



Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,
Date 8/11/2016 – 13:00

Chair: Adem Shaqiri shaqiri@unhcr.org



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.

Camp Management	
For all health.	Iyad Shtayiat, Assistant Public Health Officer SHTAYIAT@unhcr.org , 0796985725
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.	Ghada Barakat, Associate Site Planner barakatg@unhcr.org , 0796845092
For all registration issues.	Noor Khrino, Registration Associate, khrino@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.	Adem Shaqiri, Field Officer shaqiri@unhcr.org , 079 015 8114 Livia Das Neves, Associate Field Officer, dasneves@unhcr.org , 796083917
For all issues related to diplomatic missions, the media, private donations, research and new projects proposals.	Gavin David White, External Relations Officer whiteg@unhcr.org , 0798175813

A. Security

- **24 October 2016, Zaatari camp, at 10:00hrs**, following a clash over family disputes resulted in minor injury, police camp referred two Syrian refugees to the court. The defendant was sentenced for a week.
- **25 October 2016, Zaatari camp, at 08:00hrs**, a (10) year-old child rescued to JHAS clinic in a temporary coma after falling off his cousin's bike in the market street. The child was transferred to Qasir Shbeeb hospital in Zaraqa.
- **27 Oct, Zaatari Camp, 01:50hrs**, a fire erupted in a maintenance caravan in one of the NGOs' compounds in zaatari camp due to welding works. No injuries or loss reported.

SRAD comment - Regarding distribution of money: to avoid keeping money within the center

B. Registration

- Attached the report.

C. WASH

Water Supply

- Water supply is ongoing and stable, delivering on average 3,360m³ from the three internal boreholes
- We experienced some increased turbidity problems resulting from the deep installation. This is being monitored and if no improvement is recorded, the well will be redeveloped.
- The second phase of public tanks disinfection (including those in institutions) have commenced. This will continue till the end of the year.
- Winter contingency planning is complete; specific action points, including reinstatement of excavated sites by partners are being followed.

Sanitation

- Desludging is ongoing with significant improvement in the operations; no major problems were reported in the communities.
- There as a number of challenges related to routine desludging in some institutions which we are addressing by operationalizing a fixed desludging schedule
- The WASH sector is working on the connection of the institutions to the sewer network that will include the replacement of the existing septic tanks with higher capacity ones
- The sector is requesting all partners who intend is installing WASH facilities to consult with WASH for technical guidance. We have observed a number of incidents where partners install facilities create serious operational challenges for WASH; for example very small capacity septic tanks that require daily desludging, facilities in inaccessible areas that could not be serviced during winter, and so on.
- An agreement have been reached for the excavation and installation of the sewer network by the military in the UXO affected section of D10 finalized. Work will commence as soon as we managed an entry permit for the team to the camp
- Solid waste management is ongoing, with estimated 680m³ of waste collected and disposed of daily basis. There has been a reduction due to the gradual scaling up of the recycling project.

Note from Adem: No households will relocate to newly constructed caravans without the provision of services.

Hygiene Promotion

- General hygiene promotion, including handwashing promotion campaigns are ongoing.
- The sector is finalizing the plans for 2016 Global Handwashing Day celebrations (October 15). Activities will be extended beyond the one day and will focus on specific target groups (school children...) to improve handwashing practices.

D. Health

Health information System (HIS):

- Number of consultations: 21,110
- Number of deliveries: 150 deliveries.
- Number of mortalities: 10 mortalities
- Number of referrals outside camp: 358

Others:

- IMC celebrated the world mental health day on Thursday 24th of October in coordination with UNHCR. The celebration included solidarity walk, and other events; aimed to promote the awareness regarding mental health problems in order to help people find support and understand more about mental health.
- UNHCR provided Moroccan Field Hospital with 200 blankets for in-patient department and emergency room as part of winterization preparedness.
- JHAS followed up the lice infected students of Al Hashimi School in District 2 and provided anti-lice shampoo for around 50 students; EMPHNET are in process to do further assessment for other schools, and accordingly will tailor a response for this matter.
- RAF and UNHCR through JHAS provided Moroccan Field Hospital with 4000 anti-biotic and non-steroidal anti-inflammatory tablets in addition to 4000 ampules of antispasmodic.
- MFH, RAF, and IRC have a problem with the dislodging process as the people who are responsible about the dislodging not comply with the dislodging schedule which resulted on flood of the waste water tanks in these facilities several times.

