

## JORDAN

### UNHCR OPERATIONAL UPDATE

April 2016<sup>1</sup>

#### KEY FIGURES

**1**

UNHCR in Jordan was the largest operation globally for submissions to resettlement and similar humanitarian admission programmes in 2015

**75**

Percentage of Syrians who are highly or severely shelter vulnerable

**80**

Percentage of Syrians using crisis or emergency coping mechanisms

**90**

Percentage of Syrians living outside of camps in poverty

**115,000**

Syrian school-aged children out of school, with many compelled to work informally in dangerous conditions

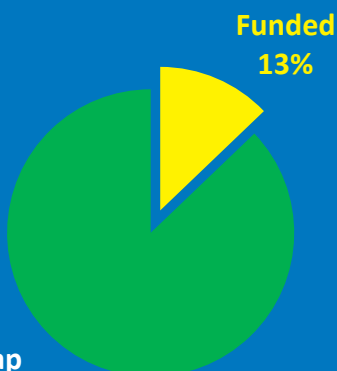
**US \$ 27 million**

Provided so far in 2016 in cash assistance to Jordan's most vulnerable refugees

#### FUNDING

**US \$ 320 million**

requested for the Jordan Operation in 2016



#### HIGHLIGHTS

- The Jordan Operation submitted **12,356** individuals for fast-tracked resettlement to the U.S. at the end of March (surpassing the target figure of **9,000**) to form part of U.S. plans to resettle at least **10,000** Syrian refugees, the vast majority living in Jordan, by the end of September 2016. UNHCR in Jordan has adopted new identification and screening-in procedures to meet the welcome increased demand of countries like the U.S. to expeditiously resettle thousands of Syrian refugees as part of their commitment to international solidarity, cooperation and responsibility-sharing with refugee-hosting countries like Jordan.
- United Nations Secretary-General Ban Ki-Moon travelled to Zaatari refugee camp on 27 March - his second visit since it opened in 2012 - where he noted the camp's improved infrastructure but also the absent hope of return for its **80,000** Syrian inhabitants. The Secretary-General was accompanied by the President of the World Bank Group Jim Yong Kim who used his visit to Jordan to announce US \$100 million in support of job creation for Syrian refugees and their Jordanian hosts.
- United Nations High Commissioner for Refugees Filippo Grandi expressed concern in late March that more than half of the \$12 billion in support pledged at the London Syria Donors Conference in February had yet to be disbursed. The funds would represent critical development and humanitarian support to Jordan where the majority of refugees are destitute and the host infrastructure strained after years of support provided to Syrians seeking international protection.



The UN Secretary-General and World Bank President meet with Syrian refugees at Zaatari camp on 27 March 2016. ©UNHCR/Naserddine Touaibia

<sup>1</sup> Covering the period from 1 – 31 March.

## UPDATE ON ACHIEVEMENTS

### Operational Context

Two significant developments in March look set to positively impact on the long-term strategy of shifting the paradigm from aid dependence to economic self-reliance for Jordan’s Syrian refugees, as recently outlined in a joint [UNHCR/World Bank Group report](#) and the Government of Jordan’s [Jordan Compact](#). The first is the announcement by the Ministry of Labour (MoL) to allow Syrians to use a valid form of Ministry of Interior-issued identification and their UNHCR registration document instead of a passport. This is important given that the vast majority of Syrian refugees reside in Jordan without their passports, required documentation to access legal employment. Workplaces employing Syrians informally are to be given a three-month grace period, starting in April, to regularize their employees’ work status.

The second notable development is progress on a pilot project undertaken by UNHCR in partnership with the International Labour Organization and [Better Work Jordan](#) to provide work permits for Syrian refugees in Jordan’s garment sector. To date, six factories in Jordan have approached UNHCR for assistance in providing Syrian refugee women and men with employment at different stages of the garment production process. The participating companies all feature in the government’s “Golden List” of workplaces with a proven track record of adhering strictly to labour standards as set out in the Jordanian Labour Code. The pilot is progressing in close consultation with the Government of Jordan, precluding competition for jobs with Jordanian workers, and focusing on an area of the labour market where demand for workers outstrips supply.

