



Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,
Date 03/11/2015 - 14:00

Chair: Hovig Etyemezian, UNHCR



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 Hovig Etyemezian etyemezi@unhcr.org.

Date	Actions to be followed up	Who	By when	Done?
Emerging issue				
28/07/15	A standard training package for PWD for all actors is being developed by Age & Disability task force and partners are urged to get in touch to involve staff in the training.	Age & Disability Task Force	11/08/15	Pending
11/08/15	All CfW opportunities provided by agencies in Za'atari camp to be recorded and updated in the UNHCR RAIS module. CfW lists to be shared with khрино@unhcr.org	Needs Based WG	30/08/15	On-going
22/09/15	WFP to resolve the issue of inadequate rations at the arrival area within a week, otherwise UNHCR will intervene and provide a top-up of calories.	Food	29/09/15	Pending
22/09/15	UNHCR Protection must produce a clear complaint mechanism guide on resettlement and the process, to help with communication with refugees.	Protection Based WG	20/10/15	Pending
06/10/15	DAAD Scholarships: Share information regarding the scholarships with members of the community who may be eligible to apply. Help with online applications - open community centres for refugees to be able to access computers and send text message to inform refugees about this master level scholarship	Youth Taskforce	20/10/15	Completed
Camp Management				
For all health care related issues.		Iyad Shtayiat, Public Health Officer, SHTAYIAT@unhcr.org , 0265302000		
For all protection related issues.		Sophie Etzold, Associate Protection Officer, etzold@unhcr.org , 0798956785		
For all community services related issues.		Irene Omondi, Community Services Officer, omondii@unhcr.org , 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, almadani@unhcr.org , 0795751076		
For all site planning issues.		Mohamed Jertila, Associate Site Planner, jertila@unhcr.org , 0796845092		
For all registration issues.		Noor Khrino, Senior Registration Assistant, khрино@unhcr.org , 0790067563		
For all issues related to the electricity network.		Yanal Madanat, Electrical Engineer Associate, almadana@unhcr.org , 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.	Johnson Opoka, Associate Field Officer, opoka@unhcr.org , 0796769872 Adem Shaqiri – Field Officer shaqiri@unhcr.org , 079 015 8114
For all issues related to diplomatic missions, the media, private donations, research and new projects proposals.	Gavin David White, External Relations Officer, white@unhcr.org , 0798175813

A. REACH Presentation

REACH focal point presented research on Winterisation including information on heaters, needs of refugees for this coming winter, winter flooding, suitability of current shelter, shelter repairs capacity, and informal market preparations for winter. *ACTION POINT*: Presentation to be attached with meeting minutes

COMMENTS:

- REACH noted that assessments were made by interviews and observations.
- UNICEF with WFP have been carrying out discussions with supermarkets to stock certain necessary items needed for winter
- Chair noted that the winterisation plan includes feedback from refugees. It was built based on last years' experience.
- Winterisation plan deals with potential flooding etc. Many actions have been taken already.
- Winterisation documents can be found on the UNHCR online data portal: [http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107%20\(8%20April,%202015\)&ld=67](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107%20(8%20April,%202015)&ld=67))

B. General Announcements

- **Transfers to Zaatari camp:**
15 individuals were transferred from RBS to Zaatari camp.
20 individuals were transferred from Azraq camp.
24 individuals were transferred from Amman and Irbid to Zaatari to be reunited with nuclear family members in the camp.
- **Registration of new Birth:**
127 babies were added to their parents' cases.
- **Transfers from Zaatari camp:**
12 individuals were transferred to other camps.
- **Travel to Third country:**
A total of 219 individuals travelled to third country, among them 47 individuals were residing and registered in Zaatari camp, and 172 individuals were residing in urban areas.
200 individuals travelled to Turkey.
- **Main reasons of departure for Zaatari camp residents:**
1- Cross into Europe through unofficial channels.
2- Joining family members in third country.
- **Spontaneous Departures to Syria:**
A total of 538 Individuals were inactivated for spontaneous departure to Syria, among them 205 individuals were registered and living in Zaatari camp and 333 individuals were living in urban.
- **Total camp population:**
A total of 79,138 individuals are currently residing in Zaatari camp, among them 50% females and 50% males.
- In the past two weeks 80 individuals have approached Registration notifying of loss of ration cards.

ACTION POINT: All agencies are to submit CfW lists to Registration (Noor Khrino khrino@unhcr.org). This is important for the wellbeing and safety of the refugees.

