunities, thanks to the support from UNHCR through German-sponsored DAFI scholarship.

Over the years, a number of promising refugee youths have benefited from the DAFI scholarship programme - funded by the German Government and some private donors-which offers refugee students the possibility to pursue tertiary education.

In 2020, over 46 students enrolled in various Universities in Zambia received DAFI support.

This project supports young and ambitious students who are attending courses like computer science and medicine among others.

"Refugees based in Lusaka and the settlements should know that DAFI exists for them if they work hard. As UNHCR we are also looking for more of similar opportunities to get as many young people as possible into higher education," said Ms. Pierrine Aylara, the UNHCR Representative.

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Inclusion of Refugees in the ILO-TEVETA pilot project on Recognition of Prior Learning

As part of the rollout the Recognition of Prior Learning in skills related to manufacturing, construction and mining, ILO has partnered with the Technical Education, Vocational and Entrepreneurship Training Authority. UNHCR has joined the partnership to ensure that refugees possessing skills in any of these areas outside of the classroom and have no certification can be tested and certified to possess those skills. The certification is expected to increase employability of the beneficiaries and thus a strong foundation for improving livelihoods.

We Stand Together against Sexual Exploitation and Abuse – Developing an inter-Agency Response

Sexual exploitation and abuse are unfortunately quite a common phenomenon in the humanitarian world. The root cause of sexual exploitation and abuse is power imbalance: someone with power abuses their position to exploit someone who is perceived as being inferior or vulnerable. One of the groups most vulnerable to sexual exploitation and abuse is refugees, because they are outside their own country, with no or little family or social network to protect and support them, and they thus find themselves at the mercy of those who can offer them services or assistance. Among them are those who are even more vulnerable and exposed; people with physical or mental disabilities, widows or single women with many children to care for, old persons and unaccompanied children.

This phenomenon is an oxymoron, a contradiction in terms; how can humanitarian workers, deployed to protect and assist refugees instead harm them? First, there has to be an understanding that everyone working in a refugee settlement, by definition, becomes a humanitarian worker, regardless of whether you belong to the UN, an NGO, the Government, a supplier, or even as a refugee community worker. Secondly, to request or accept sexual favours in exchange for services or assistance or to have a sexual relationship with a refugee is an abuse of power because of the vulnerable situation that refugees are in, which is prohibited for the UN, its partners and even its

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IN ZAMBIA, UNHCR FIRST HAD IT'S OPERATIONAL PRESENCE IN 1967

contractors.

It is not an easy task to combat sexual exploitation and abuse (SEA). It touches upon legal frameworks, codes of ethics, traditional practices, gender equality and human rights.

UNHCR Zambia together with its partners therefore decided to jointly develop a comprehensive response to prevent SEA, starting in the Mantapala refugee settlement, then followed by the Meheba and Mayukawyukwa refugee settlements. Through discussions with refugees in the settlements, the joint slogan "We Stand together against Sexual Exploitation and Abuse" was chosen, which was reflected in a poster campaign, t-shirts, exhibitions and drawings by refugee children.

During the year, community-based complaints procedures were established, PSEA (prevention of sexual exploitation and abuse) sensitization was mainstreamed and training packages developed, and several organizations set up helplines and helpdesks enabling refugees to complain not only about possible cases of SEA, but any concerns they may have about the treatment of refugees and their needs.

The organizations and entities in Mantapala established a forum for focal points, which later was developed into an Ethics Committee, enabling all entities, Government, UN, NGOs and refugees to jointly discuss and address any concerns of an ethical nature in the settlement. This model is also being rolled out in the other two settlements.

The PSEA is a joint responsibility, which falls upon everyone working in a humanitarian setting and it must be a joint undertaking. We stand together against sexual exploitation and abuse in Zambia.

