

Jordan: Azraq Refugee Camp

October 2018

Azraq is home to **40,712 Syrian refugees**, nearly 22% are under five years old.

1,440 Syrian refugees (4%) have disabilities in the camp.

8,895 shelters are currently in use in the camp.

60% are children, including 297 unaccompanied minors.

3 in 10 households are headed by women.

7,103 shelters provided with grid electricity for 16 hours per day.

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	TOTAL POC
Aleppo	25%
Homs	22%
Dara'a	17%
Ar-raqqa	11%
Rural Damascus	10%
Other areas	15%
Total	100%

Geographical snapshot:

Distance to national borders:

Syria: **90km**

Iraq: **255km**

Saudi Arabia: **75km**

UNHCR PRESENCE

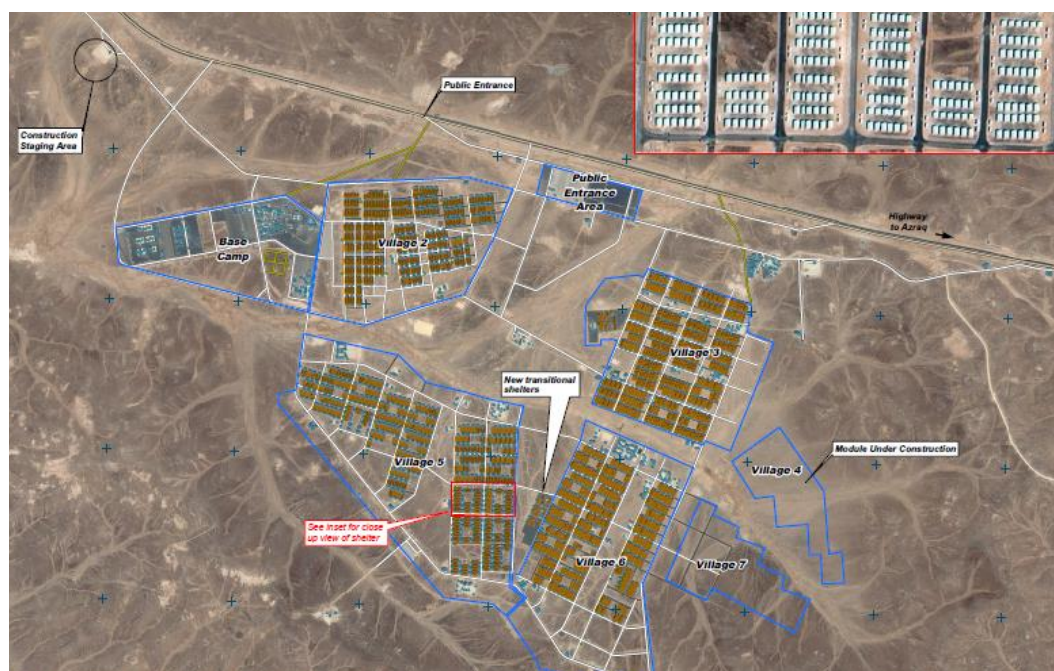
Staff:

48 National Staff

6 International Staff

2 International volunteers

AZRAQ CAMP SATELLITE MAP:



Working with Partners

Azraq refugee camp was opened in April 2014. 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).

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), and UN Women.

15 International NGOs: Action Against Hunger (AAH), Agency for Technical Cooperation and Development (ACTED), CARE, Danish Refugee Council (DRC), Finn Church Aid (FCA), International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), International Orthodox Christina Charities (IOCC), International Rescue Committee (IRC), Mercy Corps, Norwegian Refugee Council (NRC), Plan International, Questscope, Relief International, and 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).

Main Activities

Protection

- UNHCR is the lead protection agency in the camp with presence at the Registration/Protection area, and staff conduct visits throughout the camp to monitor and respond to refugees' protection concerns. In addition UNHCR provides documentation and counselling services to refugees. UNHCR works with International Rescue Committee and government partners (SRAD, Shari'a Court, the Family Protection Department and the Ministry of Social Development) on family tracing and reunification of unaccompanied and separated children and formalization of care arrangements for separated children in the camp.
- UNHCR has a dedicated team of staff from Protection, Registration and Field at the Reception Area to receive refugees coming from the urban, or other camps to assist them with counselling, shelter allocation and Non Food Items (NFIs) assistance. UNHCR also coordinate with International Medical Corps (IMC) International Rescue Committee (IRC), Humanity and Inclusion (HI) and Norwegian Refugee Council (NRC)

on cases of refugees identified as single women, Unaccompanied Minors and Persons with Disabilities.

