



## Camp Management and Coordination (CMC) Meeting Minutes

**UNHCR Base Camp,  
Date 22/09/2015 - 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](mailto:etyemezi@unhcr.org).

Date	Actions to be followed up	Who	By when	Done?
<b>Emerging issue</b>				
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	<i>Pending</i>
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 <a href="mailto:khрино@unhcr.org">khрино@unhcr.org</a>	Needs Based WG	30/08/15	<i>Pending</i>
25/08/15	All partner providing CfW opportunities are reminded to refer to the adopted CfW guidelines and procedures now in place. It is particularly important to allow UNHCR is cross check lists before hiring refugees for any task to avoid duplication.	Needs Based WG	On-going	On-going
<b>Camp Management</b>				
For all health care related issues.		Brendan Dineen, Public Health Officer, <a href="mailto:dineen@unhcr.org">dineen@unhcr.org</a> , 0796833178		
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.		Mohamed Jertila, Associate Site Planner, <a href="mailto:jertila@unhcr.org">jertila@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.		Johnson Opoka, Associate Field Officer, <a href="mailto:opoka@unhcr.org">opoka@unhcr.org</a> , 0796769872 Adem Shaqiri – Field Officer <a href="mailto:shaqiri@unhcr.org">shaqiri@unhcr.org</a> , 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, <a href="mailto:white@unhcr.org">white@unhcr.org</a> , 0798175813		

### A. General Announcements:

- There is an increase in number of departures, with majority going to Europe, via Turkey. 39% of urban refugees are leaving to join other family members. 34% intend to travel via smuggling. This is a shift from 2 months ago, when may reason for return was to go back to Syria.
- Increase in delegations, many from Europe. Linked to the Syrian refugee crisis in Europe. Main message has been on the need to invest in the neighbouring countries, in particular Jordan, so we can better serve refugees locally.

- Declarations on additional slots for Resettlement to 3<sup>rd</sup> countries.

## B. **Protection:**

### *Numbers*

- Travel to 3<sup>rd</sup> country: 186 individuals travelling to Turkey
- Main reason to cross into Europe; Main reasons for departure from Zaatari and Jordan
- Spontaneous Departures
- Return of documents
- 79,709 Total Camp Population.
- Arrival numbers are very low. There was a peak around 10<sup>th</sup> Sept of an increase in arrivals at Raba Sarhan. All went to Azraq camp.
- Decreasing population in the camps, linked to returns to Syria and departures to other countries. 345 returns to Syria today, but linked to Eid. Family reunification remains the main reason for return, although cuts in WFP assistance are a factor
- Expect that returns will decrease after Eid to 50-60 per day
- From June, July to August, there was a steep increase in numbers of refugees stating they want to travel abroad to Turkey. 480 stated they wanted to leave to Turkey in August.
- Onward movement to Europe and routes are well known and analysed by the media
- For Unaccompanied Children, the authorities have assured UNHCR that no Unaccompanied Children can travel through the Returns office.
- There are more people travelling from urban to Syria, rather than from camps to Syria. There also appear to be split families, with some members travelling, leaving others to remain in the camp; seeking reunification at a later stage. Related to the cost (passports; travel).
- The media coverage of the situation in Europe has been a major driver, encouraging departures. Combined with lack of work and limited possibilities in Jordan. Previously main destination was Kingdom of Saudi Arabia. Turkey is now the highest stated destination. Other factors include general dissatisfaction of living in camp conditions

### *Complaints Mechanism:*

- 8 focus group discussions held. Included asking about how refugees deal with complaints and disputes internally – including tribal leaders/elders/religious leaders etc. The latter were identified as potential means of passing information to the refugee community.
- Female refugees tend to approach authorities if they have a security related concern; men are more hesitant to approach authorities on security events.
- Questions on Sexual Exploitation and Abuse by aid workers: focus groups said they would not want to report on organisations for fear of losing jobs or cash for work (CfW).
- Final results of discussions will be shared with Camp Management. Now proceeding with Key Informant Interviews.