Action point: discuss dogs issue with the SRAD.

E. Protection

- During the month of October, a total number of 348 Persons of Concern (PoC) approached the Service Area and were provided with protection counselling with an average of 16 cases per day. The main request received was regarding resettlement and inquiries on their resettlement status which amounted to around 20% of the caseload received.
- Slight decrease in the returns: A total number of 192 cases 505 individuals were processed by protection staff at the return office during the month of October. This number present a slight decrease in returning compared to September 568. All cases were counselled and provided with key messages regarding the risks and procedures on return to Syria.
- Representative of Ministry of Interior in Sharia Court: As result of UNHCR support to Sharia court to enhance the services provided to refugees, a representative from the Ministry of interior start his work last week in the sharia court in ZC to provide MOI authorization for refugees willing to conduct marriage contract in the court as this authorization was a mandatory requirement for the marriage

according to the Jordanian law. Previously, such authorization was only available in Mafraq and posed serious challenges identified with leave permits, costs and transportation to refugees.

- Protection monitoring inside the camp: During the reporting period, Protection has conducted monitoring activities in Districts 5, 6 and 7 in Zaatari Camp. In the framework of the new monitoring plan that was developed by protection team in September and have been applied in October, a total of 84 home visits and 6 Focus-Group Discussions on protection themes were conducted, staff interacted with 305 women, 280 men and 30 adolescents. Total 640 hotline cards were distributed in those districts during the monitoring.
- Community-based protection and PTVs: During the month of October, the PTV consisting of 36 volunteers contributed to referring over 25 cases to UNHCR, including protection cases (deportation, detention, child protection, inter-camp transfers, legal counselling), in addition to providing on spot referrals to the service area and raising awareness regarding UNHCR Protection services and hotline. PTV's in D5, 6, and 7 also took part in joint home visits and FGDs with Protection staff to support increasing new PTVs visibility in the districts.
- SGBV training series started in the camp: In this framework, UNHCR in coordination with NHF has conducted SGBV training to 16 NRC and NHF staff. The training aims at enhancing broadly the knowledge of all agencies on SGBV identification, response and referral in Zaatari camp. Increases of the number of SGBV cases identified and referred have been observed consequent to the training. Moreover, UNHCR in collaboration with Family Protection Department (FPD) have conducted three SGBV awareness sessions targeting the mothers from 20 to 50 y/o living in district 3, 8 and 11. In total, 120 women have attended the 3 sessions held in IRD services units. The purposes of the awareness sessions is to draw the attention of mothers on their vital role in preventing and protecting their children from any kind of abuse and exploitation; raising awareness on the signs of abuse and what to do and where to refer SGBV cases. This initiative will be included and increased during the 16 Days of Activism against SGBV but will be regularly conducted in 2017 as well.

F. Education

No updates.

G. Community Services

Number of community gathering conducted during this period: 14	Number of refugees attended the gatherings: 398
Number of PWDs attended the gatherings: 10	The most common topics raised and discussed during this period: Malls & CFW.
Sessions conducted: 1	Number of community based initiatives discussed during CGs: 0

Penn state university representative briefed attendees about the community asset.

- CPWG representative has briefed about the child labor in the camp and how CMWG would assist on this regard.
- SCJ presentation on infant milk SOP's (awareness sessions with shop owners). Thus, IRD and SCJ would jointly arrange for awareness sessions with shop owners.

- IRD has requested CMWG attendees to approve the change in community gatherings time to be shifted from 11:00-12:30 to be from 12:00-13:30, for the clash with praying time.

