

# Jordan – Zaatari Refugee Camp

## September 2020

Zaatari is home to **77,731** refugees, nearly 20% are under five years old.

**30%** of refugees are female-headed households.

Average **6,310** weekly health consultations.

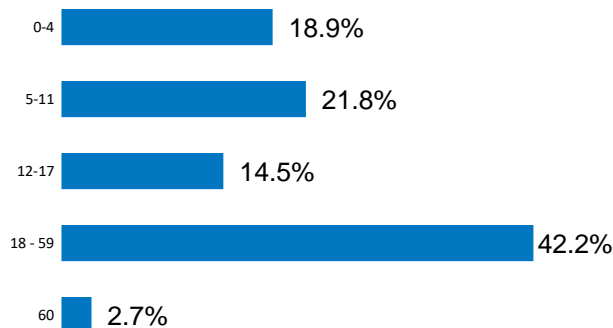
**19,243** children are enrolled in **32** schools, with **58** community centers offering activities.

**4,016** refugees engaged in Incentive-based Volunteering inside the Camp. **38%** are women

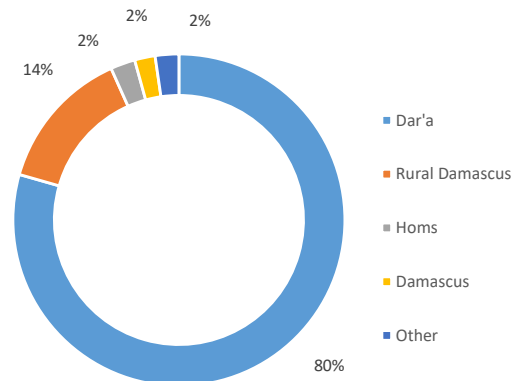
**13,773** refugees have active work permits. **23%** are women.

### POPULATION OF CONCERN

#### Age Range



#### Place of Origin



### UNHCR PRESENCE

#### Staff:

**67** National Staff  
**8** International Staff

Zaatari Camp is under the joint administration of the Syrian Refugee Affairs Directorate (SRAD) and UNHCR. As the lead agency for refugees in Jordan, UNHCR is also covering Camp Coordination, which includes overall strategic and inter-camp operational coordination as well as within the sector working groups. UNHCR is the lead on Protection, Health, Shelter and Site Planning, Security, Community Mobilization, Basic Needs, and Livelihoods.

Zaatari Camp, close to Jordan's northern border with Syria, has become emblematic of the displacement of Syrians across the Middle East following its establishment in 2012. In that time, the camp's evolution, from a small collection of tents into an urban settlement of some 76,000 persons, reflects both the needs and aspirations of the camp's residents and a transition to a more predictable, cost-effective, and participatory platform for the delivery of assistance.

## Working with Partners

**Governmental partners:** SRAD, Ministry of Public Works and Housing (MPWH), Ministry of Water and Irrigation (MWI), Ministry of Labour (MoL), Ministry of Health (MoH), Ministry of Education (MoE), Ministry of Justice (MoJ), Ministry of Social Development (MoSD), Sharia'a Court, Civil Registry Department, and Family Protection Department.

**International Humanitarian and Developmental partners:**

**Governmental organization:** Japan International Cooperation Agency (JICA).

**UN organizations:** United Nations Children's Fund (UNICEF), UNOPS, UNWOMEN, World Food Programme (WFP), The UN Food and Agricultural Organization (FAO), United Nations Population Fund (UNFPA), International Labour Organization (ILO), International Organization for Migration (IOM).

**International non-governmental organizations:** Kokyoo Naki Kodomotachi (Children without Borders - KNK), Relief International, War Child and World Vision (WV), King Salman Humanitarian Aid & Relief Centre, Korea Refugee Project (KRP), REACH, Save the Children, Syrian American Medical Society Foundation (SAMS), Lutheran World Federation (LWF), Mercy Corps, International Rescue Committee (IRC), Blumont, Norwegian Refugee Council (NRC), OXFAM, Questscope, International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), Agency for Technical Cooperation and Development (ACTED), Finn Church Aid (FCA), Humanity and Inclusion (HI).

