

22 June - 5 July 2014

# SYRIAN REFUGEE RESPONSE **JORDAN** INTERAGENCY UPDATE



A busy day at WFP-Sameh supermarket in Azraq refugee camp ©UNHCR/M. Fawe

#NoLostGeneration



## HIGHLIGHTS

- **Humanitarian partners in Jordan issued a revised appeal for \$1 billion as Syrian crisis shows no sign of abating** – On 3 July, representatives of the 64 humanitarian partners in the RRP6 for Jordan Thursday issued a revised appeal for support until the end of 2014 for the Syrian refugees and the local communities hosting them. Humanitarian partners still need urgently US\$ 648 million to ease the strains on Jordan's host communities, where schools and hospitals are overcrowded and essential infrastructure such as wastewater treatment is overstretched.
- **The population verification exercise in Zaatari terminated on 30 June** – Since 21 May, UNHCR processed the cases of around 22,000 individuals who were on hold for different reasons. At the end of the exercise, the population of the camp was 83,855.

### RRP6 Funding Status (as of 5 July 2014)

Financial requirements	US\$ 1,014,530,914
Funds received	US\$ 366,137,816
<b>To be funded</b>	<b>US\$ 648,393,098</b>

## REGISTRATION

Active Syrian population registered with UNHCR

**Total active Syrian population  
registered with UNHCR**

As of 5 July 2014

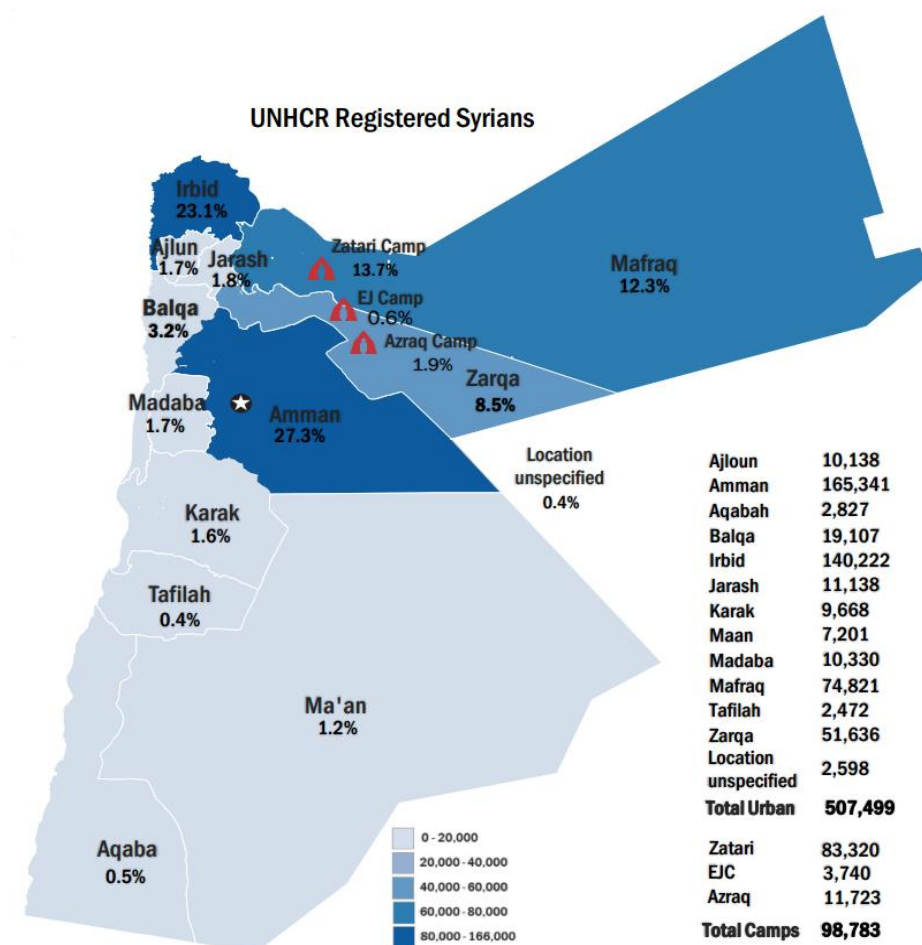
**606,282**

Between 22 June and 5 July,  
UNHCR registered **4,398** Syrians:

- 1,013 in Amman
- 5 in Azraq
- 8 in EJC
- 295 in Irbid
- 2,932 in Raba Sarhan
- 112 in Zaatari
- 33 by mobile registration

They **originated** mainly from:

- Dar'a 1,384 persons
- Aleppo 803 persons
- Homs 462 persons
- Ar-Raqqa 416 persons
- Rural Dam. 360 persons
- Damascus 307 persons
- Hama 204 persons



\* Coloured map only reflects refugees living outside camps.

