



## Camp Management and Coordination (CMC) Meeting Minutes

UNHCR Base Camp,  
Date 04/04/2017 – 13:00



Chair: Rehab Osman Khalifa, [khalifar@unhcr.org](mailto:khalifar@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 Sharief, [sharief@unhcr.org](mailto:sharief@unhcr.org)

Camp Management	
For all health related issues.	Mohammed 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>
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.	Rehab Osman Khalifa, Community Services Officer <a href="mailto:khalifar@unhcr.org">khalifar@unhcr.org</a> , 0774945654
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.	(Vacant) External Relations Officer

Action points following the Meeting of 21/3/2017

Reference	Action Needed	Required from	Time Frame	Status Pending/Completed
SRAD/04/17/4	Further to a request made to CMC members on 01/03/17 for all partners to provide details of the percentage of national staff in each organization's operations in Zaatari Camp, a final request was made for those who did not provide the required information to provide their inputs by 18/04/17.	All organizations that have not provided this information yet	18 April	26 organizations responded
Edu/04/17/1	UNICEF to share update on the complaint mechanism discussion with DoE which is planned to take place next week. Update should be shared by the CMC members.	UNICEF	18 April	Pending
Field/04/17/2	CFW partners approached by Livia that have contacted UNHCR at <a href="mailto:joramdat@unhcr.org">joramdat@unhcr.org</a> must <b>sign the standard RAIS MoU</b> in order to be granted access to the CFW Module on RAIS.	All Sectors	6 April	Pending
Health/04/17/3	Further to a request made to WFP on 7 March in relation to the Healthy Kitchens initiative, Camp Management needs to share a monitoring plan for the provision of healthy meals within the camp.	WFP	2 <sup>nd</sup> week of April	Pending action point from the last 2 meetings therefore an urgent action is required from WFP
Energy/04/17/1	Partners and NGOs are recommended and encouraged to prepare their lists of refugee candidates who are willing to participate in phase II of electrical training and share them with Energy Unit for further arrangement.	All Sectors	6 April	Pending
Cord./04/17/1	Share the camp's strategic plan with CMC members	UNHCR	18 April	Pending
WASH/04/17/1	Meet with Site Planning to agree on the definition of household boundaries and their connection with WASH services, for communication by our field teams.	WASH, SP, Protection	18 April	Pending

**A. Security**

- **30 March 2017, Zaatari Camp, District 10, Block 8, at 10:30am:** An unexploded ordnance (UXO) was found by a refugee in district (10) near Abu Baker Mosque while he was cutting grass. Camp Police was notified, Explosive Ordnance Disposal team (EOD) responded and cleared the area.
- **01 April 2017, Zaatari camp, District 5, Block 1, at 06:00 pm:** A fire erupted in a caravan due to an electric fault. Civil Defense put the fire out. No injuries.

## B. Registration

### **Transfers to Zataari camp:**

- 9 individuals were transferred from Azraq camp.
- 5 individuals were transferred from Amman and Irbid to Zaatari to be reunited with nuclear family members in the camp.

### **Registration of new Birth:**

- 132 babies were added to their parents cases, among them (59) Girls and (73) Boys (Birth notifications were presented).

### **Transfers from Zataari camp:**

- Individuals were cleared to be transferred to EJC camp.

### **Travel to Third country:**

- A total of 80 individuals traveled to third country, among them 17 individuals were residing and registered in Zaatari camp, while 63 individuals were residing in urban areas.

**The main reason of departure for Zaatari camp and urban residents is:** Joining family members in a third country.

### **Spontaneous Departures to Syria:**

- A total of 104 Individuals were inactivated for spontaneous departure to Syria, among them 39 individuals were registered and living in Zaatari camp and 65 individuals were living in urban.
- Daraa is the main city where refugees departed.

**The main reason of Departure for Zaatari camp and Urban residents is:** Family reunification remains the main reason for the returns.

### **Total camp population:**

- A total of **79,693 individuals** are currently residing in Zaatari camp, in which 50% are females and 50% are males.

