



Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,
Date 20/10/2015 - 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	Pending
Camp Management				
For all health care related issues.		Brendan Dineen, Public Health Officer, dineen@unhcr.org , 0796833178		
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. General Announcements:

Presentation on Accessibility Minimum standard training package:

- Look at UNHCR facilities and look at recommendations. Looking to receive advice for partners on how to render their facilities more accessible. Recommendations to be prepared. Resources can be discussed bilaterally. 5 star rating system for NGOs standards on accessibility
- Handicap International website – refer to for info. Also see district 5
- ACTION POINT: Share presentation through meeting minutes.

Registration

- **Transfers to Zaatari camp:**
 - 8 individuals were transferred from RBS to Zaatari camp.
 - 4 individuals were transferred from Amman to Zaatari to be reunited with nuclear family members in the camp.
- **Registration of new Birth:**
110 babies were added to their parents cases, among them (60) Girls and (50) Boys (Birth notifications were presented).
- **Transfers from Zaatari camp:**
23 individuals were cleared to be transferred to EJC.
- **Travel to Third country:**
 - A total of 269 individuals traveled to third country, among them 35 individuals were residing and registered in Zaatari camp, and 234 individuals were residing in urban areas.
 - 222 individuals traveled to Turkey.
- **Main reasons of departure for Zaatari camp residents:**
 - Cross into Europe through unofficial channels
 - Joining family members in third country
- **Main reasons of departure for urban residents:**
 - Cross into Europe through unofficial channels
 - Joining family members in third country
 - Lack of access to assistance (Shelter, Food and NFYIs)
- **Departures to Syria:**
 - A total of 683 individuals were inactivated for spontaneous departure to Syria, among them 132 individuals were registered and living in Zaatari camp and 511 individuals were living in urban.
 - Dara is the main city where refugees departed to and the main villages in Daraa were refugees intended to return to were as follows: Hrak, Nassib and Nawa.
- **Main reason of Departure for Zaatari camp residents:**
Family Reunification remains the main reason for the returns.
- **Main reasons of departure for urban areas residents:**
 - Family Reunification.

- Living condition in Jordan, including WFP assistance cuts and lack of income generating activities.

- **Total camp population:**

A total of 79,317 individuals are currently residing in Zaatari camp, among them 50% females and 50% males.

- ACTION POINT: Include guidelines for cash for work in meeting minutes.

B. Security:

- **7 Oct. 2015** on the morning while a UN staff member was driving his private car on Jaber /Mafraq road on his way to duty in the camp, he was involved in a traffic accident with another vehicle. The s/m was transferred by Civil Defense to Al Rumtha hospital for medical check where he examined and left the hospital.
- **13 October, Zaatari Camp, District 11**, at 1913hrs a fire erupted in a power transformer in the district due to electrical fault. No injuries reported.
- **14 October, North Badia District** a Security forces conducted a security campaign in Al-Baaj village for some wanted individuals. Clashes erupted between these individual and the security forces. 2 persons were killed and 13 arrested. Following the campaign on 17 October the citizen blocked the Bagdad high way road lead to Al-Baaj village. Security forces cleared road.
- **18 Oct. 2015 District 3**, argument between an NGO staff member and a refugee escalated to a fist-fight. The staff member transferred to hospital and filed a complaint at SRAD. Case is under investigation.
- If anyone has extra work in the camp – for your own safety and security issues DO notify SRAD.
- Notify with due time about any persons coming to visit the camp – visit permits. Apply for permits to the Ministry of Interior in Amman.
- If you are inviting SRAD to a meeting or event, send the info out ahead of time.
- Supermarkets shut at 6pm as after 6pm there is to be no international or national staff in the camp.
- No medical actor should be bringing in outside services. One must consult with the health working group before bringing in any medical staff, drugs or equipment.

C. WASH:

Water supply

- ACTED and UNICEF are finalizing the new water trucking contract which will start by November 1st. There will be zero external water trucking in the new contract.
- Boreholes are working well. Oxfam is doing some changes in the interconnection pipes in borehole 2 which will not affect the water supply operation.
- ACTED is in the final stage of the tanks construction. A handing over committee has been structured to do the final inspection. The committee includes UNICEF, UNHCR, and WAJ.
- Oxfam transmission lines works are ongoing.
- Networks meeting is been held every Monday now. All relevant partners can share their plans in that meeting.
- ACTED needs the contacts for the following NGOs as it's needed for the water trucking operation. We though it will be sorted it out if we share it in the CMC. Please share the contacts of these NGOs with Laurence from ACTED

(laurence.west@acted.org). There is no contact person for these NGOs in the water supply schedule so if anyone knows them, please share their contact with Laurence.