C. Security

- 21 October, District 7, opposite eastern Gate, at 20:00pm a fire erupted in two tents. The neighbours put out the fire. No injuries. Reason was electrical fault.
- 25 October, district 4, at 09:00pm, a 22 year-old female refugee shocked by electricity and rescued to the hospital accordingly.
- 29 October, Al Hashmeih, at 08:35am UN staff member involved in a traffic accident in his private car on his way to duty station in Zaatari Camp. No injuries.
- 31 October, District 4, St 13 Fire erupted in three caravans due to electrical heater fault, one female injured, transferred to Moroccan hospital and her situation is stable.

COMMENTS:

- SRAD noted that within the last month there have been many VIP visits to the camp, with more expected to arrive. All visitors wishing to enter the camp must have permission from the Ministry of Interior (SRAD belong to the Ministry of Interior, which is why permit requests must be sent to Ministry of Interior in Amman). It is strongly advised to apply for the permits earlier than 2 weeks in advance and to follow-up on the permit status. If agencies working in Zaatari wish to bring in staff who usually work outside of the camp, these persons must apply for a permit as well (e.g. If a UNHCR staff who is based in Amman needs to come to Zaatari, he must apply for a permit)

ACTIONPOINT: Ala (UNHCR Security) will provide a page on procedures to follow concerning visit permits which will be shared with all the partners in Zaatari.

D. WASH

- Concerning water supply – operations are going normally.
- From tomorrow dislodging trucks will be positioned in certain places according to last years' experience as well as the dislodging plan. Concerns: refer dislodging requests 24h in advance. Facing concerns in relocating certain shops and households in district 5.

COMMENTS:

- UNOPS and UNHCR focal points noted that dislodging is not being done in due time, usually with a delay of a few days.
- WASH focal point noted that water pumps are being procured and they should arrive within a few weeks.

ACTIONPOINT: Contracts with dislodgers must be reviewed to clear up situation before winter.

E. Health

Health Information System (HIS) week 42 and 43:

- Number of consultations: 20,451. In terms of numbers of consultations, health conditions ranked first, followed by chronic conditions while mental health conditions recorded the lowest consultation number.
- Total deliveries: 125
- Crude mortality rate: 0.5 in week 42 and 0.3 in week 43 / normal (number of deaths /1000/month) <1.5

Others:

- In order to reinforce cholera active surveillance and early detection of cholera, MoH and UNHCR enhanced the cholera testing process inside the camp by using the cholera vibrio culture incubators therefore health facilities at the meantime can send the stool samples for JHAS clinic District 6 and later for AMR (Motherhood and Childhood Health Centre) lab, Qatari clinic lab, MoH provided those labs with culture broth and training on how to use it.

COMMENT:

Health focal point noted that there are more than 1800 confirmed cases of cholera in Iraq. Official letter has arrived by Jordanian Minister of Health to prepare for cholera outbreak in Jordan. Colleagues from UNHCR and other agencies have held meetings to prepare for such a situation. Early detection of cholera cases is vital. The

border with Iraq is closed. First case was identified approximately 3 weeks ago. With cholera, food and water are very large concerns. There have not been any cases in Jordan recently. Last case was in 1981.

ACTIONPOINT: share draft plan once it is compiled to share with all organisations and present it in the next CMC.

- 56 surgeries outside camp facilities (25 cholecystectomy surgeries, 23 hernia repairs surgeries and 8 thyroidectomy)
- FPSC received UNHCR donation (from UAE donor) of 220 mobility aid items (including Elbow and auxiliary crutches, walkers, wheelchairs, cerebral palsy wheelchairs, commode chairs and shower chairs). Distribution started for pending cases.
- Hepatitis A campaigns feedback as EMPHNET report: 2083 awareness sessions against hepatitis targeted approx. 14260 individuals.
- Coordination meeting by MoH and UNHCR with AMR (Arab Medical Relief) to provide a guidance and recommendations about health services provision in new AMR 2 clinic (Motherhood and childhood health centre)
- New AMR 2 Clinic (motherhood and childhood health centre). In the meantime the activities at this centre are the following:
 - Emergency department (one GP and three nurses for women)
 - One gynaecology clinic (2 gynaecologists in addition to one midwife)
 - Dental clinic (one dentist)
 - Pharmacy (one pharmacist)
 - Laboratory (one technician)
- Health focal point raised the issue of young inexperienced doctors coming to help in the camp. This is not possible as it goes against Jordan's legal procedures. If Ministry of Health and Ministry of Interior have OK-ed for a health practitioner to come in, then in that case and only in that case it is fine.