UNHCR noted that refugees are talking about selling land in Syria, in order to finance the travel to Europe. This is a significant change, and represents a dangerous turning point making it more difficult to return. It was also noted that there was a risk exploitation linked to the hope of getting resettlement.

*ACTION POINT:* Need a clear guide from Amman on resettlement and the process, to help with communication with refugees.

*ACTION POINT:* Share portal links (general: <http://data.unhcr.org/jordan/> Jordan: <http://data.unhcr.org/syrianrefugees/country.php?id=107> Zaatari: <http://data.unhcr.org/syrianrefugees/settlement.php?id=176&country=107&region=77>) and the documents that have been shared at the Amman level.

## C. **Security:**

- *09 September*, Zaatari Camp, District 1 opposite Moroccan hospital, at 1500hrs a 18 years old refugee hit by private vehicle and transferred to Mafraq Hospital.
- *12 September 2015*, District 6, St.14 at 05:55 am a fire broke out in two caravans; no injuries reported. Police and civil defense responded. Reason is unknown, case is under investigation.

- 14 September 2015, District 11, at around 12pm. A water truck hit two women (35yrs and second - 28yrs old), both sustained injuries and transferred to Mafraq hospital. Case is under investigation.

#### COMMENTS:

- SRAD: water tank drivers need to have a valid license and will not be let in. ACTED request a 'grace period' / some flexibility over Eid. UNHCR noted that this issue is not new, and needs to be dealt with. SRAD noted that traffic accidents in the camp do not only depend on licenses, and will not only rely on this. SRAD asks to put all efforts in ensuring careful driving in the camps.
- UNICEF noted that is a serious issue – and instructed all contractors that drivers should have a license. However, the Mafraq Governorate are insisting that drivers are from the local population, but they may not have a valid license. UNICEF asks that this issue is raised with the Mafraq Governorate.
- SRAD notes not just a question of license, but rather careful driving, including sensitization of drivers to drive properly
- UNICEF noted that are raising awareness with drivers; as well as with children in school.
- SRAD said that two days ago, the water and sewage truck drivers collected at the main gate, complaining that UNICEF had not provided the required amount. The issue was resolved.
- SRAD: In spite of asking partners to request permits to enter the camp with a 48 hour notice. There are too many exceptions. Asks that partners request permits in time.

*ACTION POINT:* The Camp Manager will meet with the Governor after EID; RE: licenses; and recommends a holistic approach that includes awareness raising and training of drivers

*ACTION POINT:* UNHCR, UNICEF, ACTED, SRAD will meet to discuss this separately next week.

ACTED: note that will soon see a reduction in number of drivers, because of shift to Autumn levels of water.

- 20 September 15, AL Badia region, At 10:30am a 16 year-old refugee died following a clash with another 15 year-old refugee in a farm outside the camp in (SABHA/AL Badia region). The victim rescued to Sabha clinic and found dead upon the arrival. The offender is arrested. Case is under investigation.

*Comments:* As an urgent response, SRAD evacuated the family of the perpetrator out of the camp, in case of retaliation between families.

- 20 September, District 5, Vehicle ran over Syrian boy 9 years old. The refugee transferred to JAHS clinic. His condition is stable. Police informed.

#### *General Comments:*

SRAD: Number of delegations from Europe are increasing. Notes that there are still 1.4 million Syrians in Jordan.

#### **D. WASH:**

##### **WATER SUPPLY**

- Water supply is stable in the camp with 700 m3 from the external sources.
- ACTED is preparing for the new water trucking contract which will start on November 1<sup>st</sup>.
- ACTED is in the finishing stage of the three tanks construction of phase I.
- Oxfam pipe laying construction works are ongoing for phase I.
- UNICEF is working with ACTED on the trucks master list finalization.

