

**Key messages:**

All new activities in the camp **MUST** be approved and coordinated with: (a) the government (b) camp management. Camp management will approve requests supported by the relevant sector and if they are cost effective, focused, constructive and have the greatest possible impact. All activities in the camp have an effect on overall security, so it is imperative to go through the correct procedures before commencing any activity in the camp. Any organisation that does not respect this condition will have their permission to operate in the camp revoked by camp management.

Contact Sobia Oberg [oberg@unhcr.org](mailto:oberg@unhcr.org) or Kilian Kleinschmidt [kleinsch@unhcr.org](mailto:kleinsch@unhcr.org)

**Actions:**

Ref	Actions from previous meetings	Who	When	Done?
<b>Emerging issue</b>				
<b>Security</b>				
2/7	Incident reports should be completed for all incidents, and shared with UNHCR FSA	All	Ongoing	<b>Ongoing</b>
<b>Camp Management</b>				
06/08	Any meetings with refugees should now take place in the shared meeting area in the buffer zone. Pedestrian gate is open.	All	Ongoing	<b>Ongoing</b>
03/09	Agencies planning to have a regular physical presence in the compounds should express their interest to UNHCR camp management	Mohamed Jertila <a href="mailto:Jertila@unhcr.org">Jertila@unhcr.org</a>	Ongoing	
03/09	Base Camp Management: Team Connect Contact details across Please fill RFO in advance of any issues.	Azmi Alhasany Team Connect <a href="mailto:azmi@team-connect.co">azmi@team-connect.co</a> 0798021719		
29/10	Public Information and Mass Communication Associate	Naserddine Touaibia <a href="mailto:touaibia@unhcr.org">touaibia@unhcr.org</a> 0798611914		
03/12	All agencies planning to distribute any NFI item in the camp must get prior approval from camp management. All assessments need to be coordinated and require prior approvals.	Sobia Oberg <a href="mailto:oberg@unhcr.org">oberg@unhcr.org</a> 0796324737		
11/03	Electricity	Yanal Madanat <a href="mailto:almanana@unhcr.org">almanana@unhcr.org</a> 0797056990		
29/04	External Relations	Gavin David White <a href="mailto:white@unhcr.org">white@unhcr.org</a> 0798175813		

**Security**

The General security situation in Za'atari was relatively tense, with security incidents regarding water distribution. – 27 June, a UNHCR staff member slipped while filling water tank at Raba' RC, he sustained minor injury and treated in Mafraq hospital. – 28 June, around 75 refugees demonstrated in District 2 demanding improvements in the quantity of water. – 29 June, a group of refugees from District 1 complained to UNHCR security that water tanks are not filling tanks in the street. – On 30 June, a fight erupted between two groups of refugees near the water boreholes in District 8 & 9 due to water distribution. Two ACTED staff

received minor injury. – 30 June, a fire broke out in a tent in district 5. – 1 July, refugees gathered at BC entrance complaining against inequitable distributing water. – 1 July, Jordanians nationals used vehicles to block the entrance to Raba Al Sarhan and burnt tires due to the transfer of 3 individuals to Za’atari and firing of 2 others by IOM.

### **Mafraq Coordination Meeting Update**

In coordination with other Field SGBV SWG members, the UNHCR CP SGBV unit conducted interagency SOPs orientations for non-protection service providers in Districts 4, 5 and 9. The exercise intends to reinforce the use of the SOPs and referral pathways that launched almost one year ago by all services providers in Zaatari camp.

The interagency campaign Amani was launched in Zaatari. The CP SGBV unit conducted four Focus Group Discussions targeting 90 refugees (40 male street leaders, 40 refugee women and 6 girls and 4 boys). The unit also conducted 6 individual counselling sessions with refugee women and men. Some of the messages delivered were related to:

- No violence and staying safe,
- Respond to violence,
- Prevention and response to early marriage,
- Prevention and response to child labour
- Separation of children,
- Services are free of charge,
- Respect of diversity and discrimination.