F. Food

- WFP reduced the daily bread quantity to the camp from 16.900 to 16.750 to the camp to meet the camp needs of bread on daily basis
- WFP is distributing welcoming meals packages in Raba Al Sarhan through IOM to beneficiaries that are entering or leaving Jordan. A total of 413 WM were distributed to beneficiaries entering Jordan from the period of 19th of October to 2nd of November 2015.
- The New arrival voucher figures from the 9th of October till the 29th of October 2015 is 126 voucher were distributed to 74 beneficiaries valued at 630 Jordanian Dinar
- WFP through Save the Children International distributed to its school from the period of 19th of October till the 2nd of November, 15512 as a highest recorded figure during the period
- WFP through NRC distributed to its informal schools from the period 16th of October to 29th of October 482 as a highest recorded figure during the period
- WFP through NRC distributed extra Welcoming meals for beneficiaries that are held in the registration area a total of 309 WM were distributed during the period 1st of October to the 28th of October
- WFP is providing extra loaf of bread to beneficiaries that are in reception centre based on daily request from NRC
- WFP thorough SCI and IRD distributed Rice to 151 H.H that are vulnerable and MAM Cases on the 19th of October.

G. Protection

- Bailout move - the bailout, departures and returns office run by the Government of Jordan/SRAD was opened in a new location some 100 meters from the previous location on the ring road.
- Returns to Syria dropped this month; this might be linked to weather conditions, in addition, refugee mentioned that the Russians' attacks are a reason to postpone the return; it may be also anticipated that the reactivation of food vouchers in urban areas for most vulnerable impacts the return trend. Bailout move - the bailout, departures and returns office run by the Government of Jordan/SRAD was opened in a new location some 100 meters down from the previous location at the ring road.
- Travel abroad cases have been higher with approx. 400 individuals traveling through the official ways to third countries. To date, over 85% travel to Turkey as their destination either to cross into Europe through unofficial

channels (36%) or to join family members in third country (31%). Majority of persons leaving for Europe are mainly young males which has been raised recently, however, it is expected that able and young males would be the ones risking the challenging path to Europe; in addition, the high expenses to issue passports may impact family separation sending the bread winner to Europe and await family reunification;

- Census undertaken by the Jordanian Department of Statistics for all Population in the Hashemite Kingdom of Jordan. This census will include all people present on the territory of the Hashemite Kingdom of Jordan, Jordanians or other nationalities, including Syrian refugees inside and outside the camps.
- UNHCR has initiated briefings with partners on UNHCR Protection services to ensure proper and timely protection referrals; Briefings for partners are being held every Sunday 10:00-12:00; those agencies who wish to be included, kindly contact Farah Turjuman, Turjuman@unhcr.org
- Update on Community consultations complaint mechanism/PSEA: Community based consultations have been expanded to children ages 7-11 as per CP/SGBV request; in addition currently key informants’ interviews are being conducted;

ACTION POINT: Each organization should notify Sophie if they can conduct community leader interviews (and how many) - by Monday 9 November. If agencies know of any female community leaders that may be useful to interview, submit names to Sophie - by Thursday 29 October

- 16 days of Activism 25 November - 10 December; Global theme is: “From Peace in the Home to Peace in the World: Make Education Safe for All!”; date will be 25 November - 10 December; Leadership by CP SGBV SWG with support of all PRT actors; the campaign will entail awareness raising sessions, games and other activities to assess and increase safety in educational spaces, including formal education and informal education.

H. Community Services

- **Community mobilization winterization plan**

CMWG is currently working on the Community mobilization winterization plan. An ad hoc meeting was conducted on the 27th of October to develop this plan; during this meeting, the capacities and the community mobilizations tools were identified for each organization. It is now in the final stage, once it is finalized, the plan will be shared.

- **Community mobilization tools**

The CMWG has identified all the available community mobilization tools; almost all organizations provided with the channels that they are used for community mobilization and data collection. After all the tools have been compiled, FGDs will be conducted with the community for their feedback on the efficiency of those tools and provide their inputs.

