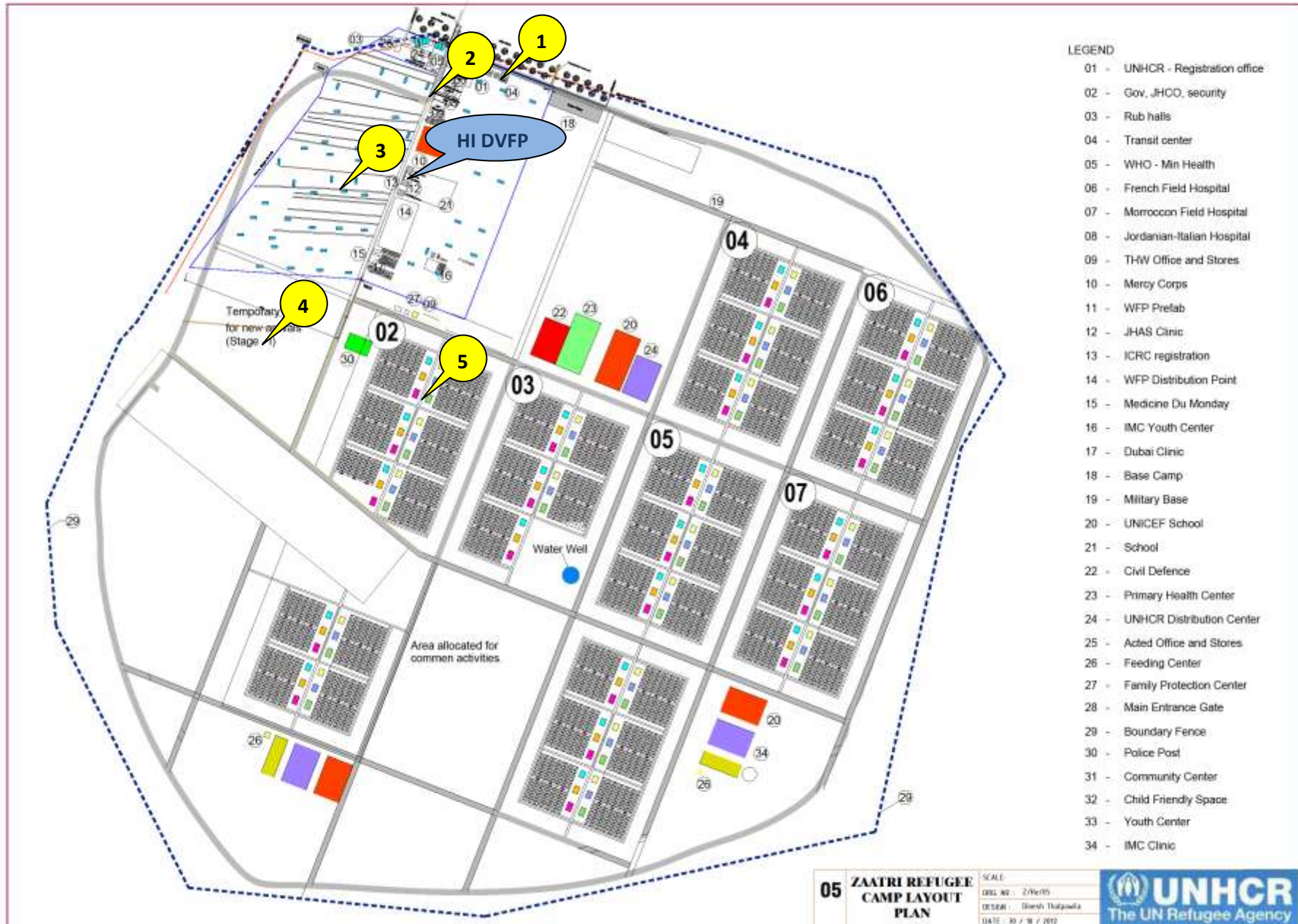


## ACCESSIBILITY ASSESSMENT in ZA'ATARI REFUGEE CAMP – Jordan – 6 to 19 November 2012

### Maps & General camp overview





## Refugee Population

With ongoing conflict in Syria, the number of refugees in Za'atari camp increases every day, and is currently situated between 20,000 and 30,000 persons. Precise figures are difficult to obtain, with unclear information once refugees are in the camp. UNHCR and JHCO data tracks how many people enter and how many are bailed out to host communities, but the number of people leaving unofficially to the community or Syria is not clear.

