

SYRIAN REFUGEE RESPONSE

JORDAN INTERAGENCY UPDATE



Syrian refugee children attending their first informal class in Azraq camp ©NRC/A. Yamin

#NoLostGeneration



HIGHLIGHTS

- **Syrian refugee population living in urban areas in Jordan reaches 500,000 persons** – For the first time since the beginning of the crisis in Syria, Syrian refugees registered with UNHCR living in urban areas surpass half-million, corresponding to 83.7% of the total Syrian refugee population in Jordan.
- **Oxfam, UNHCR and other humanitarian agencies mobilize refugee and host communities to celebrate World Environment Day** – On 5 June, the humanitarian community organised activities in Zaatari camp and urban areas of different governorates to sensitize and encourage Syrians and Jordanians to undertake actions that promote environment protection.
- **The Norwegian Refugee Council, with support from UNICEF, organizes the first learning opportunities in Azraq camp** – On 27 May, the Norwegian Refugee Council provided the first informal classes for refugee children registered in Azraq camp in order to prepare their incorporation in the formal classes starting at the beginning of next school year in September.

RRP6 Funding Status (as of 3 June 2014)

Financial requirements	US\$ 1,200,650,591
Funds received	US\$ 318,228,826
To be funded	US\$ 822,421,765

REGISTRATION

Active Syrian population registered with UNHCR

Between 25 May and 7 June, UNHCR registered **4,518** Syrians:

- 1,514 in Amman
- 3 in Azraq
- 5 in EJC
- 399 in Irbid
- 2,336 in Raba Sarhan
- 55 by mobile team
- 206 in Zaatari

Places of origin were mainly:

- Dar'a 1,339 persons
- Aleppo 909 persons
- Rural Dam. 598 persons
- Homs 489 persons
- Damascus 379 persons
- Ar-Raqqqa 255 persons
- Hama 217 persons

Camp population was:

- 85,034 persons in Zaatari
- 8,382 persons in Azraq
- 3,795 persons in EJC

Total active Syrian population registered with UNHCR

As of 7 June 2014

597,539



Urban

500,329

83.7%

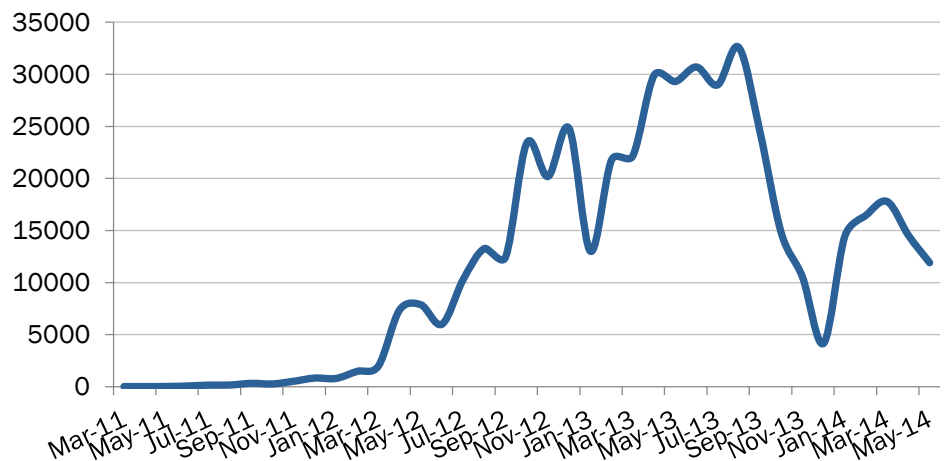


Camps

97,210

16.3%

Syrian Registration Trend since 01 March 2011



PROTECTION

Ensuring access to counselling, assistance and protection interventions for Syrian refugees



UNHCR social worker visiting a Syrian family ©UNHCR/Kohler

UNHCR attended and provided counselling to 2,848 Syrian families through its reception centre in Khalda and permanent/mobile help desks organised during the reporting period in Zaatari camp and different urban locations (Aqaba, Balqa, Irbid, Karak, Ma'an and Zarqa). Counselling was mainly related to renewal or registration purpose (548), information on cash assistance (506), food vouchers, access to health and education services. In addition, UNHCR and International Relief and Development (IRD) have undertaken 4,300 home visits in urban areas of the country, with the purpose of assessing the vulnerabilities of refugee families for further actions (granting of cash assistance, protection intervention) or to ensure follow-up of previous home visits.

