

ZA'ATARI CAMP WEATHER CONTINGENCY PLAN

Za'atari Camp Contingency Plan in the event of flooding/cold weather resulting in camp community members requiring emergency shelter accommodation. This version covers the winter period 2014/15 with periodical reviews during that time.

PLEASE SHARE THESE PLANS WITH YOUR STAFF

UNHCR Contact Donna Corcoran, Field Unit – 079 680 3658

Important contact numbers for community members

Joint operations centre (JOC) (Civil Defence, SRAD, Community Police, Police) - 077 572 5885 and 079 851 9073

UNHCR Information Help Line – 064 008 000

JHAS Medical Emergency Mobile Unit – 077 998 5668 and 077 998 5085

OPERATIONAL CONTACT INFORMATION

Contact list is for operational purposes with details of organisations/staff present in the camp during extreme weather.

NAME	TITLE/RESPONSIBILITY	PHONE	EMAIL
Captain Mahmoud	SRAD/Community Police	077 238 8281	
Second Lieutenant Rania Haddad	SRAD, External Relations	079 943 4364	
First Lieutenant Mohammad Meshaqbeh	Civil Defence	077 540 3090	
SAVE THE CHILDREN INTERNATIONAL – EMERGENCY SHELTERS			
Ghandi Al Bakker	Protection Manager	077 670 2441	Ghandi.bakkar@savethechildren.org
Sohaib Shtaiat	Field Program Officer	077 575 4944 (24 hrs)	Sohaib.Shtaiat@savethechildren.org
Mahmoud Alazzeah		077 991 9117	mahmoud.alazzeah@savethechildren.org
Hotline Number – 24 hours	Held by Wasfi Khaldi	077 572 4455	
WFP			
Amber Savage	Head of Sub Office	079 774 3760 (24hrs)	amber.savage@wfp.org
Hassan Aljabouri	Programme Officer	079 765 0954 (24hrs)	hassan.al-jubouri@wfp.org
NORWEIGAN REFUGEE COUNCIL (NRC)			
Ahmad Yaghi	Za'atari Coordinator	079 853 3287 (24hrs)	ahmad.hussain.yaghi@nrc.no
Fares Mismar	Reception Area Project Officer	079 502 9512	fares.mismar@nrc.no
Reception area hotline		079 755 4487	
UNHCR			
Basecamp JOC	Radio Room	079 867 4183	
Hovig Etyemezian	Camp Manager	079 131 5739	etyemezi@unhcr.org
Donna Corcoran	Field Officer	079 680 3658 (24hrs)	Corcoran@unhcr.org
Petra Finianos	Field Safety Adviser	079 575 1076	Finianos@unhcr.org
Brendan Dineen	Public Health Officer	079 683 3178	Dineen@unhcr.org
Security duty phone		079 867 4179	
IDECO Crew - Electricity		079 8821 871	
CONTACT INFORMATION OF STAFF UNDERTAKING ESSENTIAL FUNCTIONS AND FULL UNHCR CONTACT LIST WILL BE AVAILABLE THROUGH BASECAMP JOC OR UNHCR STAFF IN CAMP			
UNICEF			
Kamara Abrassac	WASH Specialist	079 007 9758	abkamara@unicef.org
Stephen Allen	Field Coordinator	079 015 7584	stallen@unicef.org
Omar Al Qadhi	Field Supervisor	079-0971578	omarq@unops.org
Mohamed Alhamwan	Humanitarian Officer	079 809 9534	malhamwan@unicef.org
IMDAD			
Elias		0796554454	zataarioffice@imdad.com.jo
Hotline	De-sludging / de-watering		
ACTED			
Caroline Avan	Area Coordinator	079 021 2718	caroline.avan@acted.org
Luigi Nicoletti	Deputy Coordinator	079 086 2719	Luigi.nicoletti@acted.org
Jakub Pajak	WASH Program Manager	079 0212715	jakub.pajak@acted.org

