



## Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,  
Date 24/05/2016 – 13:00

Chair: Hovig Etyemezian, UNHCR



Date	Actions to be followed up	Who	By when	Done?
<b>Ref: Emerging issue</b>				
	All sectors are requested to provide the camp management with their Ramadan activity schedules.	All agencies	On-going	On-going
<b>Ref: Education and Basic needs sectors</b>				
	The Taekwondo initiative need to be discussed with the Education sector and the Basic needs working group in terms of the relevant activities.	All agencies	On-going	On-going
<b>Ref: Security</b>				
	-All agencies are asked to report all incidents and share it with the Field Security Advisor. -Any activities operated by the camp should be reported by the organizations and agencies to the camp management in order to obtain the endorsement.	All agencies	On-going	On-going
<b>Ref: Food</b>				
	Bilateral discussions about the (1) e-cards and the distribution mechanism (2) Alternatives collectors.	WFP	On-going	On-going
<b>Ref: CMWG</b>				
	-All agencies are kindly asked to share all their messages related activities, services and updates with the CMWG in order to have the most updated information to be shared with the field staff and the community. -Please check j. Community Services (CMWG updates)	All agencies	On-going	On-going
<b>Camp Management</b>				
	For all health care related issues.	Iyad Shtayiat, Assistant Public Health Officer <a href="mailto:SHTAYIAT@unhcr.org">SHTAYIAT@unhcr.org</a> , 0796985725		
	For all protection related issues.	Sophie Etzold, Associate Protection Officer <a href="mailto:etzold@unhcr.org">etzold@unhcr.org</a> , 0798956785		
	For all community services related issues.	Irene Omondi, Community Services Officer <a href="mailto:omondii@unhcr.org">omondii@unhcr.org</a> , 0796324611		
	For all security related issues. Incident reports should be completed for all incidents and be shared with the Field Security Advisor.	Ala Almadani, Field Safety Advisor <a href="mailto:almadani@unhcr.org">almadani@unhcr.org</a> , 0795751076		
	For all site planning issues.	Ghada Barakat, Associate Site Planner, <a href="mailto:barakatg@unhcr.org">barakatg@unhcr.org</a> 0796845092		
	For all registration issues.	Noor Khrino, Senior Registration Assistant <a href="mailto:khрино@unhcr.org">khрино@unhcr.org</a> , 0790067563		
	For all issues related to the electricity network.	Yanal Madanat, Electrical Engineer Associate <a href="mailto:almadana@unhcr.org">almadana@unhcr.org</a> , 0797056990		

For all NFI distribution activities. All agencies planning to distribute NFIs must secure joint prior approval from SRAD and UNHCR. All assessments need to be coordinated via the Needs Based Working Group.	Adem Shaqiri, Field Officer <a href="mailto:shaqiri@unhcr.org">shaqiri@unhcr.org</a> , 079 015 8114 Livia Das Neves, Associate Field Officer, <a href="mailto:dasneves@unhcr.org">dasneves@unhcr.org</a> , 796083917
For all issues related to diplomatic missions, the media, private donations, research and new projects proposals.	Gavin David White, External Relations Officer <a href="mailto:white@unhcr.org">white@unhcr.org</a> , 0798175813

**A. General Announcements**

- Prezi Presentation by Ki Jin Lee- the Korea Refugee Project. For more info please contact [ikjmose@naver.com](mailto:ikjmose@naver.com).
- All new projects in the camp should be submitted by the implementing agency to the relevant working group for discussion and endorsement. The working group will then submit the project to the Zaatari camp management (UNHCR) which will then send an endorsement to the SRAD for final approval. Contact Hovig Etyemezian [etyemezi@unhcr.org](mailto:etyemezi@unhcr.org)
- All agencies are required to closely coordinate and share security incidents with the security working group in Zaatari. Contact: Ala Almadani (UNHCR): [almadani@unhcr.org](mailto:almadani@unhcr.org); Hisham Maayah (SRAD): [hisham73\\_2003@yahoo.com](mailto:hisham73_2003@yahoo.com).

**B. Registration**

Transfers to Zataari camp:

- 49 individuals were transferred to Zaatari camp as follows:  
6 individuals were transferred from RAS  
27 individuals were transferred from Azraq camp.  
15 individuals were transferred from Amman.  
1 individual was transferred from Irbid.

Transfers from Zataari camp:

- 22 individuals were cleared to be transferred to EJC during the reporting period.

Travel to Third country:

- A total of 82 individuals traveled to third country, among the 12 individuals were residing and registered in Zaatari camp, while 70 individuals were residing in urban areas.
- The main countries where refugees departed to were: 1.Germany (43 individuals) 2.Saudi Arabia(20 individuals) 3. Lebanon (6 individuals).
- The main reason of the departure was for Reunification with family members in third country.

