

# Jordan: Zaatari Refugee Camp

December 2020

Zaatari is home to **78,398 Syrian refugees**:

**nearly 20%** under five years old  
**19,243** children enrolled in  
**32** schools  
**58** community centers offering activities

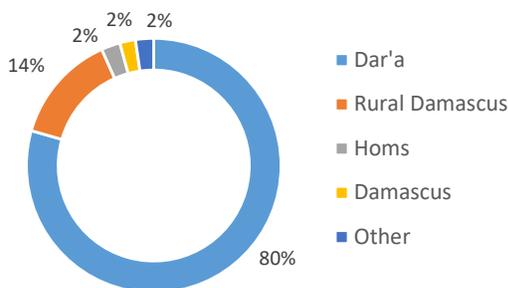
**30%** female-headed households  
**4,105** refugees engaged in Incentive-Based Volunteering (IBV), with **37%** female

**4,361** weekly health consultations on average

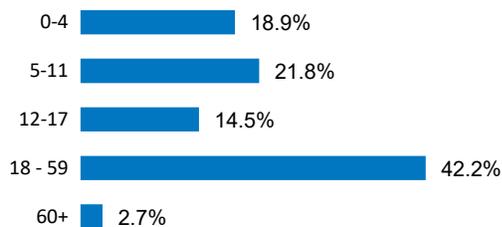
**13,773** refugees have active work permits, with **23%** female

## POPULATION OF CONCERN

### Place of Origin



### Age Range



## UNHCR PRESENCE

67 National Staff

8 International Staff



Zaatari Camp is under the joint administration of the Syrian Refugee Affairs Directorate (SRAD) 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, close to Jordan's northern border with Syria, has become emblematic of Syrians' displacement across the Middle East following its establishment in 2012. Since then, the evolution of the camp from a small collection of tents into an urban settlement of some 76,000 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:** SRAD, Ministry of Public Works and Housing (MPWH), Ministry of Water and Irrigation (MWI), Ministry of Labour (MoL), Ministry of Health (MoH), Ministry of Education (MoE), Ministry of Justice (MoJ), Ministry of Social Development (MoSD), Sharia'a Court, Civil Registry Department, and Family Protection Department

**International Humanitarian and Developmental partners:**

**Governmental organization:** Japan International Cooperation Agency (JICA)

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

**International non-governmental organizations:** Agency for Technical Cooperation and Development (ACTED), Blumont, Finn Church Aid (FCA), Humanity and Inclusion (HI), International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), International Rescue Committee (IRC), King Salman Humanitarian Aid & Relief Centre, Kokyoo Naki Kodomotachi (Children without Borders - KNK), Korea Refugee Project (KRP), Lutheran World Federation (LWF), Mercy Corps, Norwegian Refugee Council (NRC), OXFAM, Questscope, REACH, Relief International, Save the Children, Syrian American Medical Society Foundation (SAMS), War Child, and World Vision (WV)

**National non-governmental organizations:** Arab Renaissance for Democracy and Development (ARDD), Holy Land Institute for Deaf (HLID), Jordan Humanitarian Aid Society (JHAS), Noor Al Hussein Foundation (NHF)

