

Jordan: Azraq Refugee Camp

September 2020

Azraq is home to **37,129 Syrian refugees**, nearly 21% are under five years old. **61.53%** are children, including **101** unaccompanied and separated children.

1,237 Syrian refugees (3.20%) have disabilities in the camp. **1 in 4** households are headed by women.

8,717 shelters are currently in use in the camp. **All allocated shelters** in the camp are connected to electricity.

AZRAQ CAMP

Date of Opening: 30 April 2014
Capacity: 50,000 (exp. to 100,000)
Size of Camp: 14.7km²

PLACE OF ORIGIN IN SYRIA

Aleppo	19%
Homs	19%
Dara'a	13%
Ar-raqqa	09%
Rural Damascus	08%
Other areas	32%
Total	100%

GEOGRAPHICAL SNAPSHOT:

Distance to national borders:
Syria: **90 km**
Iraq: **255 km**
Saudi Arabia: **75 km**

UNHCR PRESENCE

Staff:
46 National Staff
03 International Staff



Achievements



COORDINATION

Working with Partners

- The camp management is co-coordinated by Syrian Refugee Affairs Directorate (SRAD) and UNHCR. The camp has the potential to be expanded to accommodate 120,000 - 130,000 refugees at maximum capacity. The village-based approach aims to foster a greater sense of ownership and community among residents. The camp has a coordination mechanism composed of different agencies, which include camp coordination, inter-agency community representatives' meetings, sectors and Task Force meetings including information sessions.
UNHCR works with the following Governmental and humanitarian partners in Azraq Camp:
- 6 Governmental partners: The Syrian Refugee Affairs Directorate (SRAD), the Ministry of Labour and Housing (MPWH), the Ministry of Health (MoH), the Ministry of Education (MoE), Ministry of Justice (MoJ), and Ministry of Social Development (MoSD), Sharia'a Court, Civil Registry Department and Family Protection Department.
- 6 UN agencies: International Organization for Migration (IOM), United Nations Population Fund (UNFPA), United Nations Children's Fund (UNICEF), The United Nations Office for Project Services (UNOPS), World Food Programme (WFP), UN Women.
- 16 International NGOs: Action Against Hunger (AAH), Agency for Technical Cooperation and Development (ACTED), CARE, Danish Refugee Council (DRC), Finn Church Aid, International Committee of the Red Cross (ICRC), International Medical Corps (IMC), International Orthodox Christian Charities (IOCC), International Rescue Committee (IRC), Mercy Corps, Norwegian Refugee Council (NRC), Plan International, Questscope, Relief International, War Child and World Vision (WV).
- 6 National NGOs: Al Hussein Society (AHS), Arab Medical Relief (AMR), Arab Renaissance for Democracy and Development (ARDD), Noor al Hussein Foundation (NHF), Holy Land Institute for Deaf (HLID), and Business Development Centre (BDC).

COVID-19 Preparedness and Response measures:

- Since the confirmation of 02 COVID-19 cases in the camp, UNHCR reactivated the quarantine area where refugees who encountered a suspected case would have to quarantine for 14 days. In addition to taking their PCR samples. Medical staff are working 24/7 to ensure that refugees receive the proper healthcare they need at any time. It is worth mentioning that having the quarantine site entailed the presence of UNHCR's Essential Staff for 24/7. The quarantine area is equipped with wash facilities, kitchens and connected to the electricity. The area was set up under the leadership of UNHCR together with UNICEF, WFP, IMC, and NRC. In addition, Home-Isolation was introduced at Plot level by the Ministry of Health and is currently active.
- Ministry of Health together with UNHCR are undertaking random PCR tests in the camp on a daily basis.
- Risk communication and community engagement including awareness and hygiene promotion messages are being delivered to the refugee community daily through multiple communication channels.
- Front line workers, and healthcare staff from several partners and organizations were trained on infection prevention and control and on PCR testing. Business continuity plan for health partners ensures support for the continuation of critical functions during COVID-19 response, such as primary health care.
- Enhancement of community-based response through training of community health workers was carried out.
- Contingency plan of the camp is finalized, in particular the Health sector has finalized preparedness for case management of mild cases of COVID-19 at primary healthcare level, which includes medication and medical consumables in cooperation with the Ministry of Health.
- Surveillance and monitorization systems of Upper Respiratory Tract Infection (URTI) and Influenza Like Illnesses (ILI) alerts are in place.
- Case definition and referral pathway of suspected cases are shared continuously with health partners. In response to the situation, all health facilities have applied infection control measures and installed separated triage area as a transit for suspected cases to be transferred to Zarqa hospital.
- Thermal screening is applied on the camp's gate through health partner with support from SRAD, and SOPs were developed and shared with all involved parties.
- Ministry of Health together with UNHCR health partners IMC and AMR undertakes an active surveillance and contact tracing exercise on regular basis.

