



Camp Management and Coordination (CMC) Meeting Minutes

**UNHCR Base Camp,
Date 25/08/2015 - 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	<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 khрино@unhcr.org	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
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:

ACTED conducted a presentation concerning the Water Supply Network in Zaatari Camp.

Transfers to Zataari camp: 64 individuals were transferred to Zaatari; 28 individuals were transferred from RBS to Zaatari as follows: 27 individuals registered in Azraq camp were transferred to Zaatari for family reunification; 9 individuals spontaneously returned from urban to Zaatari camp for family reunification, after receiving official authorization from SRAD.

Registration of new Birth: 165 babies were added to their parents cases, among them (73) Girls and (92) Boys (Birth notifications were presented).

Transfers from Zaatari camp: 9 individuals were cleared to be transferred to EJC to be reunited with family members there.

Bail outs/Travel to Third country: 8 individuals were bailed out according to the information reported to UNHCR (Cases were cleared and inactivated by UNHCR). 36 individuals were inactivated for spontaneous departure to Third Country.

Spontaneous Departures: A total of 1513 Individuals were inactivated for spontaneous departure to Syria.

Zaatari Residents: Dara is the main city where refugees departed to (97%). Main reasons of departure were for: Family Reasons (68.32%), living conditions in Jordan (18.81%) and improved security situation in Jordan (11%).

Urban Residents: Dara is the main city where refugees departed to (79%). Main reasons of departure were for: Family Reasons (58.10%), living conditions in Jordan (36.50%).

Camp population: A total of 80,191 individuals are currently registered and residing in Zaatari camp among them, 50% females and 50% Males.

B. Security:

Incidents from 11 August – 25 August 2015

- **13 August 2015, Ramtha**, Thursday, 13 August 2015 Media news (Alwakeel Al Akbari) reported A shell fell from Syrian side at a house in the Ramtha City (Al-Turah), six persons from one family get injured and evacuated to hospital. Their condition is stable. Media news reported that the shell did not explode and injuries were from shards of windows glass and stones
- **15 August, District 10**, UNHCR technical team reported that on 15 August at 09:00pm when IDECO crew responded to a power problem in district 11, they discovered that a fuse of the transformer was changed with another fuse with extra capacity and some other fuses were removed. This will add an unbalanced load on the transformer and might cause a complete shutdown for the whole district. According to IDECO, they were informed that unknown refugee urged a child to break in the metal cage that surrounded the transformer and to change and remove the fuses. The incident is still under investigation.
- **17 August, at 11:45 hrs.** Local Media (Saraya news) reported that the local authority arrested 37 wanted persons in Rowaished region. Clashes took place at Baghdad Highway in Al Rowaished region and the road Blocked. SMS was sent to alert the staff.
- **17 August, Zaatari Camp, D8 Next Borehole 2** one the contractor excavator working with NGOs for excavation to installation pipe route, one of the children broke the front and side window of the excavator by throwing a stone on it.

C. WASH:

WATER SUPPLY

- Replacement of pump and pipes works at BH#2 are still going on. It's expected to start pumping today. If we don't face any problems with the pumping and turbidity, the borehole will back to operation tomorrow.
- Overall, the water supply is stable. ACTED is compensating BH#2 gap from the external sources.
- Water network Phase one is in progress and still expected to be completed by end of September 2015.
- UNICEF is discussing with ACTED on the new water trucking contract. The current contract will expire on end of September.

SANITATION

- UNICEF is working with SRAD to control the dis-ludging trucks accessibility to the camp. Trucks that are not working in the operation were reported entering the camp.
 - IRD has started working in phase-1 of the Waste Water network. The work has started in District 8 and 9.

WASH in Schools

- Cleaning and maintenance works for all UNICEF schools in the camp were handed over to UNOPS. UNOPS will take over by September 1st.

HYGIENE PROMOTION

- Routine hygiene promotion and community mobilizations activities are ongoing in all the districts, by the district focal implementing partners
- The rodent control campaign has started. Its first round was on Sunday 23rd August and will last till the 10th of September, covering the entire camp.

D. Health:

No information shared.

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 900 WM were distributed to beneficiaries entering/leaving Jordan from the period of 11th to 24th of August 2015. It's worth mentioning that on the 11th of August a total of 252 beneficiaries entered the Roba Sarhan reception area
- The New arrival figures from the 11th of August till the 17th is 98 voucher were distributed to 49 beneficiaries valued at 490 Jordanian Dinar
- WFP along with SCI are planning to support the schools with WFP School feeding programme after registration, the planned date for WFP to provide snacks (Date bars) is on the 1st of September.
- WFP will be piloting new retinal system in the Camp that will combat any incidences of card misuse with the 2 supermarket. Community awareness sessions are taking place next week.