Men and women agreed that SGBV is increased by the hardship conditions of the camp and the limited access to income generating activities. Women and girls were more receptive to prevention of child labor and early marriage. Men consider that early marriage reinforces community links and protect girls. Refugees requested more information on UNHCR and partners’ specialized services on SGBV and CP

### **Update on ITS Evictions**

In Azraq:

- Overnight, 1,276 individuals were accommodated in the waiting area at the reception centre in Azraq.
- The night was quiet; people slept and there were no major security issues. Welcome meals were distributed, as were blankets and sleeping mats.
- Processing in Azraq started early this morning. Persons with specific needs have been identified by IRC, IMC and HI, and are being assisted as a priority (women at risk in the IMC area and persons with disabilities in the Handicap International Area).
- NRC has sorted all personal belongings during the night by truck number and these were stored in the transportation area. All gas bottles & gas cookers (for safety reasons) and tents have been removed and stored elsewhere. These items will not be returned to the refugees. Other belongings will be returned to refugees by truck starting tomorrow. Field colleagues in the shelter allocation area will disseminate the message regarding their belongings to the families in small groups.
- Infant formula available in NRC warehouse; prescriptions being issued by IMC doctors, who are present for referrals; NRC are distributing diapers upon request to families with small infants/babies.
- IMC doctors and nurses (together with ambulance) are on site, and are dealing with specific cases - persons in need of insulin, children with high fevers.
- NRC is providing transportation of persons + luggage; IOM is providing transportation of persons between reception area, protection area & shelter allocation area.
- UNICEF, WFP and all other partners continue to provide services for refugees as normal in Azraq, from community engagement to food, water, health etc, once installed in their shelters.
- There have been a few points of tension during the process in Azraq, reflecting refugees’ frustrations at having been evicted. These incidents have calmed down quickly.
- There is a considerable amount of consultation with the refugees at each stage of the process. For instance, refugees are being consulted to identify the best method to return their belongings. Protection interviews are also being conducted based on specific protection needs, and to document the circumstances around the evictions at the ITS.

During the ITS eviction, according to refugee interviews:

- Refugees consistently state that they were not informed by the authorities of the evictions at the ITS.
- Many are concerned that they will not be able to retrieve all their belongings, and that some may have been left at the ITS.

Other Protection concerns have been alleged, including incidents involving physical force during the eviction. Further details are being collected and will be shared in the due course.

### Follow up from Mafraq Coordination Forum

- the **AMANI campaign** orientation will take place next **Monday, July 7th** at 11:00. please send Angeliki ([panagoul@unhcr.org](mailto:panagoul@unhcr.org)) the list of participants **by Thursday noon**. (venue to be confirmed).
- the **training on Activity Info** is scheduled for **Thursday, July 10th** from 10:30 to 12:30. Depending on the number of participants and their preference in language, we might consider providing two sessions (English and Arabic). Please send Angeliki the list of participants (name and email address) **by Thursday noon** and specify if they prefer the training in Arabic.
- the **Mafraq case workers/case manager meeting** will take place on **Monday, July 14th** at 11:00. The meeting is for case workers/case managers and will be in Arabic. The invitation will be circulated next week.
- for an information session on **UNHCR health services** you can contact: Douaa Rafe <[rafe@unhcr.org](mailto:rafe@unhcr.org)>.
- for **access to Activity Info** you can send your name and email to Angeliki Panagoulia, [panagoul@unhcr.org](mailto:panagoul@unhcr.org) or Hawraa Harkous, [harkous@unhcr.org](mailto:harkous@unhcr.org).

### WASH

Shortage of water in the camp recently, UNICEF and partners have extended the operational hours of the boreholes. One borehole is under repair. Efficiency has decreased 40 to 50%. Trying to get water from Azraq or Ramtha. Tender for digging third borehole is open. WASH partners will meet the community leaders to explain the situation to them

### Electricity

Issue of illegal connections continue. Work continuing in D12 and should finish by end of week.

