



## Camp Management and Coordination (CMC) Meeting Minutes

**UNHCR Base Camp,  
Date 09/08/2016 – 13:00**

**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).

Ref.	Actions to be followed up	Who	By when	Done?
<b>SRAD</b>	Reminder to all organizations to follow the protocol and start every international day celebration or other activities with the Jordanian Anthem	All Partners	On-going	On-going
<b>Education</b>	Share the Radius Coverage of Schools in Zaatari	UNICEF	By Sunday 14 <sup>th</sup> to be shared with MoM	Pending
<b>BNLWG</b>	Frequently Asked Questions on "Work Permits for Syrian Refugees in the Urban Environment in Jordan"	UNHCR	By Sunday 14 <sup>th</sup> to be shared with MoM	Done
<b>BNLWG</b>	Share photos of the distributed toys donations	NRC	By next CMC on 23/08	Pending
<b>Protection</b>	Refer any unregistered they encounter to UNHCR Protection Unit.	UNHCR	On-going	On-going
<b>Protection</b>	Share the most addressed issued through the hotline, and any identified trends.	UNHCR	By next CMC on 23/08	Done
<b>Site Planning</b>	Share a map with all the bus stops location in Zaatari camp	UNHCR	By Sunday 14 <sup>th</sup> to be shared with MoM	Pending

Camp Management	
For all health.	Iyad Shtayiat, Assistant Public Health Officer <a href="mailto:SHTAYIAT@unhcr.org">SHTAYIAT@unhcr.org</a> , 0796985725
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 Omondii, 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.	Ghada Barakat, Associate Site Planner <a href="mailto:barakatg@unhcr.org">barakatg@unhcr.org</a> , 0796845092
For all registration issues.	Noor Khrino, Registration Associate, <a href="mailto:khrino@unhcr.org">khrino@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.	Adem Shaqiri, Field Officer <a href="mailto:shaqiri@unhcr.org">shaqiri@unhcr.org</a> , 079 015 8114 Livia Das Neves, Associate Field Officer, <a href="mailto:dasneves@unhcr.org">dasneves@unhcr.org</a> , 796083917
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**

- Captain Mahmoud Qasqas reminded all present partners to follow the protocol and start any celebration of an international day or an activity in the camp with the Jordanian Anthem.
- Camp Management highlighted the issue of the unregistered refugees in Zaatari camp, who do not have access to basic services as food and health services. Present partners were asked to refer any unregistered they encounter to UNHCR Protection Unit.

#### B. **Security**

- 2 August 2016, Zaatari Camp, at 09:00hrs Police Camp refereed a Sudanese citizen to the district governor for illegally entering the camp and driving a sewage truck. He signed a financial undertaken not to repeat it again.
- 3 August 2016, Zaatari Camp, at 09:00hrs a three year old Syrian child was rescued to where she was announced dead upon arrival. JHAS referred the case to Mafraq Hospital. According to police report, she had a medical history since she was born.
- 03 August 2016, Zaatari camp, at 10:30am a clash between two groups of refugees broke out for a personal issue. Case was sent to concerned

#### C. **Registration**

- Transfers to Zataari camp: 32 individuals were transferred to Zaatari camp as follows:
  - 2 individuals were transferred from RAS.
  - 25 individuals were transferred from Azraq camp.
  - 2 individuals were transferred from Urban.
  - 3 individuals were transferred from EJC.
- Transfers from Zataari camp: 2 individuals were cleared to be transferred to EJC during the reporting period.
- Travel to Third country:
  - A total of 239 individuals travelled to third country, among the 33 individuals were residing and registered in Zaatari camp, while 206 individuals were residing in urban areas.
  - The main countries where refugees departed to were: 1.Germany (134), 2.Saudi Arabia(33 individuals)
  - The main reason of the departure was for Reunification with family members in third country.
- Spontaneous Departures to Syria: A total of 671 Individuals were inactivated for spontaneous departure to Syria, among them 206 individuals were registered and living in Zaatari camp and 465 individuals were living in urban.
  - Dara is the main city where refugees departed to.
  - Main Reasons of the departure to Syria were :
- Zaatari camp residents: Reunification with family members in Syria.
- Urban residents: 1. Reunification with family members in Syria 2. Living cost outside the camp
- Bail outs: A total of 18 individuals were bailed out according to the information reported to UNHCR.

