



## Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,  
Date 07/02/2017 – 13:00

Chair: Hashim M.E.M. Sharief [sharief@unhcr.org](mailto:sharief@unhcr.org)



All new activities in the camp MUST be approved and coordinated with: (a) the government (b) camp management. Camp management will approve requests supported by the relevant sector and if they are cost effective, focused, constructive and have the greatest possible impact. All activities in the camp have an effect on overall security, so it is imperative to go through the correct procedures before commencing any activity in the camp. Any organisation that does not respect this condition will have their permission to operate in the camp revoked by camp management. Contact Hashim M.E.M. Sharief, [sharief@unhcr.org](mailto:sharief@unhcr.org).

Camp Management	
For all health related issues.	Ohammed abu Khudair, <a href="mailto:Khudair9@hotmail.com">Khudair9@hotmail.com</a> Iyad Shtayiat, <a href="mailto:SHTAYIAT@unhcr.org">SHTAYIAT@unhcr.org</a>
For all protection related issues.	Sergii Lavrukhin, <a href="mailto:lavrukhi@unhcr.org">lavrukhi@unhcr.org</a> Manushaqe Zefi, <a href="mailto:zefi@unhcr.org">zefi@unhcr.org</a>
For All WASH related issues	Abrassac Kamara, <a href="mailto:abkamara@unicef.org">abkamara@unicef.org</a> Jill Hass, <a href="mailto:HASS@unhcr.org">HASS@unhcr.org</a>
For all community services related issues.	Irene Omondi, Community Services Officer <a href="mailto:omondii@unhcr.org">omondii@unhcr.org</a> , 0796324611
For all security related issues. Incident reports should be completed for all incidents and be shared with the Field Security Advisor.	Ala Almadani, <a href="mailto:almadani@unhcr.org">almadani@unhcr.org</a> Capt. Mahmoud Qasqas, <a href="mailto:Mahmoudqasqas@yahoo.com">Mahmoudqasqas@yahoo.com</a> Ma'en Al-Alem, <a href="mailto:maen.alalem@rescue.org">maen.alalem@rescue.org</a>
For all site planning issues.	Pheobe Goodwin, Associate Site Planner Officer <a href="mailto:GOODWIN@unhcr.org">GOODWIN@unhcr.org</a> , 079501 6246
For all registration issues.	Noor Khrino, Registration Associate, <a href="mailto:khrino@unhcr.org">khrino@unhcr.org</a> , 0790067563
For all issues related to the electricity network.	Yanal Madanat, Electrical Engineer Associate <a href="mailto:almadana@unhcr.org">almadana@unhcr.org</a> , 0797056990
For Basic Needs and Livelihoods related issues.	Livia Das Neves, <a href="mailto:dasneves@unhcr.org">dasneves@unhcr.org</a> Chris RINGER, <a href="mailto:chris.ringer@acted.org">chris.ringer@acted.org</a>
For All Education related issues.	Shorouq Fakhouri, <a href="mailto:sfakhouri@unicef.org">sfakhouri@unicef.org</a> Irene Omondi, <a href="mailto:omondii@unhcr.org">omondii@unhcr.org</a>
For all issues related to diplomatic missions, the media, private donations, research and new projects proposals.	Gavin David White, External Relations Officer, 0798175813, <a href="mailto:whiteg@unhcr.org">whiteg@unhcr.org</a> Atallah M. Mashagbeh, Head of Public Relations, SRAD, 0772464863 <a href="mailto:atallah_mashagbeh@yahoo.com">atallah_mashagbeh@yahoo.com</a>

## A. Security

- Upcoming events: UNHCR Field Security Unit along with the Jordanian Civil Defense and IRD are coordinating firefighting sessions for CfW volunteers. Each session will be targeted for the CfW volunteers for the organizations that have their activities on those specific districts. The first session will take place this Wednesday , February 8<sup>th</sup>, 2017 between 10:00 am till 12:00 pm at IRD's communal Center/District #6.
  