## Main Activities

### COVID-19 Preparedness and Response measures

- Risk communication and community engagement, including awareness and hygiene promotion messages, are delivered to the refugee community daily through the Community Mobilization Working Group. Several COVID-19 safety precautions are implemented, including distribution of core relief items (CRIs) in two locations to reduce crowding, with IRIS scanning, hand sanitising for Persons of Concern (PoCs) and staff entering the site, replacement of paper vouchers with electronic ones, regular disinfection of surfaces.
- Front line workers and healthcare staff from several partners and organizations were trained on infection prevention and control, including a team of 6 doctors and nurses from Zaatari health partners responsible for taking swabs for the COVID-19 PCR test to support the MoH.
- The business continuity plan for health partners ensures support for the continuation of critical functions during COVID-19 response, such as primary health care.
- Enhancing community-based response through the role of community health workers for awareness-raising and surveillance within the camp community.
- The COVID-19 Shelter Project 2020 provides an additional 3x3m room to households that have persons at high risk of being infected by COVID-19. The project will reach some 600 households. 200 shelters have been distributed, the rest will be distributed in 2021.
- The camp's contingency plan is finalized; the Health sector has finalized preparedness for case management of mild COVID-19 cases at the primary healthcare level, which includes medication and medical consumables in cooperation with the MoH.
- Thermal screening and vehicles disinfection are taking place at the camp's gate. SOPs for household disinfection have been finalized between UNHCR and UNICEF, while UNICEF continues to provide supplies and guidance to support household disinfection to ensure that infected homes are clean and safe. Personal protective equipment (PPE) is distributed in all health clinics and to IBVs working on disinfection activities.
- Active surveillance and monitoring systems for Upper Respiratory Tract Infection (URTI) and Influenza Like Illnesses (ILI) alerts are in place. Rapid Tests and RT-PCR tests for both refugees and staff are being conducted inside the camp. A total of 2,924 such tests were conducted in December for both refugees and staff. The cumulative number of samples taken until the end of December is 14,207.
- A transit area for PoCs who have to quarantine has been installed inside the camp with a capacity of 280 persons. The site is fully operational with water, electricity, and furniture. All activities inside the area adhere to social distancing, and the "Made in Zaatari" kitchen provides meals for vulnerable refugees there.

- The MSF hospital is ready and on standby for admission of non-critical cases and in-patient treatment in case of a COVID-19 outbreak in the camp. UNICEF is supporting the hospital with key WASH services and WFP is supporting the food provision.

### Protection

- Humanitarian partners in Zaatari support the government'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 ensuring survivors lead a life in dignity; increasing community resilience through engagement and ownership.
- UNHCR's protection interventions are guided by a community-based approach that puts refugees at the centre of programming and actively engages them in decisions impacting their lives, while promoting self-reliance and building resilience. In line with this community-based approach, UNHCR has 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 consists of 90 members (39 females, 51 males). UNHCR also operates a 24/7 emergency hotline for urgent protection cases. In addition, UNICEF has trained 267 staff and IBVs to better identify and refer cases to specialized services.
- Case management services, implemented by IMC, have resumed on a face-to-face basis in Makani centers, with remote support provided to families in isolation. The 24/7 hotline continues to receive calls regarding urgent child protection concerns. Daily messages, including parenting tips, family engagement ideas, and information on helplines for protection, psychosocial support, and gender-based violence, continue to be shared on UNICEF's child protection platform on WhatsApp.

### Community Empowerment and Self-Reliance

- Community centers are safe disability-friendly spaces, where refugees of diverse backgrounds can meet for social events, recreation, education and livelihood programs, information exchange, and more. They are established to empower refugees and provide them with a forum that promotes participation in decisions that affect their lives. Several activities and services are facilitated within the community centers, including accelerated learning programmes, library, online courses, day-care/kindergarten, recreation, sports, games, trainings, language courses, computers, feedback, and complaints mechanisms.
- ADTF's (Age and Disability Task Force) vision for 2020 includes non-discrimination, participation, and leadership of PoCs, inclusive response, training for the community and IBVs, and stronger coordination between ADTF members and other sectors. In response to COVID-19, a special focus has been put on elderly persons, persons with disabilities and their caretakers to enhance community planning.
- Regular camp-wide assessments of refugees' socio-economic vulnerabilities, including skills, experience and income, ensure the accuracy and reliability of data on livelihoods. Based on this data, UNHCR and partners support refugees in transitioning to self-management of their needs through cash assistance, and through livelihoods programmes and skills-trainings, promoting sustainable mechanisms for self-reliance and stability.
- The Zaatari Office of Employment (ZOE), in partnership with ILO and the MoL, provides employment services to both women and men job seekers. It facilitates the issuance of work permits for camp residents and advertises job vacancies and training opportunities through job fairs, exhibits, and other means. ZOE has a current record of 13,773 active work permits (77% male, 23% female), with work permit holders representing approximately 29% of Zaatari's working-age population (ages 18-60).
- Almost 30% of the camp population are women and girls (ages 12-60). The two UN Women-operated Oasis centers aim to build women's resilience and empowerment through offering access to multi-sectoral services. The Oases are conceptualized around securing livelihood opportunities, GBV prevention, protection, awareness-raising services, remedial education, leadership, and civic engagement initiatives for women.
- *Made in Zaatari*, Zaatari's brand for refugee entrepreneurs, collaborates with the Souq Fann e-commerce portal, which enables refugees to sell their products outside of their local communities, including abroad. The platform generates income for some 20 refugees, who produce handicrafts, soaps, perfume, and more, and sell their products through this platform.
- UNHCR, in coordination with Blumont, opened the Mask House in August 2020, a great livelihood opportunity for female refugees to work and earn an income. The Mask House produces 1,200 masks daily, while some 20,000 masks have already been branded and distributed among the refugees in the camp.
- In response to COVID-19, a team of creative refugees used recycled materials to design PPE (masks and face shields) and a handless robot that dispenses sanitizer.

