

## KEY FIGURES

**655,732**

Syrians registered with UNHCR in Jordan, half children growing up in exile

**61,405**

Iraqis registered with UNHCR in Jordan, half originating from the Baghdad Governorate

**38,000**

Work permits issued over the past year to Syrians in a livelihoods initiative supported by UNHCR

**93**

Percentage of Syrians living outside of camps and below the poverty line in Jordan

**78**

Percentage of Syrians registered with UNHCR in refugee camps who are women and children

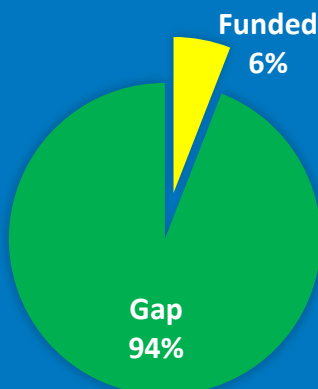
**40**

Percentage of the registered refugee population receiving protection against the cold this winter from UNHCR

## FUNDING

**US \$ 277 million**

requested for the Jordan Operation in 2017



## JORDAN

### UNHCR OPERATIONAL UPDATE

February 2017

## HIGHLIGHTS

- **UNHCR's Helpline experienced a 19% increase in calls from refugees following the [suspension](#) of the United States resettlement programme on 27 January.** Some were from families in the process of being resettled to the United States, including those who had sold their belongings or had withdrawn their children from school ahead of their imminent transfer. The Jordan operation was the largest resettlement operation in the world in 2016.
- **UNHCR conducted a series of nationwide consultations with refugees in January to discuss challenges and progress in the areas of education and livelihoods, two major commitments outlined in the [Jordan Compact](#).** Since the launch of the Compact a year ago at the [London Syria Conference](#), over 38,000 Syrians have been issued with work permits and 15 per cent more Syrian children are attending school.
- **UNHCR and several other UN agencies completed a first round of humanitarian aid distributions in mid-January reaching over 46,000 vulnerable Syrians on the north-east border with food, water and items including blankets and plastic sheeting.** The delivery of assistance to the population has been intermittent since a deadly attack in the area in June 2016.



*Syrian children benefiting from computer training in one of Azraq refugee camp's four community centres as part of a UNHCR skills training programme. Over half of Azraq's population – 56 per cent – are children. ©UNHCR*

*\*This operational update covers activities for the month of January 2017.*

## UPDATE ON ACHIEVEMENTS

### Operational Context

The Government of Jordan (GoJ) and the international community approved the latest chapter of the Jordan Response Plan (JRP) for the Syria crisis on 12 January. The “JRP for the Syria Crisis 2017 – 2019” reinforces commitments made through the Jordan Compact presenting the refugee challenge as an opportunity rather than an encumbrance. Two priorities set out in the Compact are better and increased access to education and livelihoods for refugees, each sectors where UNHCR has noted progress over the past year.

The Ministry of Education estimates the enrolment of 167,000 Syrian children in formal education in the 2016/2017 school year, a 15 per cent increase on the previous year. One hundred additional schools also opened their doors and there are now 198 double-shift schools operating. The new JRP pledges to complement these achievements by constructing and maintaining more schools, as well as training and investing in more teachers.

The number of Syrians accessing formal employment (all in sectors precluding competition with Jordanian workers) increased over the year with 38,000 Syrians granted work permits. One important factor behind the rise is the GoJ periodically extending grace periods for Syrians wishing to access free work permits. Other positive news for Jordan includes concessional World Bank funding and the European Union relaxing its rules of origin regulations to allow Jordanian products access to its markets.

To build on these achievements, and to help confront those factors preventing the fuller realization of the Compact, UNHCR has initiated a series of nationwide consultations to hear from refugees on the difficulties they encounter in their daily lives, as well as to hear their proposed solutions. The first round was held in mid-January at locations in Amman, Aqaba and Irbid, bringing together refugees and their representatives from each of the 12 governorates.

With an estimated 64,000 Syrian refugee children of school age out of school, refugees stated that the main obstacles to school attendance were economic hardship, the distances to school, and limited transport options. For children in rural areas, accessing school was reported to be especially difficult, particularly for families engaged in transient agricultural work. The same applies to refugees without the necessary documentation, such as refugees without “bail-outs” from camps, or a fixed address.