Estimates suggest that the number of Syrians gathered at two points on the northeast border has risen to 57,000 (50,000 at Rukban and 7,000 at Hadalat), with a concurrent increase in the numbers being granted access into Jordanian territory by the authorities for further screening. To accommodate the increase in arrivals, part of Azraq Camp has been secured for asylum seekers arriving from the Raba'a al-Sarhan reception facility for enhanced screening. UNHCR is working closely with the authorities to ensure that those awaiting screening are provided with access to health services, education and other essential protection requirements.

On 30 March in Geneva, UNHCR convened an international meeting focusing on resettlement and other forms of humanitarian admission for 10 per cent of the 4.8 million Syrian refugees in countries neighbouring Syria. UNHCR estimates that at least this number will require resettlement or other forms of humanitarian help to move to safety over the next three years. The meeting ended with States pledging modest increases in the number of resettlement and humanitarian admission places, as well as important financial commitments in support of UNHCR’s resettlement programme from two countries. UNHCR in Jordan has since the end of 2015 facilitated two of the most generous resettlement and humanitarian admission responses yet seen with over 11,000 individuals submitted to the Canadian Humanitarian Transfer Programme by the end of December 2015, and another 12,000 to form part of the U.S. “surge” programme by the end of March 2016.

A total of **701,092** people of concern are registered with UNHCR in Jordan, including **637,638** Syrians, **54,586** Iraqis and **8,868** others including, **3,033** Sudanese, **3,852** Yemenis and **774** Somalis.

## Achievements



### Protection

#### Achievements and Impact

- **UNHCR advocacy efforts result in the waiver of birth registration fines in the camps:** UNHCR has secured an agreement with the Government of Jordan to waive fines for refugees in camps who have not registered births or deaths within the stipulated time period. The exemption only applies to camp residents and will cover 1,500 cases - 1,200 for Zaatari and 300 for other camps – effective from 9 March.
- **UNHCR welcomes regional exchange visit on protection services for refugee women:** UNHCR staff received a delegation from the Dubai Foundation for Women and Children in March to study activities relating to the empowerment of refugee women in Jordan, as well as psycho-social support services available inside and outside of camps. The trip was a follow-up to a visit conducted earlier this year by staff by Jordan’s Ministry of Social Development to the United Arab Emirates to learn best practice measures from some of the most well-established anti-trafficking shelters in the region. The delegation was received by UNHCR staff in Amman and Zaatari and included visits to a community centre operated by the MoSD in coordination with UNHCR and The Jordanian Hashemite Fund for Human Development (JOHUD), the Jordan River Foundation / Queen Rania Family Centre, where women empowerment and psycho-social support is provided, as well as the Jordanian National Commission for Women.
- **UNHCR joins the launch of quality improvement strategies for care centres in Jordan:** A set of quality assurance standards designed to set the bar on the quality of services provided to survivors of family violence was launched in March under the auspices of the Ministry of Social Development (MoSD). The standards were developed in a collaborative effort between UNHCR, UNFPA, UNICEF and the National Council for Family Affairs, and are tailored to specific target groups and their needs, including youth, elderly persons, survivors of family violence and persons living with disability. The training of MoSD staff in the standards will be implemented throughout the year.
- **Launch of the Jordan Refugee Response Protection Strategy 2016:** The inter-agency protection sector, co-chaired by UNHCR, launched its 2016 strategy paper in March. The strategy aims at ensuring access to protection for Syrian refugees and other population affected by the Syrian crisis. The main objectives include:
  - Advocating for access to the territory, to seek asylum and have their rights respected, particularly in regard to non-refoulement and family unity;
  - Engaging and empowering refugees, and ensuring access to services for the most vulnerable;
  - Reducing the risk and mitigating the consequences of Sexual and Gender-Based Violence in accordance with survivor-centred approaches and age, gender and diversity mainstreaming;
  - Increasing more equitable access for boys and girls affected by the Syria crisis to quality child protection interventions.