### 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, and aims to fully transition from in-kind assistance to cash assistance, as it is the most dignified and empowering way of delivering assistance and fostering local markets.
- Cash for cooking gas is provided to the entire camp population regularly throughout the year, and cash for heating gas is provided during winter. The amount of cash depends on family size.
- Since January 2019, UNHCR has monetized CRIs, including baby diapers and sanitary pads. Families receive JOD 20.25 per child under 2 years old to cover the needs for three months, while women (12-50 years old) receive JOD 3.5 every three months for sanitary pads.

### Education

- Currently, 19,243 children are enrolled in formal schools, and 6,159 children are out of school. UNICEF has collaborated with the MOE to improve the quality of education through training and capacity building for teachers and School Supervisory Units and the engagement of qualified Syrian Assistant Teachers. UNICEF also provides school materials and constructs and maintains education complexes. All schools provide Inclusive Education services, including rehabilitation sessions, provision of assistive devices, and four inclusive school playgrounds, currently benefitting 1,102 students (43% female). UNICEF supported the opening of 91 KG2 classrooms, which currently benefit 2,149 children (48% female). Certified Non-Formal Education is provided through the Catch-Up (ages 9-12) and Drop-Out (ages 13-20 for females, 13-18 for males) programs, currently benefitting 78 (55% female) and 611 (50% female) students respectively.
- Since January 2020, UNICEF Makani centers have been offering integrated learning support, child protection, and skills-building services, benefitting 4,426 children and 3,142 parents.
- UNICEF continues to support safe operations in schools where teachers and administrative personnel are present on a rotational basis to follow-up on distance learning. UNICEF also supports the safe distribution of learning materials (such as Learning Bridges worksheets) in coordination with the Directorate of Education. Preparations for the safe transportation of Tawjihi students for the winter complimentary session are ongoing. UNICEF continues to provide 10 GB of data monthly for all families with school-aged children and distribute Family Activity Kits with educational games to enhance engagement among families in isolation. UNICEF has digitized all Makani services and switched to remote activities, enabling continued communication between staff, IBVs, parents, and beneficiaries and ensuring that children continue to benefit from key services while centers remain closed.
- A series of skill-building and youth empowerment courses were launched in the Learning Hub for both adolescents and adults. Examples include Marketing and Packaging for home-based businesses, robotics EV3, coding, robotics Arduino, and 3D printing.
- In recent years, a total of 108 refugees from the camp have earned DAFI scholarships to support their tertiary education, out of which 58 have graduated, while 50 are still studying in Jordanian Universities.

### Health

- To sustain quality primary health services, it is a priority for humanitarian partners to build the capacity of national partners to assume greater responsibility for service provision, while also enhancing refugees' health status 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 SOPs in instances of SGBV; 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 GBV services in four clinics in the camp.
- Refugees in Zaatari are integrated within the national plan for COVID-19; the MoH has prepared dedicated health facilities to deal with any developments related to the virus. A COVID-19 coordination plan was established in collaboration with MoH and shared with all the concerned parties.

