

# Zaatari Refugee Camp

August 2014



# Zaatari

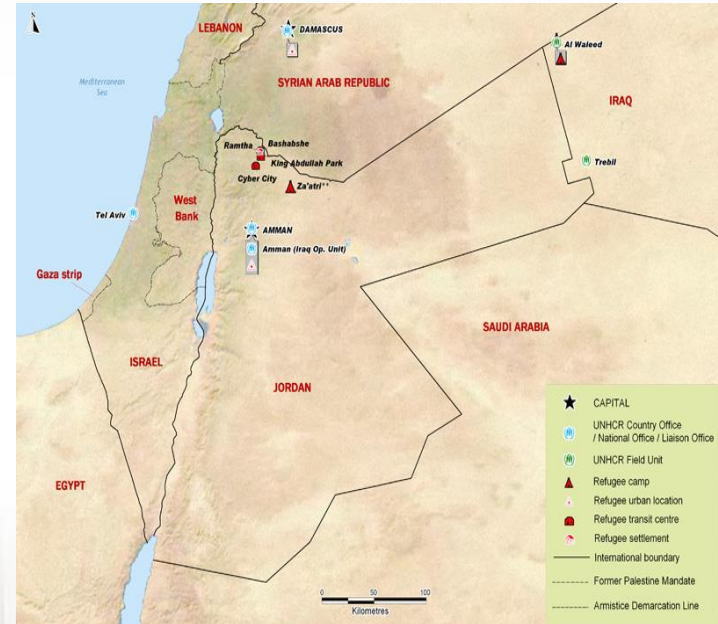
and Syrian refugees

## Introduction

**Location:** Mafraq Governorate, Northern Jordan

**Opening:** 29 July 2012

- Since its opening, over **400,000** refugees have passed through Zaatari camp. Some have opted to leave to urban areas while others have decided to return to Syria.
- Complete verification exercise of the entire camp was finalized in June 2014.



## Demographics (Aug 2014)

Currently, a total of **80,112 individuals** are residing in Zaatari including 40,745 females and 39,367 males

- Large number of female headed households
- Over 50% of the population is youth (15-25); 19.9% under 5 years old.
- High numbers of newborns: average of **61 births** per week.
- Average household size: 6
- Main areas of origin:
  - Daraa: 79,6%, Rural Damascus: 14%, Homs: 2,2%, Damascus: 1,6, Aleppo: 0,7, Hama: 0,3%,



## New Arrivals

- Syrians entering Jordan through the land borders are taken to Raba Sarhan, the joint **UNHCR – Government Registration Centre** (8 km from the border) enhanced with the latest biometric technology, including Iris Scanning.
- Syrians are issued a **service card** with enhanced security features. This card provides free access to basic social services in Jordan, i.e. education and health, boosting *de facto* the protection space for Syrian refugees.

## Administration and Camp Management

- Zaatari Camp is jointly administered by the Government of Jordan and UNHCR;
- Camp covers **532 hectares** and is divided in **12 districts**;
- Development toward Jordanian and community-led policing; management oversight is increasingly passing from UNHCR to host authorities;
- Camp Management is supported by **12 interagency sectors**, most of which are co-chaired by a UN agency and a NGO;
- UNHCR operates a **counseling/services area** on daily basis.

## UN agencies, partners and presence of actors in the camp:

- Currently, **33 actors** including:
  - ACTED, Bab Al Amood, CBM, FCA, Quest Scope, Handicap International, ICRC, IMC, IOM, IRC, JHAS, IRD, JEN, JHAS, KSA, LWF, MDM, Mercy Corps, Nour Hussein Foundation, NRC, Oxfam, Qatari Red Crescent, Relief International, Royal Police and Gendarmerie, SC International, SC Jordan, SRAD, UNWOMEN, UNFPA, UNHCR, UNICEF, WFP, WVI.

# Response

meeting urgent needs



## Essential Needs

- **Core-relief items** and shelter have been provided to every family (some **16,000 caravans** have been installed since the opening of the camp);
- Water, food, health and education as well as WASH and kitchen facilities have been offered to refugees in the camp.
- WFP's **assigned shops** run by community-based organizations as well as the **2 supermarkets** are functioning in the camp
- Recreational and vocational activities are provided by partners.