Sector	Topic	Response	Action point
BNLWG D4& D9& D10	<ol style="list-style-type: none"> 1. Mall's prices are too high. 2. Expired merchandise 	<ol style="list-style-type: none"> 1. WFP mentioned that they have a team of 10 members available at the mall operating hours, even after 3 p.m. and they do not wear uniform to check the prices and monitor the mall activities, but this is only one part of the solution; you as a refugees need to raise a complaint when you notice something by calling the number behind the visa card or by delivers it to SCI/WFP offices located in the malls or by calling the UNHCR Prices in the shelves don't match the price on the cash register. 2. WFP (HM) stated the monitoring system now should be controlling the expiry date issues, but this does not mean that you should accept it under any case. 	WFP stated that they are going to check the prices for some merchandises that the refugees mention it in the mall and investigate if there any difference between the tag price and the register price.
BNLWG D7& D8& D12	<ol style="list-style-type: none"> A- Nepotism and not following CFW guidelines. B- Elderly's CFW opportunities 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> i) UNHCR stated that the recruiters who are responsible of hiring for CFW should not be Syrian and the short-term rotation positions and 3 months waiting period before applying for new CFW opportunity should be helping with increasing the chances for everyone. ii) UNHCR Replied that if the refugees noticed any types of violation in the process of recruiting volunteers, e.g. two or more are working from 	No action points were identified.

		<p>the same family or hired volunteers turn out to be: cousins, siblings or spouses. Must file a complaint to UNHCR offices.</p> <p>2. UNOPS stated that they are providing CFW opportunities equally to refugees in collaboration with IRD, UNICEF and UNHCR, but most of the CFW opportunities require at least semi-skilled experiences or physical strength to meet the opportunities requirements such as, guards. Also stated that the numbers of applications are more than the available CFW opportunities.</p>	
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- The NGO attendees by District is attached.

H. Youth Taskforce

- YTF focal points to different WGs updated the members on the latest issues/events discussed in the different meetings.
- UNHCR site planning shared potential sports field upgrade diagrams, all YTF members running sports fields were encouraged to study the plan and share their needs with (Ghada – UNHCR) to include in the full proposal to Aspire.
- Final Draft of the quarterly newsletter were shared during the meeting for feedback, the release of the YTF newsletter will be in the coming two weeks.
- RI will work on translating the newsletter into Arabic to be shared with the youth and the community volunteers.
- UNHCR/IRD art gallery brief, YTF members were briefed about the art gallery in D2, all NGOs were encouraged to include the art gallery in their upcoming visits, and coordination for this should be through (David – IRD). The art gallery will accommodate all types of art and it is open for individuals from the camp community. SoPs on how to benefit from the art gallery is in process and will be shared accordingly.

I. Basic Needs and Livelihoods Working Group

- ACTED has developed a module for organizing their 2000 CFW participants, which they presented at the BNLWG and are prepared to share with any CFW partners in the camp to help them organize their own CFW participants and processes. They will provide training to those organizations interested in the using the tools.
- UNHCR DAG team have done a trial of the CFW RAIS Module. Partners will now be able to bulk upload and cross-check their potential CFW volunteers prior to hiring. The new module will also

enable tracking of how many months of employment Syrians have had in a row and try to spread opportunities to individuals who have not had any opportunities. The module will be officially launched in the coming week.

- ACTED has taking over as co-chair of the BNLWG in Zaatari (Chris Ringer). ACTED is highly involved in upcoming Livelihood activities, including training and income-generation, stakeholders' assessment, and advocacy.
- A letter has been sent by the Ministry of Interior to the Ministry of Labor stating that Za'atari Camp residents can receive work permits and that work permits will serve as leave permits from the camp. Ministry of Labor is expected provide instructions to the Labor Directorates
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- There are discussions about an agricultural cooperative office inside the camp where Syrians could go and apply for work permits in the agricultural sector without the need of having an employer. This will also be formally discussed with SRAD, MoL, and ILO soon.

NFI Center:

- **1144** different CRIs (Blanket, Mattresses, G. Matt, Elderly & Children Diapers, kitchen set) given out to 194 families including newborns, CS cases, Ad-hoc distribution and recommendation.
- **295** Hygiene Vouchers.
- **1,200,792** JOD Cash distributed for Gas (cooking and heating) for **16,616** Cases, and **9,700** drawing books for children.

