

Jordan: Zaatari Refugee Camp

January 2021

Home to almost **80,000** Syrian refugees

With **32** schools, **8** medical clinics, **58** community centres

UNHCR PRESENCE

89 National and **6** 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.

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, 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 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 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, using hand sanitising for Persons of Concern (PoCs) and staff entering the site, replacement of paper vouchers with electronic ones, and 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 accommodate persons at high risk of being infected by COVID-19.
- The camp's contingency plan was finalized; the Health sector has finalized preparedness for case management of mild COVID-19 cases at the primary healthcare level, including 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 Influenzas 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 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.

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 center 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 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.
- ADTF's (Age and Disability Task Force) vision 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 particular 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 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*, Zaatari's brand for refugee entrepreneurs collaborates with the Souq Fann e-commerce portal, enabling refugees to sell their products outside of their local communities, including abroad. The platform generates income for 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.
- 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

- UNICEF has collaborated with the MOE to improve the quality of education through training and capacity building for teachers and School Supervisory Units and qualified Syrian Assistant Teachers' engagement. 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 KG2 classrooms. 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.

- Since January 2020, UNICEF Makani centers have been offering integrated learning support, child protection, and skills-building services.
- 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. Preparations for the safe transportation of Tawjihi students for the winter complimentary session are ongoing. UNICEF provides 10 GB of data monthly for all families with school-aged children and distributes 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 continuous 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, 111 refugees from the camp have earned DAFI scholarships to support their tertiary education, out of which 58 have graduated, while 53 are still studying in Jordanian Universities.

Health

- Medical clinics operate in the camp are providing various services for refugees, such as primary health care, natural delivery of childbirth, and some of them 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 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 EzePay iris scanning system enhances the efficiency and accountability of food assistance and makes

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