Education

- A total of **9,835 children** are enrolled in six schools in the camp. The schools are being supported by UNICEF and the Jordanian Ministry of Education to guarantee access to education for all children in the camp while WFP provides healthy meals to all the students. Schools operate two shifts, girls in the morning and boys in the afternoon. In addition, there are *Makani* Centres (Child Friendly Spaces) providing learning and psychosocial support to boys and girls. Kindergarten facilities and day care activities are also available in the camp. **A total of 18 students** from Azraq camp have been granted Albert Einstein German Academic Refugee Initiative, known as DAFI, scholarships to study for Bachelor degrees in Jordanian Universities in 2017/2018.

Health

- Four **primary health care centers** (PHCC) operate in Azraq camp, where healthcare services are provided free of charge through two comprehensive clinics (in villages 5 and 6), two basic clinics (in villages 2 and 3) and one hospital with average of **7,598** consultations and an average of **35** children are born in the hospital per week.
- Under the **UNHCR Innovation Fellowship**, an initiative was developed addressing the issue of delays in responding to medical emergencies in the camp, due to the shortage of ambulances and high number of calls. **27 refugee volunteers** from the community were selected, trained with advanced first aid, and designated as First Responders responding to medical emergencies in coordination with Jordan's Civil Defence. The objective of the initiative is to support Civil Defence prioritize the urgency of cases and dispatch ambulances accordingly.
- UNHCR and its partners provide **psychosocial support** to men, women, girls and boys in need. Special assistance is delivered to vulnerable groups such as single parent families and persons with disabilities. UNHCR works closely with its partners on child protection issues and to strengthen early identification, referral and response to sexual and gender-based violence (SGBV) cases.

Food Security and Nutrition

- Refugees receive **20 Jordanian Dinars** (equivalent to **USD28**) per person every month from the World Food Programme (WFP) in the form of an electronic voucher, which can be used to buy food from the supermarkets in the camp using the card-less ©EyePay iris scanning system connected to UNHCR's registration database. WFP also distributes **240 grams** of bread daily to all refugees in the camp. Ready to eat meals are provided to refugees upon arrival and a school feeding programme is in place for students in all the formal schools in the camp.

Water and Sanitation

- There are two boreholes in the camp with a capacity of **120m³/h** which ensures good water quality and quantity control as well as better cost efficiency. In September, the average water supply to the camp was **61,650 m³ per day**. Water is distributed through the water supply network to **302** tap stands. The daily average water distribution was **54 L/P/D.**, (litres per person per day). An average Waste Water dislodging of **673.7 m³/day** transported to an external Waste Water Treatment Plant (WWTP) EIN GHAZAL 75 KM a way

from Azraq Camp. An average solid waste collection of **472.3 tons** and the total recyclable solid waste was **35.5 tons/month**.

Shelter/NFIs

- In Azraq camp, UNHCR allocates **shelters** to new arrivals, conducts regular monitoring and coordination with the Norwegian Refugee Council (NRC) to ensure timely maintenance of damaged shelters, and updates the shelter allocations system to ensure information on allocated or vacant shelters is current. All the shelters in Azraq have been upgraded with kitchen extension.
- UNHCR distributes seasonal and **regular non-food items (NFIs)** that includes winterization cash assistance to refugees in the camp and those coming through the reception area. UNHCR provided a winterization camp-wide distribution where all refugees received number of assistance on monthly basis, including one-off (**20 JOD/ per person**), monthly cash for gas-refilling for heating/ cooking (for all cases), one-off High Thermal Blanket (**3 PCs/ individuals**), heaters with gas cylinders (for new arrival only). UNHCR also monitors NFIs/Cash assistance distributions and coordinates with partners to ensure gaps are identified, home visits are conducted and NFIs/Cash assistance is delivered accordingly.