Refugees also repeated their worry that engaging in regularized work may result in the reduction or cessation of assistance from humanitarian agencies, despite UNHCR assurances to the contrary through various information channels. Others were reluctant to access work permits because, they believe, daily or seasonal informal work allows more flexibility in generating income and more scope for salary negotiation. One additional deterrence, similar to access to education, centres on documentation - a prominent UNHCR protection concern.

UNHCR is planning more refugee consultations in February, this time with Iraqis and other smaller refugee communities, to assist in the formulation of responses to overcoming barriers to opportunity for refugees. What already underpins each of the sessions are two fundamental asks: for the empowerment to reward the generosity of their hosts and for assistance in accessing skills that will one day help in the reconstruction of their countries - both critical aims of the Compact.

A total of **728,955** people of concern were registered with UNHCR in Jordan as of January 2017, including **655,732** Syrians, **61,405** Iraqis and **11,818** others including, **6,360** Yemenis, **3,322** Sudanese, and **778** Somalis.

## Achievements

### Protection

- UNHCR assists in the formulation of a revised family protection law

In January UNHCR, UNICEF and UNFPA assisted the [National Council for Family Affairs](#) in two workshops aimed at establishing parliamentary support for a revised draft family protection law which contains important protection provisions against violence within the family.

The workshops were attended by members of the women’s rights and legal committees of the Jordanian parliament who each provided their final recommendations on the draft. The law will next be presented to parliament and the senate before final endorsement by Royal Decree.

Some notable provisions of the draft law include, inter alia, the alignment of the definition of family violence with international standards and the National Family Protection Framework; specialized courts for family violence to apply the law; and anonymity provisions for those who report violence.

- UNHCR and partners issue key child protection document

UNHCR, the GoJ’s Family Protection Department, and partners of the inter-agency Child Protection Sub-Working Group of the Jordan Refugee Response, published its “[Standard Operating Procedures for Best Interest Determination of Refugee Children in Jordan](#)” in January.

The document formalizes for the first time in Jordan the guiding principles, procedures, and responsibilities of organizations in assessing and deciding on the best interest of children living in refugee settings.

The processes set out in the document are those that have evolved since the beginning of the Syria crisis response and are now presented as an example of good practice in effective partnership between state institutions, NGOs and UN agencies.

The SOPs will serve as the definitive reference document for staff of the sixteen nationwide Family Protection Department branches of Jordan’s Public Security Directorate, as well as national and international humanitarian partners responsible for case management and/or working on child protection issues.

The publication further represents another step towards the incorporation of refugee issues into national institutional responses in promotion of their sustainability.

### Camp Coordination and Camp Management

- UNHCR’s distribution centre rises to the winter challenge

UNHCR’s Common Distribution Centre for Humanitarian Assistance, which opened in August 2016, facilitated the record distribution of simultaneous humanitarian assistance at Zaatari between October and December 2016. Some \$ US 3.8 million in UNHCR cash assistance was distributed for the purchase of cooking and heating gas, while 26,100 hygiene kits and kitchen sets were also distributed as part of UNHCR’s winterization response.

An important feature of the centre is the use of iris scan technology to authenticate and verify beneficiaries for the parallel distribution of cash, vouchers and core relief items to ensure that the camp’s refugees receive timely access to basic humanitarian assistance, especially critical during the winter months. The technology is linked to UNHCR’s registration database and EyeCloud© to allow for the more sophisticated monitoring and processing of payments to beneficiaries from UNHCR and partners.

■ UNHCR helps expand medical services in Jordan thanks to support from the United States

On 16 January, representatives from UNHCR, the Ministry of Health and the U.S. embassy gathered at the Al-Totnaji hospital in Sahab, Amman, to mark the conclusion of a two-year project aimed at increasing the capacity of medical facilities in Jordan. Over the past two years, UNHCR, with the generous support of the U.S. Government, has equipped 72 health centres and 40 hospitals, including public health laboratories, across the Kingdom's 12 governorates.

With a growing population in Jordan and pressures exacerbated by the refugee crisis, the demand for health services has grown significantly. The joint project has helped to reduce the burden on already overstretched medical facilities by strengthening the capacity of the national health system to address current and future stresses. The equipment provided over the past two years scales up the capacity of emergency departments, intensive care, neonatal care, delivery units, operation theatres, and public laboratory departments.