#### **D. WASH**

##### **WATER SUPPLY**

- Water supply is on-going and stable, delivering on average 3,530m3 from the three internal boreholes
- WASH did some preventive maintenance on BH2 that led to compensatory external trucking for four days. This is now up and running.
- A training on the operation of installed pumps (as part of the network) is scheduled for today. This will also lead to a day of compensatory external trucking to allow for operation of internal installations only for the training.
- The WASH sector is planning a rapid assessment on the water needs and consumption patterns of institutions (schools, centres, offices...) in the camp in order to better support the camp. The sector will therefore appreciate cooperation from all institutions. The assessment tool and related details will be shared once finalized.
- The selection process of international consultants for water and wastewater construction management is in progress, technical evaluation completed.

##### **SANITATION**

- Desludging is on-going, but still with significant challenges with catching up with the needs
- Decommissioning of public WASH blocks is completed, except for a few blocks that are maintained pending the completion of private WASH facilities in the locations. All decommissioned sites, once reinstated, automatically transferred to Site planning and any future needs for those spaces must be coordinated directly with site planning.
- Private toilets project is being scaled up to include the upgrade of existing private facilities, with 631 units completed and in use
- Solid waste management is on-going, with estimated 700m3 of waste collected and disposed of daily

##### **HYGIENE PROMOTION**

- General hygiene promotion, including hand washing promotion campaigns are on-going
- The formation and training of children's clubs for promotion of child-to-child hygiene and safety promotion is also in progress.

#### **E. Health**

- Health services improving:
  - UNHCR shared the line listing form of diarrhea with the health facilities, and they urge all Health facilities to compliance for tracking all reported Diarrhea cases.
  - UNHCR in coordination with MoH visited some locations as a response to flea bites reported. The underlying cause was two abandoned caravans in which stray dogs live. ACTED disinfected the location, refugees closed the caravan.
  - Community Health Workers of IRD and JEN attended the training on food safety which was conducted by EMPHNET earlier, and they started the awareness of shops and restaurants owners on safely preservation the food especially the meat and meat products.
  - EMPHNET conducted two trainings on food safety for health promoters of ACTED and JEN.
  - EMPHNET conducted on case definition and surveillance.
  - UNHCR/Health unit attended a community gathering on the 31<sup>st</sup> of July. Points discussed were: a) Dental clinic appointments; b) Referrals to Ministry of Health hospitals off camp; c) Availability of advanced medical services in the camp.
  - UNHCR will launch Monthly workshops to review ZC treatment protocols starting from August with participation of nominated doctors from health facilities in camp.
  - JEN disseminated key messages on food safety and hand washing in D3, D4 and D5 through Households visits or via group sessions.
  - Total consultation number in the last two weeks is 21,417.
  - Total number of referrals in the last two weeks is 305.

- Total number of live births is 98.
- War wounded patients :  
Number of WW patients under treatment at MSF at the end of July is 20.
- Nutrition
  - *Sever Acute Malnutrition (SAM):*
    - ✓ Admissions to Outpatients Therapeutic Feeding Program OTP were 7 cases (3M, 4F)
    - ✓ Discharged from OTP and referred to SFP:(3F)
    - ✓ A total of 25 patients are currently under JHAS/OTP (8 males and 18 females) all of them above 5 years old.
  - *Moderate Acute Malnutrition (MAM)*
  - *SFP (supplementary food program)*
    - Number of MAM children (6-59 months) enrolled into SFP program at the end of July is 97 children.
    - Number of malnourished Pregnant and Lactating Women (PLW) at the end of July is 88.
- In the occasion of World Breastfeeding Week; SCJ invites all partners to their events and the activities SCJ planned in both camps Azraq –Za’atari.
- On this occasion “Save the Children Jordan” in collaborate with their partners and with special support from MOH, UNICEF & UNHCR are glade to invite all partners to the sessions that will be conducted based on the schedule which will be circulated via sub working groups’ mailing lists. Also, SCJ are in the process for Focus group discussion with community members to discuss this year objectives of World breastfeeding week.
- The celebration theme of world breastfeeding week this year is: sustainable development. The theme gives mention to the 2016 Sustainable Development Goals (SDGs) which provide a world agenda for the next 15 years aimed at sustainable development. Breastfeeding is indeed a key to these SDG themes:
  - No Poverty
  - Zero Hunger
  - Good Health and Well-Being
  - Quality Education
  - Gender Equality
  - Clean Water and Sanitation
  - Affordable and Clean Energy
  - Decent Work and Economic Growth
  - Industry, Innovation and Infrastructure
  - Reduced Inequalities
  - Sustainable Cities and Communities
  - Responsible Consumption and Production
  - Climate Action
  - Life Below Water
  - Life On Land
  - Peace, Justice and Strong Institutions
  - Partnerships for the Goal.
- The WBW materials will cover the main link areas between breastfeeding and the SDGs along 5 broad themes
  - ✓ nutrition/food security,
  - ✓ Health, well-being and survival,
  - ✓ Environment and climate change,
  - ✓ work productivity, empowerment, social protection,
  - ✓ Sustainable partnerships and rule of law