NAME	TITLE/RESPONSIBILITY	PHONE	EMAIL
JEN			
Chiaki Ota	Programme Officer	079 672 9225	chiaki.ota@jen-npo.org
Anne Rapin	WASH focal point	079 859 1457	anne.rapin@jen-npo.org
OXFAM			
Andy Boscoe	Programme Manager	079 021 9626 (24hrs)	ABoscoe@oxfam.org.uk
Michelle Farrington	Public Health Promotion Team Leader (backup)	079 021 9643	MFarrington@oxfam.org.uk
IRD			
Iyad Shtaiat	Case Management Coordinator (Coordinates multi-functional reduced team of staff in camp during extreme weather)	0795042624 (24hrs)	i.shtaiat@ird-jo.org
JHAS			
Samer Makahleh	Clinic Coordinator	077 500 6031	
Khalil Abu Lanoun	Health Field Officer	079 999 6241	
UNFPA			
Emergency Clinic Hotline		077 841 4012	
Maysa Al-Khateeb			Mal-khateeb@unfpa.org
REACH			
Erin Bishop	Assessment Officer	079 021 2765 (24hrs)	erin.bishop@reach-initiative.org
Hillary Johnson	GIS Officer	079 021 2714	hillary.johnson@reach-initiative.org
Majid Al-Shdaifat	Senior Field Coordinator	079 802 1374	
Omar Alqaderi	GIS Officer	079 802 1516	
Zulfiye Kazim		079 616 1916	Zulfiye.kazim@reach-initiative.org

GENERAL COORDINATION

- UNHCR will have 24 hour presence in Za’atari camp during extreme weather conditions but may operate essential functions with reduced staffing levels if necessary.
- Extreme weather conditions results in only essential services operating, plus specific activities such as emergency shelters and de-watering. In semi-extreme weather services and programmes continue to operate with some additional activities.
- Please notify UNHCR of organisations/staff who will be overnight in the base camp at any stage for security and coordination purposes. Accommodation is limited and should be organised in advance as much as possible/makeshift accommodation may be required.
- Organisations are recommended to carry radio communication during extreme weather conditions.
- Organisations will meet in UNHCR Meeting Room 4 at 9.30am on the first morning after extreme weather commences.
- Organisations to advise UNHCR of services operating / staffing capacities in camp as soon as possible prior to or during extreme weather conditions.
- Daily operational updates will be produced each afternoon / evening and circulated to all focal points/staff working in the camp. Kindly advise UNHCR of additional names to be added to the mailing list for circulation.
- Mass Communication – emergency shelter maps / information on shelter locations distributed to areas in the camp, particularly tented areas; daily information to be disseminated to community networks via organisations present in camp including IRD, Oxfam, ACTED, Save the Children, IMC, UNHCR CBPN among others.
- UNHCR essential staffing list will be available each day and full contact list of UNHCR staff is available in JOC
- Extreme Weather Plan to be circulated to:
 - SRAD, Civil Defence, Community Police, Police
 - Camp Coordination mailing list
 - UNHCR Information Hotline (FAQ version)
 - Organisations present in camp during extreme weather – focal points

See Operational Contact List

DATA COLLECTION AND MAPPING

- REACH will be present in camp during extreme weather
- REACH with UNHCR will coordinate data collection and prepare maps as follows:
 - Emergency shelter maps
 - Camp street maps – with block numbers/street maps
 - Contingency water tank maps
 - Baseline and progress maps of camp situation
- REACH will provide up to date laminated emergency shelter maps available for JHAS ambulances
- REACH with UNHCR and organisations to agree areas for data collection/responsibilities for organisations with capacity to collect data at first coordination meeting.
- REACH will facilitate data collection and mapping of information by organisations including blocked/muddy roads, flooded areas and damaged shelters with coordination support by UNHCR.

