

# THE SYRIAN REFUGEE CRISIS IN JORDAN

Categories: Water, Sanitation, and Hygiene (WASH)/ NFI-Distribution/Emergency Aid

## BE A PART OF THE PROJECT: PARTNER WITH JEN AND CONTRIBUTE

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Water, Sanitation, and Hygiene

### First Woman-Only Laundries Open



*Above: JEN asks a women doing laundry at a toilet about the need for better water facilities at the camp.*

Currently, the women in the Zaatari refugee camp wash their clothes at the hand-washing stations attached to the toilets. However, they also wash their dishes, pots, pans, and food using the same water. It is feared that the laundry wastewater could contaminate the water for washing hands, dishes, and so forth.

To combat this issue, JEN set up thirty women-only laundry areas throughout the camp. At the same time JEN handed out hand laundry kits (containing detergent, clothespins, clotheslines, and so on) to over four thousand families in order to promote the use of the new laundry facilities.

These facilities will not only improve the quality of water used for cooking and drinking but they could also serve as a way to revitalize the refugee community. As the women freely mix and converse, they can also begin to heal together. Previous surveys also showed that for many women, washing

and hanging out underclothing in the public was a great source of stress. The new women-only laundry facilities, hopefully, will relieve this stress and allow the women to feel more at ease.

Refugees in the camp are facing a number of problems with water supply, drainage, and garbage. In order to improve unsanitary water conditions, it is necessary not only to set up new facilities, but also to raise personal hygiene awareness. From now on, JEN will strive to effectively respond to and improve the camp's sanitary environment.

Water, Sanitation, and Hygiene

### Improving Water Facilities both Outside Zaatari Camp and Within

Although the Syrian refugee camps continue to grow, nearly fifty percent of Syrian refugees live in host communities outside of the camps. This population influx heavily affects schools which accept many Syrian children. Public schools in Jordan have accepted around twenty-nine thousand Syrian students. As schools near the border exceed their capacity, JEN has found that the current water, sanitation, and hygiene facilities in many schools are inadequate. To tackle the lack of water, sanitation, and hygiene facilities, JEN has built water fountains and improved existing facilities in ten schools in northern Jordan.

However, it is not only the school facilities outside the Zaatari refugee camp but also the facilities inside the camp that also need assistance. JEN recently conducted an assessment of the sanitation conditions within the camp and found the number and quality of existing facilities to be lacking. Thus, in order to improve sanitation conditions for the Syrian refugees, JEN has started an environmental improvement operation

**COUNTRY: Anman, JORDAN**

in the Zaatari camp. The staff members at the neighboring JEN Iraqi office, who have been involved in hygiene education assistance since 2003, were sent from Baghdad to Jordan to ensure swift and appropriate implementation of this new hygiene initiative. With the information they learned from their training, hopefully the JEN in Jordan staff can assist the camp in improving their WASH facilities.



***Above:** JEN assesses local school's water facilities.*

the national-boundary areas, which have an even higher degree of urgency. In order to establish a system for distribution, JEN is providing ideas and coordinating with other organizations that participate in NFI support activities. The winter has been harsh and many of the people who arrive at Zaatari refugee camp have little clothing with them to protect them from the cold. At the beginning of January, JEN received news from the U.N. that they lacked children's clothing at the refugee registration office on the border. In order to supply clothing that evening, JEN carried out an emergency transportation procedure along with the U.N. in order to get the clothes there in time.

JEN has also now completed two deliveries of clothing to over five thousand families in the Zaatari refugee camp, the largest camp in Jordan. Inside each bag are coats, pants, and diapers for families with babies.

JEN would like to thank our partners, including UNIQLO, Felissimo, JICA, and each one of you for supporting our humanitarian mission for the Syrian refugees in Jordan. JEN has been providing emergency relief aid to Syrian refugees since September.

**NFI-Distribution**

**Clothes Delivered to Families in Zaatari Refugee Camp**

Thousands of refugees arrive in Jordan every day, and their number keeps growing. The UN and other international agencies have laid out emergency procedures to meet their ever-changing needs. JEN is also working in line with this process, focusing on flexibility and speed more than usual. JEN was recently appointed, at UNHCR's request, the governing body of the clothing division of the NFI (Non-Food Items) department. JEN's NFI activities will start with high priority on the national border, where Syrian people, carrying only the bare necessities, enter Jordan. The partnership with UNHCR will continue as assistance expands into



***Above:** Children from the Zaatari camp who received clothes from JEN and partners.*

*Recognizing the Needs in the Field*

Meeting the needs in an appropriate manner is very crucial when assistance programs are implemented. Thus, programs must be designed carefully based on prudent assessments and be flexibly revised according to the altering situations. (Project Management Policy)

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