- Incidents:
- **24 Jan 2017, Zaatari camp, at 09:00 am:** Police Camp arrested a Syrian refugee and referred him to Mafraq Prosecutor for theft.
- **26 Jan 2017, Zaatari camp, at 09:00 hrs:** Police Camp arrested a Syrian refugee while he was attempting to smuggle Cigarettes and Alcohol through the berm to the Camp. SRAD referred him to District Governor.
- **30 Jan 2017, Zaatari camp, at 09:00 am:** Police Camp referred (2) Syrian refugees Mafraq Prosecutor for threatening others.
- **30 Jan 2017, Zaatari camp, at 06:00 pm:** Police Camp arrested a Syrian refugee while he was attempting to smuggle three Gallons of Benzene through the berm to the Camp. SRAD referred him to District Governor.
- **31 Jan 2017, Zaatari camp, at 12:05 pm:** Following a clash, Police Camp arrested Five Syrian refugees. SRAD released them after they signed an undertaken not to repeat it again.
- **02 Feb 2017, Zaatari camp, at 10:30 am:** Police camp referred a Syrian refugee to northern western Badia governor for using fake documents.
- **04 Feb 2017, Zaatari camp, at 11:00 am:** police camp arrested (4) juveniles' Syrian refugees for theft. The SRAD referred them to court.

## B. Registration

- Transfers to Zataari camp:
  - 26 individuals were transferred to Zaatari camp as follows:
  - 18 individuals were transferred from Azraq camp.
  - 8 individuals were transferred from urban areas.
- Departures to third country:
  - A total of 126 individuals traveled to third country, among them, 14 individuals were residing and registered in Zaatari camp, while 122 individuals were residing in urban areas.
  - The main reason for their departure was to join family members in the third country of travel.
- Spontaneous Departures to Syria:
  - A total of 127 Individuals were inactivated for spontaneous departure to Syria, among them 19 individuals were registered and living in Zaatari camp and 108 individuals were living in urban.
  - Dara is the main city where refugees departed to.

- Main Reasons of the departure to Syria were: reunification with family members in Syria and living cost outside the camp.
- Bailouts:
  - A total of 1 individual was bailed out according to the information reported to UNHCR.
- Registration of new Birth:
  - 131 babies were added to their parents cases, among them (61) Girls and (70) Boys (Birth notifications were presented).

### C. WASH

#### **WATER SUPPLY**

- Disinfection of public water storage tanks is being wrapped up in all the institutions. The WASH sector is concerned that some institutions are refusing to have their water tanks disinfected, stating that the water tanks are not used for storing drinking water. As per the agreed water quality guidelines, it is required that all domestic water storage tanks are routinely disinfected. Therefore, the sector have agreed that any tank that we could not disinfected will not be filled.
- Water supply is ongoing and stable. All three wells are functioning, meeting the camp needs.

#### **SANITATION AND HYGIENE PROMOTION**

- Dislodging is ongoing with, with average 2,000m3 of wastewater managed daily, with 72% treated internally.
- Construction of the wastewater network in the remaining blocks of D10 affected by UXOs is in progress, still discovering more UXOs.
- Installation of concrete septic tanks is ongoing in all institutions in the camp.
- Solid waste management is ongoing, with estimated 450m3 of waste collected and disposed of daily.
- A brief will be provided/presented on the water and wastewater network.
- The WASH sector is in discussion with the Health team on arrangements for hygiene promotion in schools.

#### **WASH STORM RESPONSE**

- During the month of January, the WASH sector responded effectively to rainstorm in the camp. Due to extensive preparatory works undertaken, the storm did not result in severe flooding across the camp.
- The sector will later review the severe weather response to identify gaps and work on further strengthening its preparedness.
- We wish to kindly request all ;
  - Not to block natural drainage channels to construct footpaths.
  - Consult the sector if you wish to undertake any civil works so that we could provide flood prevention guidance.
  - Store all assets/ equipment/supplies on shelves or elevate platforms.

### D. Health

<b>From 17<sup>th</sup> – 27<sup>th</sup> January 2017</b>	<b>W03</b>	<b>W04</b>	<b>Total</b>
Total Consultations	13,885	12,631	26,516
Acute Health Conditions	8,734	7,755	16,489
Chronic Health Conditions	2,449	2,086	4,535
Reproductive tract infections	131	144	275

Referrals outside the camp	140	174	314
Live births	74	68	142
Mortalities	7	3	10
Outbreaks alert	3	1	4

#### E. Food

- **Healthy Kitchen updates :**

- RHAS completed the final stage of Healthy Kitchen project construction in Za'atari; Mafraq sub office allocated the HKP inside WFP food distribution point (FDP) in district 4 with a production capacity of 5000 Meals a day.
- WFP exploring and working to increase the capacity of production capacity, hence WFP will setup more three kitchens in the camp in order to cover all schools students with a maximum capacity of 20,000 student for the 4 HK.
- Through H.K project, roughly 70 workers between men and women will be working in this project, UNWOMEN will lead the hiring process in full engagement / coordination with BNLWG. And for the three new H.K the total will reach around 280 workers.
- WFP Healthy Kitchen project as planned to start (production simulation) within 2 weeks, and will produce 5000 meal as a daily basis to cover all formal schools in Zaatari camp starting 1st of March.