### Education

#### Achievements and Impact

- **Support for Syrian refugee children from the American Community Schools:** On 30 March 21 high school students from the American Community Schools (ACS) in Amman and Abu Dhabi visited the Hai Nazzal Community Centre Association for Syrians and Jordanians in Amman to distribute crayons and colouring books to over 150 refugee children. The event was the fifth of its kind carried out by ACS in Amman. The Crayons for Kids (C4K) project, initiated by ACS in Amman in May 2015, has inspired other youth from across the region to join in raising funds for crayons and booklets for refugee children. So far ACS Amman



Syrian and Jordanian children receiving donations from ACS students at the Hai Nazzal Community Centre in Amman. ©UNHCR/Farah Al-Sadi

students have raised over \$ US 11,000 with a further \$ US 10,000 expected from students from other ACS in the region by the close of April 2016. Two more ACS distributions are planned at Community Support Committees for Iraqis, Somalis and Sudanese in the beginning of May 2016. The Saudi ACS will be part of these distributions. For more info on the project please see: <http://www.acsamman.edu.jo/C4K>



## Health

### Achievements and Impact

- **UNHCR supports the latest nationwide polio immunization campaign:** The Ministry of Health (MoH) implemented a nationwide polio vaccination programme between 27 - 31 March, its sixth since 2013, targeting children under the age of five regardless of their nationality or previous vaccination status. UNHCR played a key role in mobilizing all refugees in Jordan through mass information. UNHCR sent SMS messages to 179,921 refugees; banners and posters were placed in refugee registration areas; a vaccination team from Ministry of Health was hosted in the UNHCR registration area in Khalda office; messages were disseminated to implementing and operating partners through health referral meetings, and partner agencies were provided with information materials. Exact numbers of vaccinated during this year's round will be provided by the MoH and UNICEF on the campaign is completed.
- **UNHCR ambulance donation transporting refugees from the northeast border:** An off-road ambulance donated by UNHCR to the Royal Medical Services is now stationed at Rukban and assisting in the referral of patients from the berm to Ruwayshid Hospital some 170km away.
- **Number of war-wounded assisted by UNHCR drops with ceasefire implementation:** The number of war wounded assisted by UNHCR from 1st January to 31st of March is 55 persons (27 in January, 20 in February and 8 March). The reduction this month is believed to be related to the implementation of the 27 February ceasefire in Syria.
- **Baseline survey to support a future project to strengthen the provision of neonatal care at Azraq:** UNHCR conducted a baseline assessment relating to neonatal care in Azraq and Zaatari camps, as well as two referral facilities, as part of a two year project funded by the Bill and Melinda Gates Foundation on strengthening the provision of neonatal care in refugee camps. The assessment took place over ten days in March and consisted of focus group discussions with refugee mothers, fathers, grandmothers, key informant interviews and facility assessments. The findings will inform project design which will aim to promote effective, low cost interventions such as skin-to-skin care, umbilical cord care, early initiation of breastfeeding, home visits for the newborn by trained community health volunteers and improve the coverage of quality care during pregnancy and delivery. Key partners in this initiative led by UNHCR in Jordan are the Ministry of Health, JHAS, International Medical Corps (IMC), UNICEF and UNFPA.
- **More cases of leishmaniasis and new cases of measles from the border at Azraq:** Ninety new cases of leishmaniasis were recorded in new arrivals from the northeast border through March and treated at the UNHCR co-funded clinic at the camp. More vials of medicine to treat the skin disease are expected to arrive shortly in case a further rise in cases is reported. Meanwhile, four measles cases were confirmed in new arrival children transferred from the northeast border. The four suspected cases were isolated in the UNHCR/IMC hospital for four days pending confirmation by MoH's public health laboratory. Though there is no evidence of measles transmission within Azraq a measles vaccination campaign will be carried out as a precautionary measure.
- **Meeting the rise in demand on health services in Azraq:** Temporary arrangements were made to provide additional health services to meet the needs of new arrivals in Azraq. IMC set up a temporary clinic which covered the reception area and the public area. The mobile clinic's team consisted of a physician, three nurses, one midwife, a pharmacist, and a mental health case manager who screened new arrivals on daily basis. Women who were more than 35 weeks pregnant were transported to the IMC hospital for follow-up. The majority of cases treated in the reception area had acute conditions or injuries. From the 12 March until the 1 April there were 1,065 consultations of which 888 were for acute health conditions, 83 were for chronic and 34 were from antenatal consultations.