Spontaneous Departures to Syria:

- A total of 245 Individuals were inactivated for spontaneous departure to Syria, among them 130 individuals were registered and living in Zaatari camp and 115 individuals were living in urban.
- Dara is the main city where refugees departed to
- Main Reasons of the departure to Syria were:  
-Zaatari camp residents:  
• Reunification with family members in Syria  
• Completion of medical treatment.  
-Urban residents:  
• Living conditions in Jordan, including 1.Limited access to assistance and 2.Lack of income generating activities.  
• Reunification with family members in Syria.

Bail outs:

- A total of 15 individuals were bailed out according to the information reported to UNHCR.

Registration of new Birth:

- 141 babies were added to their parents cases, among them (59) Girls and (82) Boys (Birth notifications were presented).
- Attached the summary of Zaatari Continuous Registration Activities on 07-20/05/2016.

**C. Security**

- 09 May 2016, Zaatari camp, D7, St 22, at 02:00pm a 22 year-old Syrian was hit by a car and rescued to Mafraq hospital. His situation is stable.
- 11 May 2016, Zaatari camp, in separated cases Police Camp referred (2) Syrian refugees to Anti-narcotics department in Mafraq for narcotic cases.
- 12 May 2016, Zaatari camp, at 03:30 pm Police Camp arrested a Syrian female refugee for forging security document. Case is under investigation.
- 15 May 2016, Zaatari Camp, at 09:00 am following a clash over personal dispute resulting in minor injuries, Police Camp refereed three Syrian refugees to the court.
- 15 May 2016, Zaatari camp, 10:30 am Police Camp arrested a Syrian refugee for false Impersonation. Case is under investigation.
- 21 May 2016, Zaatari camp, at 01:00pm Jordanian citizen tried to enter the camp by his car from water trucks gate. Gendarmerie Patrol stopped him to ask for his entry permit he pulled a pistol and threatened them. While a Patrol trying to arrest him he escaped from the scene by his car. Case under investigation.

**D. WASH**

Water supply:

- Water supply is ongoing and stable, delivering on average 3200m3 from the three internal boreholes.
- Disinfection on private water storage tanks is ongoing.
- Water trucks inspection shifted from Eastern Gate to Borehole 3, water trucking operations are now fully internalized.
- Planning is ongoing for a shift to summer water allocation beginning 1st of June.

Sanitation:

- Desludging is ongoing, we have made some temporary arrangements (to hire and operate additional trucks through partners in addition to the usual contractor). This is making a positive impact on the operations.
- Implementation of the sewage network is ongoing with the key components expected to be completed by end of May.
- Decommissioning of public WASH blocks is in progress.
- Private toilets project is being scaled up to include the upgrade of existing private facilities.
- Solid waste management is ongoing, with no issues.

The Zaatari WASH Strategic Plan:

- Plan drafted and presented to the sector working group.
- It's being reviewed by members and will be finalized next week.

Additional updates from Oxfam:

- Oxfam has obtained funding to expand our trial recycling project (in District 7) to cover the entire camp - this will be a livelihoods activity for refugees who collect and sort recyclable solid waste. The project also contains some elements of community gardening and other small-scale income generating activities which complement the recycling activities.
- The WASH Sector is currently building private household toilets for some vulnerable households who do not

already have them. This is because we are decommissioning WASH Blocks so we need to ensure that all refugee households have access to a toilet when the WASH Blocks will all be gone.

#### **E. Health**

Health information System (HIS) weeks 18 and 19:

- Number of consultations is: 20,149 consultations.
- Total deliveries: 107 deliveries.
- Number of mortalities: 4 cases.
- Number of outside camp referrals is 241

Others:

- Workshop conducted by the Health Sector to discuss health development plan for the next 3 years.
  - It was a collaborative task, Health Sector has agreed on objectives – activities and tasks.
  - 33 participants from 17 NGOs representing health sector in Zaatari camp in addition to refugee's representatives.
  - Draft soft copy of the Health development plan will be shared with partners for feedback comments, and inputs.
- Health sector ensure preparedness for Summer diarrhea diseases;
  - Focus on hygiene promotion.
  - Strengthening surveillance and stool sample collection.
- Health Sector has organized the issuing of the sick leaves for the camp workers, sick leaves to be issued only by JHAS clinic.

