

Jordan: Zaatari Refugee Camp

January 2022

Home to almost **81,000** Syrian refugees (almost **19,500** families)

With **32** schools, **8** health facilities, **58** community centers

UNHCR PRESENCE

85 National and **5** International staff



Zaatari Camp is under the joint administration of the Syrian Refugee Affairs Directorate (SRAD) and UNHCR. UNHCR is the lead on Protection, Health, Shelter and Site Planning, Security, Community Mobilization, Basic Needs, and Livelihoods. 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. Close to Jordan's northern border with Syria, Zaatari has become emblematic of Syrians' displacement across the Middle East following its establishment in 2012. Since then, the camp's evolution from a

small collection of tents into an urban settlement 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 governmental organization: Japan International Cooperation Agency (JICA)

UN agencies: 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 NGOs: Agency for Technical Cooperation and Development (ACTED), Blumont, 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 NGOs: 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 Response

- Refugees are included in the national response and vaccination plans. The COVID-19 response coordination plan, established in collaboration with MoH at the beginning of the response, has been guiding the response in Zaatari. A joint response team including UNHCR and partners was established to support MoH in surveillance, contact tracing, and transporting of COVID-19 cases that need admission to MoH field hospitals, as well as supporting the two in-camp vaccination centers. Business continuity plans for health partners ensure the continuation of critical (non-COVID-19) functions, such as primary health care.
- Risk communications, including awareness and hygiene promotion messages are regularly shared with the refugee community, while community health workers also support awareness-raising efforts and surveillance within the camp community.
- Front line workers and healthcare staff from several partners and organizations have been trained on infection prevention and control and PCR testing to support the MoH.
- Thermal screening is taking place at the camp's gate. 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 incentive-based volunteers (IBVs) are working on disinfection activities.
- COVID-19 testing is conducted for refugees and staff in the camp.
- A transit area with a 280-person capacity offers space for refugees who have to quarantine inside the camp . All activities inside the area adhere to social distancing, and the "Made in Zaatari" kitchen provides meals for vulnerable refugees there.

Protection

- Protection partners collaborate with the government to provide protection support to the camp's residents. This includes strengthening targeted services and assistance for persons with specific needs; protecting children from all forms of harm, exploitation, violence, and abuse; reducing the risk of gender-based violence (GBV) and ensuring a survivor-centered approach; and increasing community resilience through engagement and ownership.
- Protection services are guided by the rights-based and community-based approaches, emphasizing working with all relevant stakeholders, putting refugees at the center of programming, and meaningfully engaging them in decisions affecting their lives. Partners mentor community-based committees and networks of men, women, boys, and girls who act as bridges to facilitate the two-way exchange of ideas and information between humanitarian agencies and refugees. These and other efforts aim to increase refugee ownership and self-reliance.
- Protection case management services, including legal, documentation, child protection, and GBV, are ongoing at easily accessible sites throughout the camp, via phone, and through home visits. Humanitarian and governmental partners regularly coordinate on individual cases to extend comprehensive support to refugees facing protection risks. Partners additionally strive to ensure that case management services are known and accessible to all refugees following the age, gender, and diversity (AGD) approach. Partners operate several hotlines – many operational 24/7 – to make sure refugees' urgent protection concerns are addressed efficiently.
- Protection partners encourage community feedback through varied methods, including suggestion boxes, social media accounts, WhatsApp groups, individual consultations, and focus group discussions.
- UNHCR leads Protection coordination through chairing the Zaatari Protection Working Group. This forum enhances collaboration, reduces duplication, and generates innovative interventions to address protection challenges.

Community Empowerment and Livelihoods

- 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

programs, library, online courses, day-care/ kindergarten, recreation, sports, games, training, language courses, computers, feedback, and complaints mechanisms. All community centers follow precautionary measures to keep the social distancing and wear masks.

- The vision of the Age and Disability Task Force (ADTF) includes non-discrimination, participation, and leadership of refugees and asylum seekers, inclusive response, training for the non-rehabilitation service providers, community and IBVs, and stronger coordination between ADTF members and other sectors. A particular focus has been put on elderly persons, persons with disabilities, and their caretakers to enhance community planning to increase inclusion in activities and projects available in the camp.
- Regular camp-wide assessments of refugees' socio-economic vulnerabilities, including skills, experience, and income, ensure the accuracy and reliability of data on livelihoods. UNHCR and partners support refugees in transitioning to self-management of their needs through cash assistance and livelihoods programs and skills training, promoting sustainable self-reliance and stability mechanisms.
- 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. 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* is a Zaatari brand for refugee entrepreneurs who produce handicrafts, soaps, perfume, and more. UNHCR is always looking for new collaborations, such as with the UNHCR-supported Made51 e-commerce platform, to enable refugees to sell their products outside their local communities.

Basic Needs

- UNHCR provides regular and targeted cash assistance, in line with identified needs, to the refugee population to enable them to meet their basic needs. UNHCR 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. In this spirit, since January 2019, UNHCR has stopped distributing core relief items and instead provides quarterly cash assistance to families for hygiene needs to women and children. In addition, UNHCR distributes diapers for persons with disabilities and serious medical conditions.
- Cash for cooking gas is regularly provided to the entire camp population throughout the year, and cash for heating gas is provided during winter. The amount of cash depends on family size.
- In line with UNHCR's efforts to gradually transition refugees receiving regular cash assistance for basic needs across Jordan to the mobile wallet modality, refugees in Zaatari are receiving financial literacy training and opening mobile wallets. This transition aims to incorporate the financial inclusion opportunities as part of humanitarian payment modalities as well as expanding the cash out/withdrawal network which would decrease transportation cost for refugees.