- **School feeding :**

- WFP will resume the school feeding (date bars distribution) in all formal schools in Za'atri camp, at the beginning of new semester tomorrow 07Feb 2017.
- MOE decision, MOE decided / informed WFP not to provide the informal education schools in Zaatari camp, only for the formal schools.

Camps E-Card Distribution Plan January 2017				
Camp Name	NO. OF Cards	NO. OF Beneficiaries	Voucher Value(20) JOD	Voucher Value (28.25) USD
Za'atari Camp	16,637	73,270	1,465,400	1,468,880.00

- WFP through local contractor, started maintenance and repairing for all WFP food distribution sites, WFP planned accordingly not to interrupt / effect any activities / distributions especially the daily bread distribution in all sites around the camp.
- According to UNHCR, as of 06 Feb, 79,614 Syrian refugees are registered in Za'atari Camp, around 50% of whom are female.
- In addition, WFP provided around 184 welcome meals to special cases at Za'atari camp reception area through NRC in the reporting period.
- In Za'atari camp, 826 new arrival vouchers were distributed by SCI in addition to 143 general paper vouchers for special cases.
- WFP through SCI is providing the camp with 16.000 MT of fresh bread on a daily basis since November 2012.
- WFP is distributing welcome meals in Raba Al Sarhan through the International Organization for Migration (IOM) to 80 beneficiaries newly entered Jordan.

#### F. Protection

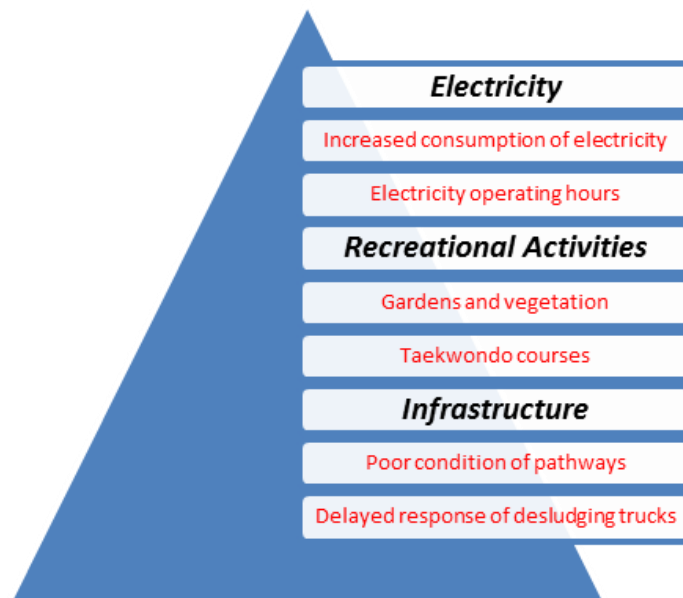
- **Child Labor Study:** Child Labor Task Force has finalized the tools - Guidance, Methodology for the Child labor assessment/study and is under process for approval by BNLWG. The study is aiming at documenting trends of working children living in Za'atri Camp and assessing the effectiveness of services provided to address child labor issues. The findings of the study will be used to support in guiding the