#### **F. Food**

- WFP is supplying Za'atri camp with 16.400 MT of fresh bread on a daily basis to meet the beneficiaries' needs.
- WFP is distributing welcome meals in Raba Al Sarhan through the International Organization for Migration (IOM) to beneficiaries entering or leaving Jordan. A total of 4538 welcome meals were distributed to beneficiaries entering Jordan from the period of 10 May – 22 May 2016.
- WFP through Save the Children International (SCI) distributes general paper vouchers in the camp to cases who do not have e-cards (either did not receive one yet, or waiting for a replacement) and other special cases. A total of 474 vouchers with a value of JOD 4,740 were distributed from 1 – 15 May. From the 9 May – 15 May, 34 new arrival vouchers (total value JOD 340) were distributed to 68 beneficiaries.
- WFP is providing bread from the daily bread surplus to special cases in the reception center based on daily requests from the Norwegian Refugee Council (NRC).
- WFP through NRC distributes welcome meals to new arrivals and special cases waiting in the registration area. From 8 May – 14 May, a total of 91 welcome meals were distributed.
- WFP has an ongoing school feeding programme through SCI for the camp formal schools. From 10 May – 23 May, the highest recorded figure of students reached per day was 14,339.
- WFP's school feeding programme also supports the informal school through NRC. From 1 – 15 May, the highest recorded figure of students reached per day was 735.

#### **G. Education**

- Final exams started at the end of May; 204 students will sit for Tawjihi exams that will take place from 13th to 26th June. UNICEF in collaboration with MoE, UNOPS, SRAD will provide transportation for Tawjihi students from the camp to the schools where they will sit for the exams.

- The preparation of the new School Year is ongoing. The class formation process – started last April – has been finalized at the end of May. The final class formation will be shared in early June and is based on a student: teacher ratio of 35:1 to decongest further the classrooms. Next school year 3 additional new school buildings will be operational in Zaatari, 1 is going to be built by UNICEF and 2 schools newly built by the Kuwaitis.
- Summer activities in schools: UNICEF’s implementing partner, Mercy Corps, will conduct summer activities program within Zaatari main three school complexes (Bahraini, Saudi, Qatari) starting from 12th June to 11th August 2016.
- The activities will start from 9:30 am – 12:00 pm for the Girls shift, and from 12:30 pm – 3:00 pm for the Boys shift.  
There will be two major activities component running at the same time:
  - 1) The Extracurricular activities (Recreational and extra-curricular activities will include Art, Drawing, Drama, Accessories making, puppets theater, Crafts, Recycling, Storytelling, Wool works, Sports and tele-match activities.)
  - 2) Children with disabilities rehabilitation and support program (will target our enrolled CWDs, and will include basic Physiotherapy, Occupational and Speech therapy sessions. In addition to individual and group special education sessions). CWDs will participate in the extracurricular activities in addition to the rehabilitation\support session.

#### **H. Youth Taskforce**

- YTF newsletter. All inputs were gathered, we are working now on the layout and content. A Draft version is expected before end of May.
- YTF Ramadan Activities schedule, online form was shared with the members asking for their inputs on Ramadan activities and operations timings.
- UNHCR and UNICEF presented on early marriage to the group, discussions were constructive and the members found it beneficial.
- Co-chairs will follow up with protection and CP on the ways of support on this issue.
- YTF meeting frequency will be changed during Ramadan. YTF attendees agreed on having the meeting every second week after the 7th, June Meeting.

#### **I. Protection**

- Zaatari Development Plan. All the sub working groups under PWG are working to review it, for now it’s a work in progress. For one, CP/SGBV WG has the meeting today to review related parts. PWG has discussed the outreach to the community, inclusion of the community members will take place on the later stage. Once the first draft is done, it will be discussed with the community in specially organized FGD.
- On behalf of PWG, we propose to the CMC members to come up with the plan of the activities for Ramadan, that would include opening hours, special activities, distributions etc., for PWG - by next meeting (2 June), agencies are requested to provide feedback on Ramadan specific activities or summer activities on-going which will be collected by the chairs of ZC PWG and shared with Camp Management and community.
- Protection unit continues to follow-up on the large number of individual cases as the part of the regular protection response; around 1300 cases passed through UNHCR service area during last month including civil registration, return, and other. Inter-camp transfers are difficult because of the situation in Azraq.
- Patrolling around the schools started two weeks ago, so far PWG received mixed feedback. Education WG provided positive feedback, would be good to receive the feedback from UNICEF and STC. We are receiving different feedback from the refugee community, some refugees are concerned and still reluctant to send the children. We will look into the issue with CMWG and CPSGBV, the last one leads the response on this.

