

JORDAN

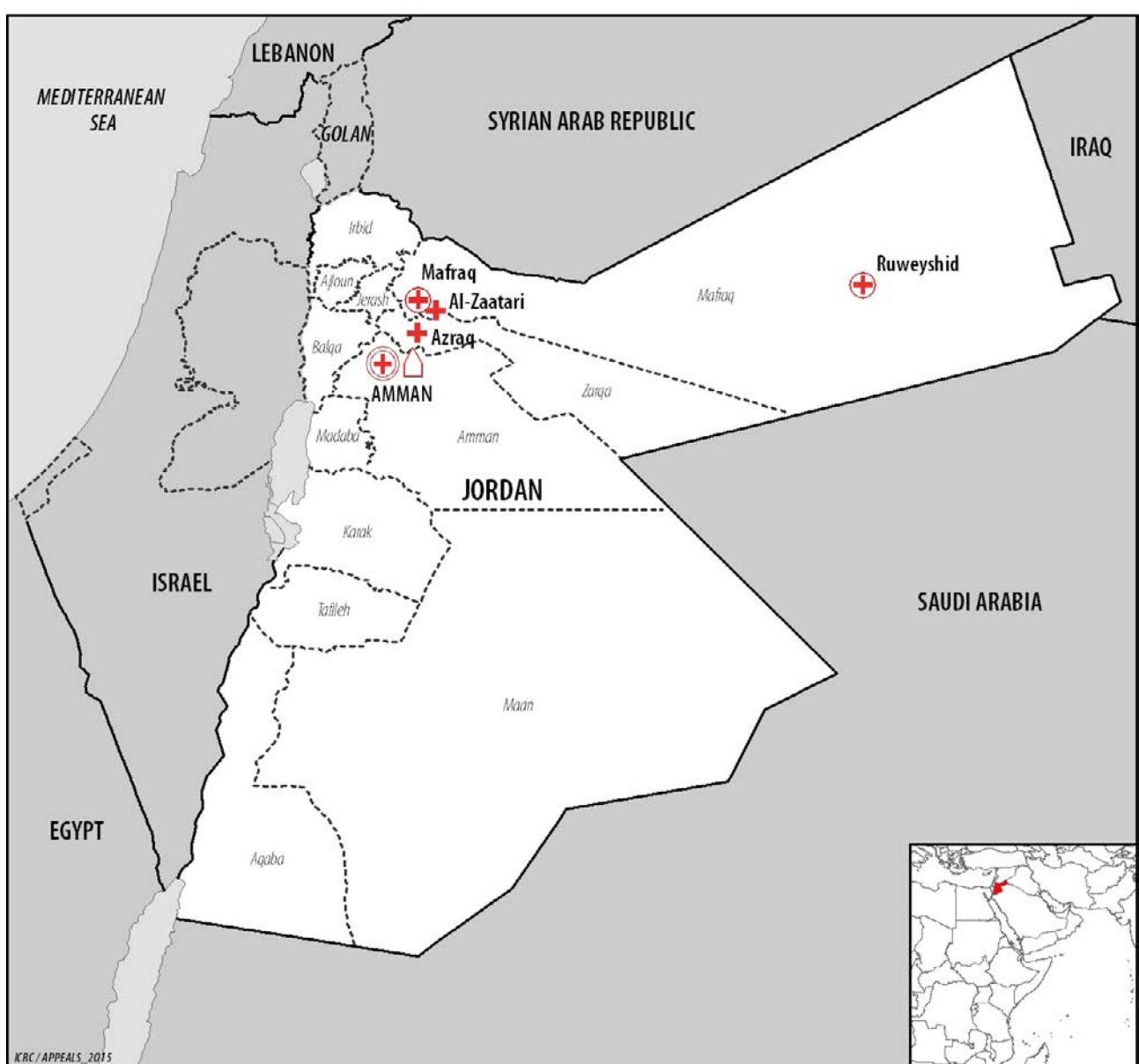
The ICRC has been present in Jordan since the 1967 Arab-Israeli war. It visits detainees, monitoring their treatment and living conditions, and provides tracing and RCM services to enable civilians, including refugees, and foreign detainees to restore contact with their family members. In cooperation with the Jordan National Red Crescent Society, the ICRC supports and assists refugees from across the region. It also partners the National Society in promoting IHL throughout Jordanian society. The delegation provides logistical support to ICRC relief operations in the region and beyond.

