

# Jordan – Zaatari Camp

## October 2018

Zaatari is home to **78,357** refugees, nearly 20% are under five years old.

Average of **80 births per week**, and **14,000** weekly consultations.

**19,500** children are enrolled in **32** schools, with **58** community centres offering activities.

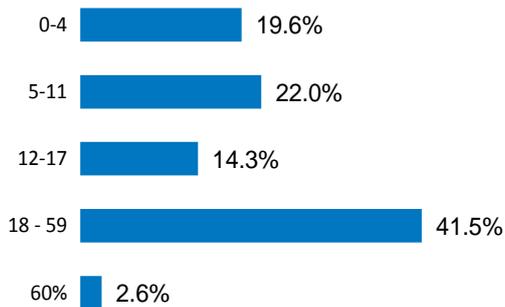
**20%** of households are female headed.

Total of **5,104** refugees engaged in cash for work inside the camp

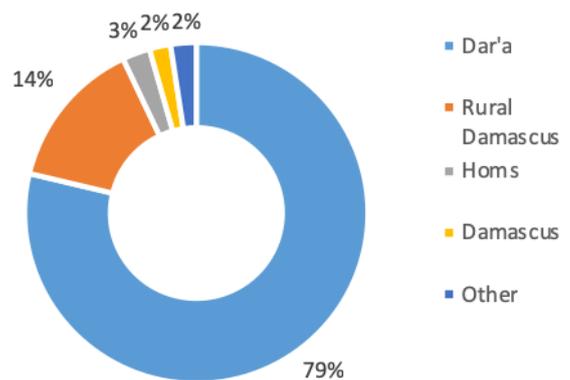
**10,963** refugees have work permits. **13%** are women

### POPULATION OF CONCERN

#### Age Range



#### Place of Origin



### UNHCR PRESENCE

#### Staff:

**Sub Office Mafraq**

**64** National Staff

**9** International Staff

Zaatari Camp is under joint administration of the Syrian Refugee Affairs Directorate and UNHCR. As the lead agency for refugees in Jordan, UNHCR is also covering Camp Coordination, which includes overall strategic and inter-camp operational coordination as well as within the sector working groups. UNHCR is the lead on Protection, Health, Shelter and Site Planning, Security, Community Mobilization, Basic Needs and Livelihoods.

Zaatari Camp, close to Jordan's northern border with Syria has become emblematic of the displacement of Syrians across the Middle East following its establishment in 2012. In that time, the camp's evolution, from a small collection of tents into an urban settlement of some 80,000 persons reflects both the needs and aspirations of the camp's residents and a transition to a more predictable, cost effective and participatory platform for the delivery of assistance.

## Working with Partners

**Governmental partners:** The Syrian Refugee Affairs Directorate (SRAD), the Ministry of Public Works and Housing (MPWH), the Ministry of Health (MoH) and the Ministry of Education (MoE).

**Humanitarian partners:**

**UN organizations:** United Nations Children's Fund (UNICEF), UNOPS, UNWOMEN, World Food Programme (WFP), The UN Food and Agricultural Organization (FAO), United Nations Population Fund (UNFPA), International Labour Organization (ILO), International Organization for Migration (IOM).

**International Non-governmental Organizations:** Japan International Cooperation Agency (JICA), Kokyoo Naki Kodomotachi (Children without Borders KNK), Relief International, War Child and World Vision (WV), King Salman Humanitarian Aid & Relief Centre, Kenan Refugee Project (KRP), REACH, Save the Children, Syrian American Medical Society Foundation (SAMS), Lutheran World Federation (LWF), Mercy Corps, International Rescue Committee (IRC), International Relief and Development (IRD), Norwegian Refugee Council (NRC), OXFAM, Questscope, International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), Agency for Technical Cooperation and Development (ACTED), Arab Renaissance for Democracy and Development-Legal Aid, Fin Church Aid (FCA), Humanity and Inclusion (HI), Holy Land.

**National Non-governmental Organizations:** Noor al Hussein Foundation (NHF), Jordan Humanitarian Aid Society (JHAS).

## Main Activities

### Protection

- Humanitarian partners in Zaatari support the Government of Jordan's efforts to provide protection services to the camp's residents. This includes safeguarding the right to seek asylum, safety, and equal access to services and durable solutions; strengthening targeted services and assistance for persons with specific needs; protecting children from all forms of harm, exploitation, violence and abuse to ensure their well-being and resilience through giving them space and opportunities to develop themselves; reducing the risk of SGBV and ensure survivors lead a life in dignity; increasing community resilience through engagement and ownership.
- In line with community-based approach UNHCR established a network of community protection volunteers to strengthen prevention and response mechanisms as well as to identify the concerns at the community level. The network constitutes of 73 members (34% females, 66% males). In addition, UNHCR operates a 24/7 emergency hotline for urgent protection cases.

### Community Based Protection

- UNHCR's range of community based interventions are orientated around the social aspects of the Agency's protection work, promoting self-reliance and resilience as well as responding to vulnerability within the Camp's population.
- Community centres are safe and public places where women, men, boys and girls of diverse backgrounds can meet for social events, recreation, education and livelihood programmes, information exchange, and other purposes. They are established with the main objective of empowering refugee and providing them with a forum to promote their participation in decisions that affect their lives. Several activities and services are conducted within the community centres, including Accelerated Learning Programmes, library, online courses, day care/kindergarten, recreation, sport activities, children's games, Skills Development Language, computer, vocational training, feedback and complaints opportunities
- Networks of Community Gatherings form the basis of the humanitarian communities' two way communication with the refugee population to ensure their full involvement in decision-making processes, define needs and priorities, strengthening of partnership and mobilization, each community gathering structure serve as the official channel for dialogue on pressing need priority issues, with open representation/participation available to all Camp residents.