PROTECTION**Achievements and Impact**

- UNHCR is the lead protection agency in the camp, co-chairing with Danish Refugee Council in the Protection Working Group and with International Rescue Committee the Child Protection/Sexual Gender-Based Violence Sub Working Group. Due to the COVID-19 Epidemic, one protection staff is staying overnight in the camp during the lockdown. Moreover, we have protection staff commuting daily to the camp dealing with urgent protection, CP-SGBV protection cases, and the newborn baby cases. During the pandemic, Protection Staff continue to receive multiple phone calls through the hotline and provide refugees with proper counseling and services when it is applicable, also working closely with partners to conduct the case management service, especially with IMC & IRC. The PRT unit is coordinating with the Civil Registry to facilitate the issuance for the Birth/Death certificates and to deliver it to the refugees.

BASIC NEEDS**Achievements and Impact**

- UNHCR provides refugees upon their arrival/return to the camp with cash assistance package to meet their essential household items where they buy these items such as gas stoves and gas cylinders, mattresses, blankets, kitchen utensils, jerry cans, buckets and consumables such as diapers, sanitary pads and hygiene kits from the local markets in Azraq camp. Refugees receive a complete “new arrival” package when arriving to the camp and are provided on regular basis (every three months) with the needed cash amount for the replenishment of certain essential consumables, namely cooking gas (22.5-30 JOD per family), 22 JOD for baby diapers per baby (below two years old) and 3.5 JOD for sanitary pads per female (12-50) years old.
- In response to COVID-19 prevention measures, UNHCR provides refugees who have to stay for 14 days in the self-isolation area before they go to their respective shelters inside the villages with in-kind essential household items such as mattresses, blankets, Hygiene kit, plastic sheeting, jerry can, bucket and kitchen set. Since the winter is also approaching, UNHCR will provide shelter heating needs in the quarantine area/public area to warm shelters for isolated refugees during their quarantine period, this assistance includes gas heaters and gas refills in addition to high thermal blankets distribution (2 per person). Furthermore, UNHCR provides baby diaper as in-kind assistance for babies (0-2) who are under-self-isolation at their shelters when deemed necessary.
- Quarter 4 cash distribution, UNHCR through NRC has distributed cash to families comprising of 33,139 individuals to cover the need for gas cooking, baby diaper and Sanitary Napkins.

**FOOD SECURITY AND NUTRITION****Achievements and Impact**

- The World Food Programme (WFP) provides refugees living in camps with 23 Jordanian Dinars (USD 32) per person every month through cash transfers, which can be used to buy food from a large variety of items in two WFP-contracted supermarkets and four bread shops in the camp.
- A card-less EyePay system that uses blockchain and iris scanning technology is used to facilitate payments while cross-checking with UNHCR’s biometric database to confirm refugees’ identity. The system helps to enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees. WFP also provides ready to eat meals to refugees upon arrival to the camp.
- As part of the measures against COVID-19, WFP sanitises shopping areas including trollies and selling points daily, provides hand sanitisers to refugees at entrances and exits at supermarkets

and bread shops, and ensures social distancing and crowd control measures are practiced in and out of both areas. WFP also provides welcome meals and bread to refugees arriving from communities to the camp and who stay in a separate area from other camp residents for quarantine.

- As part of the COVID-19 response, WFP distributed in-kind parcels and fresh bread, for refugees in the self-isolation covering the refugee's basic needs of food for two weeks, by delivering the parcels to their shelters. also providing the welcome meals to the individuals who are isolated in the public area while their stay.



SHELTER

Achievements and Impact

- UNHCR allocates shelters to refugees, conducts regular shelter's monitoring to identify the current shelters situation and update the shelter allocation system accordingly to ensure accurate and easy shelter allocation process. In coordination with the Norwegian Refugee Council (NRC), a Quick Fix Team has been established to ensure timely maintenance of damaged shelters. All the shelters in Azraq have been upgraded with kitchen extension which increased the shelter's space to 32 square meters. All allocated shelters in the camp are connected to electricity and regular electricity maintenance is provided through a private contractor.