### Site planning

Extension in D12, SRAD asked us to move them. We are discussing with the refugees. Working with reach on the overlaying map.

### Protection

Raba Sarhan, 1,949 arrivals last week, of which 15% were re-entry; 1,949 arrivals last week, of which 15% were re-entry; Gender breakdown: 56% female, 44% male; Origin: 57.6% Dara'a, 11.1% Homs, 9% Aleppo, 7.2% Damascus.

56% female, 44% male; Area of origin: 57.6% Dara'a, 11.1% Homs, 9% Aleppo, 7.2% Rural Damascus;

Per Camp	Cases	Ind.	% of arrivals
<b>ZAT</b>	116	245	12.6%
<b>AZR</b>	483	1,678	86.1%
<b>EJC</b>	-	-	0%
<b>Other</b>	9	26	1.3%

Border crossings: 95% entered through Eastern border crossings. – 114,196 individuals have been called and 85,676 individuals have been processed; 75,877 are active and 9,791 are inactive; 57.38% of the active population are children and 15,075 of them (19.8%) are under 5; 24,634 individuals were inactivated having not presented themselves for

verification. However, this group has been approaching UNHCR since 1st June and will be added to the active verified population. – UNHCR is processing urban cases who live in Zaatari Camp, together with litigation cases. – 1,105 birth certificates issued so far (including 500 from the waiver of the authorities); 839 spontaneous returns organised by the authorities last week (404 the week before).

### Community Services

The Child Booth at the NRC Distribution Centre engaged in soap and sanitation distribution served as a platform for the referral to UNHCR of children identified as a protection concern. – Recreation activity at the

3 community centres continues with summer activities and awareness programmes, with formal and informal meetings with refugees. A total of 800 refugees were supported. This included activities targeting child labour and encouraging informal education. In addition, boys and girls football games and practices benefited 1500 refugees. The library has increased in popularity with 448 beneficiaries reading and borrowing books. The library also caters to refugees currently in hospital with Syrian volunteers reading stories on an ongoing basis.

### **Child protection**

A worrying trend is observed that humanitarian staff threatening the refugees of no assistance or sending them back to Syria. Agencies are encouraged to sensitise the staff on such issues. CDAC report will be shared with the group

### **Education**

Education referral pathway is finalised. After the orientation process. Will identify the stakeholders at district level. Working to provide data.

### **Food**

First cycle of July's food voucher started on 1 July. Days of distribution have been reduced to 7 instead of 9. WFP is reducing the bread quantity as of 2 July (1MT). It was reemphasized that no hot meals distribution is authorised by the camp administration (SRAD) allowed. Anyone who attempts to do so must be reported immediately.

### **NFIs**

Soap and sanitary napkins distribution will start soon. Hygiene Kits distribution is still pending. We have received 7000 kits from LWF and 5000 from UN Women and this quantity doesn't cover the whole camp. Agencies are requested to utilise the left over items available at NRC warehouse. List will be shared soon.

### **Health**

Za'atari continues to receive war wounded as well as other patients. We are also receiving cases with psychological issues. Right now there is a gap in follow on care. And also both in physical and psychological care. The cute condition that has come across recently is chicken pox. It is usually more severe in elders. Jordan doesn't have the vaccines available. As a follow up of the polio campaign a rapid convenience assessment was carried out that showed that. 97% of the children in the camp have been vaccinated against polio. Two more campaigns may follow later this year.

### **External Relations**

If agencies have donors or other delegations must they must inform SRAD. Contact details are as follows: Major Eyad Omari. 0779836226. [eyadomari@hotmail.com](mailto:eyadomari@hotmail.com)

**Next meeting will be on Tuesday 08 July, 2014, at Za'atari Base Camp meeting room 4, at 13:00.**