BUDGET IN KCHF

Protection	3,576
Assistance	23,900
Prevention	2,806
Cooperation with National Societies	1,022
General	521
Total	31,825
<i>Of which: Overheads</i>	<i>1,942</i>

PERSONNEL

Mobile staff	51
Resident staff (daily workers not included)	247



ICRC delegation

ICRC sub-delegation

ICRC presence

ICRC regional logistics centre

MAIN TARGETS FOR 2015

- detainees benefit from ICRC visits to monitor their treatment and living conditions as well as subsequent measures taken by the authorities to improve health care in prisons, based on ICRC recommendations
- the authorities are reminded of their responsibilities under relevant law, including the need to respect the principle of *non-refoulement*, towards people who have fled the conflict in the Syrian Arab Republic
- in coordination with the authorities, people fleeing Syria receive meals and essential household items and access adequate shelter and water/sanitation services at reception/collection points along the border, while awaiting transfer
- vulnerable households living in host communities benefit from cash assistance to help them pay their rent and other expenses, as well as rehabilitated water infrastructure to improve water access for refugees and residents alike
- wounded and sick people in reception/collection points, refugee camps and host communities receive timely and appropriate medical treatment from trained first-aiders, an ICRC clinic and ICRC-supported hospitals
- people in Jordan, including those living in refugee camps and host communities, restore contact with relatives in Syria and elsewhere through family-links services offered jointly with the Jordan National Red Crescent Society

ASSISTANCE		Targets (up to)
CIVILIANS (RESIDENTS, IDPs, RETURNEES, ETC.)		
Economic security, water and habitat (in some cases provided within a protection or cooperation programme)		
Food commodities	Beneficiaries	63,000
Essential household items	Beneficiaries	78,000
Cash	Beneficiaries	30,000
Water and habitat activities	Beneficiaries	330,000
Health		
Health centres supported	Structures	1
WOUNDED AND SICK		
Hospitals		
Hospitals supported	Structures	2

CONTEXT

Jordan continues to deal with the consequences of the armed conflict in the neighbouring Syrian Arab Republic (hereafter Syria), hosting hundreds of thousands of people who have fled Syria, with almost four-fifths of them said to be living in host communities. People enter Jordan mainly via its eastern border with Syria, although border policies have been tightened. In May 2014, the authorities opened a new refugee camp in Azraq to help alleviate overcrowding in the Al-Zaatari camp.

Given the increased strain on its health care and water supply systems, the government is planning to improve the country's infrastructure over the next three years, with international support. Tensions between residents and refugees persist, exacerbated by economic difficulties, including unemployment.

HUMANITARIAN RESPONSE

In cooperation with the Jordan National Red Crescent Society, the ICRC will increase its activities for people affected by the Syrian armed conflict, complementing the response led by the authorities, the UN and other humanitarian actors. At the eastern border, where the ICRC is the main humanitarian actor, new arrivals from Syria will receive food and essential household items at government-managed reception/collection points. To help the authorities ensure people's access to essential services, the ICRC will install and maintain water/sanitation facilities at the border and at a registration facility. It will also support the rehabilitation of dilapidated infrastructure in communities hosting refugees, helping reduce the pressure on residents. Vulnerable households in these communities will receive cash to help them cover their living expenses, and hygiene items to ease their situation. Financial support for training programmes run by the National Committee on Demining and Rehabilitation (NCDR) will help potential returnees to Syria reduce

their exposure to the dangers of mines/explosive remnants of war (ERW).

To bolster provision of health care for the wounded and the sick, the ICRC will help the Royal Medical Services - a unit of the Jordanian Armed Forces (JAF) - provide medical treatment at health posts, in reception/collection points, in particular by providing medical supplies. The ICRC will also treat patients through its clinic at a registration facility, facilitate referrals to higher-level care, provide key hospitals with equipment/supplies, and train surgeons in mass-casualty management. Training for emergency responders and support for the development of the National Society's first-aid training programme will help boost the chances of people receiving emergency care. Through interviews with people in transit facilities, camps and host communities, the ICRC will document alleged abuses in Jordan and Syria. Based on these reports and observations, it will engage the Jordanian authorities in dialogue, reminding them of their obligations under applicable law – including the principle of *non-refoulement* – and encouraging them to address the needs of particularly vulnerable groups, including unaccompanied minors. It will also forward allegations of abuses suffered in Syria, including sexual violence, to the ICRC's Syria delegation for possible submission to the pertinent parties.