**National non-governmental organizations:** Noor Al Hussein Foundation (NHF), Jordan Humanitarian Aid Society (JHAS), Holy Land Institute for Deaf (HLID), Arab Renaissance for Democracy and Development (ARDD).

## Main Activities

**COVID-19 Preparedness and Response measures:**

- Risk communication and community engagement, including awareness and hygiene promotion messages, are being delivered to the refugee community daily through the Community Mobilization Working Group. Several COVID-19 safety precautions for Persons of Concern are implemented, including but not limited to, distribution of CRIs from two different locations to reduce crowding.
- Front line workers and healthcare staff from several partners and organizations were trained on infection prevention and control, including a team of 6 doctors and nurses from Zaatari health partners responsible for taking swabs for the COVID-19 PCR test to support the Ministry of Health (MoH). The business continuity plan for health partners ensures support for the continuation of critical functions during COVID-19 response, such as primary health care.
- Enhancing community-based response through the role of community health workers for awareness raising and surveillance within the camp community.
- COVID-19 Safety precautions in the camp: Hand sanitization for all PoCs and staff entering the site, distribution from two different locations to reduce crowding with social distances between refugees queuing, Removing paper vouchers, and IRIS scan steps to minimize risk and crowding, and continuous cleaning and disinfection of surfaces.
- COVID-19 Shelter Repair Project 2020: A project for shelter for COVID-19 response will be implemented in mid-October. It will provide an additional 3mX3m room for isolation for 800 households considered high-risk population for contracting COVID-19.
- The camp's contingency plan is finalized; the Health sector has finalized preparedness for case management of mild cases of COVID-19 at the primary healthcare level, which includes medication and medical consumables in cooperation with the Ministry of Health.
- Thermal screening and Vehicles' disinfection were applied at the camp's gate. Household disinfection SOP has been finalized between UNHCR and UNICEF to support the disinfecting households. Personal protective equipment was also distributed in all health clinics and incentive-Based volunteers working on disinfection activities.
- Active surveillance and monitorization systems of Upper Respiratory Tract Infection (URTI) and Influenzas Like Illnesses (ILI) alerts are in place. 1823 Rapid Tests and RT-PCR tests for both refugees and staff were

conducted in September. The cumulative number of the samples taken till the end of September is 3253, in addition to the 1186 PCR tests for the teachers working in the camp.

- All essential services continue to be in operation in the camp, including hospitals, clinics, and supermarkets, remain open since the lockdown's liftup.
- A transit area has been installed inside the camp with a capacity of 280 persons. The site is now fully operational with water, electricity, and furniture. All activities inside the area adhere to social distancing, and the Made in Zaatari Kitchen project provides meals for the refugees there.
- Médecins Sans Frontières (MSF) center is ready and on standby for inpatient and the admission for the noncritical moderate/ severe cases in case of COVID-19 outbreak in the camp. UNICEF is supporting the hospital with key WASH services. WFP is supporting the food provision.

### Protection

- Humanitarian partners in Zaatari support the Government of Jordan's efforts to provide protection services to the camp's residents. This includes safeguarding the right to seek asylum, safety, and equal access to services and durable solutions; strengthening targeted services and assistance for persons with specific needs; protecting children from all forms of harm, exploitation, violence, and abuse to ensure their well-being and resilience through giving them space and opportunities to develop themselves; reducing the risk of SGBV and ensuring survivors lead a life in dignity; increasing community resilience through engagement and ownership.
- In line with the community-based approach, UNHCR established a network of community protection volunteers to strengthen prevention and response mechanisms, as well as to identify the concerns at the community level. The network consists of 90 members (39 females, 51 males). Besides, UNHCR operates a 24/7 emergency hotline for urgent protection cases. UNICEF has trained 267 staff and IBVs to better identify and refer cases to specialized services. UNICEF established the child protection platform on WhatsApp messages.
- A 24/7 hotline receives urgent concerns, regular calls by case managers to individual protection cases, communication with the Protection Team of Volunteers through a WhatsApp group, and messages shared with Zaatari residents after community feedback.