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UNHCR constructs a police post in Mantapala settlement and hands it over to the Government

In June 2020, The Mantapala Settlement Police Post, constructed by UNHCR, was handed over to Government of the Republic of Zambia. The Police post has an inquiry, staff offices, two holding cells and a water-borne ablution block constructed by Zambia Red Cross Society. Five Zambia Police officers including one Victim Support officer supported by about 50 community police unit members are deployed within the Mantapala settlement.

UNHCR responds to the needs of LGBTI Refugees in Zambia amidst protection challenges.

The International Day against Homophobia, Transphobia, and Biphobia (IDAHOT) was marked on May 17th to bring attention to the rights of lesbian, gay, bisexual, transgender and intersex(LGBTI)people.

The IDAHOT theme for the year 2020 was "Breaking the Silence". The UNHCR High Commissioner for Refugees, Mr Filippo Grandi in his statement in marking this day said "...For UNHCR, this highlights the importance of amplifying the voices of persons of concern who have diverse sexual orientations, gender identities, gender expressions, and sex characteristics".

In many of the countries where UNHCR works including Zambia, LGBTI individuals continue to experience violence, discrimination and isolation. UNHCR in Zambia continues to work closely with its Government counterparts, the Office of Commissioner for Refugees within the Ministry of Home Affairs – COR/ MHA as well as partners to alleviate the plight of the LGBTI individuals, to understand the risks they face and how to work together to reduce them.

Maintaining these partnerships and connections with the LGBTI individuals has never been more important, as we see how the COVID-19 pandemic has a disproportionate and negative impact on individuals that are already highly marginalized and discriminated.

In the recent months, UNHCR in Zambia, the Office of Commissioner for Refugees - COR/ MHA and partners has made important progress in working with LGBTI persons of concern to better address their protection needs, including a protected haven and, comprehensive solutions.

In conclusion, the global UNHCR guidance note on refugee claims relating to sexual orientation and gender identity notes that international and national developments in sexual orientation case law clearly show that LGBTI persons may be recognized as a "particular social group" and, as such, are entitled to protection under the 1951 Convention. These developments, however, also indicate that ill-treatment of persons due to their sexual orientation and gender identity continues to be seen as a highly personal or hidden form of persecution. As a result, LGBTI persons who seek asylum have on occasion been expected by adjudicators to avoid persecution by concealing their sexual orientation, while similar expectations are not applied to the same extent in claims concerning political opinion or religious belief. It is, thus, essential that assessments of claims based on sexual orientation and or gender identity be conducted in a sensitive and appropriate manner by decision-makers specifically trained on these issues. Given the difficulties of providing proof in sexual orientation claims, the assessment of such claims often rests on the credibility of the applicant. In these circumstances, decision-makers must lean towards giving the applicant the benefit of the doubt.

Rice Processing and polishing boosted in Meheba

UNHCR, the UN Refugee Agency, through it's livelihoods implementing partner, Caritas Czech Republic (CCR), has supported the development and expansion of the rice value-chain in Meheba Settlement through the installation of machines which enable polishing, grading and packaging of rice produced by the local population.

UNHCR, with support from the Office of the Commissioner for Refugees, funded the construction of the shelter and equipment of the rice processing plant, through CCR.

The plant is run by the Kalota Co-operative, through technical guidance of CCR and UNHCR, whose membership is drawn from refugees, former refugees and Zambians within and around Meheba, situated in Kalumbila District, North Western Province.

The unpolished rice is supplied to the plant by local farmers within the settlement and its vicinity.

Since it's inception in June 2020, the major off-taker for the rice processing plant has been ATS, which has procured 5.7 metric tonnes since the month of September 2020. Among other things, ATS provides catering services to Kalumbila and Lumwana Mines. A 10- kilogram bag of rice fetches K150. ATS has expressed satisfaction with the quality of rice and offered and committed to procure larger quantities of the product to supply to both the Lumwana and Kalumbila Mines.