People with disability (PWD), people with injuries (PWI) and other vulnerabilities normally represent about 15% of the overall population (WHO and World Bank, 2011) with possibly higher numbers of injured following conflict situations.

In accordance with those figures, we can estimate the number of persons with mobility difficulties (including those with temporary or permanent impairments such as injuries and disabilities, and also other vulnerable groups including pregnant women, elderly people, overweight people and those with chronic disease) between 3,000 and 4,500 in November 2012. This situation is further complicated due to many PWDs and PWIs being bailed out or moving from tents to containers, with others arriving frequently so numbers and location of people are constantly changing.

## General information

Za'atari Refugee Camp is located in a desert area, surrounded by military areas. Two checkpoints under the authority of the Jordanian Police and the Jordanian Gendarmerie control the entrance.

UNHCR and JHCO are in charge of the camp management. UNICEF is responsible for WASH, with support by UNHCR for camp planning. Implementation of construction of WASH facilities (toilets, showers, laundry, and water points) is being done by THW and Oxfam will start activities on WASH facilities pending final approval. ACTED is also involved for some WASH activities but not for construction. WFP, with Save The Children, is managing food distribution and NRC will soon take over distribution of NFIs, which is currently done by JHAS, and JHCO is also distributing NFIs.

## General ground overview

As the camp is on flat ground, moving around does not represent a difficult issue, even for persons using mobility devices such as wheelchair or crutches, except in the western area where the first refugees are living on sandy ground, with no gravel.

A main asphalt road has been built from the entrance to the southern exit of the camp, in the middle of the camp, and links all available services such as health clinics including HI DVFP, some WASH blocks with toilets, shower and water points, kitchens, distributions center (JHCO, NRC, WFP), school and child friendly spaces (UNICEF, Save the Children). All facilities are on the same level as the road. The planned extension also includes other asphalt roads which will link future fittings.





## INTRODUCTION ON ACCESSIBILITY ISSUES

Ensuring access to the camp built environment is a crucial element in reducing the vulnerability and isolation of people with disabilities and mobility difficulties: architectural accessibility facilitates amongst other areas of inclusion, people's chances to reach services and facilities in an emergency context.

### What is a barrier free environment?

A barrier-free environment allows everybody, irrespective of age, gender or physical ability, to access and make use of the built environment. This includes everything from hospitals, schools, mosques, public water facilities to private homes. By designing and implementing accessibility of public facilities and spaces and public / private constructions we can make an environment barrier free thus allowing independent, safe and easy access for everyone.

### Who benefits from a barrier – free environment?

- The elderly
- Young children
- Pregnant women
- Wheelchair users and other persons with reduced mobility or requiring mobility aids
- Injured people
- People with visual and hearing impairments
- Everybody




### General Guidance

- **Camps and temporary settlements must meet minimum accessibility standards in order to make them safe for all residents including people with disabilities and injuries, the elderly, young children and pregnant women and respect the human rights of these groups to access basic needs.**
- **Locate families with disabled and injured members close to the essential facilities such as latrines and public water points, without creating “disabled people areas”.**
- **Ensure pathways are flattened and free of obstacles**
- **Fence areas that are unsafe (manholes, pits, piles or rubble etc)**
- **Create sufficient lighting in common areas so that obstacles can be seen easily to prevent falling and injuries and to support a safe and secure environment**
- **Have a percentage of latrines accessible and regularly scattered in the camp and set up people with mobility difficulties next to those facilities, ideally 20% of facilities**

**UNHCR Registration area**





Problems	Illustration	Difficulties, issues <b>Potential Solution</b>
No seat inside the arrivals reception building		<p>Exhausted refugees arrive after crossing the border and are sitting on the floor.</p> <p><b>Set up some seats to allow most fragile persons to have a rest. HI to start distribution of mobility aids at this point.</b></p>
No accessible toilet in registration area		<p>People with mobility issues cannot access to the toilet.</p> <p><b>Install accessible portable toilet close to the existing ones.</b></p>
No step or ramp to access inside registration rooms		<p>People with mobility issues have difficulties to enter in the registration rooms.</p> <p><b>Set up at least steps or ideally ramps to make easier entrance and exit of registration rooms.</b></p>
No signage in registration area		<p>No written information available to inform people on the localization and the nature of the services.</p> <p><b>Set up a information board in the registration area with followings contents:</b></p> <p><b>General overview/map of the camp indicating main pathways, camp areas and locations of the health services, distributions center, schools and CFS, etc...</b></p>