UNHCR protection and community services staff intervened to assist to 685 vulnerable cases, mostly to resolve documentation and other legal issues, access to basic social services and financial assistance.

Within these 685 cases, UNHCR provided specific attention and immediate protection intervention for 94 child protection and sexual and gender-based violence (CP-SGBV) cases.

Finally, UNHCR helpline answered 11,947 calls from refugees, mainly for information on home visits, cash assistance and food vouchers.

“Amani”, an awareness-raising campaign inviting refugees to work together and make their communities safer

Officially launched on International Women’s Day (8 March), the awareness-raising campaign “Amani” (“My Safety” in Arabic) will be fully rolled out throughout the months of June and July. In refugee communities, the launch will be supported by theatre plays.

The overall message of Amani campaign is “Let’s work together to make our communities safer. Everyone has a role to play in keeping girls, boys, women, and men safe!”, while its slogan is “Our safety is everyone’s responsibility.”

The interagency CP-SGBV working groups have identified 10 key protection issues to be addressed and have developed supporting messages adapted to child and adult audiences. Refugees have been involved in the design of the campaign in order to take into consideration their cultural sensitivity. The protection issues and slogans are the following:

1. Prevent violence and stay safe – “Your hands are to help me, not to beat me!”
2. Response for survivors of violence – “If you were harmed, don’t stay silent. Ask for help from someone you trust.”
3. Early Marriage – “Marriage after 18: Better for me and you!”
4. Psychosocial support – “Whatever happened to you, we are here to listen and support you.”
5. Disabilities – “Our abilities are different but our rights are always the same.”
6. Child Labour – “Teach me today, I will work in the future!”
7. Birth registration – “Every child has the right to a name and nationality. Birth registration helps to keep children safe from violence, abuse and exploitation. It also helps to ensure your child’s right to education, health, legal and social services. Registering your child’s birth is necessary for obtaining an official birth certificate.”
8. Separation – “Stay with your children whenever safe to do so. Always make sure they are with someone you trust!”
9. Humanitarian aid is free – “Nobody has the right to demand anything from you in exchange for aid.”
10. Respect for diversity/discrimination – “Our differences complete us and make our life more beautiful!”



“Amani” poster on disabilities, conveying a message of inclusiveness

The “Amani” campaign messages are developed on different supports: posters, animated videos, song, brochures for outreach workers and facilitators’ guides for group activities. The campaign will also produce business cards for social workers involved the campaign, scarves, t-shirts, notebooks, balls, colouring and story books.

Humanitarian partners will use these tools in their activities with community members, display posters, distribute the campaign products and screen the films to facilitate discussion, debate and action to better protect boys, girls, women and men from violence and other kinds of harm. In order to mainstream adequately the messages, trainings are planned to make sure humanitarian staff receiving persons of concern provides counselling in an adequate manner.

Partners in the campaign will also encourage refugees and Jordanians to join in and arrange activities within their own communities to raise awareness on how to stay safe and what to do if you or someone you know experiences violence, abuse or exploitation.

EDUCATION

Refugee children in Azraq receive their first learning opportunities

With Azraq camp opened since 30 April and more than 2,500 school-aged children already living in the camp, there is a vital need for immediate education support. Children who have missed a year or more of school may indeed struggle to re-enter formal schooling because they cannot catch up or are put in grades below their age.

To address this need, as the formal classes will only start with the beginning of next school year in September, actions have been undertaken to avoid that these kids fall further behind in their school learning. Since the opening of the camp, the Norwegian Refugee Council (NRC), in coordination with UNICEF, is registering refugee children and, since 27 May, has started proposing “catch-up” classes in Arabic, English, mathematics and science, based on the Jordanian curriculum and taught by Jordanian teachers. In addition, Relief International (RI) is conducting hygiene promotion sessions for students involved in the intakes and children can enrol in recreational and sports activities. As of 1 June, 540 students had registered for the programme. Since attendance has varied, partners are following up with families to determine reasons for irregular attendance.