In terms of feeding the plant, the community brings raw rice for polishing and grading, with Kalota Co-operative charging for the service. The rice is sold by the community within and outside the settlement. The plant is also benefiting local traders who sell the rice in the local markets. UNHCR working jointly with CCR, Ministry of Agriculture, JICA and UNDP is also supporting the production phase. A total of 240 farmers (90 supported under UNHCR and 150 under JICA/ MoA) have been supported with inputs to enhance production.

This support to rice value chain contributes to lessening the national shortage on rice production in Zambia. During a press briefing by the Ministry of Agriculture in 2020 on the crop forecast survey for the season 2019/ 2020 the Minister reported that, 'production of rice was forecasted to increase by 17% as compared to the season 2018/2019. Despite the growth in the production over time, local production is still unable to meet our local demand', reiterated the Minister. He further noted that 'currently the deficit stands at approximately 45,000 metric tonnes which is met through imports. Taking cognisance of the deficit the Ministry has developed The Rice Development Strategy to promote production'. UNHCR's support to rice value chain in Meheba, aligns to this strategy.

Apart from rice, maize, cassava and sweet potatoes are the other major products that Meheba supplies to North-Western Province and the rest of Zambia and beyond. ATS

company has also offered to provide market offtake for these crops including the 'English vegetable', bananas, watermelon, cassava etc.

Meheba hosts different nationalities, who include refugees, former refugees and Zambians.

H.E. Hawa Hassan Mohamed., Ambassador of the Federal Republic of Somalia to the Republic of Zambia, during a courtesy visit to the UNHCR Representative, Ms. Pierrine Aylara, during which they held bilateral discussions.

I managed to get a driver' license

"I managed to get a driver' license and have since secured a tools box, I am set. This will definitely change my life for the better. I am currently working as a trainee at Kamwala Total Garage in Lusaka."

Audrice Kalombo Kalala is a 23-year-old male Congolese, who is one of the Mechanics students graduate that benefited from the UNHCR sponsored Vocational and Entrepreneurship Training Program. He is from a family of nine (9) living in Mayukwayukwa settlement. Acquiring vocational skills will help him sustain himself and his family.

COUNTRY-WIDE STATISTICS AS OF 30TH NOVEMBER 2020

As of 31st January 2021, Zambia hosted 95,547 PoC's (66,711 Refugees, 4,617 Asylum seekers and 24,219 Others of Concern).

In January 2021, 784 new arrivals, 80 In-Situ and 175 births were registered.

Below is the population of concern by location as at the end of January;

The Population of Concern (by location) in Zambia is broken down as follows;

Mantapala: 16,404 individuals (16,360 are Refugees and 44 Asylum seeker) – In Mantapala, 44 asylum-seekers are pending DJOC screening. The number of arrivals using undesignated entry points increased in January and a team from COR Lusaka is in Mantapala to support the screening.

Meheba: 31,210 individuals (21,061 are Refugees, 334 Asylum seekers and 9,813 Others of Concern)

Mayukwayukwa: 18,672 individuals (11,917 are Refugees, 13 Asylum seekers and 6,742 Others of Concern)

Urban Lusaka and Ndola: 16,857 individuals (11,772 are Refugees, 4,226 Asylum seekers and 859 Others of Concern)

Self-Settled (Government estimate): 12,404 individuals (5,600 Refugees and 6,804 Others of Concern)

SUPPLEMENTARY FEEDING PROGRAM SAVES LIFE IN MAYUKWAYUKWA REFUGEE SETTLEMENT

Figure 1:Christina at the time of admission to the Supplementary feeding Program

Christina Chisiso is a two-year old girl child who has benefited from the Nutritional Supplementary Program in Mayukwayukwa Refugee settlement. She was born from a teenage mother and she is currently under the take care of her grandmother who could not afford a balanced diet to improve her nutritional status. Thus, Christina's growth was stunted. In August 2020, during routine Under Five children's clinic, Health workers found that at the age of one year and eight months, Christina weighed 5.5 Kg and she was admitted on the Supplementary Feeding Program.