E. Protection

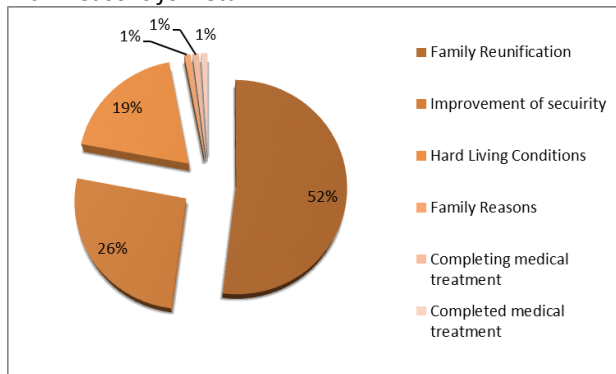
- *Overall protection monitoring in the camp:* A number of complaints were received over the hotline regarding electricity cuts all over the camp especially in district 8 where the PRT Unit received calls from refugees in different blocks. UNHCR Field unit went out and refugees were counseled on the current electricity structure with a certain amount of electricity provided and cut when the limit is reached; following this incident, less phone calls and complaints have been received;
- Several numbers of complaints regarding water shortage in D12 and D2 were reported on the hotline number. In particular, it is either the amount of water is not reaching all households in a timely manner (sometimes every two or three days); but most of the problem is related to the water distribution points; there were suggestions to place names or to monitor of all households that are eligible to take water with # of HH members)

Arrivals to the camp: Continues numbers of war-wounded cases arrive to the camp and refugees facing particular vulnerabilities

- *Returns to Syria:* UNHCR undertakes two activities concerning the spontaneous return of Syrians, one activity takes place as a protection counselling activity for all protection relevant cases registering for return for the upcoming days and the other activity covers a more general return monitoring for those refugees who depart this day. Whereas spontaneous return counselling takes place at the return office managed by the Jordanian authorities, the return monitoring takes place at the bus departure site in District 7 at the Ring Road where buses depart every day to Syria.
- Profile: FHH and their children: approx. 53 % from total number. Complete families: Approx. 30 % from the total number; accompanied elderly as well as single men, women (17%). The majority of refugees returned to Dara'a and Qunaitra and its rural surroundings. Mainly to the western villages of Dara'a which are under FSA control where services of food, water, electricity and medical are available.
- Over 250 individuals were interviewed during the last two weeks at the return office. The number of cases approaching the return office for protection counselling during August has steadily increased. The reasons for return remained the similar to the previous weeks where perceived improvement of the security situation in some parts of Syria as well as family reunification were the most prominent reason for return. Besides family reunification needs, another reason reported by Zaatari residents as a trigger for return is the hazardous living conditions in Zaatari camp including extreme heat, dust, shortfall in water, electricity shortage and cuts, freeze of

bailouts and insufficient income generating projects or cash assistance. The latter was reported to have impacted on their decision in particular with the continuation and extended duration of the refugee crisis. The majority of refugees applying for return registered in urban areas mentioned the intolerable living conditions in any of refugee camps in Jordan including Zaatari camp while the living expenses in the urban areas make their livelihoods a challenge. Few refugees (not war-wounded) returned because of the expensive medical costs in Jordan where they preferred to get their treatment in Syria as it is apparently less costly. As the vast majority of refugees currently arriving to the camp from Syria are war-wounded refugees, some of them returned voluntarily after being discharged from urban or camp-based hospitals. Some added that they will continue rehabilitation treatment in Syria; they were referred as needed to health unit.

Main reasons for return



- Expected Internal Displacement (after return to Syria): the majority of refugees returned to their villages of origin or former residence. Only few refugees (2% of all returning during last week) mentioned that they will be internally displaced for a temporary period due to the instable security situation in their villages of origin. They mentioned they will stay with families, friends or relatives or will rent houses until the security situation improves in their areas as they wish to return to their areas of origin.
- Fear of return: returning refugees shared their fears of return considering the fact that they will not be able to flee to Jordan in future due to the entry restrictions for second time arrivals. In addition, refugees shared their fears of re-escalation of fights and violence in their villages. Mothers shared that they fear the forced recruitment of their sons with armed groups; other refugee mothers were concerned about the overall security and living conditions in Syria as they lack sufficient means of survival while prices have increased strongly. In particular mother with infants and new-born shared that they are worried about their ability to be able to meet their babies' and children needs of milk, diapers and food. Despite their fears of return, concerned refugees were determined to return for the reasons they shared (reasons for return).
- *Protection Coordination WG*: Next meeting on Thursday: camp wide complaint mechanism will be further discussed (Conduct FGD with refugees to validate Community-based complaint mechanism). Feedback from the community will be adapted the complaint system that we will develop in the camp. For Protection from Sexual Exploitation and Abuse: all agencies are requested to assign a focal point for PSEA;
- *Religious Court*: Move to the previous buffer zone as of end of this week
- Community-based protection: NHCR Protection Team Volunteers: 29 members recruited to the PRT team; they were trained on protection principles and are now trained in the field to undertake first home visits