See Operational Contact List

EMERGENCY SHELTERS

[PLEASE SEE MAP OF EMERGENCY SPACES]

- Save the Children are responsible for the supply and management of emergency shelters.
- Save the Children Child and Friendly Spaces will be open in **Districts 5, 8 and 11** - 24 hours per day with a team of four in each emergency shelter.
- Should capacity be exceeded, an emergency shelter will be opened in District 9.
- Additional shelters located in the other nine districts can be opened by Save the Children at short notice.
- If additional shelters are opened, **STC to notify UNHCR, REACH and authorities.**
- REACH will update maps and distribute to JHAS and authorities, as well as UNHCR, for further dissemination.
- Civil defence will provide transport to emergency shelters for individuals who are less mobile and cannot relocate themselves without assistance.
- The capacity of the emergency shelters is:

District 5 – CFS Q – capacity 100

District 8 – CFS R – capacity 100

District 11 – CFS F – capacity 100

District 9 – CFS I – capacity 100 (Backup only)

- STC will ensure emergency shelters are sufficiently heated.
- NRC/STC will pre-position mattresses and blankets in facilities - to be returned to stocks post weather period.
- ACTED to provide additional water to the emergency spaces (if required) at the request of STC.
- REACH to provide emergency shelter maps to JHAS and authorities for emergency vehicles. All other organisations can request copies direct from REACH.
- Healthy snacks will be supplied by WFP within the emergency shelters by STC.
- ¹WFP will not supply food within emergency shelters unless specific concerns arise. Agencies should reach out to WFP with any cases that need special attention.
- WFP will request supermarket transport to pass by emergency shelters when extreme weather experienced; WFP to coordinate with STC and notify UNHCR/authorities.
- Family members/ friends may deliver food to relatives/friends staying inside emergency shelters but must drop food and leave. No selling of food within emergency shelters is permitted.
- UNHCR x 1 staff to visit emergency shelters each day

¹ WFP welcome meals will not be distributed to families staying in emergency shelters because all families in the camp will have already received their WFP assistance for the month of February before the extreme weather arrives. Despite the weather, families have the capacity to shop using these funds. WFP is working with the supermarkets to ensure the supply chain remains intact so that the camp does not experience a shortage of food.

- IRD x 1 to visit shelters each morning; check list of names of community members in coordination with STC for vulnerable cases and follow up.
- Save the Children will provide a report of numbers (age, sex disaggregated) in each shelter to UNHCR each evening.

See Operational Contact List

TRANSPORT

- Normal supermarket transport will operate as normal; WFP will request supermarket transport to pass by emergency shelters when extreme weather experienced; WFP to coordinate with STC and notify UNHCR/authorities.
- Families / individuals to make their way to emergency shelters on foot or other means at their disposal (as per previous wet weather periods).
- Civil Defence is the main provider of emergency transport for community members who are less mobile or required to move from some distance; civil defence is available 24 hours per day.
- JHAS and Civil Defence will operate emergency ambulance services.

See Operational Contact List

FOOD AND COMMUNAL KITCHENS

- WFP bread distributions will continue during extreme weather (although delays may be experienced). WFP bread supplies are provided from suppliers across a wide geographic area to ensure continued supply if road access is blocked in some parts of the country.
- If delays occur, WFP will communicate information through STC community networks and UNHCR for further dissemination.
- WFP e-cards are regularly uploaded with funds. WFP will make all efforts to ensure there is no interruption to this service.
- WFP will pre-position stocks of food in Za'atari camp as a contingency if deemed necessary.
- WFP should be contacted direct if there are urgent needs for food for special cases. These will be assessed on a case by case basis by WFP.
- WFP will request extended supermarket hours where a need is assessed; and communicate this information through STC community networks and UNHCR for further dissemination.
- Za'atari camp communal kitchens will remain open during poor weather; IRD coordinate with the gas suppliers for contingency gas stored locally and supply kitchens as a priority before extreme weather arrives and reduce to essential staff.

See Operational Contact List

HEALTH/ MEDICAL SUPPORT

- Medical services will operate as normal during extreme weather periods.
- JHAS will have emergency services available 24 hours per day 7 days per week.
- JHAS will have three fixed and one mobile medical team available; JHAS clinic (D6) and one mobile team to reach patients at sites D5, 8 and 11 or other location as required.
- JHAS will continue to refer cases to Mafraq where necessary.
- JHAS will have four emergency vehicles available to facilitate emergency transport beyond capacity of civil defence. Vehicles can operate in snow and icy conditions.
- IRD will visit households and be mobile in the camp during extreme weather to provide support, particularly for persons with special needs where necessary.
- Health sector report (not detailed) on injuries and fatalities directly related to extreme weather and daily number of births (to UNHCR for daily updates).