In parallel, the ICRC will continue to visit detainees/internees to monitor their treatment and living conditions, paying particular attention to administrative and security detainees as well as Palestinians from Syria and Syrian ex-service-men held in *de facto* internment. Based on such visits, it will confidentially share its findings and recommendations with the authorities, in particular regarding administrative detention/internment practices, the application of procedural safeguards and respect for the principle of *non-refoulement*. Through material/technical support, it will help the authorities develop health services for detainees/internees and improve the living conditions of Syrian internees.

Family-links services will remain available to detainees and families with relatives living or detained/interned abroad; foreigners will be assisted in contacting their embassies if they so wish. The National Society will receive support to help it strengthen its capacities in restoring family links, emergency response and IHL promotion.

With the National Society, the ICRC will continue developing dialogue with the authorities and armed/security forces to promote respect for IHL and other applicable law/internationally recognized standards, and their integration into military training. To help facilitate its work in Syria, it will offer IHL dissemination sessions to Syrian weapon bearers and engage in dialogue with Syrian community leaders in refugee camps. Events organized with/for journalists, members of Islamic circles and other civil society actors will boost their knowledge of the Movement and its work, helping raise awareness of humanitarian principles. Efforts to promote advanced integration of IHL into domestic legislation and university curricula will continue.

The ICRC in Jordan will remain a key logistical hub for ICRC operations in the Middle East and beyond. In addition, Amman will continue to host the main training centre for ICRC staff members working in areas of the Middle East, the Balkans and the Caucasus.

HUMANITARIAN ISSUES AND ICRC OBJECTIVES

CIVILIANS

People from Syria often arrive in Jordan without personal belongings or the means to cover their basic needs. They are screened by the authorities at government-managed reception/collection points – where water/sanitation facilities require regular maintenance owing to constant use – then transferred to a registration facility for assignment to camps managed by the authorities/UNHCR.

Refugees living in host communities often struggle to find work and pay for their expenses. Dilapidated infrastructure limits access to water.

Families often find it difficult to restore/maintain contact with relatives living or detained/interned abroad; some remain without news of relatives unaccounted for from past conflict or violence in the region. Foreigners accepted for resettlement in third countries are unable to exit Jordan without valid identification papers.

The NCDR conducts mine-risk education sessions for refugees near the border with Syria.

Objective

People seeking refuge in Jordan from the armed conflict in Syria are protected in conformity with applicable law, including the principle of *non-refoulement*. Family members separated by conflict or detention keep in touch and are able to exchange official and personal documents. Families receive information about the fate of missing relatives.

Plan of action and indicators

Protection

- ▶ during visits to refugees in transit facilities and camps, document allegations of abuse with a view to engaging in dialogue with the authorities to prevent their recurrence; particularly:

- remind the Jordanian authorities of their obligations under relevant domestic and international law (see *Actors of influence*) to people seeking refuge in Jordan, including the need to respect the principle of *non-refoulement*

- follow up humanitarian concerns in Syria, including sexual violence, with the relevant parties (see *Syrian Arab Republic*)

- ▶ help ensure that particularly vulnerable individuals – notably, separated children/unaccompanied minors and victims of sexual violence – have their rights respected and their specific needs addressed, through dialogue with the authorities and community/religious leaders in camps

Restoring family links

- ▶ through RCMs, phone calls and family visits offered with the National Society, enable people to restore/maintain contact with relatives, including those detained/interned abroad; help family members exchange official papers, such as birth certificates; where appropriate, facilitate the family reunification of separated children/unaccompanied minors

- ▶ through travel documents issued at the request of UNHCR, NGOs or the embassy concerned, facilitate the resettlement/family reunification in third countries of people without valid identification papers; upon their request, help foreigners contact their Amman-based embassies

- ▶ pursue efforts to help the families of Jordanians missing in Israel obtain information on the fate of their relatives, including by facilitating dialogue between the Israeli and Jordanian authorities

Protection and assistance

- ▶ help the National Society strengthen its response to the needs of people fleeing the conflict in Syria by providing it with training and technical/financial support to:

- boost its family-links services and emergency response capacities
- conduct vocational courses for up to 240 Syrian/Jordanian women in host communities, helping them find a source of income, while mitigating the risk of sexual violence
- provide psychosocial support to victims of sexual violence

Assistance

- ▶ help up to 35,000 people – including potential returnees to Syria – reduce their exposure to the risks posed by mines/ERW through financial/technical support for NCDR mine-risk education sessions; train up to 60 of them to become instructors

With the National Society:

Economic security

- ▶ in coordination with the authorities and other actors, help people fleeing Syria cope with their situation by providing up to:

