



The UNHCR Help Desk in Jerash answered 144 inquiries during two sessions on 4 and 18 November. ©UNHCR/N. Algharibeh

The vast majority of Syrian refugees in Irbid, Jerash, and Ajloun governorates are scattered in urban and rural areas, living outside of camp settings. In these host communities, they rent and share accommodation and access essential services, including education

and health care. FO-Irbid conducts registration of new cases and renewals of Asylum Seeker Certificates, provides counselling, manages help desks, and works with partners to provide protection services and shelter assistance. UNHCR also manages, in cooperation with the Government of Jordan's Syrian Refugee Affairs Directorate (SRAD), two camps that were established at the beginning of the crisis: King Abdallah Park and Cyber City.

KEY FACTS



Population of concern

(As of 17 November 2015)

Irbid: **139,500**

Jerash: **10,252**

Ajloun: **9,089**

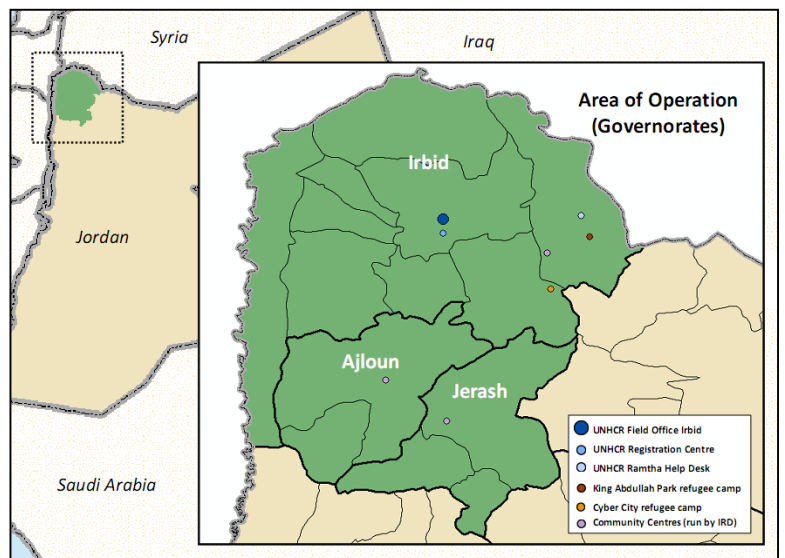
Camp populations

King Abdallah Park: **637**

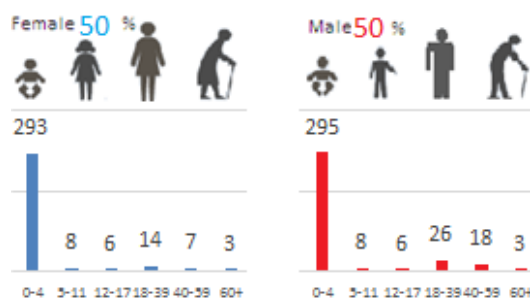
Cyber City: **267**

UNHCR Presence at FO-Irbid

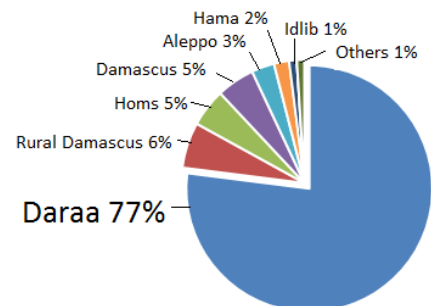
Staff: **23** UNHCR (3 international, 20 national), **31** UNOPS



October Registrations - Age/Gender Breakdown



Total Registrations - Place of Origin



20%

Increase since October in total inquiries answered at the Irbid, Jerash, Ramtha, and Ajloun help desks in November, for a total of 2,691 inquiries

9,750

Syrian families scheduled to receive winterization assistance in Irbid, Jerash, and Ajloun, plus 62 Iraqi families