Information Sessions and community engagement

- UNHCR facilitates **two information sessions** per week at UNHCR/ CARE Community Centres where refugees (males and females) come together to address their concerns and share their feedbacks on the ongoing services provided the camp. Information sessions serve as a monitoring mechanism- assisting partners to improve their interventions as well as providing refugees opportunity to communicate directly to service providers.

Community Empowerment and Self-Reliance

- On 18 February UNHCR and **the International Labour Organization (ILO)** inaugurated the first Employment Office in Azraq refugee camp (ACE). The ACE, set up in coordination with the Government of Jordan and sponsored by the Dutch Government, aims to facilitate access to formal work opportunities across Jordan for refugees living in the camp. UNHCR records the work permit in a database linked to the Jordanian authorities, facilitating movement in and out of the camp. Refugees who obtained the work permits are able to leave the camp for up to one month at a time. The facility also provides refugees with counselling services, information on labour rights, training opportunities and job matching services. As of 30th of September, **4,067 work permits** have been registered in Azraq.
- Three market areas are operating in Azraq camp. **The 250 shops** – 50% owned by the refugees and 50% by the host community provides the camp with food shops, restaurants, accessories, bikes and many other items. In addition, UNHCR and its partners have set up an Incentive Based Volunteering (IBV) scheme, through which refugees play an active role in the functioning of the camp, while earning some extra income.
- **Community Centres** were established in 2014 in each Village and facilitate vocational trainings, community gatherings and mass information activities by all agencies. Multipurpose sports-grounds in the camp offer additional sports activities for all age groups. The community centers foster an environment for community learning, innovation, feedback mechanism through suggestion box and community initiatives.
- **Ideas Box** is an innovative portable multimedia centre fostering refugees' learning and creativity. The Ideas

Box provides is a media centre in a kit designed to empower its users, it fits on two pallets and can be installed in less than 30 minutes. In Azraq camp, key activities conducted through the Ideas Box include Edraak online courses, English dialogue club, knowledge club and creative thinking training, amongst others.

- **UNHCR Community Learning HUB-In Zone Higher Education Space** provides youth in Azraq camp access to quality connected learning initiatives by InZone (a center of the University of Geneva). InZone initiatives in the camp provide youth with various courses such as “Global History Lab” by Princeton University, and “Introduction to Engineering” by Purdue University, where InZone students learn engineering skills and problem solving processes in order to apply these to local challenges in the community. InZone students have been able to develop different projects such as the econ shelter designed with light detecting equipment and sensors to detect gas leakages.
- **Hewlett-Packard Learning Studio** is an interactive learning environment that unleashes refugee innovation. InZone students were trained in the use of the HP equipment and through the exploration of objects through multiple perspectives, they designed various community-based solutions to challenges faced in the community, including a local design of an air conditioner and a movable devise for the solar panels that detects the angles of the sun to maximize its impact.
- **Camp Magazine “Heartbeat of the Camp”** is one of the community initiatives designed by a group of 12 refugees, 6 female and 6 male youth in the camp with support from CARE and UNHCR. This community initiative aims to improve the social well-being and support the youth in the implementation of a magazine according to their own designs and ideas. The Camp Magazine team aims to raise awareness about different topics related to life in Azraq camp and issues important to youth including education and health through the various editions of the magazine.

Access to Energy

- Azraq camp has a **comprehensive energy plan** to connect electricity to all shelters for **16 hours** daily in the four villages. UNHCR and the IKEA Foundation have created the first refugee camp in the world powered with renewable energy. A medium-voltage power network funded by the Saudi Fund for Development connected the IKEA Foundation funded Solar Plant to refugee shelters, formal and informal businesses, offices and utilities, providing year-round electricity in the camp. The Solar Plant uses **7,788 solar PV panels** with a lifespan of **25 years**. This is the equivalent size of **5 football fields**.
- Currently, and expansion is ongoing to add 1.5 MW to connect the two remaining villages 2 and 5. As of September, a total of **2,300 shelters in village 5** have been connected with electricity. Averagely, each shelter consumes 2.2-2.4 kWh/day, enough power to operate lights, a refrigerator, television, a fan and charge phones. At the meantime, UNHCR has distributed an average of **2 solar lanterns per household** to provide light to residents of village 2 and 5 which are not yet connected with electricity.

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