### Community-Based Protection

- UNHCR's range of community-based interventions is orientated around the social aspects of the Agency's protection work, promoting self-reliance and resilience as well as responding to vulnerabilities within the camp's population.
- Community centers are safe spaces and disability-friendly where women, men, boys, and girls of diverse backgrounds can meet for social events, recreation, education and livelihood programs, information exchange, and other purposes. They are established to empower refugees and provide them with a forum to promote their participation in decisions that affect their lives. Several activities and services are conducted within the community centers, including Accelerated Learning Programmes, library, online courses, day-care/kindergarten, recreation, sports activities, children's games, Skills Development, Language, computer, vocational training, feedback, and complaints opportunities.
- ADTF's (Age and Disability Task Force) vision in 2020 includes non-discrimination, participation, and leadership of Persons of Concern, inclusive response, and services involving training for the community and Incentive-Based Volunteers, and cooperation and coordination between ADTF members and other sectors. In response to COVID-19, a specific focus has been put in place for persons with disabilities and the elderly and their caretakers to enhance stronger community planning.
- A team of creative refugees in the camp used recycled to design PPE (masks and face shield) and a handless robot that dispenses sanitizer
- A team of RefuGIS in Zaatari camp has provided training for the refugees in Mafarq city as they will start working on InfoGraph projects as it will be an excellent example of community empowerment.

### Basic Needs

- UNHCR provides assistance to meet the basic needs of the refugee population in the camp through regular distributions and targeted assistance in line with identified needs. Although most of the assistance is delivered in the form of cash, UNHCR provides core relief items (CRIs), such as blankets, cooking utensils, plastic

sheets, ground mats, mattresses, jerry cans, and buckets, based on individual assessments and to new arrivals to Zaatari Camp. The transition from in-kind towards cash assistance is the current objective, as it is the most dignified and empowering way of delivering assistance and fostering local markets.

- Cash for cooking gas is provided to the entire camp population regularly throughout the year, and cash for heating gas is provided during winter. The amount of cash depends on family size.
- Since January 2019, UNHCR has monetized Core Relief Items, including baby diapers. Families with children under two years receive 20.25 Jordanian Dinar per child to cover the needs for three months. As of October 2019, the sanitary napkins distribution has changed from in-kind to direct cash assistance. Females between 12 and 50 years old receive 3.5 Jordanian Dinar to cover the need for sanitary napkins for three months.

### Education

- Currently, 19,243 children are enrolled in formal schools, with an additional 6,159 children out of school. UNICEF has collaborated with the MOE to improve education quality through training the teachers and the engagement of Syrian Assistant Teachers. UNICEF works to provide school materials and constructs / maintain education complexes. All schools are supported with Inclusive Education services, including rehabilitation sessions, assistive devices, and four fully inclusive school playgrounds. UNICEF supported the opening of 83 KG2 classrooms, which are currently benefitting 1,915 children. Certified Non-Formal Education is provided through the Catch-Up (children 9-12 years old) and Drop-Out (13-20 years-old for females, 13-18 years-old for males) programs, currently benefitting 77 and 550 students, respectively.
- UNICEF's Makani Centers offer learning support services to approximately 12,129 children, and 3,144 parents have benefited from Makani, youth have access to skills training opportunities in the camp. 3,257 young people have been registered with the social innovation incubators to develop their projects with skills-building programming. A total of 12 youth (10 female) completed paid internships, providing maintenance services for office desks and ramps.
- UNICEF digitized all Makani services, including educational learning support services, skills-building, community-based child protection, and early childhood development. Remote delivery of activities has enabled continued communication between staff, Incentive-Based Volunteers, parents, and beneficiaries and ensured that children continue to benefit from key services while on lockdown.
- UNICEF is working on preparing the school environment to allow for the safe return of students to school; this includes the distancing between students and promoting healthy practices within the school. Moreover, UNICEF coordinated the transportation, PPE, assisting with exam card registration and sending reminders to all Tawjihi students of their exam schedule.
- A series of courses in the Learning Hub, which include Marketing and Packaging (HBBs), robotics EV3, coding, robotics Arduino, and 3D printing, were launched for both adolescents and adults for skill-building and youth empowerment.
- A total of 106 refugees from the camp have earned the DAFI scholarships to support their tertiary education. Out of them, 58 students have graduated, while 48 students are still studying in Jordanian Universities.