- CBM
- Finn Church Aid
- IOM
- Korea Food
- Lutheran World Foundation
- MDM
- Mercy Corps
- MSF
- NRC
- Qatari Red Crescent
- RAF
- Save the Children Jordan

Sanitation:

- IRD works in the waste water phase I are ongoing at 220 tanks been installed in the ground.
- ACTED is preparing with OCC to start up the construction works for waste water – phase I which is expected to start within two weeks from now.
- Oxfam and JEN are preparing for the waste water network – phase I which is expected to start mid of November.
- WAJ and UNICEF have started extension works for Za’atari Waste Water Treatment Plant. The extension works will take two months to be completed.

Hygiene Promotion

- WASH partners are having some activities for the Hand Washing Global day which is October 15th. Partners are celebrating that from October 15th to October 30th in the community centers and schools.

Winter Contingency Plan

- Winter contingency plan meeting was held last Wednesday. Minutes were shared with all partners. Partners discussed the dewatering, dislodging, water supply, and other issue related to snow or rain storms.

D. Health:

Health information system (HIS) week 40 and 41:

- Number of consultations in weeks 40 and 41: 22171
- Upper respiratory tract infection ranked at first morbidity cause amongst the acute health conditions, while hypertension ranked at first morbidity cause amongst chronic health conditions.
- Total deliveries: 104
- Cured mortality rate is 0,1 in week 40 and 0,2 in week 41 / normal number of deaths / 1000 / month) < 1.5

Others:

- JHAS did a 4232 deliveries starting (20 June 2013) until last week.
- Moroccan field hospital also did a 1010 deliveries
- Health unit started up the process to provide camp with mini storage blood bank to cover some surgeries in case of the need of a blood transfusion.

E. Food

- WFP reduced the daily bread quantity to the camp from 17.100 to 16.900 to the camp to meet the camp needs of bread on daily basis
- WFP is distributing welcoming meals packages in Roba Al Sarhan through IOM to beneficiaries that are entering or leaving Jordan. A total of 811 WM were distributed to beneficiaries entering/leaving Jordan from the period of 6th of October to 19th of October 2015.
- The New arrival voucher figures from the 4th of October till the 8th of October 2015 is 98 voucher were distributed to 49 beneficiaries valued at 490 Jordanian Dinar
- WFP through Save the children international distributed to its school from the period of 6th of October till the 19th of October, 15526 as a highest recorded figure during the period
- WFP through NRC distributed to its informal schools from the period 6th of October to 16th of October 518 as a highest recorded figure during the period
- WFP is providing extra loaf of bread to beneficiaries that are in reception center based on daily request from NRC
- Most vulnerable refugees are to receive 15JD/month, vulnerable to receive 10JD/month as of October.
- Issue with bugs in some of the distributed rice. This issue has been dealt with. Infested bags are being taken back upon demand.

F. Protection

Entry and exit

- Entry to the country from RAS: during October between 30-70 entries per day from RAS, whereas returning numbers have been fluctuating between 50-190 refugees for certain days

Returns from return office:

- Decrease in number of the past three months, (August 2800 returns, September 1914 returns, October so far 766 returns);
- High number of urban returns refused to move to the camp as they were unwilling to cope with the conditions;
- Reasons for return remain similar; urban refugees seem to return mainly for family reunification, traveling abroad and high living expenses in Jordan which they are unable to afford; in addition, they mentioned that limited access to higher education is a trigger to return

Travel abroad cases ove past three months:

- Higher number from urban areas traveling abroad mainly to Turkey; whereas camp registered cases have been stable with an average of 10-40 cases per week, urban registered show steep fluctuation of cases between 30 in July to 130 in August and October.
- the vast majority of the travels were issued in Turkey; whereas Zaatari cases have been leaving for returns, urban cases are in majority leaving to travel abroad;

Protection concerns from the camp:

- **Registration in the camp:** several families were identified in the field registered under an ASC; interviewed refugees their concerns approaching UNHCR offices to correct their registration data as they are worried to be requested to be transferred to Azraq camp. Currently the protection unit is working on community messaging to correct this misconception and to ensure those families concerns are addressed accordingly. Out of the 118 advocacy cases since beginning of the year, only six were negative and 13 so far pending, however, none of which were transferred to Azraq forcefully. Out of the 6 rejections, 4 are inter-camp transfer, one urban transfer and one leave permit. Letters are only submitted to SRAD following consent of refugees for advocacy.

