

Jordan – Zaatari Refugee Camp

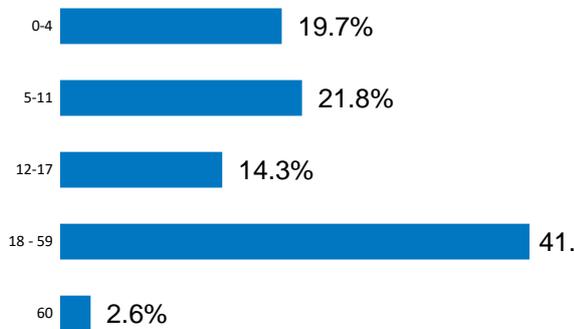
January 2020

Zaatari is home to **76,143** refugees, nearly 20% are under five years old. **30%** of refugees are female headed households. Average **7,300** weekly health consultations

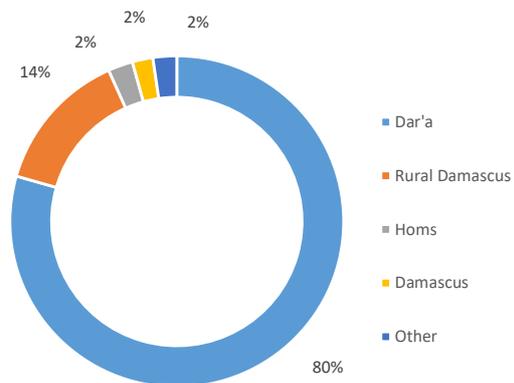
18,338 children are enrolled in **32** schools, with **58** community centers offering activities. **5,586** refugees engaged in Incentive-based Volunteering inside the Camp. **13,220** refugees have active work permits. **20%** are women.

POPULATION OF CONCERN

Age Range



Place of Origin



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. Since then, from a small collection of tents, the camp has evolved into an urban settlement of some 76,000 residents, 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.

Update On Achievements

Operational Context

Zaatari Camp is under the joint administration of the Syrian Refugee Affairs Directorate and UNHCR. It is a collaborative effort between the donor community, UN agencies, international and national NGOs, community-based organizations, refugees, and Jordanian host communities. Registered refugees are provided with protection and services in coordination with almost 40 other partners and organizations. Although significant progress has been made in facilitating access for Syrian refugees to legal employment, allowing for some degree of self-sustainability, the situation remains challenging. Most Syrian refugees are ground down after years in exile, with their savings long-gone, challenged by reductions to free key services, and an absence of hope to an end to the conflict in Syria. As the lead agency for refugees in Jordan, UNHCR is covering Camp Coordination, which includes overall strategic and operational coordination and chairs five of the eight humanitarian action sectors under the refugee response: Basic Needs, Livelihoods, Health,

Protection, and Shelter. UNICEF chairs WASH and Education sectors and WFP chairs the Food sector. UNHCR, UNICEF, and WFP operational response uses a range of pragmatic and sustainable approaches that target refugee populations most cost-effectively and efficiently possible. These include a variety of interventions, from cash assistance to camp management, from registration to resettlement. These interventions seek to combine creativity, innovation, and new technologies with the principles, values, and passion that underpin the humanitarian work.



Zaatari Diabetes Day, ©Yousef Al-Hariri, UNHCR, December 1, 2019



PROTECTION

Achievements and Impact

Humanitarian partners in Zaatari support the Government of Jordan's efforts to provide protection services to the Camp's residents. These services include 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.

Child Protection

UNICEF supports children in Za'atari with specialized (child protection case) management services. These cases include unaccompanied and separated children, early married children, child survivors of violence, and children engaged in labor. In 2019, 1,229 children (568 girls) received comprehensive specialized child protection case management services. UNICEF focuses on preventing violence in schools, and on the way to and from school. UNICEF works in close coordination with school personnel, the Family Protection, and Juvenile Protection Departments and the community as part of this work. Additionally, UNICEF's thirteen Makani Centers (Child-Friendly Spaces) include a child protection component, where children are equipped

with knowledge of when and how to seek help and participate in music and art-based activities that enhance group communication, cooperation, and self-expression.