## C. WASH

### **WATER SUPPLY:**

- Water supply is ongoing and stable. All three wells are functioning, meeting the camp needs, delivering on average 3,200m<sup>3</sup>/day.
- All mobilization and preparatory work completed for the launch of the new water supply scheduling, to commence on 9<sup>th</sup> April.
- The WASH sector completed a training on water quality testing for sector staff in Zaatari, Azraq and Amman.

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

- Desludging is ongoing with average 2,100m<sup>3</sup> of wastewater managed daily. There has been a significant reduction in complaints/requests for desludging services in the camp, due to a number of operations management changes (better mapping, tracking wastewater levels in septic tanks, and so on).
- The networks construction project is ongoing with good progress made on the construction for the pumping station and delivery of materials.
- Solid waste management (both the conventional and recycling) are progressing smoothly.

- Preparatory works on KAP is ongoing.
- The sector celebrated World Water Day with series of sensitization activities with children and adults, focusing mostly on water conservation.
- A 15 minutes brief presentation on wastewater related mapping that is crucial for camp management to know about and to better communicate regarding service provision.

#### D. Health

##### E.

Epidemiological weeks from 11 <sup>th</sup> -24 <sup>th</sup> of March- 2017	W11	W12	Total
TOTAL Consultations	11,518	12,097	23, 615
Acute Health Conditions	6,327	7,134	13, 461
Chronic Health Conditions	1,906	1,840	3,746
Referrals	197	203	400
Live births	63	68	131
Mortalities	1	6	7
Outbreaks Alerts	0	1	1

- On 29/3/2017 UNHCR Health Unit and IMC in collaboration with International Rescue Committee (IRC) celebrated the World Health Day under the theme of “Depression, let’s talk”. Through a 2 hours duration event (from 12:00-2:00pm) at IMC MH center D5; several activities such as a play and sharing stories were performed by MH beneficiaries, volunteers and staff members.

#### E. Protection

- The PRT office at the returns area has noted that due to unstable security situation (refugees reported increase of violence in Dara’a) during the past couple of months has pushed some refugees to postpone their return. However, it is predicted that with the arrival of the summertime and Ramadan month will encourage more refugees to return in the coming months ahead.
- In March, a total number of 249 Persons of Concern (PoC) approached the Service Area and were provided with protection counselling with an average of 13 cases per day. Out of the 249 PoCs approaching, 113 were females and 136 were males in an age range of 16-78 years.
- The highest number of cases received was inter-camp transfer, which amounted to 13% of the total cases seen in the service area. Of the cases residing in Za’atari Camp, our highest number of requests/concerns was received from Districts 11. The cases from D11 totalled up to 14% of cases received in the service area for the month of March.
- For the first time this year early marriage cases that reached Sharia court were less than adult’s marriage cases; total of 33 marriage contracts issued for early marriage cases out of 83 marriage contracts issued during the month of March. In February, the number of early marriage contracts was 58 out of 80 adult marriage contracts.

#### F. Food

##### Raba’a Al-Sarhan:

- In collaboration with UNHCR, 182 refugees received Welcome Meals in RAS during March.

##### Reception Area/Zaatari Camp:

- SCJ signed MOU to implement the special cases Welcome Meals distribution inside NRC's Reception area in Za'atri camp, Hand over process between NRC and SCJ will take place soon.

#### **Healthy Kitchen Updates:**

- UNHCR site planning, allocated a location for WFP's new Healthy Kitchens facility (3 kitchens in single site, the location has been also cleared by WASH/UNICEF).
- WFP is coordinating with the Military Engineering unit to survey the new Healthy Kitchen location and clear it as UXOs free, WFP asked its partner (RHAS) to delay construction works on the HK site in district 11 until we receive a clearance from the military engineering unit.
- On 30 March 2017, WFP received the final feedback confirmation from WASH sector in Za'atari camp, the feedback was included with design and technical specifications for the septic tank, the installation process (for the HK in district 4) was started on Thursday 16 March 2017, the sewage and water supply networks had been installed.
- BNLWG had some concerns and requests related to CFW list, staff working in HK Za'atri camp, WFP had shared the requested information including the rotation period and the number of positions to meet with Cash for Work SOP's in ZATARI camp, also UN Women had been notified about the changes.
- WFP with RHAS, made preparations to present the first orientation session for cash for work beneficiaries, there will be other technical trainings will be conducted for WFP staff and workers in Healthy Kitchen.
- WFP finalized the agreement with RHAS to start Healthy Kitchen project in Za'atari; the HKP location is inside WFP food distribution point (FDP) in district 4 with an estimated production capacity of 5,000 Meals a day.