- CP SGBV SWG. SGBV training will be provided to all agency staff members by NHF and UNHCR, please share your nominations with Esraa Shaqbouaa (e.social@ifh-jo.org); Child Labor TF will be strengthened through UNHCR consultant on child labor through the regional Office; During last CP SGW meeting a presentation by UNICEF on the on-going MRM process in Jordan for Syria was provided.
- Protection monitoring activities continued, focused on district 8 of the camp, report is in the pipeline, non-protection issues or the issues without the direct protection implications identified during the protection monitoring are addressed directly with respective UNHCR functions and/or partners;
- For the PTV network development, protection team continues to interview the PTV candidates, and will do the panel review of the applications next week. To build the confidence, PTV will have special visibility in the camp (when finalized, will be presented to CMC).

#### J. Community Services

Number of community gathering conducted during May: 18	Number of refugees attended the gatherings: 608
Number of PWDs attended the gatherings:16 (An Average of 1/gathering)	The most common topics raised and discussed during the month of May: Water, public health and electricity
Sessions conducted using CG platform: 2 sessions 1 Breast feeding session in D6 with SCJ-IYCF 1 Psychosocial session in D11 with IMC	Number of community based initiatives discussed during CGs: 2 1 community based KG in D12 1 women empowerment and creating a green environment in D4

- Current community initiatives being discussed include KG, a community gathering in D12 was held where the community raised the issue of lack of kindergarten in D12. The community has suggested a community based initiative by opening an informal education kindergarten with the support from the concerned agency.
- Women development on the 21st of April, A follow up meeting was conducted on the 4th of May, with stakeholder IRD, UNHCR, Community.
- Feedback from UNICEF is that with the new allocated KG there will still be enough to cover the number of children in need of KG in the camp. Other points and discussion during the month have covered the below points from D4:

Sub-topic	Details/incidents	Action point
Having a more green environment	Refugee raised shared their need to have a more green-environment surrounding Women showed their desire to improve the surrounded areas, by planting small trees Women want to make D4 "the green district".	<ul style="list-style-type: none"> <li>• Feedback from concerned stakeholder and UNHCR guidance is required.</li> </ul>
Empowering women with training courses	Women in D4 stated that Agencies as NRC, LWF, Quest scope and IRD implement different courses such as; knitting, hairdressing, English, ICDL age limitation was mentioned as one the main restriction and barrier. In addition life skills and vocational skill building is required Most of these programs cover the youth age of up to 24 yrs. + Women added that they want certified health related trainings as first aid or nursing, which could	<ul style="list-style-type: none"> <li>• <b>NRC</b> agreed that the age limitation should be more flexible.</li> <li>• <b>LWF</b> will implement an assessment for upcoming desirable courses for the community.</li> <li>• <b>All agencies</b> who attend the community gathering agreed that training courses should be announced more widely.</li> <li>• <b>UNWOMEN</b> may open English language for women in case of</li> </ul>

	enable them to work in available health services.	there is a good number of trainee.
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- The most common topics raised and discussed during the month of May: Water, public health and electricity

Sector	Topic	Response	Action point
WASH	Water distribution (D8 and D1)	<ul style="list-style-type: none"> <li>Most of the districts who raised the topic of water stated that there is Lack of water quantity distributed to the public tanks.</li> <li>Refugees raised a concern regarding the distribution schedule in the district and the hour's difference in distribution between blocks in the same district. Each block received water at a certain time, when one block receives water; refugees from other blocks come to use the water before their tank gets filled.</li> </ul>	<ul style="list-style-type: none"> <li><b>ACTED</b> will increase water amount starting from June 2016 (summer distribution).</li> <li><b>ACTED</b> promised to solve the concerns related to blocks (16, 22)</li> <li><b>ACTED</b> public tanks relocation will be finished by next Sunday. (That will solve some issues such as distance between Caravans and tanks location).</li> </ul>
	Public health (D7)	<ul style="list-style-type: none"> <li>Garbage containers in district 7 stays up to 4 days before it gets collected.</li> <li>Not all containers are collected; and some garbage is left around the containers (Block 10).</li> <li>Refugees raised a concern regarding bad smells and insects from the garbage containers.</li> <li>Refugees raised the issue of having waste (food-based and non-food based) discarded in the streets and around the garbage containers but not inside it. Resulting in bad smells, insects and even rodents.</li> <li>Some garbage containers need maintenance or replacement as they're being ruined during the garbage collection process by the garbage trucks. Some refugees complained that the garbage containers are very close to their caravans and requested moving them to a different area.</li> </ul>	<p>OXFAM to disinfect the bins</p> <p>OXFAM to follow up with a field visit for the case in B10 ( HH close to a garbage container)</p> <p>A community initiative is being discussed currently to monitor and self-awareness rising by the community itself.</p>
Electricity	Electricity constant disconnections (D5, 12)	<ul style="list-style-type: none"> <li>Frequent electricity disconnections in the camp. And refugees raised a concern regarding the working hours due the Ramadan month.</li> </ul>	For Ramadan month, supply hours is being discussed with the camp management to decide number of hours and timing. Refugees will be informed once decision is made.