WASH

Achievements and Impact

- To efficiently and sustainably meet the needs of Azraq Camp's population, UNICEF established two internal boreholes with a combined daily capacity of 2,400m³. An average of 60L per person per day is distributed through the water supply network to over 300 tap stands across the camp. In response to rising water demand throughout September, an additional 7,627m³ of water was supplied through water trucking from an external borehole.
- Refugees living in Azraq camp have access to safe and dignified toilets and bathing cubicles, with one shared between every three shelters. Additionally, construction to provide private sanitation facilities for households of children and people with disabilities has been completed. On average, UNICEF's contractor (IMDAD) transports 800m³/day of wastewater to an external wastewater treatment plant in Ein Ghazal. UNICEF continues to operate a hotline to respond to complaints regarding water supply and wastewater treatment.
- UNICEF rapidly implemented a 'hand-washing campaign', focusing on hygiene and sanitation practices to prevent the spread of COVID-19. As of March, UNICEF, in coordination with various partners, has distributed cleaning kits, hygiene kits, as well as soap bars, reaching the entirety of the camp's population (50 per cent female), and has reached 1,462 refugees (72 per cent female) in isolation due to being suspected or confirmed cases of COVID-19.
- As Jordan is one of the most water-scarce countries in the world, careful monitoring of water services is essential to ensure the long-term sustainability of the water supply. This is conducted via technical assessments and through feedback received from the community. To further build community knowledge and participation in conservation efforts, UNICEF also disseminates key messages on water conservation and other WASH issues through the 'Lead Mother' programme in Azraq.

HEALTH

Achievements and Impact

- UNHCR and partners continue to support refugees with access to quality primary health services in the camp which includes; acute and chronic health consultations, reproductive health, vaccination, mental health, dental health, nutrition and paediatric services. Advanced services are also available

in the hospital which includes laboratory tests, X-ray imaging, emergency department, and delivery and paediatric admissions, in addition to general surgeries.

- Four primary health care centres (PHCC) operate in Azraq camp, where healthcare services through two comprehensive clinics, two basic clinics and one hospital with weekly average of 3,884 consultations in the five camp facilities, 53 referrals to secondary and tertiary emergency life-saving cases to outside the camp and an average of 23 live birth per week.
- A preparedness and response plan is in place to covid-19 potential outbreak; a treatment center has been established with capacity of 15 bed prepared and equipped to treat confirmed cases. Under construction; is additional 35 beds to raise capacity up to 50 beds in order to widen the response range.
- UNFPA Reproductive Health clinics were functional in all villages including AMR clinic in V2 during September and continued to provide the essential integrated sexual and reproductive health (SRH) services through its partner IRC, Total of 2,235 SRH consultations were done which included 503 family planning services, 859 antenatal contacts, 97 postnatal contacts and 182 cases were referred to the camp hospital for delivery and postnatal care.

Identified Needs and Remaining Gaps

- The covid19 pandemic requires capacity building to respond to a potential outbreak in line with national operational response plan.
- Referral of life-saving emergency cases only remains a big challenge due to the lack of specialty healthcare services such as (cardiologist, orthopaedic. etc)