**Camp pathway**

Problems	Illustration	Difficulties, issues <b>Potential Solution</b>
Truck and vehicles circulation on the main asphalt road		<p>Pedestrians walking in the middle of the heavy traffic. Dangerous for people with mobility issues and sensorial (visual, hearing) impairments.</p> <p><b>Mark a pedestrian lane with paint and ideally with a pathway separated by a hand rail.</b></p>
Muddy ground in western area		<p>Difficulties to walk for everyone, especially for people using mobility devices.</p> <p><b>Spread gravel and pack it down as in the other areas of the camp.</b></p>
No signage on camp pathway to orient people in the different areas of the camp		<p>Difficulties for everybody to localize and to follow a direction to reach a service/facility.</p> <p>Difficult for people with vision, intellectual and memory impairments to orientate themselves and find services and return safely to their shelter.</p> <p><b>Set up directions and signaling panels all along the pathways. (cf. Communication section).</b></p>

**WASH facilities**

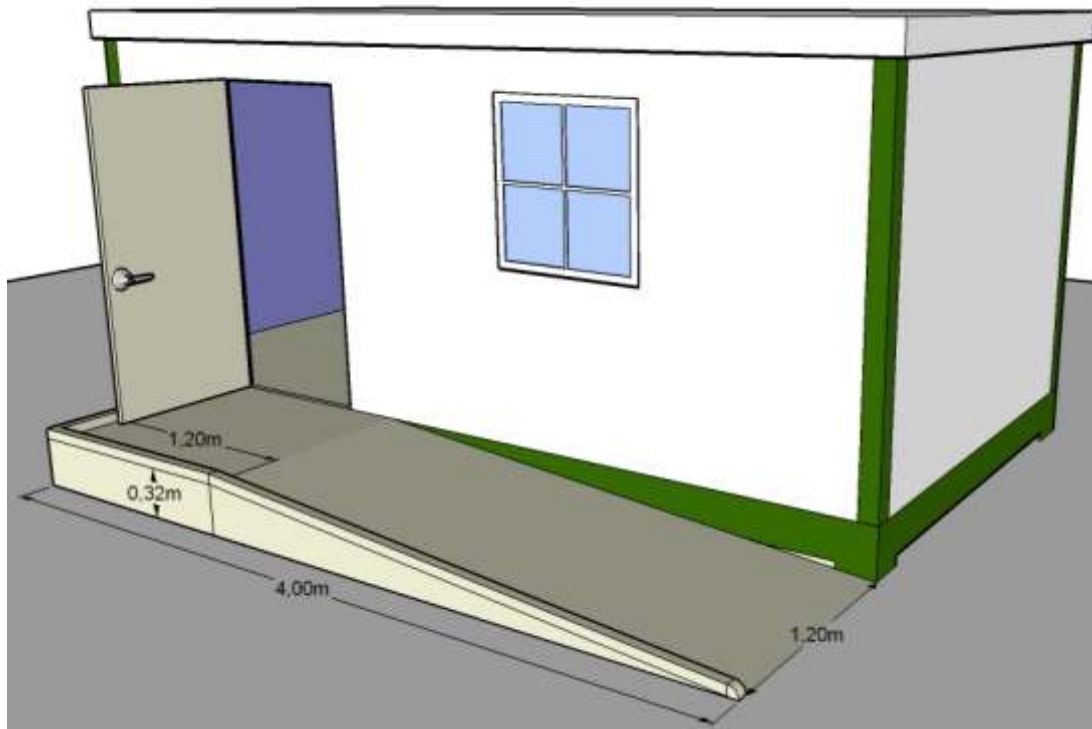
Problems	Illustration	Difficulties, issues <b>Potential Solution</b>
No accessible toilet & shower in existing WASH blocks		<p>People with mobility issues cannot access and use existing toilets and showers.</p> <p><b>Transform two existing toilet in one accessible toilet &amp; shower or build accessible facilities into the existing blocks. (see HI recommendations for WASH</b></p>