In Zaatari, NRC estimates that a quarter of all children have missed more than one year of schooling.

Ensuring continuity and validity of learnings of Syrian refugees attending classes in urban areas

In host communities, UNICEF is working closely with the Ministry of Education (MoE) to clarify completion criteria for the school year 2013/2014 and ensure that Syrian refugee students who have enrolled during the second semester will not fail and lose more years of school.

“Even if they have been out of the system for long periods of time, we want to see Syrian refugee children and youth access quality education and learning opportunities that prepare them for the future.”

Robert Beer, NRC Jordan Country Director

Building on life skills and civic engagement of a new generation of adolescents

In May, a core national life skills team of trainers was formed and trained by UNICEF. A total of 55 participants from 25 different agencies working in camps, host communities, as well as several national/local agencies participated in the 12-day training. These trainers are responsible for leading and implementing the process of rolling out basic life skills training in Jordan. The team will provide support for the dissemination, training of other trainers in their respective agencies, implementation, monitoring and evaluation and quality assurance of life skills, ensuring alliance with the indicators set and harmonization with other agencies. In 2014, the life skills program seeks to provide support to 12,000 youth and adolescents aged between 10 and 24 years old, including civic engagement and increasing opportunities for employment.

FOOD SECURITY

Developing the e-voucher food system and distributing in-kind food assistance

Since the beginning of the conversion from paper voucher to e-card, WFP in partnership with UNHCR has verified **57,105** cases.

WFP reached 81,284 of the 93,655 individuals on the UNHCR manifest with food voucher assistance in Zaatari. The first June cycle of voucher distributions began on 2 June with plans to reach 83,834 beneficiaries. With the finalization of the verification exercise and the decrease effectively noticed in the camp population, WFP reduced the bread distribution from 19.3 mt to 18.3 mt.

In Azraq, WFP and its partner ACTED completed the second general voucher distribution cycle on 29 May. Out of a planning figure of 6,800 individuals based on the UNHCR camp manifest, 3,922 were reached with food assistance.

In host communities, WFP reached a total of 454,697 Syrian refugees with e-card and paper voucher food assistance in all governorates of Jordan. WFP, in partnership with UNHCR field staff, completed e-card distributions in Aqaba governorate during the reporting period, in addition to previously covered governorates: Zarqa, Ma'an, Tafila, Karak, Ajloun, Jerash and Balqa as well as Ramtha district in Irbid, and Bayader Wadi Al Seer and Tabrbour districts of Amman. Distributions are ongoing in Mafraq and Jabal al Hussein in Amman. WFP expects to complete the initial rollout by the end of July 2014.

The Jordan Hashemite Charity Organization for Relief and Development (JHCO) also ensured the distribution of in-kind food aid to 11,003 vulnerable Syrian refugees disposing of a service card in six governorates of Jordan: Amman, Balqa, Irbid, Karak, Mafraq and Zarqa.



A Syrian mother receiving her E-voucher in Jerash distribution point ©WFP/D. El-Kassaby

HEALTH

Enhancing public health surveillance to protect the wellbeing of both Jordanian and refugee populations

WHO and the Ministry of Health (MoH) have completed the training of 50 pilot sites on public health surveillance in Zarqa, Irbid and Mafraq governorates. The pilot sites in these three governorates are currently implementing the enhanced system of public health surveillance.

This new mechanism aims to improve the public health surveillance and monitor the epidemiology of priority public health diseases (communicable and non-communicable diseases). The surveillance system will also monitor the status and functioning of the national health system in Jordan in response to the Syria crisis. This pilot scheme has been well received within the MoH facilities. WHO and MoH will now expand this project to cover 600 sites across the country (200 sites in the coming 6 months).



Scaling up services for mental, neurological and substance use disorders

As part of its continued implementation of the Mental Health Gap Action Programme (mhGAP), WHO in collaboration with MoH delivered a 6-day training between 27 May and 3 June targeting 26 MoH primary health care workers from Amman, Mafraq, Irbid and Ramtha. The training was delivered by WHO and MOH mhGAP trainers.