#### **School feeding:**

- WFP continues school feeding (date bars distribution) in in collaboration with SCJ in all formal schools in Za'atri camp and reached 16,730 as highest number of students during reporting period.

#### **Activities distribution figures:**

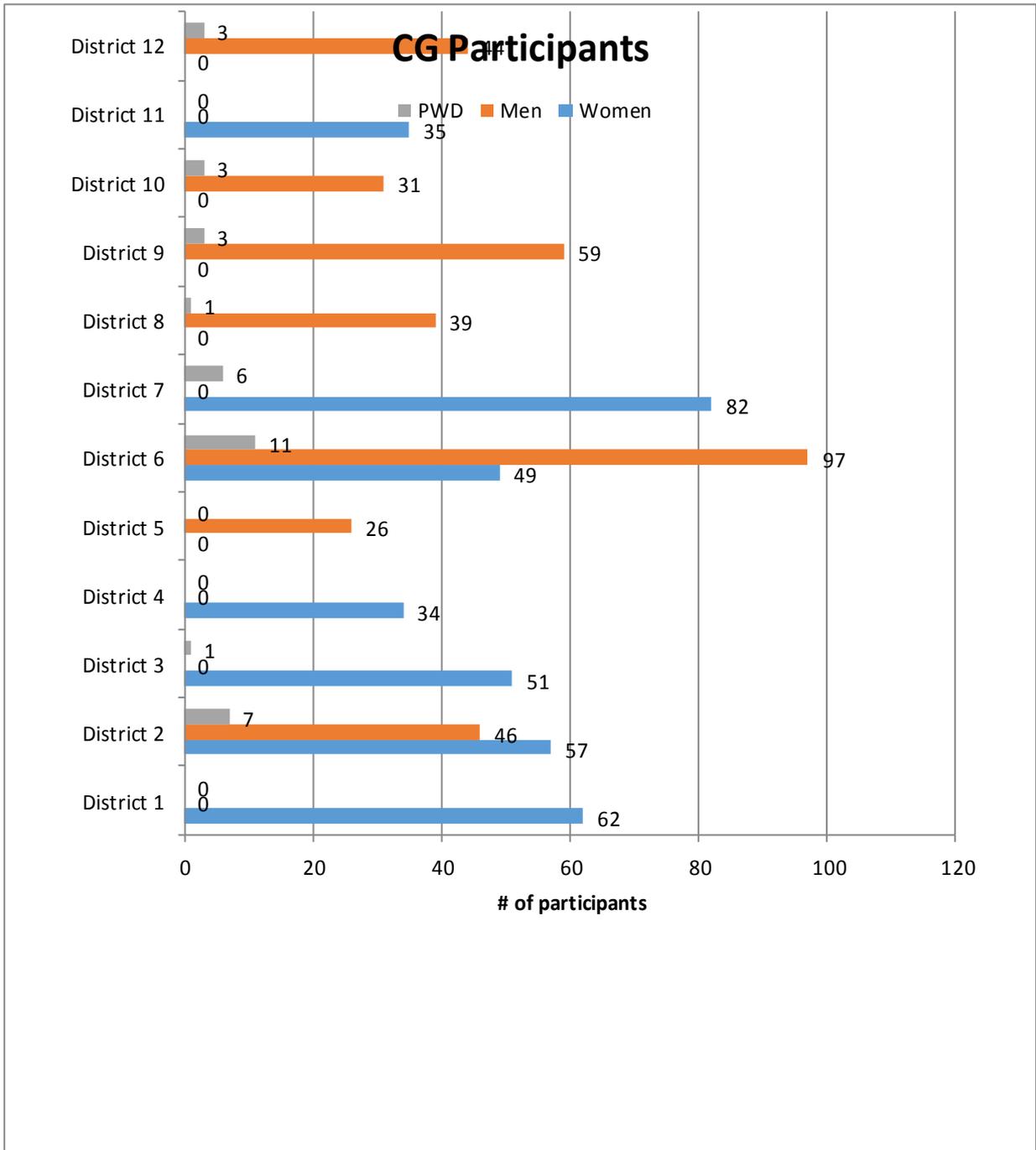
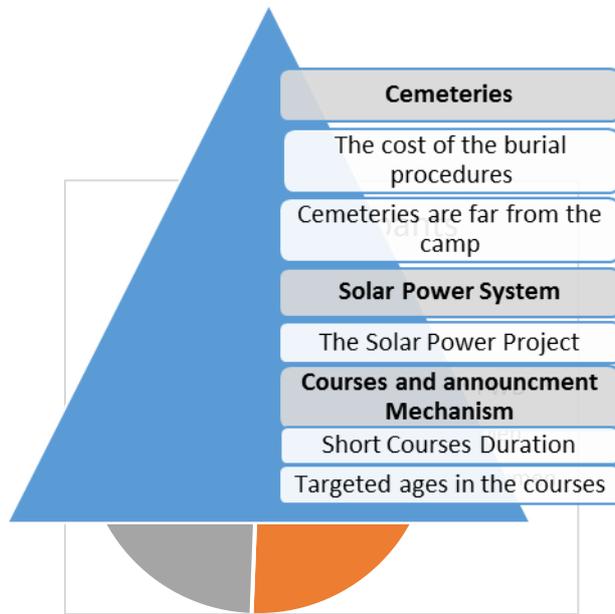
- In addition, WFP provided around 172 Welcome Meals to special cases at Za'atari camp reception area through NRC in the reporting period.
- In Za'atri camp, 384 new arrival vouchers were distributed by SCI in addition to 564 general paper vouchers for special cases.
- WFP started providing the bread through new supplier (Yousef Alzubi) starting from 1st of April 2017. WFP through SCI is providing the camp with 15.950 MT of fresh bread on a daily basis since November 2012.