The feeds included Plumpy'nut a fortified peanut butter stuffed with milk and vitamins . After two months Christina gained 3 kg and showed tremendous health improvement. *"I really thank the staff here for what they have done for my grandchild. I almost lost her and wouldn't have words to explain it to her mother. Please continue helping us and the children,"* said Christina Chisiso, the grandmother whose granddaughter was name after.

Nutritional support in the settlement has contributed to improved health and nutrition status to many malnourished children and people living with HIV and AIDS especially during COVID-19 pandemic.

The restriction of movement impacted negatively the persons of concern who travel to trade or seek piece work to supplement the humanitarian aid received.

Figure 2: Christina 2 months later

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Solar installation breathes life in Meheba and Mayukwayukwa Resettlement Schemes

UNDP with funding from the Government of Japan recently installed solar systems at the health centres located in Mayukwayukwa and Meheba resettlement schemes at a total cost of USD57,000.00. These solar systems allow these health centres now to operate as Outpatient Departments (OPD) for 24 hours a day.

Dr. Minyoi Health Centre and Kamiba Clinic, located in Mayukwayukwa and Meheba Resettlement Schemes both received and installed solar systems costing USD24,000.00 and USD 33,400 respectively.

"At Dr. Minyoi Health Post, we had failed to become fully operational after the clinic was commissioned in 2016. The health facility lacked basic services such as lighting and water. Without proper lighting, we had become accustomed to using candle-lights or torches", said Health Coordinator, Steven Mafumo.

As Mayuykwayukwa and Meheba are not yet connected to the national electricity grid, Dr. Minyoi and Kamiba Health Centres have been able to leap-frog this power challenge with support from UNDP and the Government of Japan.

The support provided includes the installation of the solar systems, which comprised of off-grid PV systems with Li-ion (liFePO4) battery banks and 230 VAC sinusoidal inverters, including earthing, distribution boards, sockets, indoor and outdoor LED lights with switches, ceiling fans with rotary timer switches. It also includes after-sales services for a year, maintenance (preventative and corrective) together with technical maintenance (on-site preventive /on call curative).

This, according to Steven Mafumo, is a significant milestone for Mayukwayukwa Resettlement Scheme, which is managed by the Department of Resettlement, and oversees approximately 550 households comprised of Former Refugees and Zambians.

Mafumo notes that, "with the solar energy system fully installed, medical supplies will be stored refrigerated unlike in the past when the provision was absent. Essentially, it is expected that with improved service delivery, there will be improved health outcomes".

The installation of solar panels is part of a grant of USD500,000.00 in total from the Government of Japan to support several activities for the sustainable resettlement of former refugees in Zambia. The overall goal of the programme is that, by 2021, communities living in the targeted resettlement schemes are cohesive, productive, sustainable and fully integrated into development at all levels.

According to the UNDP Officer in-charge of Inclusive Growth and SDGs, Jan Willem van den Broek, "the Promoting Human Security Through Sustainable Resettlement Programme has three main objectives, "firstly, that Government at national and sub-national level undertake inclusive and participatory planning and governance processes that incorporate the targeted resettlement schemes; secondly, communities in and around the targeted resettlement schemes have access to social services and sustainable economic opportunities; and thirdly, resettlement communities are tolerant, inclusive and integrated with the surrounding society, enabling people to live in freedom and dignity and to fully realize their human potential."

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Farewell to water shortages in Zambia's Meheba Refugee Settlement

By Raphael Banda for UNICEF Zambia

A beneficiary of KFW, UNICEF and Ministry of Water Development, Sanitation and Environmental Protection's partnership WASH programme, Kiza Oswaldine, watering her garden using water drawn from boreholes at Meheba Refugee Settlement.

Kiza Oswaldine, a mother of three, is happy as she no longer has to walk for 20 minutes every time she needs fresh water.

"The water, sanitation and hygiene (WASH) programme brought to us by people of goodwill is timely and has already started bearing fruit - as you can see that I am able to fetch clean water," said the 41-year-old refugee from the Democratic Republic of Congo (DRC) who lives at Meheba Refugee Settlement in Zambia.