CMWG updates:

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Sub-topic/points	Causes/Gaps	Proposed Solutions	NGO response	
Sector: NBWG (CFW)				

Lengthy Fixed CfW; fixed opportunities (such as guards) don't require any specific trainings or technical information.	Cash for work procedure are still unclear to many refugees with many citing lack of rotation, favouritism as part of the problem	CfW should be on a rotational basis as agreed; transparency by organisation to include all beneficiaries	Save the Children representative commented that it is difficult to train their employees every month especially the trainers but they change the guards every after three months. She also mentioned that Save the Children receives recruitment applications in the base camp only and not in there centres	
Unclear recruitment process; unknown channels for job advertisement	No messages from organizations; most refugees are inform only their relatives	They suggested text messages; spreading flyers	IRD explained their mechanism in recruitment and agreed with the attendees to find new channels for job advertisement	A joint meeting was held between UNICEF, MoE, school teachers and UNHCR to address the matter
<p>COMMENTS:</p> <ul style="list-style-type: none"> UNOPS noted that CfW Syrians are the workers received from UNICEF. IRD has provided 20 new cleaners. UNOPS team does not have the capacity to publish vacancies. Who apart from IRD is willing to cooperate on this matter? Maybe a meeting should be held to discuss this issue? UNHCR Chair: NBW is looking into the CfW scheme. A database is being developed. This is a work in progress. UNHCR advised UNOPS to attend this working group. <p>ACTION POINT: UNHCR and UNOPS will meet to discuss CfW.</p> <ul style="list-style-type: none"> Johnson noted that NBWG is an open forum. All are welcome to attend. ACTED focal point is happy to support UNOPS to organise a joint recruitment. UNHCR noted that CfW is not a "job opportunity". The terms we use are "volunteers" who receive "incentives" Chair noted concerns from local communities that Jordanians' jobs are being taken by refugees through CfW. 				
Sector: Education				
Most of the students' performance indicates excellent results, however their outputs portray a totally different picture as, they couldn't read, and write the basics	The educational level of the teacher themselves is low. Most of them are fresh graduates. The teacher don't give the material in an appropriate way, they only sit down and play with their phones	The teacher should give the children warnings as a kind of punishment system, or they can call the students' parents. A monitoring system on teachers should be developed to evaluate their performance	UNHCR noted that an academic and social competence courses are given to the teachers in order to make them able to deal with students	
Teachers beat children even the disabled ones, this has caused fear thus led to majority of	Unqualified teachers are being hired. No monitoring system for the teachers. Unclear follow up	No proposed solutions	UNHCR noted that beating is illegal in schools, and any such case in the school will be	UNHCR Protection unit will increase inspection process for schools and a penalty system will

them not to quit school and to some failed to understand anything in class	procedures on the raised concerns		followed up. Any such cases, refugees can inform UNICEF for follow up purposes	be used for teachers those who use beating in classrooms
ACTIONPOINT: Discussion to be held between UNHCR and all agencies followed by meeting with SRAD				
Sector: Shelter				
Caravan distribution process was clarified by NRC. refugees informed that they would like to understand the process of eligibility or providing an explanation to the refugees already registered and informed of an extra caravan		Consideration for big families and distribution of caravans should be issued to registered names only	Field staff explained that site planning primarily considered the size of the available shelter - whether it is a tent or zinco or caravan - compared to the number of residents in the household regardless of the family size	
Absence of Caravans maintenance service	There are caravans where families have been living in since 3 years and during harsh weather concerns were raised on how repairs can be done	Where possible replacing old caravans with new ones for caravans that need maintenance before winter. Provide tools needed for maintenance for volunteers from the community	UNHCR field explained that the maintenance of the caravan is the refugees' responsibility, but UNHCR will probably provide symbolic cash assistance (around 20jd) for caravans' maintenance	

H. Education

- Number of children in schools is 18,000
- 35 -40% achievement in each classroom
- 20 school supervisors appointed by MoE to supervise teachers and assess them
- There is no cut-off date for school registration.
- We have support from MoE for computer labs for students' use.
- We had meeting with MoE with principals regarding the violence cases taking place in the schools. There are established reporting mechanisms regarding these cases. New management is supporting the zero violence cases in the schools. It was agreed that all case should be supported by report by 1 parent (evidence is required: picture of what happened, clinic note, etc.). If principal does not take action, MoE will investigate on this case. Faculty staff member being violent will be replaced.
- Save the Children Jordan is back in the schools within the Protection Sector.
- Syrian Assistant Teachers are now being recruited. Task force has been created. Applications are being accepted. After shortlist is given to UNICEF having followed agreed upon criteria, this will be sent to UNHCR. All participation from different agencies is welcome for transparency.

COMMENTS:

- UNHCR noted that violence by teachers on students has been a large problem. Message driven was very clear by MoE and SRAD – that violence against students is unacceptable and definitive action will be taken against teachers who are being violent against students. It is a collective responsibility for all agencies to respond quickly to address any violence issues in a timely manner for maximum efficiency.