### Health

- To sustain quality primary health services, building the capacity of national partners to assume greater responsibility for service provision is a priority while enhancing the health status of refugees through self-care. In support of secondary and tertiary health care interventions, including off-camp referrals, priorities include the integration of Health Information System (HIS) reporting; the mainstreaming of standard operation procedures in instances of sexual and gender-based violence; the establishment of a Health Quality Control Committee for assessment and monitoring; a transition to a unified E-Health electronic records system for patient care; the adoption of a health education strategy, the implementation of targeted reproductive health behavioral change programs; and investments in infrastructure to expand the scope of emergency health care.
- UNFPA provides quality integrated 24/7 reproductive health care and Gender-based Violence services in four clinics in the camp.
- Refugees in Zaatari are integrated within the national plan for COVID-19; the MoH has prepared dedicated health facilities to deal with any developments related to the virus. COVID19 coordination plan was established in collaboration with MoH and translated into Arabic and shared with all the concerned parties, including the Rapid Response Team and camp health facilities.

### Food Assistance

- All camp refugees receive JOD 23 (USD 32) per person per month through the Blockchain system (BB) to cover their food needs. The assistance can be redeemed from two WFP contracted supermarkets (Tazweed and Safeway) and four dedicated bread selling points located in the camp. This allows camp residents to choose from a variety of goods as well as it brings a sense of normalcy and dignity to their life. In October 2016, WFP introduced the card-less EyePay iris scanning system based on UNHCR's biometric registration data, which helps to enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees. The blockchain (BB) technology is innovative assistance and a cost-efficient delivery mechanism in the Zaatari camp.
- WFP also provides and delivers healthy school meals to refugee children in all formal schools via the Healthy Kitchen Project. Four kitchens have been established inside the camp that provides healthy meals to about 20,000 children attending formal schools. The project aims to improve health and nutritional awareness and boost healthy eating habits by providing nutritional information. WFP also provides economic opportunities to Syrian women and men engaged in the sourcing, preparation, and delivery of the meals.
- To ensure children's healthy growth and development, UNICEF's infant and young child feeding (IYCF) Programme have reached 10,667 caregivers and mothers, 2,808 mothers and caregivers provided with counselling on healthy nutrition for women and children.

### Water and Sanitation

- UNICEF has completed the installation and operation of the new pipeline, which was extended from Zaatari village, securing additional water to meet increasing water demand during the summer months. Between 2.5 and 4.2 million liters of water are supplied per day to the camp reached to each household via the water network. 2,000 - 2,400m<sup>3</sup> wastewater is treated per day, with an overall capacity of 3,600m<sup>3</sup> on-site at the wastewater treatment plant, which also serves surrounding communities. UNICEF has completed construction works for the expansion of the Za'atari wastewater treatment plant capacity to serve surrounding communities.
- Social mobilization efforts are on-going, focusing on water conservation messaging, equitable water distribution, as well as those focused on network operation and maintenance. Community plumbers continue to be mobilized to conduct minor network repairs at the household level, strengthening the networks' community ownership.
- UNICEF, in cooperation with partners, is sustaining implementation of a hand-washing campaign advocating for increased hygiene and sanitation practices among camp residents, to mitigate the potential spread of COVID-19. UNICEF has increased the water supply reaching refugees from 35L to 55L per person per day in line with this messaging.