The 10-milion euro project, launched in 2019 in Mantapala Refugee Settlement in the northern region of Zambia, has now been rolled out to the rest of the refugee settlements including Meheba and Mayukwayukwa and host communities as well as selected border points.

"The drilling of boreholes under this programme has really helped us in various ways such as to have improved hygiene and sanitation," she said. "I have even started irrigation and grow vegetables for me and my three school-going children. This is indeed long overdue."

Aiming to reach over 150,000 refugees and Zambian host community residents, the programme is funded by the Federal Republic of Germany through the KFW Development Bank and is being implemented by UNICEF Zambia, under the leadership of the Ministry of Water Development, Sanitation and Environmental Protection (MWDSEP), and in collaboration with the Commissioner for Refugees and UNHCR.

Apart from the 62 boreholes that will be drilled within Meheba settlement and host communities, UNICEF's partner World Vision Zambia is rehabilitating 74 boreholes, 39 in host communities and 35 in the refugee settlement.

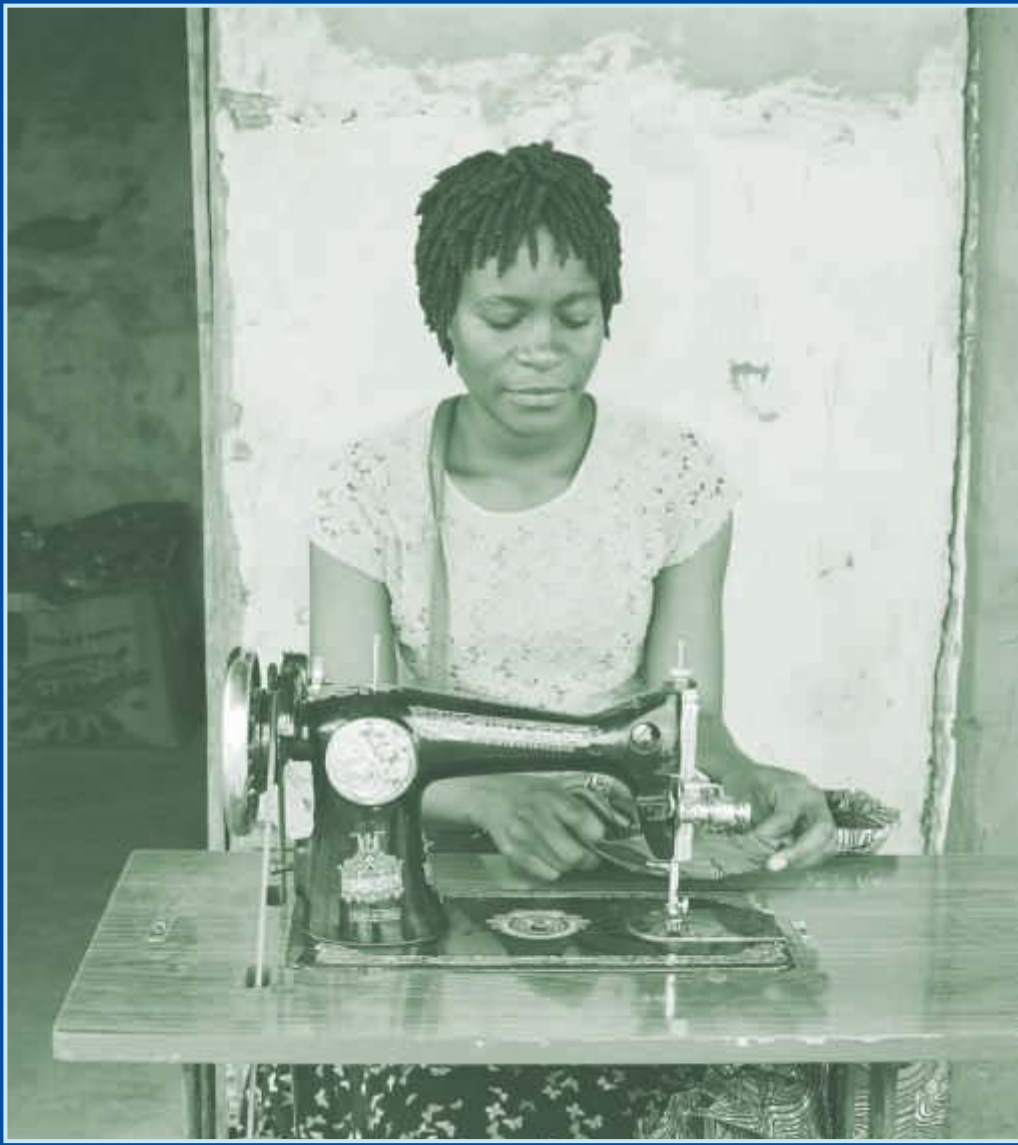
"Water is a right to both the refugees and non-refugees which is in line with Sustainable Development Goal 6," said Meheba Refugee Officer, Castro Singelengele. "The programme is already benefiting over 27,000 people including the new arrivals. In 2019 we had 16 boreholes at the end of the project we will have 35 boreholes within the settlement."