The global mhGAP program was launched by WHO in 2008 to scale up services for mental, neurological and substance use disorders in low and middle income countries. A major component of the programme is the integration of mental health into primary health care, targeting priority conditions, including depression, suicide, psychoses, child and adolescent disorders (including developmental and behavioural), epilepsy, dementia, alcohol use disorders, substance use disorders and medically unexplained complaints.

WASH

Responding to WASH needs in camps and urban areas

In both Azraq and Zaatari camps, UNICEF and its implementing partners continued provision of essential WASH services: water supply through water trucking, desludging of septic tanks, solid waste management and hygiene promotion. In addition containerized wastewater treatment plants are being installed through Water Authority of Jordan, Ministry of Water and Irrigation. These plants will be commissioned by September 2014. While meeting these critical needs, UNICEF along with WASH sector partners is working on design of water network and drilling of a third borehole for Zaatari. At the moment, the two existing boreholes are

enough for catering the water needs of around 70 percent of the camp population. With the third borehole, all the water to the camp would be supplied through internal sources. UNICEF along with UNHCR and other partners is also working on the optimal design for the sewerage network in Zaatari.

In response to needs in host communities, UNICEF supports JEN, RI and ACTED for renovation of WASH facilities in 265 host community schools affected by the Syrian refugee influx. Additionally UNICEF is proceeding with 10 water and sewerage repair/rehabilitation projects in Irbid, Mafraq and Zarqa which will benefit approximately 800,000 Jordanians and Syrians.

SPECIAL EVENT

Raising awareness and mobilizing resources to protect the environment

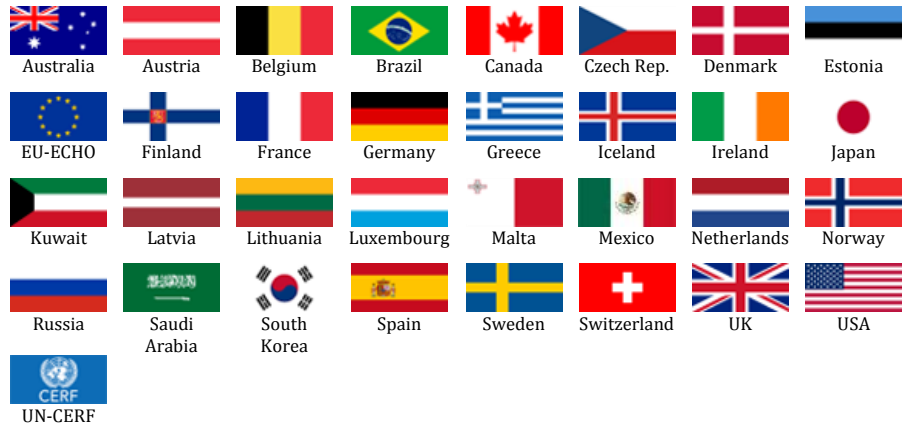
Various humanitarian actors organized a serie of events to celebrate the World Environment Day (5 June) in different governorates of Jordan. In Balqa, Oxfam invited a group of 61 Syrian and 19 Jordanian children, as well as 20 parents from the governorate, to take part in the celebration. The children watched a puppet theatre play on the importance of protecting the environment, water conservation and tree planting. Following the show, the performers facilitated an interactive discussion with the children that highlighted what they learned and encouraged them to share their knowledge with their peers. The children, along with their parents and Oxfam staff, planted trees and discussed their benefit to the environment. Every participant was given a plant to take home.



In Zaatari equally, UNHCR and its partners mobilized refugee population to plant some 400 trees, while 40 grey water gardens were installed in different places of the camp. 60 field staff from the district teams were trained in grey water filtration garden methodology, involving

briefings and practical demonstrations for staff. The project will be rolled out across the camp in the coming weeks.

Donors to the humanitarian response in Jordan



Have contributed to this report

This report is produced by UNHCR on behalf of humanitarian organizations working on the Syrian refugee response in Jordan. The report is based on information provided by the UN Refugee Agency and partner agencies. For more information, please contact Marc Fawe at fawe@unhcr.org.

Additional reports and publications can be found on the Jordan page of the Syrian refugee response web portal data.unhcr.org/syrianrefugees.