#### **G. Community Services**

- CMWG members have met last week and updated each other on their work.
- A meeting will be arranged to agree on the best CM tool for disseminating the HH relocation messages.

**# Of CG: 13**

**# Of CG Attendees: 606**



## H. Education

Progress on “Violence Task Force” details will be shared during the meeting.

### I. Youth Taskforce:

**Newsletter:** Updates in services from youth service providers will be the theme of this quarter’s newsletter to share back with youth in Arabic and English.

**British Council:** Questscope/UNFPA Youth Center will be hosting classes conducted by BC for around 30 students who are potential candidates to teach with organisations in the camp. April 23<sup>rd</sup> till end of May 9:00 to 13:00 4 days a week with two classes 9:00 to 11:00 or 11:0 to 13:00.

**Youth and Football:** IMC is looking into supporting youth in the camp who are playing football near the ring road by the gate, with spaces, water and other materials. The youth are very well organized and asked for covered spaces for female teams.

**YTF Action Plan:** Changes in AP were made and agreed upon by the group. The AP has been shared with Protection and Education WGs and will be uploaded on the UNHCR portal in the coming week (in English and Arabic).

### J. Basic Needs and Livelihoods Working Group

- **CFW SOPs:** The revision is under way. The draft SOPs and Annexes were shared with the BNLWG for review. The deadline for feedback is Monday 10 April. The final draft will be discussed and endorsed in the next BNLWG meeting.
- **CFW Module on RAIS:** Training sessions for the CFW Module will start on Tuesday 4 April. Invitation was sent by UNHCR Registration to CFW focal points in the different agencies (attached).

#### **Common distribution center for the humanitarian assistance (CDCHA):**

##### Terminal 1

- **1,438** different CRIs ( Blanket , Mattresses , G. Matt, Children Diapers , kitchen set) given out to **219** families including newborns, ad-hoc distribution and recommendation.
- **625 JOD** Hygiene Cash.