The population verification exercise in Zaatari terminated on 30 June, with a population of 83,855

The litigation period for the population verification exercise in Zaatari was finalized on 30 June. The final figure of the population living in the camp was 83,855. In order to ensure the quality of the process, the verification exercise was processed in several stages: (i) granting refugees living in camp with a verification access card through door-to-door visit (26 September to 12 December); (ii) verification interviews (27 January to 20 May); (iii) reception by refugees of their proof of registration, an individual health booklet and a new service cards issued by the Ministry of Interior (eventually on the same day than the verification interview);

(iv) litigation period for missed appointments and others specific cases (21 May to end June); and (v) data quality check. The verification exercise was also used as an opportunity (i) to capture a full dataset into the UNHCR database (ProGres), (ii) to proceed to iris capture, (iii) to distribute family ration card, and (iv) to handover to refugees their documentation (national ID card, passport) temporarily kept by Jordanian authorities upon their entrance in the country.

## PROTECTION

### Syrian refugee children let the world know about their suffering in a CARE's psychodrama theatre play

Many Syrian refugees have experienced distressing events and are in need of psychosocial support. As part of efforts to heal the "invisible wounds", CARE developed a creative theatre play project called "Wa Yabqa Al Amal", (which means "Hope Remains" in Arabic).

Since beginning of April, 22 Syrian, Iraqi and Palestinian refugee children have taken part in this project and met to write the text, rehearse, design and decorate the stage. The play is about how much refugee children miss their homelands and how important going to school is. The play was finally presented end of June to the refugee children's families and the grand public.

"When we arrived in Jordan I had lost trust in everyone. I refused to talk to anyone, even to my own family," said Aya, a 17 year-old Syrian girl who participated in the project. "But starting from last summer, I joined CARE's activities. I learned how to play the org, to use a computer, and now I am participating in this theatre play that we all wrote and directed together. My family says I have changed since I joined CARE's activities. Now

I laugh, tell jokes and enjoy my time with everyone, things that were gone from my personality for a while."



### Humanitarian partners officially launch the Amani campaign's field activities on 22 June

The field activities of the "Amani" campaign on child protection and gender-based violence (CP-GBV) were officially launched in Zaatari on 22 June. During the launching week, the CP-GBV agencies' staff and volunteers distributed the materials produced for the campaign (posters, bags, etc.) and organized interactive awareness-raising activities focusing on the 10 messages of the campaign. Activities included *inter alia* discussion groups, screening of videos and role-plays on early marriage and child labour attended by children and their parents. Participants generally reported that they did not support child labour, but the economic situation in Zaatari camp was the reason why children were working. For early marriage, the response differed according to gender. Men showed less concern about the issue and saw it as a normal and acceptable practice. Women in general were not supportive of this practice, but stated that they were commonly overruled by their husbands.

CP-GBV trainers conducted six orientation sessions in various locations throughout Jordan in order to train and provide support to agencies' staff and volunteers taking part in the campaign. More than 100 persons attended these sessions during which they discussed the messages' content, the process of change, how to deliver the messages and to whom. Materials have been distributed to 27 different organizations, members of the CP-GBV groups and new organizations that expressed interest in joining the campaign activities. These materials were produced by Save the Children (SCI) and International Rescue Committee (IRC): 2,690 shirts, 4,522 posters, 1,186 caps, 60,000 business cards, 1,851 notebooks, 500 bags, 1,000 balloons and 230 English and 444 Arabic versions of the messages' document. In addition to the printed material, SCI and IRC finalized 3 animated videos on child labour, prevention of violence and response to violence.

### Ten Syrian case managers operating in Zaatari receive training on counselling, family guidance and psychological first aid

On 26-28 June, with the support of UNESCO, Questscope organized a training on "Counselling, Family Guidance, and Psychological First Aid" for Syrian case managers working for the UNESCO-Questscope mentoring program in Zaatari. The mentoring program aims at fostering adult-youth relationships that promote pro-social behaviour, reduce conduct problems, and increase community engagement and inclusion of Syrian refugee youth in the camp.



Syrian case managers who took part in the training "Counselling, Family Guidance, and Psychological First Aid" ©UNESCO

The case managers, all Syrian refugees themselves, provide support to 70 mentors and 350 mentees. The program requires engaging in close interpersonal relationships with mentors and mentees while providing guidance on planning, scheduling, and implementing the program's methodologies. Ten case managers (five men and five women) participated in the training held in Ajloun Forest Reserve. For most of them, it was the first opportunity to leave Zaatari since coming to Jordan. Participants remarked that the training's location in the forest reserve had a substantial effect on their mental health and well-being, and that the brief time away from the camp gave them renewed energy to continue their work there.