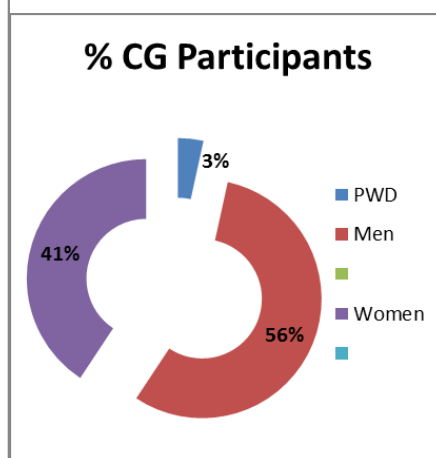
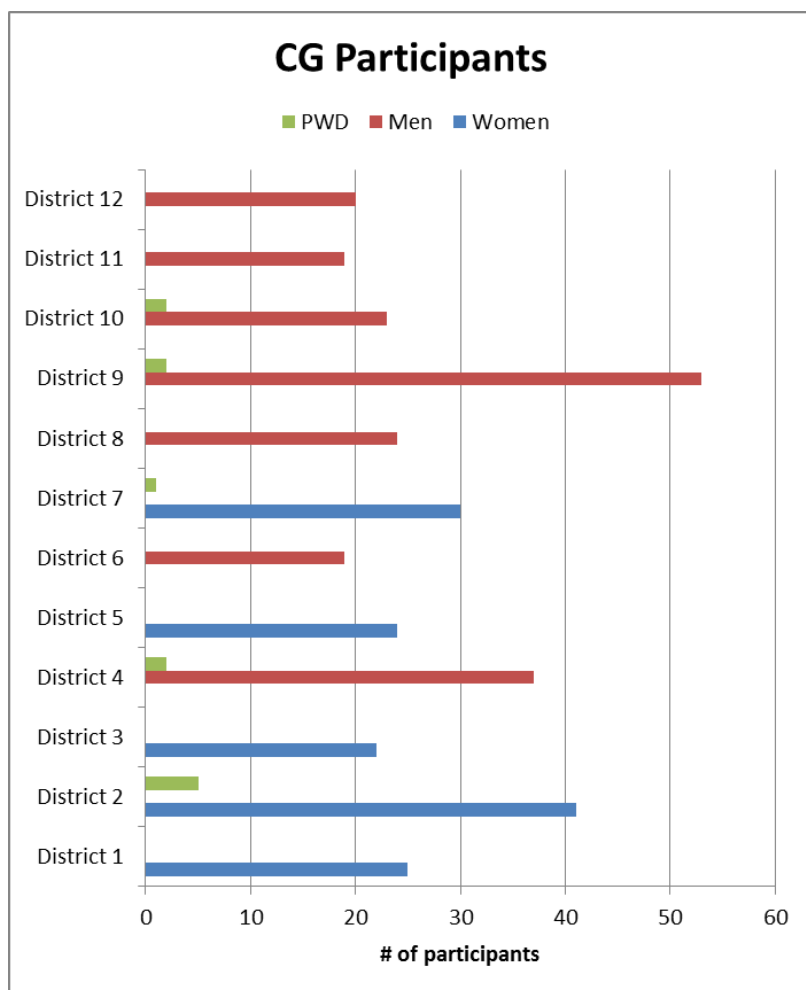
child protection service providers in Za’atari Camp to design programmatic solutions that address child labor. The results will also inform the coordination mechanisms between the child protection sector and other sectors that could play a part in addressing child labor. SCJ consultant is leading the assessment, supported by CP/Protection partners.

- **Safety Audit exercise:** PWG is working on the tools (questionnaires) for Safety Audit exercise in the camp. The last Safety Audit report finalized in January 2015 will be the baseline. The exercise will focus on the below areas: Access to services and assistance; Safety in common areas and buildings: schools, common spaces for children and outside schools); safety in market places; camp infrastructure - Lighting and Safety of children in the street. Several issues are cross-cutting different sectors, thus related part of the questionnaires will be shared with related sectors for feedback.
  - Methodology: FGD and individual interviews. Make sure that persons with disability are included as well as representatives from different geographical areas and/or specific communities/groups.
  - Groups: disaggregated by gender (Male – Female); single HH; normal HH; elderly; children and young adults disaggregated as below: 10-14y/o; 15-17y/o; 18-24y/o
- **2017 Workplan:** Protection sector (WG and SWG) is working on 2017 workplan including the planning and timeframe for trainings.

**G. Community Services**

- **CMWG Highlights:**
  - Community mobilizers from partner organizations have attended a brief presentation regarding the second phase of the Waste and Water Networks projects, where UNICEF provided an overview that included basic information and FAQs regarding the projects.
  - The CMWG 2017 work plan is currently being discussed with the members. When it is finalized, it is going to be shared with all CMWG members.