AWARDING OF SEWING MACHINES TO 18 BEST PERFORMING TAILORING STUDENTS AND 14 IDENTIFIED POCs WITHIN LUSAKA URBAN

During the course of the 2nd quarter 2020, 57 sewing machines were allocated to Lusaka Urban Project of which 25 were put in the Makeni Transit Centre Production Unit and the remaining 32 were given to 18 best performing students under the tailoring project, while 14 went to deserving persons of concern (PoCs) within Lusaka Urban.

The decision to give the best performing students was arrived at by Caritas Czech Republic (CCR), in consultation with UNHCR with the hope of assisting the beneficiaries to set up viable businesses after getting the necessary skill.

The initial plan was to give all the students, however, some of the machines would not have enabled the recipients to start running viable businesses like the button pressing and overlocking machines. Unless, one already had another sewing machine which was not the case. For the other type (knitting machines), it was an issue of the students not having the necessary skill to use them as the training did not include knitting. It was for this reason that based on the different types of machines available, others were going to end up receiving types which they may have not necessarily started a business with.



In respect of this, the rest of the machines were given to PoCs who either already have skills or an existing tailoring business needing improvement. This implies that in the case of machines which cannot be used in isolation like the button/over locking machines, these will be given to POCs who already have sewing machines. The move will basically help them expand their business by offering knitting services and increasing their product portfolio and thus lead to more customers and tentatively increased household income.

Identification of the POCs would be done by the livelihoods team in close collaboration with the outreach staff.

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Refugee self-service kiosks installed in Lusaka

The UN Refugee Agency (UNHCR), through the Office of the Commissioner for Refugees in the Ministry of Home Affairs, is rolling out self-service kiosks for persons of concern in Lusaka–the kiosk have five language options to facilitate persons of concern (PoCs) access to their data.

The kiosks, the first ever targeting refugees and others of concern in Zambia, have been installed in Lusaka at the Office of the Commissioner for Refugees in the Ministry of Home Affairs and Makeni Refugee Transit Centre.

For now, UNHCR and the Office of the Commissioner for Refugees will run the project on a pilot basis with the aim of extending the service to the three designated refugee settlements in the country in due course.

UNHCR Representative to Zambia, Mrs Pierrine Aylara, said the program to install self-service kiosks is part of the Refugee Agency's global initiative designed to facilitate refugees' access to their data, create accountability and to allow PoCs to view the status of various case management processes, initiate applications, as well as make appointments with various technical units.

"While the roll-out of this project in Zambia is part of UNHCRs global initiative, we are at the same time bringing smart technology and supporting the Government of Zambia's digitalizing efforts," said the Mrs Aylara.