### Basic Needs

- UNHCR provides assistance to meet the basic needs of the refugee population in the camp through regular distributions and targeted assistance in line with identified needs. Although most of the assistance is delivered in the form of cash, UNHCR provides non-food items (NFIs) such as blankets, cooking utensils, plastic sheets, ground mats, mattresses, jerry cans, and buckets based on individual assessments and to new arrivals to

Zaatari Camp. Transition from in-kind towards cash assistance as the most dignified and empowering way of delivering assistance and fostering local markets.

- Cash for hygiene and cash for cooking gas is provided to the entire camp population regularly throughout the year and cash for heating gas is provided during winter.
- Children under two years are provided with baby diapers and women from 12-50 years are provided sanitary napkins.

### Education

- Currently, 19,500 children, 53 per cent girls and 46 per cent boys, are enrolled in formal schools from an eligible population (6-17yrs) of 24,594. To further the quality of basic education, school expansion, class formation planning, the development of physical infrastructure, together with investment in teaching and supervision practices are seeking to address barriers to enrolment and retention. To compliment formal education, over 1,000 students are enrolled in non-formal education programmes. While 3,500 youth have access to skills training opportunities in the camp, the establishment of quality, relevant, flexible and diverse pathways to certified post-basic and tertiary level learning opportunities is a priority.
- A total of 110 refugees from the camp have earned the DAFI scholarships and are studying in Jordanian Universities.

### Health

- To sustain quality primary health services, building the capacity of national partners to assume greater responsibility for service provision is a priority, while furthering the health status of refugees through self-care. In support of secondary and tertiary health care interventions; including off-camp referrals, priorities include: the integration of Health Information System (HIS) reporting; the mainstreaming of standard operation procedures in instances of sexual and gender based violence; the establishment of a Health Quality Control Committee for assessment and monitoring; a transition to a unified E-Health electronic records system for patient care; the adoption of a health education strategy, the implementation of targeted reproductive health behavioural change programmes; and investments in infrastructure to expand the scope of emergency health care.

### Food Assistance

- All camp refugees receive USD 28 per person per month in the form of electronic vouchers which can be used to buy food items from two contracted supermarkets located in the camp. This allows camp residents to choose from a variety of goods as well as it brings a sense of normalcy and dignity to their life. The EyePay iris scanning system based on UNHCR's biometric registration data, helps to enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees.
- Four Healthy Kitchens provide healthy school meals to refugee children in all formal schools, employing refugee women under the cash for work programme. The project aims to improve health and nutritional awareness as well as to boost healthy eating habits by providing nutritional information.

### Water and Sanitation

- In a bid to improve efficiency, cost effectiveness, sustainability and the overall quality in service delivery, in 2016 three internal water wells with a combined daily capacity of 3,800m<sup>3</sup>, and a wastewater treatment plant with a capacity of 3,600m<sup>3</sup>/d; to meet the needs of the Camp's population. In addition, a piped water supply distribution system is currently under construction that will ensure piped water delivery to every household in the camp, together with a piped sewerage network, linking the collection system to the wastewater treatment plant. In addition, solid waste management and community-led low cost recycling are priorities.

### Community Empowerment and Self-Reliance

- Ensuring access to essential amenities including food, household items, and other priority services remains a necessary component of the assistance. A camp-wide assessment focused on socio-economic vulnerability; combining livelihoods assessment on household skills, experience, income and interests will be implemented to ensure accurate and complete data on vulnerabilities. In this regard, a phased transition to the self-management of needs through cash assistance is envisaged, together with the development of Cash for Work (CFW), skills-training and community-development, livelihoods programming to promote prosperity, stability, and peaceful coexistence. Since the establishment of Zaatari Office of Employment in collaboration with ILO and Ministry of Labour, the office provides employment services and facilitates the issuance of work permits for the camp's residents. It caters to both women and men job seekers and one of its many objectives is to advertise job vacancies and training opportunities for camp residents through job fairs, exhibits and other means. In addition, the work permit has facilitated the mobility of the refugees from and to the camp.

### Access to Energy

- A 12.9-megawatt peak solar photovoltaic (PV) plant opened in November 2017 allowed UNHCR to increase the provision of electricity to refugees' homes from the current 8 hours up to 12 hours. This upgrade had a positive impact on the living conditions of families in the camp and improved their safety and security, while facilitating the storage of food and allowing children longer hours study. The plant helped UNHCR save an average of approximately USD 5 million per year in electricity bills, an amount that could be redirected to expand other vital services to Zaatari camp residents. It is foreseen that other facilities such as hospitals, community centres and offices of humanitarian organisations working on site will also benefit from the electricity generated by the plant.
- To ensure community participation and empowerment, 150 refugee electricians were trained at the National Electric Power Company training center (NEPCO-ETC). These electricians will be responsible for connecting households to the distribution network, ensuring the connection is safe and reliable, and amending faults in all households.

### Shelter

- UNHCR is responsible for coordinating shelter assistance and camp infrastructure improvements on behalf of all humanitarian partners; working to ensure equitable and gender appropriate access to adequate shelter and basic facilities, together with the provision of a sustainable energy supply. There are over 24,000 pre-fabricated shelters, each include a latrine and kitchen to ensure privacy of the refugees. A household addressing system is in place and is updated regularly. In order to accommodate Persons with Disabilities, some shelters have been adapted to their needs and conditions.

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