Through Makani, UNICEF also supports early childhood development with programs designed to help parents to adopt nurturing caregiving skills, create healthy parent-child interactions, and stimulate early learning and cognitive development. In 2019, 10,363 children (5,068 girls) aged 6–18 years received child protection information through the Makani program, where child protection messages have been integrated into Arabic language and life skills curricula.



EDUCATION

Achievements and Impact

UNICEF supports the Jordanian Ministry of Education to guarantee access to education for all children in the thirteen school complexes in Za'atari Camp. Currently, 82% of eligible children attend school, of which 19,243 are enrolled in formal school and 523 in MoE-recognized Catch-up and Drop Out programs, giving refugee children who have had their education interrupted the opportunity to participate in formal education.

To further the quality of basic education, class formation planning, the development of inclusive physical infrastructure, together with investment in teaching and supervision practices, are seeking to address barriers to enrolment and retention. For young children, 1,878 attend formal kindergarten, and other early childhood facilities such as daycare centers are available, helping children to start school with the necessary social and emotional skills. UNICEF's thirteen Makani Centers in Za'atari provide learning support services to approximately 9,316 boys and girls, and 6,941 youth have access to skills training opportunities in the Camp. To further enhance education, five inclusive playgrounds were recently opened in Zaatari. Currently, 770 students with disabilities are being supported through ten resource rooms, shadow teachers, individual academic support, visual and hearing aids.

Working with national and international institutions, UNHCR has established an Innovation Lab in the Zaatari camp that will be open for access soon. A series of courses in the Learning Hub, which include Marketing and Packaging (HBBs), robotics EV3, coding, robotics Arduino and 3D printing, were launched for both adolescents and adults for skill-building and youth empowerment.

A total of 106 refugees from the Camp have been awarded a DAFI scholarship, with facilitation support from UNHCR, and are studying in Jordanian Universities.



HEALTH

Achievements and Impact

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 behavioral change programs; and investments in infrastructure to expand the scope of emergency health care.

UNFPA provides quality integrated 24/7 reproductive health care and Gender-Based Violence services in four clinics in the Camp.



FOOD SECURITY AND NUTRITION

Achievements and Impact

All camp refugees receive JOD 23 (USD 32) per person per month through the Blockchain system (BB) to cover their food needs. The assistance can be redeemed from two WFP contracted supermarkets (Tazweed and Safeway) and four dedicated bread selling points 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. In October 2016, WFP introduced the card-less EyePay iris scanning system based on UNHCR's biometric registration data, which helps to enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees. The blockchain (BB) technology is innovative assistance and a cost-efficient delivery mechanism in the Zaatari camp.

WFP also provides and delivers healthy school meals to refugee children in all formal schools via the Healthy Kitchen Project. Four kitchens have been established inside the Camp that provide healthy meals to about 20,000 children attending formal schools. The project aims to improve health and nutritional awareness and boost healthy eating habits by providing nutritional information. WFP also provides economic opportunities to Syrian women and men engaged in the sourcing, preparation, and delivery of the meals.



WATER AND SANITATION

Achievements and Impact

- To efficiently and sustainably meet the needs of the Za'atari Camp's population, UNICEF established three internal boreholes with a combined daily capacity of 3,000m³, and a wastewater treatment plant with a capacity of 3,600m³/d. Over the past seven years, UNICEF has completed the construction of a safe and sustainable household water and wastewater network. The piped water network delivers an average of 35L³ per person per day directly to every household in the Camp, while a piped wastewater network links the households directly to the Za'atari wastewater treatment plant.
- Almost all water treated in the wastewater treatment plant is then directed to local farms for re-use in agriculture. Jordan is one of the most water-scarce countries on the planet, and as such, careful monitoring of water services is essential to ensure the long-term sustainability of water supply, and is conducted both via technical assessments and through feedback received through the community.
- Additionally, UNICEF disseminates key messages on water conservation and other WASH issues through the community mobilization activities in Za'atari, to build community knowledge and participation in conservation efforts.