# Response

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## Health

- **2 field** hospitals are operating in the Camp, with **55** beds. There are **9 primary health care centers, 1 delivery unit**, with **community health volunteers**.
- The main focus of health service provision concerns:
  - communicable diseases including diarrhea and respiratory tract infections
  - non-communicable diseases including hypertension, cancer and diabetes.
- Addition challenges concerns the long term care as well as increasing the coverage of the routine immunization for children.



## Protection activities

- Daily **continuous registration** activities in Zaatari camp to reflect changes in family composition and enable access of all camp residents to assistance;
- **Daily core protection activities:**
  - Protection counseling/ Case management including for SGBV cases
  - Protection monitoring in the camp districts
  - Monitor departure from the camps including spontaneous return to Syria, bailout, transfer to other camps and illegal departures from the camp
- **Protection Coordination:** UNHCR lead of Protection Working Group (bi-weekly); participation in other coordination forums such as CP/SGBV WG, New Arrivals Coordination, ComMob WG;

## Protection activities (cont.)

### Legal Aid activities:

- **Civil Registry:** UNHCR assists in issuance of birth certificates;
- **Religious Court** opened in April 2014 to allow refugees easier access to the national judicial system;
- **Legal Aid activities** through ARDD- Legal Aid partner including legal counseling, representation in front of the court, legal awareness raising in the community;

**Community-based Protection Networks:** 12-14 CBPN members for each district have been established assisting the community and UNHCR in identification, prevention and response to protection issues.

## Child Protection and Education

- Child protection risks have been a major challenge including child labor, early marriage, school drop outs, etc.
- Activities for unaccompanied and separated children including best interest process, alternative care arrangements, psychosocial care and educational support, etc.
- **Three schools** are operating in the camp, all on a double shift basis with girls studying in the mornings and boys in the afternoon.
- Some 13,000 of estimated **30,000 school age children** are currently enrolled.
- There are **19 child-friendly spaces** providing informal and remedial education, with 7 football pitches, recreational and psychosocial support activities.



# Response

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## Community Services

- **Persons with specific needs** are identified at registration level and through home visits undertaken by the CS unit in the camp;
- Assistance includes **psychosocial support** through UNHCR partners, **provision of mobility aid equipment, support systems for PSN**, e.g. alternative collector's system for persons unable to pick up CRIs;
- Close coordination with UNWOMEN to support **FHH and WAR cases**;