## Shelter and NFIs

### Achievements and Impact

- **UNHCR completes improvements to shelters at Azraq:** UNHCR, through its implementing partner, Norwegian Refugee Council, completed the installation of shading in front of all t-shelters to further protect inhabitants from the

extreme desert conditions in Azraq. Three shelves were also installed in each shelter to enhance shelter comfort. In addition, 948 damaged shelters were fixed at the camp during the month.

## Camp Coordination and Camp Management

### Achievements and Impact

- **Mother's Day celebrated at Azraq:** Syrian refugee women and girls from all different backgrounds and governorates in Syria organized a day-long event at Azraq on 21 March to celebrate the role played by mothers in exile and beyond. In this The event gathered refugees, government officials and humanitarian agencies. The day's activities included poems, a song and role play performed by Syrian children and music from a Syrian folk band. The day closed with mothers being presented with flowers and gifts in recognition of their important role in the camp and within wider society.
- **Chess Without Borders welcomed to Azraq camp:** A team from Chess Without Borders arrived at Azraq camp with several chess sets including four to be used by visually impaired refugees. For three days, 55 refugees were mentored by chess players from Spain. Uael, a 14 years old boy from Homs, learnt to play chess in the camp one year ago and expressed his appreciation for the chance to improve his movements. "I like playing chess because you need to make your brain move and it makes you smart", he told UNHCR field staff. Yousef, 11, was especially attentive to the lessons given by Alba, a chess player and psychologist. "I learnt today how to move the king, the castle and the soldier. And my favourite is definitively the king!". Gasan was one of the experienced students and he intends to remain as a teacher after the team leaves the country. "It is a sport that is accessible for all ages. It takes you out of the atmosphere, we will forget for a few minutes where are we and it will help us to know each other better", he explained.



- **Bono visits Zaatari:** The U2 frontman visited Zaatari Camp on 28 March where he met with Syrian refugees, including artists working at a community centre run jointly by UNHCR and its NGO partner International Relief and Development. Bono was visiting Jordan as part of a tour of refugee-hosting countries, like Jordan, Kenya and Turkey, ahead of his appearance at a U.S. Senate subcommittee discussion on the Middle East and the refugee crisis. An [Op-Ed](#) written by Bono on the crisis was published in the New York Times on the same day as his Senate appearance. ©UNHCR/Naserddine Touaibia

## Access to Energy

### Achievements and Impact

- **Phase one of the electricity project at Azraq Camp nears completion:** The first phase of the Azraq electricity project initiated in February neared completion in March with 79%, or 752, of the low voltage poles needed to connect the camp to the outside grid fixed into position. The first stage consists of steadying the poles into the ground with mixed concrete. The aim of the project is to provide refugees living in the camp with enough power to operate essential household items like fans and lights.

## STORIES FROM THE FIELD

### THE “JORDAN” OF AZRAQ CAMP

At 35, Hussein remembers in detail his glory years as a basketball player in Syria’s First Division. “Al-Majid was the name of my team”, he says with pride. “We were not seen as stars, but being part of a professional team gives you a special feeling that I cannot begin to express with words”. Hussein’s stature at 2 metres provides some hint of his favourite pastime.

“I used to work as a blacksmith in Syria and volunteered as a basketball and volleyball coach at the school next to my house. I didn’t have a single free minute”, Hussein remembers. He shares his story enthusiastically. “When I arrived at the camp and I saw there was a field, I applied to work as a coach”, he explains. Hussein passed the job interview and test on the field with flying colours and was immediately given the job.

“They brought 10 children along and I had to conduct a training session. Although it was football, I did well and the children loved it”, he relates happily. Hussein now volunteers as a basketball and football coach in the multipurpose playground built with the support of the International Olympic Committee.



*Hussein hooping a ball at Azraq Camp where he volunteers as a football and basketball coach.  
©UNHCR/Ayman Bino*

Hussein will be always a basketball player, but he reinvented himself in Azraq. “With 60 children coming every day to my football training and only 15 to basketball, I think it’s clear which sport the children prefer”, he says with a cheeky grin. “But whether it is football or basketball, it is sport and it keeps me active and healthy”, he states.