Note from Adem: shelter cash assistance will be targeted distribution this year. This message will be shared with the refugees 5 days before distribution. Excluded families will be single families with 2-4 persons with 2 and more caravans. An appeal process has been put in place for refugees at the distribution site in district 6. All refugees that will be excluded can appeal the process and a home visit will follow. Those who will be re-included will receive the assistance in the next cash distribution.

J. Food

- Healthy Kitchen project ,WFP Mafraq SO has arranged a number of meetings with UNICEF and UNHCR to facilitate RHAS technical team mission, RHAS started first stage of Healthy Kitchen project set up in Za'atari, Mafraq sub office allocated the HKP inside WFP food distribution point (FDP) in district 4.
- WFP Healthy Kitchen project , start to Provide 16,514 students with Pastries in all formal schools including the two new schools (Yarmouk and Karamah) in Za'atari on a weekly basis as nutritious complementary meal along with the Date Bars students are regularly receiving as Daily basis .
- Continuing the iris scan implementation in Za'atari camp at WFP shops as a transition phase from e-card to iris scan, a help desk is available in both shops by SCI giving a special cases card for beneficiaries whom have issues in their iris so they can use their E-Card normally after being verified by UNHCR.
- On 07/11/2016 internet connection been lost, due to technical issues in both Umnia and Zain service provider what caused a problem with Iris system, WFP informed Shops to move back for E-Card to avoid any crowdedness or queuing, the issue been solved within 20 minutes, and 26 E-Card /H.H been served with E-Card.

- WFP through SCI is providing the camp with 15.850 MT of fresh bread on a daily basis since November 2012.
- WFP is distributing welcome meals in Raba Al Sarhan through the International Organization for Migration (IOM) to 82 beneficiaries newly entered Jordan, and 541 returnees/ leaving Jordan. With total of 623 beneficiaries /individuals received welcome meals during the period between 15 Oct and 8 November 2016.
- WFP distributed 156 welcome meals through NRC to special cases in the reception area in Za’atari Camp during the period between 22nd Oct–8th November 2016.
- 146 new arrival vouchers for 73 individual 27 H.H (NAV) were distributed in Za’tari camp with a total value of 1460 JDs through Save the children international (SCI) from 1st of November 2016 until today November 8, 2016
- WFP distributing general paper vouchers (GVD) through SCI for vulnerable cases whom did not receive their e-cards, 190 vouchers have been distributed from 1st of November 2016 until today November 8, 2016

K. Site planning

- A field visit was conducted to football fields in the camp in order to include their upgrade plan through a full proposal to Aspire Foundation.

L. Energy inputs

Supply hours:

- Electricity supply hours to refugees have changed as of October 26th to become 9 hours, from 17:00 – 2:00.

Faults:

- On Saturday October 29th. The recloser of district 8 transformer had a fault and failed to switch ON causing electricity cut out from the entire camp between 17:00 – 19:30 on that day. IDECO’s specialised crews responded immediately and switched it ON manually. The next day IDECO replaced the faulty part and it is operating normally now.

Latest energy activities:

- Two groups of refugee’s electricians completed their training at ETC (both basic and advanced household wiring). The third group started their advanced training this Sunday November 6th. (They already passed the basic course on the placement test by ETC).

In brief, Electricity Hot Lines are:

Name of line	Number	Functional responsibility	Availability
IDECO maintenance crew	0798821871	Respond to all electricity network related issues for refugees and for Partners to report damage or safety risk of (Main Cables, electricity poles, and transformers)	24/7

Electricity Complaints & Suggestions	0792024861	To allow the refugees be actively involved in the electricity system of the camp by providing their inputs for projects, improvements, announcements or informing of any misuse, tampering, theft or any other complaints.	UNHCR normal working hours (SMS or WhatsApp only)
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M. External Relations

No updates.

N. AOB

- The next CMC will be on **22nd November 2016** in Zaatari Base Camp, Conference Room 1, at 13:00.
- Unicef note from Kamara- WASH Sector: For any site visits required in WASH facilities, please request unicef in a mannerly time to obtain the needed approvals for entry. Otherwise, visits may not be facilitated. Abrassac Kamara abkamara@unicef.org