##### **SANITATION**

- UNICEF and IMDAD had a meeting with SRAD on the disludging operation.
- IRD waste water project is ongoing with 120 PRC tanks completed.
- ACTED and Oxfam joint project for waste water – phase I is expected to commence mid of October.

##### **HYGIENE PROMOTION**

- Hygiene promotion activities are in progress along with messaging sheep slaughtering sites.

## COMMENTS:

- WASH sector is working on a 3 year strategy. IRD waste water project is ongoing with 120 PRC tanks completed.
- Rodent control will start after Eid.
- Four Animal Slaughter sites set up outside of the perimeter; with waste disposal for the carcasses. UNICEF is working with ACTED on the trucks master list finalization. WASH to add the number / name of the ACTED focal point for waste linked to the slaughter: Abdelhamid Al Noaimi - 0798021510

### **WASH Focal During Eid Holidays:**

**UNICEF:** Habib ur Rehman / 079-5136126 / [hrehman@unicef.org](mailto:hrehman@unicef.org)

Ahmad Al Tarawneh / 079-6493694

**UNHCR:** Diana Elfawair / 079-8691677

**JEN:** Anne Rapin / 079 859 1457

**Oxfam:** Jida Kamhawi / 0796874528 / [jkamhawi@oxfam.org.uk](mailto:jkamhawi@oxfam.org.uk)

**ACTED:** Shavkat Iminov, Deputy Area Coordinator – 0796902737

**Site Group:** Shadi Al Shomali: 079 121 90 64

Amr: 079 121 90 22

### **E. Health:**

- Last 6 weeks have witnessed watery diarrhea, coming to the end of the season. Notes the efforts made by partners to raise awareness, check samples and gradually address the issue.
- Clinics closed (Saudi). General: JHAS is open in District 6; as is the Field Hospital near the gate
- There will have missions of surgeons to treat children with cataracts
- With reduction in diarrhea, also see a reduction in malnutrition. Gradual discharge of children from acute malnutrition programmes.
- Notes that refugees can access clinics. However, there have been cases where refugee health booklets have been fraudulent used, perhaps out of desperation. The health services are ready to support all cases, but it should be on the basis of being registered in the camp – and having a booklet. Many exceptions are made, so unregistered refugees should not feel that they have to use some other refugee's booklets.
- Possibility that refugees from urban are coming to the camp for medical treatment, given the limitations in access in urban. Key is to make sure that refugees don't feel like they have to 'misrepresent' their identity to get access to health.
- **ACTION POINT:** To be followed up at the next Health working group: what are our procedures for receiving and treating refugees who are not necessarily registered in the camp.

### **E. Food:**

- WFP is providing the camp with 17.2MT of bread to the camp on a daily basis to cover the camp needs of bread.
- WFP is distributing welcoming meals packages in Roba Al Sarhan through IOM to beneficiaries that are entering or leaving Jordan. A total of 983 WM were distributed to beneficiaries entering/leaving Jordan from the period of 8th to 21st of September 2015.
- The New arrival figures from the 8th of September till the 20th of September is 80 voucher were distributed to 40 beneficiaries valued at 400 Jordanian Dinar
- Relief International through WFP distributed to its Informal school from the period of 8th of September till the 20th of September, 1351 as a highest recorded figure during the month.
- Save the children international through WFP distributed to its Informal school from the period of 8th of September till the 20th of September, 15588 as a highest recorded figure during the month

COMMENTS: Health raised concerns of inadequate rations at the new arrival area. WFP noted that this happened in 2014. WFP added a quantity of dates, increasing the calorie intake. WFP stated that, according to the procedures for receiving refugees, the refugee would not stay more than 1 day in the reception area. For those who are staying WFP will consider an increase in the ration, and potentially allocate a new arrival voucher. A decision would be taken in the coming days/weeks.