EDUCATION

Achievements and Impact

- UNICEF supports the Jordanian Ministry of Education (MOE) to guarantee access to education for all children in the six school complexes (15 schools) in Azraq Camp, while WFP provides healthy meals to all students. Currently, 80 per cent of school-aged children Grades 1-12 in Azraq are enrolled in education (10,444 are enrolled in formal schools and 645 children are enrolled in MOE-recognized non-formal education Catch-Up and Drop-Out programmes).
- In August, UNICEF supported MOE in launching Learning Bridges, a blended learning programme supporting children in Grades 4-9 to recover lost learning due to COVID-19. Given the steady rise of COVID-19 cases and MOE's decision to close schools indefinitely, UNICEF continues to provide children with support in distance learning to prevent learning loss.
- To further the quality of basic education and address barriers to enrollment and retention, UNICEF is supporting class formation planning, the development of inclusive physical infrastructure and investments in teaching and supervision. UNICEF supports the inclusion of children with disabilities through transportation and tailored physiotherapy and academic support in schools, as well as the two recently constructed inclusive playgrounds. Transportation to schools is provided for 420 KG2 students and 320 children with disabilities.
- A total of 924 children attend formal kindergarten and other early childhood facilities (such as day care centers), helping children to start school with the necessary social and emotional skills. UNICEF's nine Makani centres in Azraq provide learning support services to approximately 4,845 boys and girls (ages 6-18). Furthermore, 1,819 youth (ages 13-18) have access to skills training opportunities in the camp. Since January 2020, 120 young people (53 per cent female) aged 16–24 years registered in the social innovation programme to learn to develop viable business models that help resolve community issues. A total of 20 youth (55 per cent female) completed paid internships, providing maintenance services for office desks and ramps.
- Currently, a total of 18 students from Azraq camp have been granted the Albert Einstein German Academic Refugee Initiative (known as DAFI) scholarships to support their bachelor's degrees in Jordanian Universities, with UNHCR's facilitation. There are an additional six self-sponsored students studying towards their bachelor's degrees in Zarqa University.
- UNHCR keeps in contact with tertiary education students to extend support and advocate for better and more opportunities for them, especially during the recent Covid-19 measures, it included having

continuous communication with the universities about Azraq camp students challenges to facilitate solutions where their education is not interrupted.

- UNICEF coordinated with Directorate of Education to deliver textbooks to schools at the first day of opening schools to ensure all students receive their books upon their return. The coordination also included the distribution of Learning Bridges (LB) worksheets, which are supposed to be distributed to schools on weekly basis.
- On the first day of back to school, UNICEF distributed face masks to all students. School sterilization took place prior to that, and UNICEF continues to do regular disinfection at the end of each shift.
- Village 2, school 6, two KG classrooms were added, and one wash unit. This also in conjunction with heavy summer maintenance plans, that includes painting classrooms, from inside and outside, and the wash units floor rehabilitation.



LIVELIHOODS

- Work permits: Azraq Camp Employment Office (ACE) was established in February 2018 to facilitate access to formal work opportunities across Jordan for refugees living in the camp. ACE is operating in collaboration with UNHCR, the International Labour Organization (ILO) and Ministry of labour and it was funded by the Dutch Government. ACE facilitates the issuance of work permits, provides refugees with work-related counselling services, information on labour rights and it shares training opportunities and job matching services. As of September 30th, 2020, 3,956 work permits are registered in the work permit database including 2,472 male and 1,493 females. However, the figure recorded by Ministry of Labour is higher since they started issuing work permits since 2017 prior to the inauguration of ACE.
- Incentive Based Volunteering (IBV) scheme: The IBV scheme aims at providing refugees living in Azraq refugee camp with basic opportunities to enhance their resilience and self-reliance. IBV plays an active role in allowing refugees to earn some extra income to support their livelihood. As of September 30th, 2020, there are a total of 1,1521 refugees of which 59% are male and 41% are female engaging in the IBV scheme in Azraq camp.
- Azraq camp formal markets: Currently there are total of 375 formal shops equally owned by the refugees and the host community. Refugees are able to enhance their livelihood and self-reliance through the markets and provide the camp residents with the necessary items including food, accessories, bikes and many other items.

Access to Energy

- The IKEA Foundation has funded the solar power plant in Azraq camp, making it the first renewable energy powered refugee camp in the world. A Grid connected Solar Plant, split into three phases with a total capacity of 5 MWp, saves up to 2.75 Million USD per year in electricity consumption costs and reduces CO2 emissions by 6300 tons per year. A Grid connected electricity Network with both low and medium-voltage power, funded by the Saudi Fund for Development, connects the IKEA Foundation funded Solar Plant to almost 10,000 refugee shelters, 234 formal and informal businesses, offices and utilities, providing year-round electricity in the camp up to 16 hours daily. On average, each shelter consumes around 2.7 - 3.5 kWh/daykWh/day depending on the season; enough energy to operate lights, a refrigerator, television, a fan and charge phones. The total 5 MWp covers up to 85 % of the electricity needs in the camp.
- Modified Electricity Provision Hours: With the closure of schools and beginning of remote learning through Television and Internet due to COVID-19 lockdown, UNHCR Azraq enhanced electricity provision to 17 hours/day to be in line with the hours of classes.

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