#### F. Food

- The WFP/Sharjah International Children Film Festival was held on 31 July at IRD/UNHCR Community Centers in Districts 9 and 10, in cooperation with Save the Children International (SCI), IRD and UNHCR. Four film sessions were held in each center, with 615 children benefitting in total, from ages 5–13.
- Currently WFP, through SCI are providing the camp with 16.150 MT of fresh bread on a daily basis.

- WFP is distributing welcome meals in Raba Al Sarhan through the International Organization for Migration (IOM) to beneficiaries entering or leaving Jordan. A total of 34 individuals received welcome meals in from 25 July–8 August.
- WFP also distributes welcome meals through NRC to cases in the Za’atri camp reception area. From 25 July–8 August, 96 welcome meals were provided.
- WFP through Save the Children International (SCI) distributed 20 new arrival vouchers (total value JOD 100) in the camp from 26 July–8 August.
- WFP through SCI distributes general paper vouchers in the camp to cases who do not yet have e-cards and other special cases. A total of 168 vouchers with a value of JOD 1,680 were distributed from 1–9 August.
- WFP through NRC distributed date bars to informal schools; from the period of 26–31 July, 436 was the highest recorded number of students.

#### **G. Protection**

- Zaatari Strategic Development Plan has been finalized and submitted to CM;
- UNHCR Protection and CS had the meeting with UNICEF colleagues/Education Sector to raise the issue of the quality of education in schools in ZC and safety of the school environment, functioning of the existing complaint mechanism (also based on the findings of the FGDs for the refugees on Zaatari Strategic Development Plan. UNHCR proposed several options and it has been agreed to discuss the issue further;
- UNHCR Protection had the meeting with the community police and invited them to make the presentation during the ZC PWG meeting to identify the needs for the awareness raising of the community police, and their mandate and scope of intervention on the other side, which would be important to know for the protection partners;
- Increased number of the protection concerns raised by the refugees through the protection hotline over last week (UNHCR Protection received over 60 cases through the hotline, with total over 200 calls. Three main reasons for the calls were the following:
  - ✓ General Protection (25 cases) - Inquiries about missing documents and issuing new ones, Registration, family reunification, Urban and inter camp transfer, Access to services provided in the camp.
  - ✓ Detention (19 cases)
  - ✓ Complaints re services in the camp & update requests (10 cases) - Water, sewage complaints, shelter and other)
- Protection monitoring and work with PTVs continued as per the schedule, currently district 11 is being monitored by the colleagues.

#### **H. Community Services**

- Number of community gathering conducted during this period: 12
- Number of refugees attended the gatherings: 390
- Number of PWDs attended the gatherings:21 (An Average of 1/gathering)
- The most common topics raised and discussed during this period: Work and leave permits, Health services
- It was agreed to share the Bi-Weekly Summarised Community Gatherings report along with July’s action points with meeting minutes and to be circulated via CMC mailing list.

#### **I. Education**

- The learning for all campaign started (August 1<sup>st</sup>) and is on-going (door-to-door). Principles are available at schools on Sundays and Tuesdays for registration.
- Process of building 3 new schools in District 3, 7, 10 and expansion of existing schools is on-going.
- 7 schools will have new caravans for Kindergarten classes which will begin in the upcoming school year.
- Summer activities are on-going in Makani centres along with preparations for the new cycle.

#### **J. Youth Taskforce**

- Participatory Action Research
  - PAR is a joint project led by UNICEF, UNFPA and UNESCO, in collaboration with UNDP, ILO, INGO and NGO/CBO partners at country level and youth from Jordan, Lebanon and Syria.