**ACTION POINT:** WFP to resolve the issue within a week, otherwise UNHCR will intervene and provide a top up of calories. WFP noted that it would be difficult to resolve the issues over Eid, but stressed that the issue is being discussed on the national level.

WFP noted that there are sometimes left-overs of bread, because of the reduction in population numbers. This can be shared with other agencies to provide assistance. NRC noted that it would still receive. IRD also expressed interest.

WFP funding is continuing through November at full voucher value.

F. Community Services:

- Two major topics discussed during refugee consultations:
  - 1) NFIs/Vouchers: insufficient gas bottles; Diapers received were insufficient. UNHCR and NRC respond
  - 2) Early marriage: marriage age. UNHCR protection shared emergency numbers to refugees about harassment, and that will be raised with SRAD. Emphasized that not legal for those

UNHCR noted that in District 4, two weeks ago: a community gathering for men, women raised exactly the same issues.

Camp Management noted the need to ensure these are a multi-sectoral discussion, not limited to a few areas. Asks for more balanced time management on each topic. This could help to avoid that we are discussing the same issue in each district.

UNHCR Protection concerned that simply collecting information, but not trying to mobilize the community to address some of these issues themselves. Some responses can be by the refugees themselves, some by the agencies.

*ACTION POINT:* UNHCR Protection and IRD will meet after the Camp Coordination to clarify.

H. Education:

Absent

I. Youth Taskforce

Absent

J. Needs Based Working Group:

- NBWG has initiated the discussions on winterization with partners in the camp.
- A standardized list of NFIs and cash assistance for winterization has been shared with partners in order to be compiled.
- Discussions on distribution planning of winterization assistance are on-going with partners. Final distribution plan to be shared by first week of October 2015.
- Bad weather contingency planning for 100 families during winter has been drafted and shared with partners. UNHCR/partners' essential staff and contact list are being updated.
- Gas vouchers distribution ended yesterday with a total of 14,447 vouchers distributed to 14,447 families.
- After Eid holidays, NRC will start baby diapers distribution for all children between 0 and 2 years.

COMMENTS: Notes that will have a few ad hoc discussions on the response to the Winter period, including learning lessons from last year. WASH noted that had already started working on the Winterization contingency plans.

NRC – Distribution: 14,400 gas vouchers; will distribute remainder after Eid.

K. Site planning

- Camp restructure is complete in district 9, and currently on-going in districts 6 and 1. Up till now, 7,979 households have been assessed in 6 districts.
- Qatari caravans are being delivered and installed in district 7 where they were allocated during restructuring.
- Increased in the electricity supply time from 6 hours to 8 hours on Friday 18th September. New timing is from **7:00 pm to 3:00 am**
- District 9 internal street network was finished, and refugees made their new wires connections to the network with monitoring from UNHCR Electrical Engineers
- The districts that still suffers from power outages during the night are D8, 10,11,12 due to overload and high consumption

*ACTION POINTS:* will share the maps again with the CMC minutes.

COMMENTS: There are cases where refugees will move their pre-fab or they are sold; more in relation to refugees leaving the camp, rather than changing location within the camp.

**K. External Relations**

- *10 September, Estonian Foreign Affairs Committee – 13 September, French Senator Josette Durrieu, Member of the Parliamentary Assembly, Council of Europe – 14 September, UK Prime Minister, David Cameron – 15 September, German Ambassador, Birgitta Maria Siefker Eberle – 15 September, Embassy of Sweden – 19 September, Stephen O’Brien, USG/ERC – 20 September, Deputy Regional Director, SDC / Head of Cooperation, Canadian SIDA – 20 September, European Parliamentary Delegation – 20 September, Donald Tusk, President of the European Council – 20 September, German Vice Chancellor, Sigmar Gabriel.*

**M. AOB**

- Mass Information: Hygiene awareness activity will be held in District 4 with 2,500 children on Friday at 4pm.

The next CMC will be on 06 October 2015 in Zaatari Base Camp, Conference Room 1, at 14:00.