#### Age and Disability:

- Shelter accessibly assessment for PWD pilot phase is still ongoing. The next step will be the analyzing the feedback.
- Continue supporting the Community based project for example: The recycling the wooden beds that reached over 90 wooden bed have been distributed in coordination between IRD and NRC, maintenance of the wheelchairs by the Syrian youth committee and the alternative collator scheme for NFIs where the verification/ monitoring is still in progress.

- ADF is finalizing the gap analysis where it will be shared with camp management for response.
- ADF have been provided the full support to the CG scheme to increase the inclusion of PWD. ADF will continue that support by providing the supervision/guidance in the field during the one month pilot phase of the agreed new mechanism of inclusion.

**K. Basic Needs and Livelihood Working Group**

**BNLWG:**

- RAIS CfW module is ready and online. UNHCR and partners will be able to start using it in the coming weeks.
- CfW new payment system through the CHDC is planned to be piloted with a small number of CfW partners in the coming weeks.
- Under the monitoring process, all partners are requested to present the situation on CfW complaint mechanism and the rate compliance among other procedures that they need to implement as part of the SOPs.
- Zaatari development plan (basic needs and Livelihoods) component is nearly complete with partners' contributions. The next step is to have it discussed with the refugee community and endorse it in the next BNLWG meeting on 31 May 2016.
- Presentation of CfW factsheet for April.

**Livelihoods:**

- Discussions with the labor directorate in Mafraq are ongoing to support the refugees in getting the work permits.
- A meeting between the World Bank, Mafraq Governor and UNHCR was held to discuss the agriculture needs in terms of new innovative technology support in Mafraq.
- Social security; Refugees used to be asked by employer to pay it, but the Ministry of Labor announced that the social security is waived.

**Distributions:**

*NFI Center:*

- 2,090 different CRIs (Blanket, Mattresses, G. Matt, Hygiene vouchers, kitchen sett and diapers) given out to 247 families including newborns.
- 139 newborns.

*CHDC (Common Humanitarian Distribution Centre):*

- Finished the baby diapers distribution, we served (6,397 baby with 25,588 pack).
- We have a big distribution cycle for "Cash Assistance to cover gas and hygiene items needs, LED Lamps and TOM's Shoes" that was Last Thursday 19th of May and still ongoing till June 8th 2016 (109,200 JOD , 3282 Pair of shoe, 259 LED lamp was given out to 3,294 Families).

**L. Site planning**

- For road safety in the camp, we have started through NRC demarcating road safety signs with reflective paint such as speed limits, slow down, and stop signs to cover all asphalt road network in the camp.
- Ongoing construction of 3 new seal coat roads through World Vision in districts 3 and 4 (Al Marsa Street, Al Jeel Street, and Al Sha'er Street).
- For land allocation (available spaces at camp), all agencies advised to contact UNHCR for consultancy.

**M. Energy:**

- District 9 has been energized and commissioned last Wednesday 18<sup>th</sup> of May.
- District 10 has been energized and commissioned last Sunday 22<sup>nd</sup> of May.
- All households in both districts were connected to the new electrical network and are receiving constant power supply without any cuts.



- As of Wednesday 18<sup>th</sup> of May, electricity supply has changed to become from 19:00 – 2:00.
- District 12 will be energized next Sunday 29<sup>th</sup> of May; Electricity will be cut off the entire camp on that day.
- The proposed schedule for energizing the remaining districts is as follows:

<b>Week no.</b>	<b>Dates</b>	<b>Districts to energized</b>
Week 1	29 May – 4 June	Districts 12 and 11 (District 12 will be energized on the 29th)
Week 2	5 – 11 June	Districts 6 and 5
Week 3	12 – 18 June	Districts 7 and 4
Week 4	19 – 25 June	Districts 3 and 2
Week 5	26 – 27 June	District 1

**N. External Relations**

- Official Missions:
  - 18th, Korean Ambassador.
  - 19th, Sasakawa Peace Foundation.
  - 23rd, THW - German Federal Agency for Technical Relief.

**O. AOB**

- Electricity cut announcement will be sent in a prior time for all members.
- Camp Ramadan working hours is from 09:30 – 15:30
- The next CMC will be on **7<sup>th</sup> June 2016** in Zaatari Base Camp, Conference Room 1, at 12:30.