

OVERVIEW

Number of refugees in Jordan: more than 628,000



Number of refugees in Azraq camp:

17,000 people currently reside in Azraq camp (March 2015). The camp can accommodate up to **50,000** refugees in the initial phase and can be expanded for up to **100,000 people**.



Azraq camp was opened when Zaatari camp, also in Jordan, reached capacity. Zaatari is closer to the Syrian border, and hosting about **90,000 refugees**, it is one of the largest camps in the world.



Location: in the middle of the desert, **100 km** east of Amman and some **20 km** away from Azraq town.

Distance to borders: **Syria – 90 km;**
Iraq – 255 km; Saudi Arabia – 75 km.

Climate: very hot during summer days and cold nights in the winter. The camp is situated in the desert with frequent sand storms.

Structure: Azraq camp is subdivided into four villages – each with a capacity to house **10,000 to 12,500 people**. Currently, all refugees live in two villages. Each village has its own community centre, primary health post, community police post, women and child friendly spaces, and sports grounds. There is shared access to schools, supermarket, hospital and mosque.

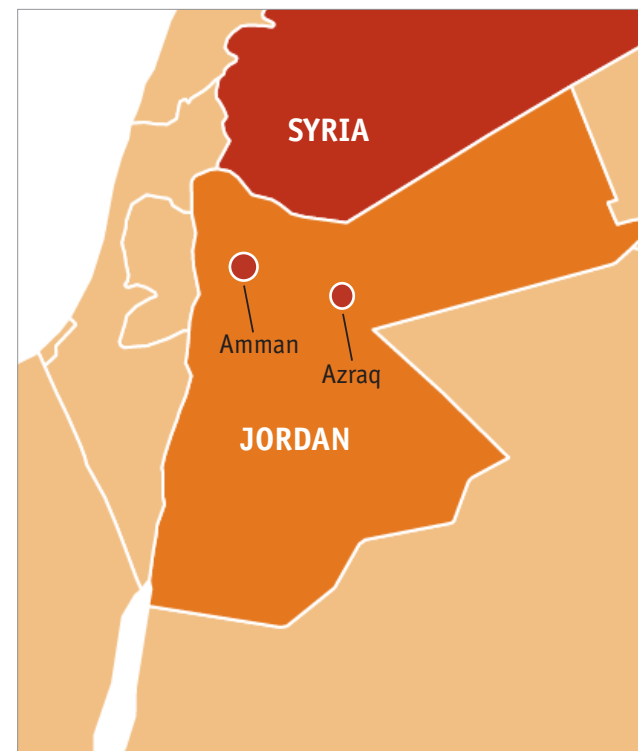


Shelters and facilities: Around **10,000 shelters and water and sanitation facilities** for up to **50,000 people** have been constructed (as of July 2014).



Difference between Azraq and Za'atari camps: Whilst in Za'atari camp all services are centralised, in Azraq there are separate villages, with refugees in each village having their own community centres, primary health facilities and friendly spaces. There are no tents in Azraq and for protection reasons water and sanitation facilities are in the immediate vicinity to the dwellings.

Source: all figures cited are by UNHCR



KEY DEVELOPMENTS AND CHALLENGES

There is currently no electricity in Azraq camp however various solar based solutions have been introduced such as street lights and solar lanterns. Plans are in place to connect the camp to the electrical grid during 2015.

The camp is vast and some distances are difficult to cover on foot, especially for the elderly. Therefore, a public transport system was introduced in September, 2014, and CARE plans to launch a bicycle and rickshaw rental service during 2015.

A market place has been built with 50 stalls for both Syrian refugees as well as Jordanian businesses. Once opened, it will increase access to goods and services and provide an opportunity to earn some income.



CARE empowers children in activities in Azraq camp. © Mahmoud Shabeeb/CARE

OUR RESPONSE

INFORMATION AND ORIENTATION

CARE provides vital information to refugees upon arrival in the reception/ waiting areas, as well as on an on-going basis through its community centres and outreach activities. This way, refugees learn about the structure of the camp, where and how to access essential services, and what their rights and duties are as residents of the camp.

COMMUNITY-BASED ACTIVITIES

CARE runs two community centers at Azraq camp and is planning to open an additional center in 2015. The centers offer a variety of services including psychological first aid, case management and referral, information provision about the camp, its activities and events, including the assessment of faulty solar lamps. The centers are equipped with two activity halls, which are used for events and functions, bi-weekly information sessions, educational trainings and courses, psychosocial support sessions and various recreational activities. Recently, CARE has built a multi-purpose sports ground and launched various sports activities for women, girls, boys and men.

COMMUNITY MOBILISATION

CARE identifies community representatives and sets up village coordination committees so that refugees are involved in the decision

making process in the camp. The refugee representatives are the interlocutors between the service providers in the camp and its population. They ensure grievances, viewpoints and preferences from the refugees are brought to the attention of the camp management and are being addressed in a negotiation process.

CARE's community centers have become internet hubs, enabling refugees to connect with the outside world and stay in touch with their families. CARE works closely with the UN and other humanitarian agencies and deploys outreach teams to the most vulnerable households to make sure they receive the services they are entitled to.



CARE staff in Azraq Camp.
© Johanna Mitscherlich/CARE

EXPERTISE

CARE Jordan has extensive experience providing community services to refugees, and has been running successful programmes for Syrian and Iraqi refugees living in urban settings.

CARE has helped Syrian refugees through its four urban community centres (East Amman, Zarqa, Mafraq, Irbid and through local partner organisations in Azraq town). CARE has provided emergency cash assistance to refugees so that they can pay for basic living costs (such as rent, medication and food) since the onset of the crisis, as well as vital information so that they know how to access further health, legal and social support. CARE also provides psychosocial assistance to women, men and children. During the winter months, CARE helped families to prepare for and cope with the cold weather, distributing cash, heaters, fuel vouchers, blankets and floor mats.

In the region, CARE's provision of life-saving services to Syrian refugees and host communities has reached more than half a million people. Globally, CARE has extensive experience working with refugees, and is one of the key agencies providing support to refugees in Kenya (Dadaab camp), Turkey, and Iraq.