Maybe because of his height the kids know him as the best goalkeeper in the camp. “I also teach them to be disciplined, to follow the rules and to think as a team. I hope I can create better adults through these moments on the ground”, he says. “If someone from the team is sick and cannot attend the training session, they all go together and visit him in his shelter”.

Training lasts for three hours every morning, before the boys start school. Hussein admits that these hours are the best of the day: “It helps me a lot. Days are long in the camp and I have always been a very active person. Sport and helping these children to grow with great values makes happy and I feel I am investing my time in something useful”. The opportunity also has an impact on his family. Being part of the UNHCR/CARE Incentive-Based Volunteer scheme allows him to receive a small stipend every month to support the daily costs of living in the camp, especially tough with four kids who he says do not stop growing.

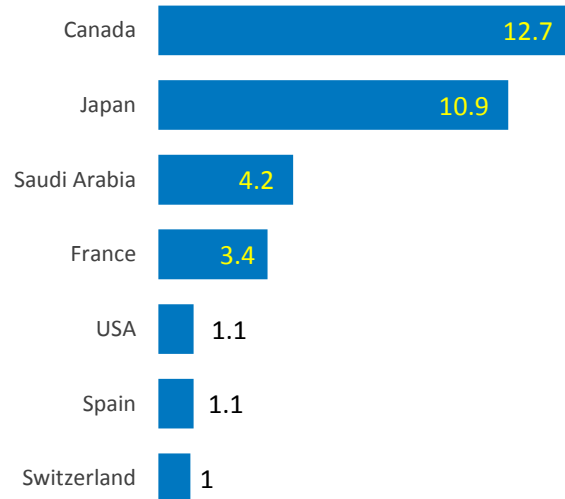
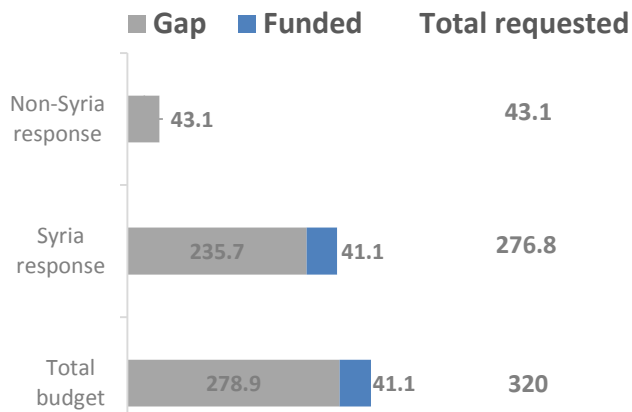
One of Hussein’s colleagues confesses that when he goes home, he even continues training some children in whatever open space he can find. “I am creating a healthy and positive space through sport; if we don’t engage the children in these kind of activities in the camp, their spare time will be spent causing trouble. It is better to invest time on them and their futures to create better adults”, he smiles.

Olga Sarrado-Mur  
Associate External Relations Officer, Azraq Camp

## FINANCIAL INFORMATION

Total recorded contributions for the operation amount to some **US\$ 41.1 million** for the **Syria response**. Currently no funding has been received for the Iraq situation at the country level.

### Funding received for the Jordan operation in 2016 (in million USD)



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: Sweden (78 M) | Netherlands (46 M) | Norway (40 M) | Australia (31 M) | Denmark (24 M) | Switzerland (15 M) | Germany (13 M)**



*BBC Global Questions* was broadcast live from UNHCR’s main registration centre in Amman in March. Journalist Zeinab Badawi moderated the debate on the Syrian Refugee Crisis which saw refugees from the Azraq and Zaatari camps, as well as refugees living in urban areas and Jordanians from all walks of life, ask questions to a panel comprised of (left to right) the German Ambassador to Jordan, H. E. Birgitta Maria Siefker-Eberle; Jordan’s Minister of Planning and International Cooperation, Imad N. Fakhoury; Lebanon’s Director General of Education, Fady Yarak; Syrian peace activist, Hind Kabawat and UNHCR’s Representative in Jordan, Andrew Harper. ©UNHCR/Mohammad Hawari

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