The US \$ 6 million from the U.S. government – UNHCR Jordan's top donor - has allowed UNHCR to purchase more than 540 items of medical equipment for health facilities identified as being most in need, thereby supporting the provision of quality and accessible health services for both Jordanians and refugees.

Dr. Jameel Al-Totnaji Hospital is one of the facilities that benefited from the project. It is the only public hospital covering East Amman with over 1.5 million patient visits during 2016. UNHCR and the U.S. support to the facility is mainly focused on neonatal care, intensive care, the emergency department and the haemodialysis unit. The hospital received two phototherapy units, a foetal heart monitor and detector for neonatal babies, as well as four haemodialysis units, a ventilator, an anaesthesia machine, a syringe pump, a dental unit and an X-ray machine.

UNHCR continues to work closely with the GoJ to meet the immediate and short-term health needs of individual refugees while also improving the health services available for the host community in the long term.



*Patients receiving haemodialysis treatment at the UNHCR/U.S.-supported Al-Totnaji hospital in Amman. ©UNHCR/Mohammad Hawari*

## Community Empowerment and Self-Reliance

### ■ IKEA handicraft initiative to provide jobs for Syrian refugees

IKEA is planning to extend its generous support to refugees in Jordan by creating jobs for up to 200 Syrians and Jordanians to assist in the manufacture of rugs and textiles alongside UNHCR's partner, the [Jordan River Foundation](#).

The products are expected to go on the market in 2019 for sale locally and across the region as part of a limited edition series. Most of the jobs will go to women and IKEA has pledged to ensure flexible working arrangements to ensure their full participation.

Since 2014 the [IKEA Foundation](#) has donated US \$ 4 million to lighting and renewable energy projects in refugee camps in Jordan. The IKEA Foundation is UNHCR's largest private sector partner, helping to provide shelter, care, education and energy to refugee and host communities in Asia, Africa and the Middle East.



*Shelters in Azraq camp will be powered by green energy in 2017 thanks to a solar farm funded by the IKEA Foundation. ©UNHCR/Mohammad Hawari*

## Public Information

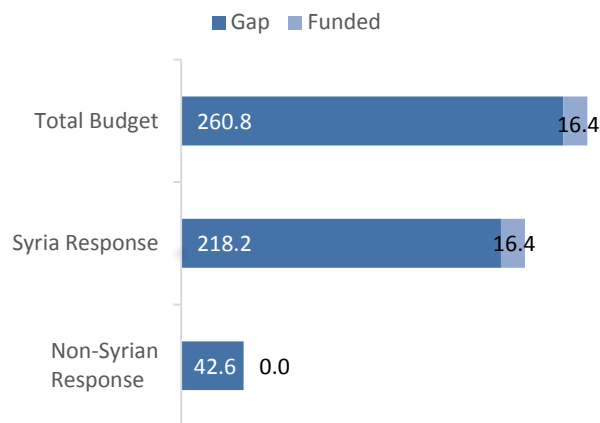
### ■ Ben Stiller lends his support to Jordan's refugees

Ben Stiller, actor, director, producer and UNHCR Supporter, visited Jordan in December to witness first-hand the challenges faced by refugees in the Kingdom. An [op-ed](#) he wrote in the days following his visit to Jordan was published by TIME magazine at the end of January.

## FINANCIAL INFORMATION

Total recorded contributions for the operation amount to some **US\$ 16.4 million** for the **Syria response** and nothing as yet for the **Iraq situation** at the country level (at 7 February 2017).

2017 funding levels (in US \$ million)



Funding received at the country level for the Jordan operation in 2017 (in \$ US million)



UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

Major donors of unrestricted and regional funds in 2016 (in US \$ million):

**United States of America (200 M) | Sweden (95 M) | Netherlands (46 M) | Private Donors Spain (50 M) | United Kingdom (45 M) | Norway (40 M) | Australia (15 M) | Japan (24 M) | Denmark (24 M) | Private Donors Republic of Korea (21 M) | Private Donors Italy (20 M) | Canada (16 M) | Switzerland (15 M) | France (14 M) | Private Donors Japan (16 M) | Private Donors Sweden (14 M) | Germany (13 M) | Private Donors USA (14 M) | Italy (10 M)**

*The Jordan operation was funded at 58 per cent in 2016, with US \$ 186.1 million received out of US \$ 319.6 requested.*

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