- 63,000 people (12,600 households) at reception/collection points with 3 cooked meals a day, supplemented by high-energy biscuits, and, as needed, essential items to help them maintain their hygiene and protect themselves from adverse weather conditions until their transfer
- 3,000 refugee households (15,000 people) headed by women with monthly cash assistance enabling them

- to pay rent to host families and cover basic needs for up to 12 months
- 3,000 vulnerable refugee households (15,000 people) with a one-off cash distribution for winter-related expenses
- 3,000 refugee and resident households (15,000 people) with hygiene kits

Water and habitat

- in cooperation with the authorities, help ensure adequate access to essential services for up to 180,000 people at border reception/collection points and a registration facility, and 150,000 people in host communities, by constructing/rehabilitating/upgrading shelters and water/sanitation facilities and providing support for their maintenance

PEOPLE DEPRIVED OF THEIR FREEDOM

Security detainees are held by the General Intelligence Directorate (GID), the Interior Ministry and the JAF; some are held for interrogation in places of temporary detention. Convicted/transferred security detainees, ordinary detainees, and administrative detainees held under the Crime Prevention Act – including foreigners, migrant workers and women – are held in Interior Ministry-run Correctional and Rehabilitation Centres (CRCs). Access to medical services remains a concern.

Former members of the Syrian military/security forces and Palestinian refugees from Syria are held in *de facto* internment at separate facilities in Mafraq.

Objective

People detained/interned in Jordan are afforded treatment and living conditions that meet internationally recognized standards. Foreigners benefit from respect for the principle of *non-refoulement*. Detainees/internees are able to maintain family links.

Plan of action and indicators

Protection

- help the authorities ensure that the treatment and living conditions of detainees/internees, including those in temporary detention, meet internationally recognized standards by confidentially sharing with them findings/recommendations based on:
 - regular visits, conducted according to the ICRC's standard procedures, to people held by the GID, the Interior Ministry and, if possible, the JAF, including individual follow-up of security detainees
 - regular monitoring of the situation of administrative detainees in CRCs – paying particular attention to the needs of women, migrants and people sentenced to death – and of Palestinians from Syria and Syrians in *de facto* internment
- encourage the authorities to review administrative detention practices and application of procedural safeguards, including through a round-table with key officials; provide technical support for the development of training and standard procedures for police officers
- to ensure respect for the principle of *non-refoulement*, conduct a seminar thereon for the authorities and alert them to cases of foreign detainees/internees who fear violation of their fundamental rights if repatriated/transferred to a third country; help foreigners notify their consular representatives of their situation

- through dialogue, encourage cooperation among the Interior, Justice and Social Development Ministries in ensuring respect for detainees' judicial guarantees and social reintegration
- enable detainees/internees to restore/maintain contact with their families through RCMs and family visits; follow up allegations of arrest reported by families
- upon request, facilitate the repatriation or transit of Jordanians or third-country nationals, including those released from detention in Iraq, Israel, the occupied Palestinian territory and Syria

Assistance

- help the authorities improve detainees' access to health care, including by:
 - facilitating cooperation between the Health and Interior Ministries – for instance, through a round-table discussion on the results of a 2014 assessment of health in detention – and promoting the adoption of related policies/guidelines
 - donating medical equipment and furniture to prison clinics
 - promoting respect for medical ethics amongst prison staff/health professionals through seminars, including a regional conference on health in detention, and safe hygiene/health practices among detainees/prison staff through financial/technical support to the authorities
- supply up to 10,500 CRC detainees with recreational/educational items to ease the monotony of their incarceration, and up to 80 Syrian internees with hygiene kits and other essential items

Water and habitat

- continue helping the Jordanian authorities ensure adequate living conditions for up to 2,200 Syrian internees by trucking in water and rehabilitating/supporting the maintenance of water and sanitation facilities

WOUNDED AND SICK

Wounded and sick people arriving from Syria receive treatment from the Royal Medical Services – a unit of the JAF – at the border, but lack access to preventive/curative health care while awaiting transfer to camps. The JAF and some hospitals experience medical supply shortages, owing to the influx of patients. Hospitals in the north also require assistance in treating refugees referred for further care. People in camps and host communities lack access to first aid.

Owing to insufficient training and clinical expertise, physical rehabilitation services in Jordan have yet to meet international standards of quality.

Objective

Wounded and sick people taking refuge in Jordan from the armed conflict in Syria receive adequate first-aid, medical and surgical services. Disabled people have access to quality physical rehabilitation services.