- The training will take place in Amman end of September; around 30 young researchers between 15-24 from the camp will attend the training and then participate in the research. Youth will be selected from Y-Peer youth network, UNICEF – NRC graduated students and 1-2 youth participants from the YTF members, training dates to be confirmed.
- YTF coordinated between UNICEF and BNLWG to ensure that the youth present at BNLWG before starting the research.
- International Youth Day:  
IYT will be on the 12<sup>th</sup> of August. The global theme is “The Road to 2030: Eradicating Poverty and Achieving Sustainable Production and Consumption. The YTF members have coordinated activities during the week around the IYD with most to be held on the 14<sup>th</sup>. A list of activities, locations, times and advocacy messages surrounding the events has been shared with YTF members and with UNHCR. UNHCR will share with SRAD.
- U17 World Cup:  
FIFA wants to have Zaatari be the first stop on the Trophy Tour on the 21<sup>st</sup> August. There will be a festival for 250 girls under 13 in Zaatari camp from various football teams, location still tbd. Female football Ambassadors from the Arab Region will be invited. The event will be from either 16:30 to 18:30 or 17:30 to 19:30 due to the heat but this is also tbd.
- A second option discussed by YTF members and Carine from UEFA/AFDP was to hold a tournament for U17 girls in the camp and have the top 3 teams attend a match at Irbid stadium. The match would be of one of the World Cup teams who have not made it past the knock out stage against a team in the host community. The make-up of that team is yet to be determined.

#### **K. Basic Needs and Livelihoods Working Group**

- Winterization discussion has been initiated in the BNLWG and a Zaatari Winterization taskforce has been established. The taskforce will be reviewing the upcoming winterization assessment and update the winterization response plan for 2016/17 winter. This assessment will be taking place the fourth week of August and the result will be ready latest by mid-September. Winterization response plan that includes NFI and cash assistance distribution will be compiled from all Zaatari actors and update the response plan with other relevant sectors by mid-September latest.
- Work permit FAQs have been updated and circulated with all BNLWG members. Main updates are regarding the social security explaining which sectors are exempted, proportion of the social security fee, etc.
- NFI Center :
  - 894 different CRIs (Blanket, Mattresses, G. Matt, Children Diapers, kitchen sett) given out to 166 families including newborns, ad-hoc distribution and recommendation.
  - 112 Hygiene Vouchers
- CHDC (Common Humanitarian Distribution Centre)
  - For the past two weeks, there was no distribution in our center.
  - CHDC will start the distribution cycle of “Cash Assistance to cover Gas needs” on Wednesday 17th of Aug till 31st of Aug 2016.

#### **L. Site planning**

- 14 shading units used as bus stops were constructed in different locations around the camp.
- Art Gallery project in IRD community centre in Distract 2 is on-going; structure was erected and project will be completed early next week.
- UNHCR through NRC will construct ten speed bumps around ring road, with focus on schools.
- Fence art project is on-going around basecamp.

#### **M. Energy inputs:**

- *Camp's Electricity Supply:*
  - As of **Thursday 11<sup>th</sup> August** electricity supply hours for the refugees HH's will be changed to become from 7:30 pm to 3:30 am for the same 8 hours of total supply.
  - An SMS will be sent out to the refugees to inform them of the new electricity supply period.

- *Scheduled electricity cuts for all Zaatari Camp:*
  - Thursday 11<sup>th</sup> August as of 9:00 am until 5:30 pm – Reason: To change the electricity supply times for refugees HHs
  - Monday 15<sup>th</sup> August as off 9:00 am until 5:30 pm – Reason : To switch ON the new transformer for Orange company inside the WFP compound in district 4
- *Latest Energy Project:*
  - On Monday, August 01, 2016 **UNHCR** signed a Letter of Understanding with the Japan International Cooperation Agency (**JICA**) to provide high level of electricity training for refugees living in Zaatari Camp
  - The forthcoming electrical trainings will take place over a period of 6 months, starting mid-September, at the Electrical Training Center (ETC) in Zarqa operated by National Electricity Power Company (NEPCO)
  - Objectives of this training:
    - a. Provide specialized training to the electricity volunteers' team in Zaatari camp, who has been chosen by the community.
    - b. The training will raise the level of expertise and skills to a team of up to 200 starting with the existing 56 electricians who have been engaged in the electrical connections to households for over 2 years now as acknowledgment of their hard work and dedication.
    - c. They will take responsibility of the repair and maintenance of electrical connections to & within households under the supervision of UNHCR electrical engineers.
    - d. Insure safe provision of energy to the residents in the Camp.
    - e. Support in the sustainability and prevention of damage to the newly established electrical distribution network in Zaatari Camp.
    - f. Take part in raising energy awareness of the refugees.
    - g. The training will provide tangible skills for Syrians over the longer-term, and contributing to the future re-construction of their country when they safely return.

**N. External Relations**

**O. AOB**

- The next CMC will be on **23<sup>rd</sup> August 2016** in Zaatari Base Camp, Conference Room 1, at 13:00.