Mr. Abdon Mawere, the Commissioner for Refugees (COR) in the Ministry of Home Affairs, whose office is hosting and administering the kiosks, has described their installation as a milestone that will empower the PoCs to easily access data, reduce crowding and enable COR staff to manage and expeditiously process applications.

An executive member of the Lusaka Refugee Co-ordination Committee, Bernard Lukungu, has applauded the installation of the kiosks as a milestone.

"The infusion of technology in handling refugee matters, such as all forms of registration, will expedite processes at the Office of the Commissioner for Refugees," said Lukungu.

Mr. Vincent Chilonga, Registration and ICT Officer with COR outlined the specific use of the Self-service kiosks which among other things, include setting of appointment tickets for key services like RSD, Registration, local integration and urban residency applications and updating biodata records. Persons of Concern will be able to renew their Asylum and Refugee certificates with biometric authentication as well as their RSD interview appointments and decisions. Furthermore, the kiosks will provide tickets for collecting relocation documents, and soon short form surveys will be deployed for PoC's to complete and review services jointly offered by COR and UNHCR.

"With the support of UNHCR, the 10 kiosks are designed for multi-purpose use by PoCs. The key benefit is primarily to ensure queue management at COR and to enhance service delivery. The kiosk installed in Makeni will ensure PoCs don't travel distances to view their status or renew their documents. This is part of the Office of the Commissioner for Refugees' initiative to bring services closer to PoCs." explained Vincent.

Zambia currently hosts over 92,000 persons of concern living in the three refugee settlements and urban areas like Lusaka, or self-settled. On average, over 500 new arrivals are received in Zambia every month.

Access to the data and ability to initiate processes will increase efficiency as well as data protection principles.

World Refugee Day commemoration

Zambia joined the rest of the world in commemorating the World Refugee Day under the Global theme: Everyone Can Make a Difference, Every Action Counts. Picking one of its seven pledges presented at the Global Refugee Forum (GRF) last year, the Government had chosen a local theme: Supporting Refugee Education. The UNHCR Representative advised refugees to be law-abiding and bemoaned the limited funding towards tertiary education for persons of concern. She also called upon all stakeholders to come on board and support refugee programs that also benefit the Zambian hosts. In this regard, the Minister of Home Affairs, who was Guest of Honour, pledged to engage his counter-parts at Ministry of General Education, as well as Higher Education, to see what measures could be put in place to ensure refugees and others of concern have easy and effective access to education without restrictions. The WRD activities in Zambia included radio and television awareness programmes in Lusaka and the field featuring Government and UNHCR staff, including refugees.

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Meheba Academy and Mayukwayukwa United Football Clubs Promoted in the FAZ League

Two football teams – one in Meheba and the other in Mayukwayukwa refugee settlements – have brought joy to the community in the settlements for being promoted to Division 2 and 3 of the Football Association of Zambia (FAZ) 2020/2021 football league.

Meheba Academy and Mayukwayukwa United Football Club have been promoted to the FAZ Division One and Two 2020/2021 season, under the North Western and Western Province league, respectively.

"As UNHCR, we are happy that the two football teams have progressed to a higher league. As the only refugee-based teams in the FAZ league these teams are grassroots community-based, working as agents of change, peace-building and co-existence in the two refugee settlements," said the UNHCR Representative, Ms. Pierrine Aylara.

Meheba Academy Football Club came out first in the North Western Province Division Two football league last year (2020).

In 2019, the community in the settlement with help from the Office of the Commissioner for Refugees (COR) in the Ministry of Home Affairs and UNHCR formed Mayukwayukwa United, who has since secured a slot in Division Two in Western Province after they swept aside opposition from other teams in Division Three and scooped the top slot in 2020.

Most of the football players for

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both teams are refugees, the others are Zambian from the host community and former refugees.

The two teams have attributed their promotion to hard work, support from COR, UNHCR and the local community.