See Operational Contact List (and UNHCR Public Health Officer, Dr Brendan Dineen, 079 683 3178)

WATER, SANITATION AND HYGIENE (WASH) AND SITE PLANNING

- IMDAD is responsible for dewatering and de-sludging. De-sludging will be undertaken with small capacity, light weight trucks where necessary/possible.
- Trucks for these activities will be differentiated: de-watering trucks will be blue and/or marked with DW on the three sides of the tanker and de-sludging trucks will be orange as per normal.
- UNICEF/IMDAD will coordinate and prioritise de-watering and de-sludging activities with monitoring by UNICEF.
- Community will be informed through community networks to include information that de-watering and de-sludging will be on-going and prioritised by UNICEF/IMDAD.
- Community focal persons will be appointed in each district to coordinate responses and report de-watering needs.
- One IMDAD hotline for both activities will be operational. **Hotline is for the authorities/organisations to report only.**
- All hotline and other WASH related communication will be communicated using UNHCR block and street naming system map. Map will be attached to contingency plan but can also be obtained direct from REACH.
- ACTED will supply additional water prior to extreme weather and have a backup generator for boreholes on standby; water supply will continue from internal boreholes and external where road access permits; amount of supply may reduce and information will be shared with UNHCR for daily updates and dissemination to community networks. Normal hotline numbers for water distribution will remain in place.
- IMDAD will ensure septic tanks are empty prior to extreme weather.
- ACTED and Oxfam GB will be responsible for placement of contingency water supply tanks for areas where access by water tankers becomes unfeasible. ACTED and Oxfam to advise details to REACH for map of locations and UNICEF/UNHCR.
- WASH partners will provide updates to UNICEF and UNHCR for daily updates and information dissemination through community networks.
- UNHCR Site Planning and WASH sector to check condition of drainage system and address problems / clear culverts and drains, immediately prior to extreme weather.
- Authorities and NRC will be responsible for heavy machinery with backup from ACTED if necessary.

See Operational Contact List (and UNHCR WASH Officer, Fernando Marin, 079 131 7591)

ELECTRICITY

- IDECO teams are present in the camp 24/7 – coordinating directly with UNHCR Electrical Engineer/UNHCR Field and authorities. IDECO team contact number 0798821871.
- IDECO teams will undertake continuous assessments in the camp throughout poor weather conditions. Should there be any concerns kindly contact UNHCR Electrical Engineer or IDECO direct.
- Organisations affected by electricity outages should consider a diesel generator as a back-up source.
- While projects to improve electricity are being implemented due to safety concerns, all electricity in districts may be disconnected if deemed necessary.
- It will be reconnected after an assessment by IDECO / UNHCR.
- authorities will not be affected and any partner/NGO with private transformer in their compound will also not be affected. Basecamp, police station, Tazweed, bore holes and JHAZ and MSF clinics will be prioritised to have power returned or may not be affected at all.

See Operational Contact List IDECO 24 hours (and Yanal Almadanat, Electrical Engineer Associate, 079 705 6990)

DAMAGED CARAVANS AND MAINTENANCE

- It may be possible to repair extremely damaged caravans that become uninhabitable during extreme weather or after weather clears.
- Community members can report to organisations/authorities who can report these cases direct to NRC for inspection and repair (if possible).
- Repairs will be prioritised by NRC on an as received basis. The name, ration card number and phone numbers should be provided to NRC.
- NRC will be on standby for general maintenance for damage repairs during normal working hours.

See Operational Contact List

DAMAGED TENTS AND NON-FOOD ITEMS

- UNHCR will verify reports of damaged/un-usable tents or non-food items as soon as possible weather dependent; and may be verified / recommendations completed as soon as weather clears. Time may also be required for the ground to dry out in order to re-establish tents.
- If verified un-usable, tents may be replaced with used tents; UNHCR to make recommendations to NRC.

See Operational Contact List (and UNHCR Mohamed Jertila, Associate Site Planner 079 684 5092 or Johnson Opoka, Associate Field Officer 079 676 9872)