- **CFW:** some refugees still face challenges in enrolling for CFW as they are still seen as extension area residents (as District 11, street 34), while the majority of interviewed families stated that they get a turn to clean either wash blocks or the streets for 20-30 Jds once every 3 months which isn't seen as sufficient. Women stated it's more difficult for them to enroll for CFW for the limited opportunities in the camp and restrictions of movement outside their district due to cultural reasons. UNHCR received several complaints on CFW related matters including lack of transparency of rotation, limited opportunities for women.
- **Malls:** UNHCR was approached by refugees sharing their concerns of the prices of the supermarkets compared to the regular market. A few interviewed refugees also stated that the food has been expired in particular the meat.
- **Education:** several families mentioned continuous violence in schools, specifically in the Kuwaiti school. Due to this, a few parents shared their reluctance to continue sending their children to school.
- **Harassment:** During protection monitoring in the camp, a large group of women and girls stated they are harassed frequently in the conjunction between District 5 and 6 by young men who are either hanging out in that area every day or are riding their bicycles around. A few girls mentioned that they have been taken out of school by their parents to prevent them from facing such encounters in public. Verbal harassment was reported by girls leaving back to home after school, no physical violence was reported.
- **PWD:** refugees with disabilities stated that they find difficulty moving around the camp without means of transportation, especially when intending to go to health providers as the private pickups in the camp charge 2-3 JDs which they cannot afford without having a CFW opportunity which is also difficult to obtain considering their medical situation.

Protection awareness campaigns and partner briefing

- Due to recent feedback from refugees and partners on limited knowledge on UNHCR's services and access to assistance, the PRT unit has planned to undertake partner briefing every Sunday for two hours with different implementing and operational partners available in the camp. The briefing will cover UNHCR's services in the Service area as well as referrals and particular challenges identified regarding case management procedures. In addition, information will be provided on how to identify and address potential protection concerns by non-protection field staff. In general, access to services in the camp was raised as a concern and challenge for refugees living in Zaatari.
- Similarly, for refugees awareness sessions are planned on birth certificates and Civil Registry procedures as refugees shared their concerns in delaying CR procedures. The awareness sessions will be started with women at the UNFPA Clinic in District 2,3,5,8 starting Thursday and continuing each Tuesday and Thursday from 2-3:15.

Protection WG

- **16 days of activism against SGBV** will take place from 25 November until 10 December. This year's topic is '**Peace in the Home to Peace in the World: Make Education Safe for All**' which will be modified for the Jordanian context.
- Under the PRT WG and CP SGBV WG, activities will be undertaken during the time frame to raise awareness on SGBV.
- Some of the activities planned include:
 - Discussions with young people on how they think their education can be made safe from SGBV and submit their inputs by 19 November;
 - Organize an event/competition that gives young refugees, individuals or groups, the opportunity to produce and share creative written notes, poetry, pictures, or multimedia (videos, songs, etc.) on making education safe from SGBV. These could highlight challenges but should also be solutions focused. Submissions should be shared by 5th November;

Leaflet on Services

- Final leaflet will be shared in the next week and dissemination plan will be shared as well;

CAAFAG awareness campaign

- CAAFAG awareness campaign will be undertaken in October and November under leadership of UNICEF and UNHCR and CP SWG.

G. Community Services:

- Update on lost ration cards: Please inform through staff that in case of loss of cards refugees must immediately call the hotline and report the loss. The entire process to re-issue a card can take up to a month. Food vouchers will be received immediately and for up to 1 month. This immediate support is only applicable to vulnerable cases in the case of a monetary amount left on the card. ACTION POINT: bilateral talk needed concerning this issue. Meeting with Hovig within next 48 hours.