### UNHCR provides counselling and referrals to 23,832 Syrian families through its outreach services

During the reporting period, 3,382 Syrian families approached UNHCR at permanent helpdesks in Amman, Irbid and Mafraq-Zaatari to seek information, counselling and referral to specialized protection services. An additional 712 refugee households approached the mobile helpdesks organised in the cities of Karak, Ma'an, Madaba, Salt and Zarqa (2). In addition, info-line answered 11,070 calls. Queries from refugees continue to be mainly (over 60%) related to home visits, cash assistance and food vouchers. UNHCR and its partner International Relief and Development (IRD) also undertook 8,668 home visits in urban areas, with the purpose of assessing the vulnerabilities of refugee families for further actions (granting of cash assistance, protection intervention) or to ensure follow-up of previous home visits.



EDUCATION	<p>320 field staff operating in Zaatari receive training on child protection and gender-based violence</p> <p>In Zaatari, 320 staff from the 12 districts of the camp benefited from orientation sessions on CP-GBV standard operating procedures (SOPs), with a focus on how to identify and refer CP-GBV cases. 12 facilitators from IRD, IRC, Oxfam, SCI, Save the Children Jordan (SCJ) and UNHCR conducted the training. The training built up the knowledge and competencies of field staff, some of whom had previously faced CP-GBV cases and had to deal with them without having benefited from a specialized training. A similar training session was conducted in Amman by IRC and Noor Al-Hussein Foundation for 26 participants.</p>
	<p>3,000 children attend summer education activities in refugee camps</p> <p>Around 3,000 students in Emirati Jordanian Camp, Zaatari and Azraq camps are involved in remedial and informal education activities taking place during the summer. In Azraq, informal education activities carried out by UNICEF's partners Norwegian Refugee Council (NRC) and Relief International (RI) are attended by some 700 students. NRC and RI have recruited 30 Jordanian and Syrian teachers to support the implementation of education activities. In Zaatari, around 2,000 children are attending summer school activities, which include remedial and informal education (intensive English language and ICT), recreational and extra-curricular activities. Students who finished the formal education school year received their school certificates. A graduation ceremony took place at the end of June to award 60 outstanding students.</p>
	<p>NRC leads a rapid assessment to understand the reasons of drop-out from catch-up classes and education expectations in Azraq</p> <p>NRC, in partnership with UNICEF, conducted a rapid assessment on education in Azraq in order to identify the reasons that led students to drop out from the catch-up classes held in the camp's school. The survey was paper-based and filled after a face-to-face interview with 128 parents. The key findings are as follow:</p> <ul style="list-style-type: none"> <li>➤ 56% of interviewed parents had registered their children in the catch-up classes to learn more, to prepare for formal school and to be engaged in that type of activities.</li> <li>➤ 75% confirmed that their children regularly attended catch-up classes.</li> <li>➤ 35% parents stated that they stopped sending their children to catch-up classes because: <ul style="list-style-type: none"> <li>○ 24% believe that the school is far and worry that it is not safe for children to go alone.</li> <li>○ 20% are waiting for formal school to start.</li> <li>○ 16% stopped sending their children because of rumours of diseases and kidnapping.</li> </ul> </li> <li>➤ Parents recommended the following to send their children to school: <ul style="list-style-type: none"> <li>○ Provide children with clothes, shoes, hats and bags.</li> </ul> </li> </ul>

- Name and numerate streets to make it easier for children to reach school and home.
- Provide children with books and school materials.

NRC has developed a tracking system for students who attend irregularly to enable individual follow-up.

## FOOD SECURITY

### Developing the e-voucher food system and distributing in-kind food assistance



In June, WFP loaded e-cards for 239,112 beneficiaries and distributed paper vouchers for 214,549 beneficiaries of the 216,985 individuals included in the UNHCR manifest. In total, WFP reached 453,661 persons with assistance in urban areas.

WFP completed e-card distributions in Madaba governorate during the reporting period. Refugees now have e-vouchers in 10 of the 12 governorates in Jordan: Aqaba, Zarqa, Ma'an, Mafraq, Tafila, Karak, Ajloun, Jerash and Balqa. WFP has already covered Ramtha district in Irbid, and Bayader Wadi Al Seer and Tabrbour districts of Amman. Distributions are ongoing in Amman and will restart on 15 July in Irbid.

WFP also began the distribution of environmentally friendly shopping bags with donor logos alongside e-card distributions.