SHELTER AND NFIS

Achievements and Impact

- UNHCR is responsible for coordinating shelter assistance and camp infrastructure improvements on behalf of all humanitarian partners. Working to ensure equitably and gender-appropriate access to adequate shelter and basic facilities, together with the provision of sustainable energy supply. There are over 26,000 pre-fabricated shelters, and each includes a latrine and kitchen to ensure the privacy of the refugees. A household addressing system is in place and is updated regularly. To accommodate Persons with Disabilities need some shelters have been adapted to their needs and conditions. In 2019, 1,000 vulnerable families in Zaatari camp received shelter maintenance assistance through shelter maintenance project.
- In preparation for winter, a 4.68-kilometer stormwater drainage network covering district 5 to reduce the risk of flooding during the rainy season to reduce the necessity for emergency winterization interventions in the Camp has been constructed with the support of ACTED and OXFAM.



CAMP COORDINATION AND CAMP MANAGEMENT

- SRAD and UNHCR's role, in place of sharing the camp management, is to facilitate the information channel and provide the necessary link between the camp residents and what is happening inside the Camp on the one hand, and the various stakeholders on the other. UNHCR has a command and an overview of information relating to and relevant to all concerned, and use coordination forums to disseminate it transparently and responsibly, whilst to be mindful of confidentiality and security of information at all times.
- Participation is a fundamental human right and it promotes many other rights. Participation and involvement are part of any social group and fundamental to developing and strengthening a well-functioning community through all of the Communication With Community (CWC) channels. UNHCR observes and understands existing or emerging participatory structures and dynamics in the Camp and to use, support, and strengthen them to ensure a well-functioning, living and working environment which respects local culture and maximizes local skills and capacities.



ACCESS TO ENERGY

Achievements and Impact

A 12.9-megawatt peak solar photovoltaic (PV) plant opened in November 2017 has allowed UNHCR to increase the provision of electricity to refugees' homes. This upgrade eased 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 to do their homework. 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. All 2,300 sodium street lights in Zaatari camp are replaced with LED low-energy consuming lights to save energy and going for more green. To improve power connection in shelters, a project for replacing consumer cables to upgrade the current status of the electrical network in Zaatari has commenced, and the replacement of consumer cables has been extended for 9,610 shelters. The project also includes the installation of an additional 500 suspension poles based on the needs at shelter.

To ensure community participation and empowerment, JICA trained 144 refugee electricians 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.



COMMUNITY EMPOWERMENT AND SELF RELIANCE

Achievements and Impact

Ensuring access to essential services, including food, household items, and other basic needs remains a necessary component of the assistance. A camp-wide assessment focused on socio-economic vulnerability, which combines livelihoods assessment on household skills, experience, income, and interests are 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 current Incentive-Based Volunteering, skills-training, and community-development, livelihoods programming to promote prosperity, stability, and peaceful coexistence.

Since the establishment of the Zaatari Office of Employment (ZOE) in partnership with ILO and the Ministry of Labour, the office provides employment services. It 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. ZOE has a record

of 13,220 active work permits (80% male, 20% female). Work permit holders now represent approximately 44% of the Zaatari Camp working-age population (18 to 60).

An important decision by the council of ministers on November 7, 2018, opened the home-based sector to Syrian refugees allowing the possibility to register and operate HBBs and organizations to support them under the refugee component of the Jordan Response Plan (JRP). The government specifically allowed home-based business in all subsectors/categories inside refugee camps, including those otherwise closed for non-Jordanian nationals. An assessment was conducted to understand the potential of home-based income-generation in the Camp. The aim is also to endorse more income generation activities in line with livelihood sector guidelines and standards.

UN Women operates two centers – Oasis – to build women's resilience and empowerment through access to multi-sectoral services. The Oases are conceptualized around, securing livelihood opportunities, GBV prevention, protection, and awareness-raising services as well as remedial education, leadership, and civic engagement initiatives for women.

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), Japan International Cooperation Agency (JICA).

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: Kokyoo Naki Kodomotachi (Children without Borders KNK), Relief International, War Child and World Vision (WV), King Salman Humanitarian Aid & Relief Centre, Korea 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).

CONTACTS

Irene Omondii , Head of Sub Office Mafraq
omondii@unhcr.org, Tel: +962 79632 4611

Moh'd Al-Taher , Associate External Relation Officer
altaher@unhcr.org, Tel: +962 797183901