### Community Empowerment and Self-Reliance

- Ensuring access to essential services, including food, household items, and other basic needs remains a necessary component of the assistance. A camp-wide assessment focused on socio-economic vulnerability, which combines livelihoods assessment on household skills, experience, income will be implemented to ensure accurate and complete data on vulnerabilities. In this regard, a phased transition to the self-management of needs through cash assistance is envisaged, together with the current Incentive-Based Volunteering, previously known as Incentive-based Volunteering (IBV), skills-training and community-development, livelihoods programming to promote prosperity, stability, and peaceful coexistence.
- The Zaatari Office of Employment (ZOE), in partnership with ILO and the Ministry of Labour, provides employment services. It facilitates the issuance of work permits for the camp's residents. It caters to both women and men's job seekers. One of its many objectives is to advertise job vacancies and training opportunities for camp residents through job fairs, exhibits, and other means. Also, the work permit has facilitated the mobility of the refugees from and to the camp. ZOE records 13,406 active work permits (77% male, 23% female). Work permit holders now represent approximately 29% of the Zaatari Camp working-age population (18 to 60).
- The government permitted home-based businesses in all subsectors/categories inside refugee camps. An assessment was conducted to harmonize the work of various organizations on supporting HBBs in the Zaatari Camp. One refugee in Mafraq has been cleared to register her Home-Based Business (HBB), while eight others are in process.

- Almost 30 percent of the camp population are women and girls (ages 12-60); their contribution to the community is significant. UN Women operates two centers – Oasis – to build women's resilience and empowerment through access to multi-sectoral services. The Oases are conceptualized around securing livelihood opportunities, GBV prevention, protection, awareness-raising services, remedial education, leadership, and civic engagement initiatives for women.
- Made in Zaatari, Zaatari Camp's refugee entrepreneurs' brand items have successfully been delivered online through the Souq Fann e-commerce portal. Up to 20 refugees produce and sell products such as handicrafts, soap, and perfume. The platform enables refugees to sell their products outside of their local communities, including outside of Jordan. It has generated income for refugees from orders received online.
- UNHCR, with Blumont assistance, has opened the Mask House, which is producing 1200 Masks/day. UNHCR links this project with the home-based businesses, which will be a good livelihood opportunity for refugee females inside the camp. 20,000 masks were branded and distributed among the refugees in the camp.

### Access to Energy

- The electricity provided through Solar Power Plant has eased the living conditions of families in the camp. It improved their safety and security while facilitating food storage and allowing children longer hours to do their homework. The plant helped UNHCR save an average of approximately USD 5 million per year in electricity bills, an amount that could be redirected to expand other vital services to Zaatari Camp residents. It is foreseen that other facilities such as hospitals, community centers, and offices of humanitarian organizations working on site will also benefit from the plant's electricity. All 2,300 sodium streetlights in Zaatari Camp are replaced with LED low-energy consuming lights to save energy and going more green. To improve power connection in shelters, a project for replacing consumer cables to upgrade the current status of the electrical network in Zaatari has commenced; the replacement of consumer cables has been extended for 13,000 shelters, and 10,054 shelters have been energized. The project also includes the installation of an additional 520 suspension poles based on the needs at shelter. The residual current circuit breaker (RCBO) project has begun in January with a Smart Line contractor. 14,000 RCBOs have been installed in shelters. The project is completed.
- JICA trained 144 refugee electricians at the National Electric Power Company training center (NEPCO-ETC). These electricians are responsible for connecting households to the distribution network.
- One team from Zaatari won the Jordan Energy Hackathon competition. The competition aimed to find innovative solutions for energy challenges in development and humanitarian context, with the support of the Norwegian embassy and refugees' participation from the Camp and Mafraq governorate.

### Shelter

- UNHCR is responsible for coordinating shelter assistance and camp infrastructure improvements on behalf of all humanitarian partners, working to ensure equitable and gender-appropriate access to adequate shelter and basic facilities, together with the provision of sustainable energy supply. There are over 26,000 prefabricated shelters, and each includes a latrine and kitchen to ensure the refugees' privacy. A household addressing system is in place and is updated regularly. In order to accommodate Persons with Disabilities, some shelters have been adapted to their needs and conditions.

### CONTACTS:

**Irene Omondii**, Head of Sub Office Mafraq, [Omondii@unhcr.org](mailto:Omondii@unhcr.org), Tel: +962 79632 4611

**Moh'd Al-Taher**, Associate External Relation Officer, [Altaher@unhcr.org](mailto:Altaher@unhcr.org), Tel: +962 797183901