ACTION POINT: UNHCR Protection would like for Save the Children Jordan to present the updates on violence in education in the Working Group meeting this Thursday

I. Youth Taskforce

Youth Role in Contingency Planning:

- Lists of volunteers to disseminate messages are being compiled through agencies with the Community Mobilisation WG. The CMWG is compiling the list and will approach the YTF for further support if there are any gaps.
- REACH briefed the YTF on emergency mapping and the potential role of youth as data collectors. Coordination is provided by the CMWG for data collectors. REACH data collectors for emergency mapping are trained in the style of data collection being used and understanding definitions.
- REACH stated that the group of possible data collectors would receive ½ day training in November. A fixed number of volunteers would be required across districts. As an example of figures, 5 people per district could be trained for emergency mapping for REACH, with 2 ready and as back up for each district.

Zaatari Key Events Map Update:

- YTF members provided updates to UNHCR on the map and made the following suggestions:
 - 1) The Key Services in Zaatari map should be entitled the 'Key Activities in Zaatari' map. / 'Key Services in Zaatari'
 - 2) The map should be updated quarterly.
 - 3) The map should be available in Arabic for use by beneficiaries (co-chairs to check if map is available in Arabic).

DAAD Briefing on Scholarships:

- DAAD staff from Amman held a briefing at the QS/UNFPA Youth Centre in D4 on the application process for all agencies and NGOs working with youth in the camp. The briefing was attended by field staff and volunteers who can then share the information with their staff and beneficiaries.

Briefing on Youth Internet Use Study by Visiting Researchers from Penn State University:

- Findings on various youth and internet use surveys were presented by the researchers on the study allowing for questions and answers by the YTF members. The YTF had provided significant input into the original research questions as well as helped facilitate the process. The YTF has also facilitated for the researchers to meet with youth in Zaatari to validate their findings.
- When asked what they would do if they had better internet connectivity, youth selected communication and news as their top 2 areas of interest. However, there were 17 areas in total that they would like to use the internet for.
- The researchers will be meeting with Community Mobilisation on Tuesday 3rd where they will also discuss how to disseminate the findings to youth in the camp.

ACTIONPOINT: Research findings will be shared with all agencies.

J. Needs Based Working Group

- Winterization needs assessment report was endorsed by NBWG, its ready for sharing, pending Camp management approval.
- NBWG updated winterization plan including the community mobilization and information sharing strategy.
- At least 08 NGO partners have provided CfW inputs for October fact sheet. All agencies are called upon to provide inputs ASAP. Contact: Noor Khrino Khrino@unhcr.org / alshalab@unhcr.org

COMMENTS:

- Distribution of NFIs: for winter there is distribution of 4 gas vouchers per household.

ACTION POINT: Add CMC list to the refugee list for sending out SMS messages to both parties. UNHCR will send email out to CMC list requesting phone numbers.

K. Site planning

- Camp restructure is currently on-going in district 5. 11 out of 22 blocks are complete. New prefabs are being installed in district 6.
- Construction of the new bailout site is complete and is now functional.
- On-going maintenance of road network and storm water network in the camp.

Energy Team inputs:

- Electricity supply for the HHs remains for 8 hours from 7pm to 3am during October.
- Transformers are loaded to their maximum limit, and some areas suffer from power outages several times during the night especially districts: 8, 9, 10, 11 & 12.
- As of 3rd November, with the winter starting, electricity supply changed to 10 hours from 6pm to 4am.

L. External Relations

21 October: Spanish Ombudsman;

22 October: PRM Syria Humanitarian Assistance Coordinator Tim Eydelnant;

25 October: Czech Prime Minister;

26 October: UK Parliamentary Delegation & Beto Vasconcelos, Brazilian Deputy Minister of Justice / President of National Committee for Refugees & German Foreign Policy Spokesman of the Social Democrats / Bishop of Hamburg;

28 October: German Parliamentary Delegation - Mr. Alois Karl (Conservative CDU/CSU) and Mrs Doris Barnett (Social democrat SPD);

01 November: DG ECHO Commissioner & Dutch MFA (humanitarian aid department)/Dutch Embassy;

02 November: Australian Minister for Immigration and Border Protection;

03 November: Danish Ambassador

M. AOB

The next CMC will be on **17th November 2015** in Zaatari Base Camp, Conference Room 1, at 14:00.