Plan of action and indicators

Assistance

Medical care

- in coordination with other actors, help ensure timely and appropriate treatment for the wounded and sick by:
 - supporting the JAF Royal Medical Services' delivery of first-aid services in health posts at 5 reception/

- collection points, particularly, by providing medical supplies
- providing up to 60,000 people with preventive/curative health care via an ICRC-run clinic at a registration facility; if necessary, facilitate hospital referrals for up to 300 people requiring further care, through financial support for National Society ambulances
 - providing 2 hospitals in Mafraq and Ruwayshid with medical equipment/supplies for the treatment of refugees and residents
 - organizing seminars on weapon-wound surgery and emergency room trauma management for up to 70 Jordanian and Syrian doctors
 - ▶ to boost the availability of first aid in camps and host communities, train up to 1,130 people, including refugees, community members, civil defence staff and National Society volunteers; train 50 of them to be instructors; support the development of the National Society's first-aid training programme through training and technical advice

ACTORS OF INFLUENCE

The JAF plays a key role in receiving and assisting people seeking refuge in Jordan (see above). Its troops also participate in UN peacekeeping missions. It has integrated IHL into its doctrine and training and autonomously conducts some IHL training sessions. Interior Ministry officers maintain law and order in camps and transit facilities.

Jordan is party to many IHL treaties. Its national IHL committee is working to advance IHL implementation, although it lacks funding.

Most law faculties have incorporated IHL into their curricula. Islamic circles, local/Jordan-based international media, NGOs, universities and other key members of civil society influence public opinion in Jordan and beyond.

Objective

National authorities and weapon bearers know and respect IHL and other fundamental rules protecting people in armed conflict and other situations of violence, and incorporate these into their decision-making processes. The media, Islamic circles, academia and other circles of influence help foster awareness of humanitarian issues and IHL or other applicable norms among all those involved in these situations and among the wider public. All actors understand the ICRC's mandate and support the work of the Movement.

Plan of action and indicators

Prevention

- ▶ to promote respect for people protected by applicable international norms and domestic law, including people deprived of their freedom and those seeking refuge from the Syrian armed conflict:
- continue dialogue with the police/gendarmerie on international human rights law and internationally recognized standards applicable to law enforcement and the treatment of detainees, including through dissemination sessions
- support the JAF in furthering operational integration of IHL and relevant instruction capacity, including by sponsoring the participation of senior officers in courses abroad, supporting the incorporation of IHL

sessions into multilateral military exercises and conducting a train-the-trainer workshop for IHL instructors

- offer IHL training sessions for Syrian weapon bearers to boost their knowledge of IHL and the ICRC, in turn helping facilitate ICRC activities in Syria, particularly in terms of access and security
- ▶ to facilitate the integration of IHL into national law:
 - encourage the authorities, including national IHL committee members, to advance IHL implementation by engaging them in dialogue and facilitating their participation in local/regional IHL meetings/seminars; provide reference materials to help the national IHL committee publish its IHL magazine and update its library
 - support IHL integration into university curricula by maintaining regular contact with academics and encouraging their contribution to IHL publications and participation in international courses and events, including moot court competitions
- ▶ to boost awareness and acceptance of humanitarian principles, IHL, the ICRC and the Movement:
 - organize events with and for the media, NGOs, religious leaders and other key members of civil society, focusing on humanitarian issues, the Movement's neutral, impartial and independent humanitarian action and key messages of the Health Care in Danger project; produce and distribute multimedia informational materials in Arabic and English
 - engage in dialogue with Syrian community/religious leaders in refugee camps during IHL seminars, first-aid training (see *Wounded and sick*) and mine-risk education sessions (see *Civilians*), thereby acquainting them with ICRC action in Syria
 - support the National Society in improving its communication capacities, notably in IHL promotion

RED CROSS AND RED CRESCENT MOVEMENT

The Jordanian Red Crescent plays a key role in the Movement's response to emergencies in Jordan and to the needs of people seeking refuge from the armed conflict in Syria. It helps restore family links and promote humanitarian principles and IHL.

Objective

The National Society has a strong legal basis for independent action. It is able to carry out its core activities effectively. The activities of all components of the Movement are coordinated.

Plan of action and indicators

Cooperation

- ▶ through financial, material and technical support, help the National Society:
 - boost its capacities to respond to emergencies and restore family links in line with the Fundamental Principles and the Safer Access Framework, as well as promote IHL and implement its five-year strategic plan
 - sustain its response to the needs of people seeking refuge in Jordan (see *Civilians* and *Wounded and sick*), including through its vocational training centre
 - ▶ coordinate with Movement partners and with other organizations on the ground