G. Community Services:

- *Community mobilization and engagement*: During the month of August a pilot phase of merging the district meeting with the community gatherings was started progress. We are expecting better participation by partners
- More support is being given to enhance the community engagement and participation and reaching out to various groups. Camp management met with Imams who have agreed to disseminate messages to the community as they are considered as a one of the main trusted entity in the camp. In line with feedback from community

- Gender awareness training is currently underway for sectors in the camp. This responds to the strengthening the capacity of staff in mainstreaming needs of Boys, girls, women and men. The last training this week will be on Wednesday
- *Higher education:* Opportunities for high education remain very few. Since the call of application both parent and school heads have communicated the needs and expressed concerns. The higher education coordination meeting in Amman is working on mapping all actors and opportunities available for refugees in Jordan
- *Youth:* 4 youth from Camp participated in the Global youth forum. Refugees participated in the round table discussion on youth and leadership, the role of refugees and IDPs in peace building. The Amman declaration on youth, peace and security was adopted.
- *Age and Disability:* Strengthening of community support and approaches for persons with special needs, refugees youth prototype the production line by testing 19 wheelchairs as first step for moving forward in this community based project. In follow to cases identified under CCFA for children with disability not attending school is addressed with IRD and Mercy Corp.

H. **Education:**

- The school year will start on 1st September as per the MOE announcement
- All principals and teachers are onboard since Sunday
- Registration is on-going in the schools
- The teachers for the new schools (Kuwaitis and D7) will join on Wednesday 26- August as per information shared by North / Badia directorate with UNICEF,
- The construction of the new schools in D1 and D4 has already started in both locations simultaneously ,
- Coordination between UNHCR and UNICEF to remove some shelters from the new school location in D4, they were removed last Thursday, many thanks to UNHCR,
- Textbooks for the new year has been suspended from distribution to all schools in Jordan as announced in the media by the Minister of Education, these books will be withdrawn from the schools and will be replaced with new books (for grades 4,5,6 and 9)
- The school in D7 has been handed over by UNICEF to the MOE, official ceremony will follow when the school starts

I. **Youth Taskforce**

- A Swiss Charity is interested in donating 3000\$ to youth in Zaatari. Their only condition is that it be used for families with children. YTF members will identify possible youth initiatives and ask their youth to prepare short proposals. These should be sent directly to Carine carine.nkoue@yahoo.fr who is the focal person for this.
- UNFPA shared information about an initiative called Refugee Story Circle which raises awareness and educates people about the global refugee crisis with a focus on connecting Syrian refugees with young refugee storytellers who have resettled outside of Seattle, WA. UNHCR and JEN have been contacted in order to make the connection and take next steps.
- UNESCO provided an update on the second meeting that was held by the HE TF, which is co-chaired by UNHCR and UNESCO. The main purpose has been agreed on as: knowledge sharing, coordinated opportunities, and advocacy.
- Global Forum on Youth, Peace and Security: UNFPA updated on the 2 day Forum that was held at the Kings Academy in Madaba. The outcome of the Forum was the historic Amman Youth Declaration which will be used to advocate for a Security Council resolution on youth, peace and security. Products made by Zaatari youth were displayed at the event facilitated by UNHCR
- Youth's role in data collection and entry: YTF members discussed youth roles in data collection and plans to follow up with REACH and UNHCR. NRC and Endless Mobile both offer opportunities for youth to practice skills learnt in the camp for various data collection and entry projects.
- Focal Point List: YTF updated its list of focal points for various working groups.
- YTF Mid-Term Review will be held on Tuesday 1st September from 10:00 to 14:00 at IRD D2 center. YTF members, chairs from PWG, CPSWG, EWG, ADTF, Community Gatherings and some youth volunteers are invited to join.

J. **Needs Based Working Group:**

- NRC finished Soap bars and sanitary pads distribution each registered female between 12 to 45 years received 2 packs of sanitary napkins and all registered families received soap bars.
- The next planned distribution will be baby diapers, the distribution will start on Sunday 30th Of August.
- Testing of mobile ATMS in the camp will take place tomorrow in partnership with Cairo-Amman Bank.

K. Site planning

- Camp restructure in district 7 is complete; with a number of 1,188 occupied plots, 45 unoccupied plots, and 233 vacant plots. Data will be shared with CMC minutes.
- Camp restructure started and is ongoing in district 9.
- Please note that we have already shared the final layout and data of district 8 during the last CMC, kindly refer to site planning unit should you have any comments on the information provided

L. External relations

- *15 August*, Danish Minister for Integration, Refugees, and Housing - *18 August*, Canadian Ministry of Foreign Affairs, Trade and Development - *19 August*, Rikko Kosei-kai (RKK).

M. AOB

- N/a

The next CMC will be on 8 September 2015 in Zaatari Base Camp, Conference Room 1, at 14:00.