Bi-weekly sector updates:

Sector	Sub topic	Response	Action Point
BNLWG	No equal access to CFW opportunities for refugees: Refugees raised a concern that some do not have the same access to CFW opportunities as others who have worked with one NGO and moved to another looking for better salary. A great number of families never had the chance to engage in any CFW opportunity.	<b><i>Waiting for sector response</i></b>	UNHCR (Yamen Shalabi): Starting from the beginning of 2017, all CFW opportunities provided by agencies in Za'atari camp will be entered in UNHCR RAIS module to prevent duplication of CFW opportunities at the volunteer and household level. However, teachers and highly skilled volunteers are excluded from being rotated. Also, there will be an improvement on the employment mechanism, starting from the beginning of 2017.

	<p>Some volunteers have held a CFW position for more than a year without rotation: Participants stated that guards, cleaners, and the distribution workers who work at the NRC distribution center at D10 are not being rotated. They also added that excavation workers who were hired by ACTED have not been rotated since the sewage system project started about a year ago.</p>	<b><i>Waiting for sector response</i></b>	<p>ACTED (Mohammad Soud): 65 volunteers will be terminated in 2017 and the positions will be opened again in order to give the opportunity for others who did not benefit from the CFW program.</p>
	<p>PWDs are not fully included in CFW program: Refugees raised a concern that PWDs' urgent need to benefit from the CFW program is not taken into consideration by service providers that offer CFW opportunities. This is a concern, since some PWDs have families to support and no means to do so. In addition, PWDs do not have an equal chance at accessing other sources of income, such as working outside the camps, while other community members do.</p>	<b><i>Waiting for sector response</i></b>	<p>UNHCR (Yamen Shalabi): UNHCR will cooperate with other NGOs to set a certain percentage of PWD volunteers in the CFW program.</p>
Protection	<p>Harassment at schools is not taken into consideration by concerned NGOs and security authorities: Refugees are concerned about the frequent harassment incidents that their daughters are exposed to by youth male students who overlook customs and traditions. These harassment incidents usually occur in front of schools' gates, and because of that some parents have forced their daughters to leave school.</p>	<b><i>Waiting for sector response</i></b>	<p>IMC (Manar Rawaqah): IMC started to raise public awareness on harassment through puppet theater for children on November 27th. Brochures were distributed to children, and awareness sessions were conducted for girls and will continue to be implemented.</p> <p>IFH/NHF (Doaa Omari): From November 25th to December 10th 2016, IFH has been conducting awareness sessions about harassment at schools.</p>

Education	<p>Postponement in establishing preschools at elementary schools:  Refugees raised a concern saying that the school administrators refused to register most of the children at preschool age. The parents were informed that they would need to wait another full year before enrolling their children in the first grade without letting them take the preschool program. This has been a concern since all the elementary schools promised to establish preschool programs for six year old students at Za'atari camp schools.</p>	<b><i>Waiting for sector response</i></b>	UNICEF (Ghufran Othman): UNICEF is planning to establish three preschools in Za'atari camp, in cooperation with the Ministry of Education in February 2017.
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#### H. Education

- 7<sup>th</sup> February is first day of second semester.
- A comprehensive L4A campaign is going on in the camp implemented by UNICEF Education partners. The campaign is focusing on retention of current students, new enrollment of all of those who are out of school with summer compensation for the missed first semester , catch up and informal education.
  - More information will be shared on numbers and new enrollment once we have it in the coming week.

#### I. Youth Taskforce

- **Workshop:** A workshop was held at IRD D2 with YTF members and youth volunteers to plan for the 2017 Work Plan. The session was well attended with 30 participants. The WP had been translated into Arabic to facilitate the work and most of the day was conducted in Arabic. The groups were split according to the 5 objectives and based on interest. At the end all groups had the opportunity to input into the other 4 groups. The inputs are being incorporated into the new WP in English and Arabic by NRC. The inputs have been translated into English and are being discussed and validated by YTF members.
- **Field exchange visits:** The plan for 2017 was discussed with YTF members to ensure that the good practice of 2016 is repeated this year of having visits to youth sites in the camp and learning about members' youth programming. It is also an opportunity for youth volunteers to attend the YTF meeting. The next field visit will be held on the 21st of February by FPSC for its "Mark of Hope" play, hosted by IRD D2.
- **Meeting schedule change:** The YTF members agreed to start holding the meeting on a fortnightly basis on the same day and time (Tuesday at 10:30 to 11:30), and to have it coincide with CMC meeting days but not with BNLWG meetings, which are also every other Tuesday.
- **Youth Participation:** It was agreed together with Camp Management that the YTF will continue to attend the field exchange visits as one forum for them to raise issues and provide feedback to the group. The second meeting per month will be held for service providers only. A YTF member from UNHCR will follow up to see whether Community Gatherings can be held for youth in 2017 as well.
- **Focal Point System:** The YTF focal points were updated and the updates will be systematically included once a month in YTF meeting agendas.