<p>No accessible hand basins in existing WASH blocks</p>		<p><b>facilities)</b></p> <p>Children and people using wheel chairs cannot use the hand basin.</p> <p><b>Set up adapted hand wash in WASH blocks.</b> (see HI recommendations for WASH facilities)</p>
<p>Insufficient and unadapted signage</p>		<p>Information on location and type of WASH facilities is not clear</p> <p><b>Redo painting on WASH blocks wall including marking for male/female and accessible facilities.</b> (see HI recommendations for WASH facilities)</p>
<p>No accessible portable toilet in the new arrivals area</p>		<p>People with mobility issues cannot access and use portable toilets.</p> <p><b>Set up accessible portable toilets.</b></p>
<p>Laundry basins are low to the ground</p>		<p>People with mobility issues and even other users have difficulties to use laundry basins.</p> <p><b>Create new user friendly laundry basins to ensure access by everyone.</b> (See HI recommendations for WASH facilities)</p>

**Tents and shelters**

Problems	Illustration	Difficulties, issues Potential Solution
<p>Some of tents are located in inaccessible areas and the ground quality deteriorates with floods.</p>		<p>Access challenges to for everyone, especially for people using mobility devices</p> <p><b>Spread gravel and pack it down in the eastern area of the camp.</b></p>
<p>Prefab modules are not accessible and 40% of the prefab are allocated for vulnerable persons.</p>		<p>A step of at least 20cm height does not allowed wheel chair users to enter and exit easily.</p> <p><b>Set up a ramp in the front of each prefab allocated to a wheel chair user or to a certain percentage which can be allocated to wheelchair user as people arrive and leave Za'atari.</b></p>

**Example of design ramp to access in prefab modules**






**People with disabilities and mobility issues should live in prefab modules, and as close as possible to the main pathway linking all services, especially WASH facilities whilst avoiding the creation of “disabled people areas”.**




**They should be distributed amongst the overall refugee population.**



**Other facilities**

<b>Problems</b>	<b>Illustration</b>	<b>Difficulties, issues Potential Solution</b>
<p>Most of medical services are installed in prefab modules.</p>		<p>People with mobility issues have difficulty to access and there are no accessible WASH facilities.</p> <p><b>Install at least steps and ideally ramps in front of each door of medical service room.</b></p> <p><b>Consider accessible latrines in medical facilities</b></p>
<p>Kitchen blocks are not accessible.</p>		<p>Kitchen blocks doors are less than 70cm wide and a small lip limits access by wheel chair users.</p> <p><b>Make doors at least 90cm wide in the kitchen blocks and ensure wheel chair users can access easily.</b></p>
<p>Distribution sites are not indicated.</p>		<p>People do not have any information about distribution places, dates and organization.</p> <p><b>Set up visual signage and update messages on an information board and oral message by speakers.</b></p>

**Communication means**

<b>Problems</b>	<b>Illustration</b>	<b>Difficulties, issues Potential Solution</b>
<p>Limited signage in the camp marking directions, blocks and locations.</p>		<p>All refugees and especially people with hearing problems are not informed about services, distributions and other activities</p> <p><b>Set up universal and simple visual signage in the different areas of the camp. (see signage recommendations)</b></p>
<p>Speakers are not used by NGO's or other agencies.</p>		<p>Information about services and security is not diffused by audio means, so people with visual impairment are not informed</p> <p><i>UNHCR is currently in process to investigate using speakers for information oral messages about security and services.</i></p>
<p>No dedicated place inside the camp to obtain information.</p>		<p>People cannot access to basic information about all services available in the camp.</p> <p><b>Set up an accessible fixed information point where people can come and obtain any kind of information about services and facilities in the camp.</b></p>

Simple means can be used to indicate a service. For example, HI DVFP could be more visible with a banner or a flag at the entrance.



## SIGNAGE RECOMMENDATIONS

### 1/ Signage organization

- Set up signage from the registration area to the main road of the camp
- Set up a logo representing the nature of the service in the front of each facility entrance.
- Set up signposting from the entrance to orient people to the main service place inside the site
- Important points are signaled (entrance, exit, information point, registration point, queue)
- Continuous signposting until the facility (no break of information, ensure continuity and consistency to avoid confusion)
- Obstacles and dangers must be signaled
- Signage should be homogeneous across the whole camp
- Color coding could be used to distinguish shelter blocks and also used on the information board for the relevant blocks

### 2/ Signage positioning

- Use signage in the visual field (minimum: 0,90m / maximum: 1,80m)
- Set up signage off the pathway (avoid obstacles)
- Set up signage at every decision point and at each change of direction
- Set up signage in a well lit place
- Vandalism to signage can be an issue, consider using markings on existing concrete structures and blocks