Warren Mate, the Mayukwayukwa United Football Club Vice Chairman, who is also Mayukwayukwa Secondary School Deputy Head Teacher, explained that the settlement had many football teams formed by various nationalities. So, it was decided to come up with a team - Mayukwayukwa United – which incorporated all nationalities, to play in the national league.

In Meheba, apart from Meheba Academy, there are three other football teams that are actively competing in the FAZ Division 1, 3 and 4.

"Meheba Stars Football Club and Meheba Police are in Division Three, while Meheba Rangers is in Division Four," explained Kelvin Kaumba, the Ministry of Community Development and Social Services (MCDSS) Sports Co-ordinator in Meheba refugee settlement.

In December 2019, the Government of Zambia made seven pledges at the Global Refugee Forum in Geneva, Switzerland. One of the pledges is to continue to promote sports activities in all refugee settlements and ensure refugee teams are registered with national sports associations.

To this end, UNHCR has since entered a memorandum of understanding with FAZ to ensure that the football clubs in the refugee settlements are incorporated in the national football league.

Because of the enormous logistics involved in fulfilling tournaments in the higher league, in terms of travel, player allowances and other logistics, Mate and Kaumba, have called for more support for the teams from well-wishers across Zambia and beyond.

"To all those supporters near or far who love MEHEBA ACADEMY or who share our convictions, you can support your team with K1, K2, K5, K10, k20, K50, K100 ... unity is strength, together we will go far." Appealed Kaumba.

UNHCR, within its limited budget, will render support to the sports teams through Sports Associations in the refugee settlements and looks forward to the two football teams playing in the FAZ MTN League soon.

(The teams appeal for support to fulfill league fixtures)

JUDO FOR PEACE

On, 20th June every year the world celebrates World Refugee Day, established by the United Nations to raise awareness of the situation of many millions of refugees across the continents. UNHCR estimates that there are now 79.5 million people who have been forced to flee their homes. This represents approximately one percent of the world's population. On this special occasion the International Judo Federation joins the global community to make sure that we do not forget the struggles the refugees face and celebrate their resilience in fighting for life and to build a better future.

This year, the International Judo Federation (IJF) and the extended judo family are supporting the UNHCR campaign, named "Everyone can make a difference; every action counts in our global fight against COVID-19". For many years our organisation has been committed to offer opportunities to forcibly displaced people.

Therefore, an IJF refugee team was created, inviting 14 top athletes to join the World Judo Tour events, with the goal of collecting points towards Olympic qualification. The IJF supports them throughout the season to make sure they have the same opportunities as any other athlete on the circuit.

We recently met with three of them to discover more about their stories:

Oula and Muna Dahouk: https://www.ijf.org/news/show/ijf-helped-us-to-have-a-future-again

Mohammad Rashnonezhad: https://www.ijf.org/news/show/mohammad-rashnonezhad-hopes-for-the-best

Those refugee athletes are true role models who have a powerful message of hope to deliver to the world. They explain how sports and judo in particular played an important

role in their lives, helping them to overcome the most difficult and challenging situations.

The International Judo Federation is also very active in the education sector, with long term programmes running in refugee camps. The first initiative was launched in 2015 in Kilis Turkey, where thousands of refugees are living, some for few days,others for years. Since the inception of the Judo for Peace programme, more than 2,000 children had the chance to practise judo in a safe environment.

Four years ago, a second programme was launched in Zambia, within the Meheba Refugee Settlement, where Faustin, a young black belt refugee, was designated coach of the Judo for Peace/Judo for Fred (in collaboration with the Norwegian Olympic Committee). Since then, with the unwavering support of the National Federation, led by Alfred Foloko, the programme has expanded and soon another initiative will be launched in Zambia. In the meantime, and due to the Covid-19 crisis, Zambia has also developed with the support of IJF, a massive initiative to provide masks to the population, including thousands of refugees. You too can contribute to this initiative at https://donation.ijf.org

UNHCR
The UN Refugee Agency

ZAMBIA

Reference map

as of 15 Apr 2020

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

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