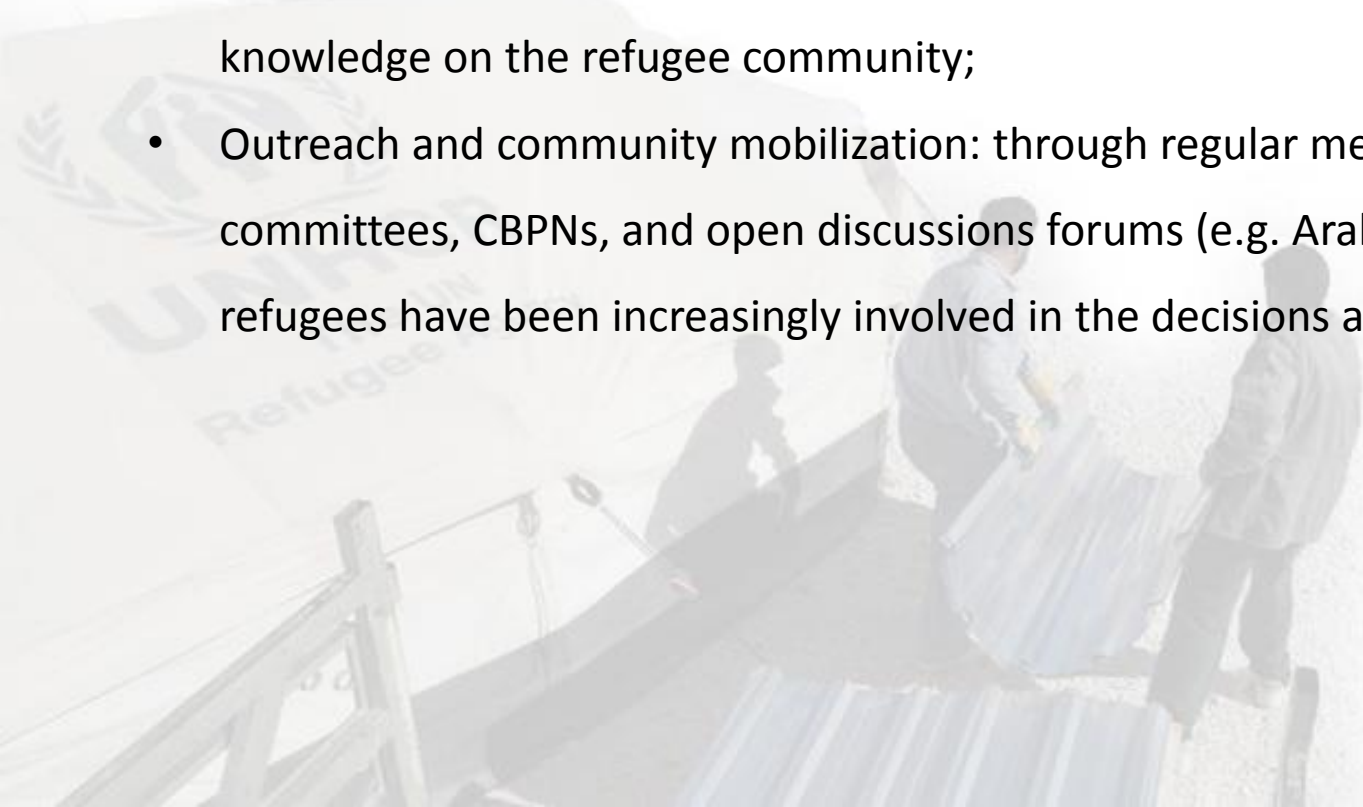
# Response

meeting urgent needs



## Community Services (cont.)

- Refugees' committees including Youth Committee, Women Committee as well as WASH committee have been established and have strengthened UNHCR's knowledge on the refugee community;
- Outreach and community mobilization: through regular meetings with the committees, CBPNs, and open discussions forums (e.g. Arabic gatherings) refugees have been increasingly involved in the decisions affecting their lives;



# Challenges

## intimidation and misuse

### Overall Protection Environment and security

- Regional security situation may impact on the refugees' access to the territory; irregular entries and other breaches of Jordanian law may result in **refoulement or deportation**;
- Continuous numbers of spontaneous returns of refugees to Syria;
- Security related concerns with demonstrations taking place in 2013; development of more community-based focus to regain control and build trust with the community which led to major improvements of security situation.



## Addressing protection gaps

- UNHCR and its partners embarked on extensive dialogue with refugees to decrease security related concerns, i.e. division into **12 administrative districts** with 7,000 – 10,000 refugees per district (the size of an average refugee camp).
- Undertaking a comprehensive mapping of families, and coordinating the humanitarian response by district.
- Reducing numbers and pressure: with the opening of Azraq in April 2014, all new arrival are channeled to Azraq with Zaatari providing assistance to the most vulnerable and serving family reunifications.
- Overall, **75%** of refugees currently outside of camps, **25%** inside Camps from a population of some **600,000**.

## From emergency to early recovery

- Responsibility to ensure **dignity** of refugees and planning for prolonged stay.
- Transition from emergency assistance to early recovery provides unique opportunity to connect needs to global capacities, with **corporate models and public private partnerships (PPPs)**.
- Innovation and Planning Agency (IPA) to make Zaatari environmentally and economically sustainable with effective governance and participation. Focus on Renewable Energy, Water Management, Solid Waste Management, Integrated Transport System, and Urban Planning.

# Transition

to new models of assistance



## Way forward – community-based participation and sustainability

- Strong protection approach including continuous advocacy with JA;
- Increase and strengthen community-based interventions and response;
- Transition to e-card system following verification process;
- Legalization of shops and integrated environmental health standards as well as comprehensive water and sewage systems
- Private transportation system with a free service for school children; viable internet connectivity for higher education;
- Electricity supply per district with private meters;
- Increased Jordanian and community led policing;
- Management oversight passing to Syrian Refugee Affairs Department (SRAD)



**Thank You!**