H. Education:

- Number of attending children in all schools / Zaatari is 18,177
- Two new schools in D1 and D4 are functioning as of today. School 8 in D1 is from 1-3 grades. School 9 in D4 is from 4-6 grades. Some of the children will move from schools 1, 4 and 2.
- The movement of children is agreed to be based on the residence location and wish to be moved, and the consent of the families, (if any problem arises please communicate to unicef)
- Principals, deputy principals, and some teachers are appointed in the new schools. The rest of the teachers have already been appointed waiting for them to report to schools.
- Coordination is taking place with IP for education and UNHCR to appoint Syrian assistant teachers in the new schools within the coming week

I. Youth Taskforce

- We Love Reading Initiative:
The We Love Reading initiative, supported by UNICEF in Jordan is looking for youth who could act as volunteers with WLR. We love reading are going to implement a 3 year project in partnership with UNICEF to cover 10 governorates and 3 camps (Zaatari, Azraq and Emirati). They will conduct 34 trainings to train 680 trainees on how to read aloud for children for the age group from 4 -10 and how to open a library. WLR will conduct training for volunteers in November. Agencies should share information about the opportunity with beneficiaries and nominate potential volunteers.
- Saudi Hospital Youth programme:
The Saudi Hospital is now conducting a youth programme for training and education in D5. They provide cooking, sewing, computer skills, arts and handicrafts, maths, Arabic language, literacy, health and hygiene promotion. All volunteers are Syrians from inside the camp. Age group is from 15-30 and they have 100 youth so far. Each course is 2 months and it is for men and women, from Saturday to Thursday every day. Boys in the morning and girls in the afternoon.
- The Penn State Research Team:
The team came to Zaatari through UNHCR to do a few research projects in February will return in early November. One of the projects was on cell phone and internet use amongst youth, which the YTF supported with feedback on the survey and selection of youth for interviews. The YTF meeting on Tuesday the 3rd of November will be mostly put aside for the presentation of their findings and a discussion.
- YTF Fact Sheet:
The FACT sheet will be circulated this week.
- INGO Forum Logo competition:
The INGO forum in Amman is holding an ongoing competition to create a logo which Zaatari field staff and volunteers are invited to enter. Up to 10 logos will be selected and a committee will then choose the winner.

- Hamlet in Zaatari:
UNESCO and IRD are supporting the showing of the Shakespeare play, Hamlet, this coming Sunday the 25th of October at 11:00 at the IRD D2 site. The target audience is youth and adults. English students in particular may be interested in attending as the play will be in English. Some reading material will be provided about the play and its characters in Arabic at the event itself for those who attend. Organisations who wish to bring a number of people should please contact Chevy from IRD (c.morris@ird-jo.org tel: 0799477796) so that he can assure there is enough space.
- DAAD scholarship briefing:
Questscope/UNFPA will host a DAAD briefing at their Youth Center in D4 to be conducted by DAAD staff from Amman. The planned date is Sunday 25th at 13:00 though the date and time is still to be confirmed. Based on feedback from YTF members, DAAD will provide the following:
 - DAAD scholarship eligibility – specific profile
 - 'Frequently Asked Questions' on eligibility (e.g. lack of document/transcripts, language requirements etc)
 - Online application process
 - Tips / advice for an effective application
 - Templates / guidance for specific parts of the application: Motivation letter, CV
 - Information leaflets and posters
 - Step-by-step application guidelines in Arabic (and English)
 - Materials for field staff to use to cascade the briefing information
 - AP: share factsheet in meeting minutes.

J. Needs Based Working Group:

- Winterization plan document is being finalized. Deadline is 21/10/15. The document will be shared as soon as it is complete.
- COMMENT: The youth task force is next Tuesday. ACTION POINT: An update will be given after this meeting to include in the winterization plans.

K. Site planning

- HH restructure project is ongoing. 6 district completed with district 1 has a total of 1252 hh.
- The maintenance of camp infrastructure including roads and storm water network is under way
- We are currently placing new donated prefabricated house units in district 6 for hh shelter improvement
- Electricity supply remains stable in the camp with the supply hours from 7pm to 3 am.

L. External Relations

Nothing to report.

M. AOB

- ACTION POINT: Anti-Fraud Poster to be shared with minutes.

The next CMC will be on **3rd November 2015** in Zaatari Base Camp, Conference Room 1, at 14:00.