##### Terminal 2

- **5,079** Packs of Baby Diapers covering two months given out to **1,041 Children**.
- **16,748** Packs of Sanitary Pads covering two months given out to **4,187 Female**.

Yesterday 3<sup>rd</sup> of April was the first day of distributing:

- Cash assistance provided by UNHCR covering Gas for cooking.
- Hygiene Kit funded by Saudi National Campaign (SNC).
- Plastic water jugs funded by Qatar Red Crescent.

## K. Site planning

- SP received BNLWG approval to proceed with the UNHCR shelter assessment surveys; one quantitative short questionnaire using random sampling at grouped district level and one qualitative in depth interview with purposive sampling of households across the camp. The quantitative survey will be carried out by the RefuGIS refugee volunteers (11 enumerators) using the KOBO tool on tablettes. A survey training was conducted on 27 March, followed by a day of survey testing on 28 March by the team (85 HHs interviewed). On 29 March, an in-depth feedback and review workshop was held with the RefuGIS team, UNHCR IM, UNHCR Field Unit representatives and IRD community mobilisers. A revised version of the survey was finalized, as well as a detailed guidance note (FAQs) for the enumerators. A second test was conducted on Saturday 1 April, where the RefuGIS team interviewed 60 households, after having been given the specific address numbers to target (accurate simulation of 'real' survey methodology). A second review session was held on Sunday 2 April with the RefuGIS team, UNHCR IM, one UNHCR Field Unit representative and one IRD community mobiliser. The feedback confirmed the survey is ready for the final roll out which began on Monday 3 April (targeting 1678 HH in total across the camp). The survey should take approximately 3 – 4 weeks for the RefuGIS enumerators to collect the data. UNHCR SP and IM will be responsible for cleaning and analyzing the data, with the RefuGIS team learning, along the way, the tools and software to conduct such analysis.
- Two new service facility sites received Site Planning approval to proceed with establishment; WFP's 3 new healthy kitchens (D11 - south of ring road) and FAO's Biogas plant (D12 – south of ring road). Please see pdf attached for their precise locations on the camp's master plan.
- NRC surveying team provided accurate site boundary locations for all agency facilities across the camp that have been either established or extended throughout the past year.
- SP supported the Field Unit with the clean out and transfer of one unused caravan from the Reception Area to the Bailout for the new Employment office. This caravan will be shared by UNHCR, ILO, the Agriculture Cooperative, Ministry of Labor and SRAD.

### **i. Summary of HH address modifications:**

<b>Month in 2017</b>	<b>HH relocates or incorrect address number</b>	<b>Plot becomes vacant (HH left completely)</b>	<b>Total per month</b>
March	41	14	55

## L. Energy

### **Supply hours to refugees:**

- As of Monday 3<sup>rd</sup> of April, electricity supply hours to refugees have been increased to become 9 hours between 17:00 – 2:00.

### **Maintenance of street lights:**

- UNHCR, through IDECO, started maintenance work for 800 street lights all over the camp.
- The project duration is estimated to be completed in three months.

### **Solar Power Plant Project:**

- Jordanian Army Forces (JAF) completed the UXO scanning of the project site and the site is cleared now.

- Construction works have been started on Sunday 2<sup>nd</sup> of April with civil works (surveying works).

**Employment opportunity at the solar project:**

- As part of the contract requirements; the contractor will hire refugees to work on the solar project in different fields.
- The contractor will interview refugees to select the most qualified ones.
- NRC's CFW list will be considered as a reference for candidates, therefore refugees are encouraged to sign up at NRC's list.

**Electrical training opportunity with National Electricity Power Company (NEPCO) - Electric Training Centre (ETC):**

- JICA shows interest in conducting Phase II of training for 153 refugees from the Camp.
- UNHCR Energy Unit met with BNLWG last week to explore more about this opportunity. Partners and NGOs are recommended and encouraged to prepare their lists of candidates and share them with Energy Unit for further arrangement.

More details on Electrical training opportunity for refugees in Zaatari Camp with NEPCO-ETC, and Electrician NEPCO Training Interest List are attached.

**M. External Relations**

No updates

**N. Information Management**

RefuGIS project presentation is attached.