### Food Assistance

- All camp residents receive JOD 23 (USD 32) per person per month through the Blockchain system 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, allowing refugees to choose from various goods, while it brings a sense of normalcy and dignity to their life. Based on UNHCR's biometric registration data, WFP's cardless EyePay iris scanning system enhances the efficiency and accountability of food assistance and makes shopping easier and more secure for refugees. The use of Blockchain technology for assistance delivery is one of many innovations in 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 to provide healthy meals to some 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 sourcing, preparing, and delivering the meals.
- To ensure children's healthy growth and development, UNICEF's Infant and Young Child Feeding (IYCF) Program has reached 16,635 caregivers and mothers with IYCF education, and 3,828 mothers and caregivers with counseling on healthy nutrition for women and children.

### Water and Sanitation

- UNICEF's newly installed pipeline extended from Zaatari village allows for the provision of additional water to meet increasing water demands. Between 2.5-4.2 million liters of water are supplied per day to the camp via the water network and 2,000 - 2,600m<sup>3</sup> of wastewater is treated per day, with an overall capacity of 3,600m<sup>3</sup> on-site at the wastewater treatment plant, which also serves surrounding communities. UNICEF completed construction works for the expansion of the Zaatari wastewater treatment plant capacity in May, allowing the plant to also serve surrounding communities.
- Social mobilization efforts are ongoing, focusing on water conservation messaging, equitable water distribution, and network operation and maintenance. Community plumbers continue to be mobilized to conduct minor network repairs at the household level, strengthening the networks' community ownership.
- UNICEF, in cooperation with partners, is sustaining the implementation of an awareness-raising campaign focused on increased hygiene and sanitation practices among camp residents to mitigate the potential spread of COVID-19. UNICEF has increased water supply from 35L to 60L per person per day.
- In addition to clean water and safe sanitation services, UNICEF and partners continue to support vulnerable children and their families with regular distributions of WASH items, enabling them to maintain high hygiene and sanitation standards, thereby mitigating the risk of COVID-19 infection.
- The winter campaign aiming at checking the safety of networks, the consumer cables, generator maintenance and culvert cleaning began in November for all UNHCR locations.

### Shelter

- UNHCR is responsible for coordinating shelter assistance and infrastructure improvements and works to ensure equitable and gender-appropriate access to adequate shelter and basic facilities, together with provision of sustainable energy supply. There are over 26,000 prefabricated shelters, each including a latrine and kitchen to ensure privacy. 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.
- The Shelter Repair Project 2020 targets the most damaged caravans for the most vulnerable families in the camp. A total of 1,100 caravans have been repaired based on specific needs scoring.
- UNHCR has started paving road in districts 1 and 2 with base course, in order to minimise the challenges caused by rainy weather and winter elements.

### Access to Energy

- The electricity provided through the solar power plant in Zaatari has eased the living conditions of families in the camp. It has improved their safety and security, while facilitating food storage and allowing children longer hours to do their homework. The plant has helped UNHCR save an average of approximately USD 5 million per year in electricity bills. Other facilities, such as hospitals, community centers, and offices of humanitarian organizations working on site, are also benefitting from the plant's electricity. As part of the shift towards a more environmentally friendly camp, all 2,300 sodium streetlights in Zaatari are replaced with LED low-energy consuming lights. To improve power connection in shelters, a project for the replacement of consumer cables has commenced, to upgrade the current status of the electrical network in Zaatari. The project also includes the installation of an additional 520 suspension poles based on the needs of each shelter. The residual current circuit breaker (RCBO) project is now completed and a total of 14,000 RCBOs have been installed in shelters.

- A team from Zaatari was the winner of the Jordan Energy Hackathon competition that took place in March 2020. The competition, supported by the Norwegian embassy, asked teams to find innovative solutions for energy challenges in development and humanitarian contexts. Refugees from Zaatari camp and Mafraq governorate participated, you can read more about the winning team and their idea [here](#).

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