The Jordan Hashemite Charity Organisation (JHCO) continued to distribute in-kind food donation to vulnerable refugees in urban areas (1,379 families during the reporting period) and dates on behalf of WFP to both Syrian refugees and Jordanians in need. JHCO plans to reach 80,000 beneficiaries by August.

## HEALTH

### The completion of a mental health unit in Ma'an hospital will ease refugees' access to mental health services in Southern governorates

WHO, in collaboration with the Ministry of Health and the Jordanian Nursing Council, established an inpatient unit and outpatient clinic for mental health in Ma'an governmental hospital. This project represents the first mental health inpatient unit in a general governmental hospital in the country. The 17-bed unit will address the mental health needs of beneficiaries in the Southern governorates, instead of having them to travel to Amman to access the nearest inpatient mental health services. The unit is a major achievement in line with the National Mental Health Policy, which aims at integrating mental health in general health care through general hospitals, community outpatient clinics and primary health care. Both Syrian and Jordanian patients will have access to the new mental health unit.

### Training of trainers and donation of ambulances improve emergency response services for Syrian refugees and affected Jordanian citizens

On 28 June, UNOPS finalized a civil defence training of trainers' course organized in partnership with the Civil Defence Directorate (CD). This course is part of a larger programme, "Improving Emergency Response Services for Syrian Refugees and

Affected Jordanian Communities”. Under this programme, the Government of Jordan (GoJ) also received four new fully equipped paramedical ambulances, as well as advanced paramedical and cardiopulmonary resuscitation training to 20 CD paramedical staff. The programme contributes to the capacity of the GoJ and the CD to provide Jordanian citizens and Syrian refugees with essential emergency services. The ambulances and staff are designated to work in Irbid, Mafraq and Zarqa, three of the governorates of most directly impacted by the Syrian refugee influx.

## SHELTER

7,800 Syrian refugees have benefited from shelter programs to access suitable housing in urban areas since January 2014

As more than 80% of Syrian refugees in Jordan live outside of formal camps, many struggle to find adequate and affordable shelter in urban areas, with recent assessments indicating that shelter is the most pressing need. NRC has produced a documentary highlighting the plight of one Syrian refugee family searching for shelter.



Working to bring a urban shelter to minimum standards ©MEDAIR/M. Fraga

The film talks about the daily struggle to find secure shelter and the impact of the six moves since the family's arrival in Jordan, one and half years ago. The documentary can be seen on [www.nrc.no/?did=9179149](http://www.nrc.no/?did=9179149). NRC's integrated urban shelter project in Jordan critically puts additional housing stock on the market. It supports poor Jordanian host communities who have been impacted by the influx of Syrian refugees with technical support and financial incentives to finish apartments and houses that they otherwise do not have the money to complete. In return, Syrian families are guaranteed at least one year of adequate and secure housing and the chance to find some stability. To date, NRC has brought to the market more than 1,700 additional housing units in 48 villages across Greater Irbid and Jerash areas.

In addition, Intersos, JHAS, MEDAIR and Mercy Corps (MC) have upgraded to date 1,012 existing housing units to adequate living standards, by improving notably protection, security and hygiene facilities.

Urban shelter programs are presently benefiting to 7,800 Syrian refugees and, indirectly, to 15,500 other beneficiaries.

## OTHER OPERATIONS

Zaatari camp opens its Civil Defence Centre

On 24 June, the Civil Defence Centre of Zaatari was inaugurated. The project is implemented by UNOPS in partnership with the Syrian Refugee Affairs Directorate (SRAD) in order to assist the GoJ in managing the influx of Syrian refugees. The infrastructure and equipment, including an operations centre, accommodation for the Civil Defence, and observation posts fitted with solar panels distributed around the perimeter of the camp, will enable SRAD to offer camp residents unhindered



and uninterrupted access to the services offered by humanitarian actors. The solar panels installed on the observation posts will provide electricity and lighting systems 24 hours a day. They ensure a sustainable source of power and eliminate reliance on carbon-emitting generators, underscoring the commitment to support partners in delivering environmentally sustainable aid.

## Donors to the humanitarian response in Jordan



## Have contributed to this report

This report is produced by UNHCR on behalf of humanitarian organizations working on the Syrian refugee response in Jordan. The report is based on information provided by the UN Refugee Agency and partner agencies. For more information, please contact Marc Fawe at [fawe@unhcr.org](mailto:fawe@unhcr.org).

Additional reports and publications can be found on the Jordan page of the Syrian refugee response web portal [data.unhcr.org/syrianrefugees/](http://data.unhcr.org/syrianrefugees/).