Education

- UNICEF collaborates with the Ministry of Education (MOE) to improve the quality of education through training and capacity building for teachers, School Supervisory Units, and qualified Syrian Assistant Teachers (SAT). UNICEF also provides school materials for classrooms and oversees all construction and maintenance of education complexes. All schools provide Inclusive Education services, including rehabilitation sessions provision of assistive devices.
- Since January 2020, UNICEF Makani centers have been offering integrated learning support, child protection, and skills-building services. All Makani centers follow the precaution measures to keep the social distancing and wearing masks.
- Four inclusive school playgrounds constructed by UNICEF currently benefit close to 800 students (41% female). UNICEF has also established over 90 KG2 classrooms throughout the camp, while 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.

- UNICEF supports 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. UNICEF provides laptops and 10 GB of data monthly for all families with school-aged children and has distributed 90 Family Activity Kits with educational games to enhance engagement among families in the isolation area.
- Ongoing skill-building and youth empowerment courses for both adolescents and adults are provided through the Learning Hubs and Makani centers - examples include career guidance, social innovation, incubation, robotics, and marketing for home-based businesses.
- Tertiary education is also a priority for refugee students. In recent years, 118 refugees from the camp have earned DAFI scholarships to support their tertiary education, out of which 90 have graduated, while 28 are still studying in Jordanian Universities. In addition, over 220 refugees (41% female) have enrolled and received a scholarship from the University of the People for the online higher education program.

Health

- Medical clinics operating in the camp provide primary and selective secondary and tertiary healthcare services for refugees, including comprehensive reproductive health services, antenatal care, community health intervention and nutrition support activities, screening and treatment, health promotion, and mental health support. Some of the clinics also provide 24/7 emergency services.
- To sustain quality primary health services, it is a priority for humanitarian partners to build national partners' capacity to assume greater responsibility for service providers while also enhancing refugees' health status through self-care. In support of secondary and tertiary health care interventions, including off-camp referrals, priorities include integrating Health Information System (HIS) reporting; the mainstreaming SOPs in instances of GBV; the adoption of a health education strategy; the implementation of targeted reproductive health behavior change programs.
- UNFPA provides quality integrated 24/7 reproductive health care and GBV services in four clinics in the camp.

Food Assistance

- The use of blockchain technology for assistance delivery is one of many innovations in the Zaatari camp. All camp residents receive JOD 23 (USD 32) per month through blockchain technology to cover their food needs. The assistance can be redeemed in 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.
- 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 offers Syrian women and men economic opportunities engaged in sourcing, preparing, and delivering meals.
- UNICEF's Infant and Young Child Feeding (IYCF) Program has reached over 16,600 caregivers and mothers with IYCF education and close to 4,000 mothers and caregivers with counseling on healthy nutrition for women to ensure children's healthy growth and development and children.

WASH

- As part of the UNICEF's COVID-19 response, from June to December 2021, 27 cleaning kits, 70 hygiene kits, 538 soap bars, 69 hand sanitizers were distributed to self-isolated families and the transit area. Also, a blanket distribution of 561,538 soap bars, 5,753 cleaning kits, 9277 hygiene kits, and 957 hand sanitizers was distributed reaching 72,372 beneficiaries (22% female and 56% children).
- The Community Engagement and Volunteering Structure, also called the WASH Community Forum, supports community mobilization. It includes some 60 members, including 15 are people with disabilities or caregivers.

- Social mobilization activities are ongoing, focusing on water conservation messaging, equitable water distribution, and network operation and maintenance. While UNICEF is committed to supplying at least 50 liters of clean and safe water per person per day, Zaatari residents are encouraged to employ water conservation practices in their households. UNICEF regularly disseminates WASH and COVID-19 related messages to the camp's population, using different social networks.
- In 2021, the WASH sector supplied and installed 61 Gray water systems in the camp for selected shelters to save water and reuse it.

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 the provision of a 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 shelters have a 6-year life span, so many need maintenance or even replacement.
- UNCHR has dedicated efforts in the past two years to maintain and improve the infrastructure in the camp; these efforts include the ongoing shelter repair project which targets the most damaged shelters for the most vulnerable families, as well as urgently needed road improvements across the camp. In 2021, 32,000 SQM of seal coat roads were constructed in D4 and D3 to improve accessibility in those districts.

Access to Energy

- The electricity provided through the solar power plant in Zaatari has eased families' living conditions in the camp. It has improved 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 in the camp, benefit from the plant's electricity. As part of the shift towards a more environmentally friendly camp, all 2,300 sodium streetlights in Zaatari camp have been replaced with LED low-energy consuming lights. To improve power connection in shelters, consumer cables are being replaced to upgrade the electrical network's current status in Zaatari. The project also includes installing an additional 520 suspension poles based on the needs of each shelter. 14,000 Residual Current Circuit Breaker (RCBOs) have been installed in shelters.
- UNHCR is continuously exploring more equitable and sustainable solutions to improve electricity provision in the camp. As a first step, smart meters are being installed in the transformers to better monitor energy consumption. Additionally, UNHCR is working on installing a separate network to provide electricity for the market in Zaatari to reduce the pressure on the network that provides electricity to the shelters, and have more control of energy consumption in the market street.

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