## J. Basic Needs and Livelihoods Working Group

- Assessments
  - REACH in the middle their camp Census, which will include a WASH assessment this year. This means that partners will likely have updated population statistics at district, block, and camp level at the end of March or early April.
  - Approval for Child Labor Assessment from Save the Children ongoing.
  - Results of GIZ mobile-based transactions research finalized and will be shared at the BNLWG on Feb 28<sup>th</sup>.
- Livelihoods
  - WFP to present on Healthy Kitchen *expansion* on Feb 28<sup>th</sup>. Original BNLWG approval for single Healthy Kitchen site was given in December.
  - Water and Wastewater Network Phase 2 CfW discussions are underway. This project will mostly employ semi-skilled CfW volunteers, however the expected number of positions remains uncertain.

### NFI Center:

- NFI Kits: Number of kits is 1656 Kit to cover 234 Family.
- Hygiene Cash 835 JOD for 159 Family.

## K. Site planning

- NRC has completed the total station surveying of the following master plan components for Districts 5, 8, 9 and 10:
  - Asphalt roads.
  - New service facilities (boundaries of new sites or expanded sites for NGOs/institutions and warehouse/storage spaces)
  - Household boundaries.
  - Electrical lighting poles (medium and low voltage)

These updates have been transferred to the live master plan file by UNHCR Site Planning (NB: use of 'live' is deliberate to reflect the nature of the 'latest' master plan always being updated and modified on a regular basis). NRC will continue their surveying verifications in the remaining Districts until all are complete. Expected completion within the next few months.

- ACTED will commence construction of the 6th and final rainwater culvert in D9 on 7 February 2017.
- The total number and location of prioritized storm water culverts for UNHCR to construct under existing roads has been finalized; there will be 15 built, 7 of which are located along the ring road in order to allow surface water runoff to escape the camp. Please see the map attached ("170206\_Culverts\_UNHCR+UNICEF\_gaps.pdf") for the specific locations of these culverts, highlighted in blue.
- 4. The RefuGIS Project Stage 1 has continued, where Cash for Workers are collecting GIS data in the field to verify if households, registered from the 2016 camp restructure, are still living in their allocated plots. In addition, the locations of newly built mosques, uncovered during this process, have also been recorded by the CFWers. All accurate information is regularly being updated in the live master plan file by UNHCR Site Planning. For the month of January 2017, data collection revealed 19 new vacant plots in D01 B06 and 5 in D07 B18.
- Household Relocation Protocols for all implicated agencies and focal points. Please see attached for the proposed flowchart of the 3 x main scenarios that arise with HH address changes, providing a District Field Focal Point-led SOP that outlines the steps necessary to follow (who does what when etc.) and a desired checklist (word document) to complete once the approved relocation process is complete. The following crucial multi-sector questions remain:
  - A. What is the clear definition of a "justified relocation"? When and how exactly should the Field Focal

Point say “no” to an “unjustifiable” request?

- B. What are the tools for enforcing this decision if the Field Focal Point reports the relocation reason is unjustified and/or the new location is not technically viable (i.e. cannot connect to utilities)? This is especially difficult when a household has already moved and refuses to return to their original plot.

**L. Energy:**

- Change of electricity supply hours: As of Thursday February, 9th, electricity supply hours to refugees will be changed to become 8 hours from 17:00 – 1:00.

**M. External Relations**

- **Official Missions:** 24th January, Saudi National Committee (SNC) – 29th January, Zain Kuwait – 30th January, AABU, Kings College London, American University in Beirut, – 31st January, Siemens – 2nd February, US Foreign Agriculture Service (FAS) – 6th February, Ambassador of the Kingdom of the Netherlands.

**N. AOB**

- The next CMC will be on the **21<sup>st</sup> February 2017** in Zaatari Base Camp, Conference Room 1, at 13:00.