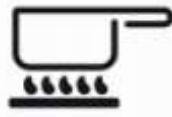





### 3/ Signage format

- Use standard typeface (the best typefaces to use for signs and information are sans serif (e.g. Helvetica or Standard). Use of Arabic signage should also be considered. The width-to-height ratio of letters, numbers and symbols on a sign should be between 3:5 and 1:1)
- Use the appropriate sized letters according to the distance:

• Maximum viewing distance	• Letter size
• 30 m	• 52.0 cm - 104.0 cm
• 25 m	• 44.0 cm - 87.0 cm
• 20 m	• 35.0 cm - 70.0 cm
• 15 m	• 26.0 cm - 52.0 cm
• 10 m	• 17.0 cm - 35.0 cm
• 5 m	• 9.0 cm - 18.0 cm
• 2 m	• 3.5 cm - 7.0 cm
• 1 m	• 1.8 cm - 3.5 cm
• 0,30 m	• 0.5 cm - 1.0 cm
• 0,25 m	• 0.4 cm - 0.9 cm

- There should be a clear color contrast between the letters and the background for people with visual impairments. Black letters and logo on white background are preferable.
- Keep texts simple. Avoid excessive information and where possible, aim for only one message.

4/ Examples of logos:



Information	Logo
Accessible toilet for people with mobility issues	
Accessible shower for people with mobility issues	
Other accessible services for people with mobility issues	
Water point	
Laundry	
Kitchen	
Health services/clinic/hospital	
Children playground	
Information point	
Gathering point	
Place of worship	



**Lighting**

Problems	Illustration	Difficulties, issues <b>Potential Solution</b>
<p>Eastern area, new arrivals area and new prefab area do not have enough lighting.</p>		<p>Lack of lighting in those areas could bring about visibility, security and protection issues, especially around WASH blocks.</p> <p><b>Set up lighting in each “black area”, with a special attention for WASH facilities.</b></p>

**Good examples of accessibility and inclusion of people with mobility issues in Za’atari camp’s services**

Facility / Service	Illustration	Accessibility factor
<p>Ground of eastern area and new prefab area is well packed down.</p>		<p>People with mobility issues and especially wheel chair users can easily move in this area.</p>
<p>Some water points are easy to access and use.</p>		<p>Access to the wash point is barrier free and the tap height is enough low allowing children and wheel chair users to use it.</p>
<p>WFP- Save the children distribution site is fully accessible and special considerations exist for people with mobility issues.</p>		<p>Pathway to reach the food and NFI distribution halls is flat and gravel is packed down to allow movement by wheelchairs users.</p> <p>Large signaling and information panel are set up in the front of the entrance.</p> <p>Benches are in place inside the hall to allow persons with mobility issues to wait in good conditions.</p>

## CONCLUSION and OTHER RECOMMENDATIONS

### Accessibility in Za’atari:

General accessibility level in Za’atari Camp is relatively good, except for WASH facilities, which currently represent the priority for stakeholders involved in camp construction. Based on this priority, HI recommendations have been done first on the universal design for accessible toilets and showers.

After validation, UNICEF will disseminate HI recommendations to the other partners.

HI team should follow the building work, to be sure standard measurements are implemented and HI recommendations are followed as well as possible by the camp building stakeholders.

Example of building follow-up in the camp:



1,00m x 1,70m



1,50m x 1,80m

After implementation of accessible WASH facilities, other accessibility issues described previously could be the subject of future accessibility trainings and should continue in tandem with inclusion recommendations and actions, with a special attention for the signage issues.

### Accessibility/inclusion training

Accessibility/inclusion training should be proposed to overall stakeholders involved in the camp management / running:

- **Camp planning:** UNHCR (site planner), THW
- **Camp management:** UNHCR (community services, security), JHCO
- **Wash activities:** UNHCR, UNICEF, THW, Oxfam
- **Education:** (UNICEF, Save the children)
- **Health:** French- Morocco- Saudi hospitals, JHAS clinic
- **Distribution:** WFP, Save the Children, NRC, JHCO
- Others... (See partners contact list with Za’atari DVFP)

### References:

- *“Including PWD’s in shelter, Watsan and public infrastructure”, HI Indonesia – 2005*
- *“Guide pratique – Diagnostic d’accessibilité - Hugues Nouvellet - Référent Technique Développement Local Inclusif & Accessibilité - Fédération Handicap International - Septembre 2012*
- *“Promoting Universal Access to the Built Environment - Guidelines” – Christoffel Blind Mission – 2005*