9,536

Cumulative number of document requests processed by Irbid Registration Centre for the Ministry of Interior's urban verification process, as of November 30

HIGHLIGHTS

UNHCR Holds Information Session on Health Services for Iraqi Refugees in Irbid

UNHCR hosted an information session on health services for Iraqi refugees on 11 November at the Prince Ali Club for the Deaf. In addition to UNHCR, health partners Jordanian Health Aid Society (JHAS), CARITAS, International Institute for Psychological Development, Takaful Charity Society, and International Rescue Committee participated. The session increased awareness of the agencies providing services free of charge to Iraqi and reconfirmed the provision of primary health care, free of charge, by JHAS to Iraqis who cannot afford access to public health services.

World Bank delegation visits urban refugee families in Irbid and Husn

On 15 November, FOI hosted a visit to Irbid by a delegation from the World Bank, which included Executive Director Merza Hasan and US Executive Director Matthew Mcguire. The visit focused on the impact of the cash program for refugees outside of camps. The delegation attended a presentation by municipalities in Irbid about the infrastructure improvements funded by the World Bank during the past year. Following that event, FOI briefed the delegation on the cash program, then facilitated their visit to the homes of two families in Irbid and Husn who are receiving UNHCR monthly financial assistance.

Community Support Committees Conduct Array of Social Activities

Refugees and host community members participated together in 16 varied CSC activities in Irbid, Jerash, and Ajloun in November. These included an awareness session about informal education on 2 November in Aidoun (Irbid), a disability task force discussion on 9 November in Amman, a tennis championship on 19 November in Ajloun, three legal aid sessions, and awareness sessions on winter health and gas heater safety, as well as recreational activities like basket making and crochet.



On 23 November, 20 women (15 Syrian and 5 Jordanian) participated together in a CSC activity in Jerash where they learned how to crochet.
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Urban Verification and Document Return Process Continues

Following the Cabinet's decision to reduce the fees for the Health Certificate from 30 JD to 5 JD for registered Syrian PoCs above the age of 12 years in order to facilitate the urban verification procedure, FOI conducted monitoring visits to the 9 accredited health centers in FOI's AoR and confirmed that the reduction of fees is indeed being implemented at all the centers. Meanwhile, FOI issued the first 'Statement of Address' on 9 November and a total of 65 Statements of Address during the month of November. The document return continued at the designated 4 Police Departments in FOI's AoR.

WORKING WITH PARTNERS

UNHCR's implementing and government partners in Irbid, Jerash, and Ajloun include:

[Arab Renaissance for Democracy and Development-Legal Aid \(ARDD-LA\)](#) | [International Relief and Development \(IRD\)](#) | [International Medical Corps](#) | [Jordanian Hashemite Fund for Human Development \(JOHUD\)](#) | [Jordan Health Aid Society \(JHAS\)](#) | [Noor Al Hussein Foundation \(NHF\)](#) | [Syrian Refugee Affairs Directorate of the Ministry of Interior](#) | [Ministry of Planning and International Cooperation](#)

In addition, UNHCR works with and coordinates the activities of several other operating partners on the ground. In the urban setting, Field Office-Irbid holds monthly Operational Coordination Meetings for all partners operating in Irbid, Jerash, and Ajloun, as well as biweekly Referral Coordination Meetings for field-level caseworkers. For King Abdallah Park and Cyber City Camps, Field Office-Irbid holds biweekly protection coordination meetings as well as biweekly general coordination meetings. Together with coordination from Amman and the use of online tools, these efforts increase cooperation and awareness among partners, minimize duplication in projects, improve knowledge sharing, and help actors to address gaps more efficiently.

For further information:

Katherine Dunn, Associate Field Officer, dunnk@unhcr.org

www.facebook.com/UNHCRJordan

Jordan Regional Refugee Response Inter-agency Information Sharing Portal: <http://data.unhcr.org/syrianrefugees/regional.php>