

WHY JORDAN?

More than five million refugees have fled violent conflict in Syria, the majority seeking safety in nearby countries (Turkey, Lebanon, Jordan, Iraq, and Egypt). More than six years since the start of the crisis, host countries like Jordan are overstretched trying to deal with hundreds of thousands of Syrians who have found refuge within their borders. Humanitarian assistance has dwindled and refugees are struggling to meet their basic needs. Because most are unable to work legally, some have turned to unhealthy means of surviving such as prostitution or child labour. Out of desperation, others are choosing to return to Syria or risk the journey to Europe, often on foot.

Jordan remains relatively stable amidst of the surrounding violence and political volatility, and refugees continue to seek safety in the country. One of the smallest economies in the Middle East, Jordan has insufficient supplies of water, oil, and other natural resources. There are currently more than 650,000 Syrians registered as refugees in Jordan, with border restrictions only allowing a small number to continue to enter. Most refugees arriving in Jordan go to one of two large refugee camps – Azraq and Zaatari. The remaining population of Syrians live outside the camps in makeshift tents, rented apartments, or unfinished buildings and thousands struggle with access to basic services and assistance. According to a UNHCR report from July 2015, still true today, almost half of refugee households have no heating while a quarter have unreliable electricity. With winter, families become vulnerable to the freezing temperatures and snow unless they receive further assistance.

WHERE DO WE WORK?

We are based in Amman and provide relief in the governorates of Mafraq, Irbid, Zarqa, and East Amman. Medair began responding to the Syrian Crisis in Jordan in 2012, and has since expanded work in the region to include Jordan, Lebanon, Iraq, and Syria, responding to the needs of refugees and displaced persons.

PROJECT DESCRIPTIONS

Medair provides basic services to Syrian refugees in Jordan. Most of them live dispersed through the country, in apartments, garages or empty shops, which they rent from Jordanian owners. The cost of living in Jordan is very high and many of them are not able to pay rent or other expenses such as education or health care. Medair is supporting them financially so they can meet their basic needs. Syrian refugees also face psychological challenges. Many went through trauma while they were still in Syria and life in Jordan is putting a lot of pressure on them. Medair is reaching out to them by providing psychosocial services, such as workshops and counselling.

Health

Community Health Volunteers: Community Health messaging is provided through a network of Community Health Volunteers that are trained and are from the local communities they are operating in. Sharing such messaging in people's homes is seen as highly appropriate as it creates a safe environment for the household to ask questions, share concerns and maximise the lessons learnt from the visit. Additionally by visiting households in their homes, it gives the CHVs an impression of the vulnerability of the household and whether or not they should be referred as a cash-for-health case or a potential participant in the psychosocial workshops.

Community Health Volunteers are trained on ANC, PNC, maternal care and family planning, essential new-born care, infant and young child feeding, Psychological First Aid, SGBV, appropriate referral pathways and include behaviour change communication methodology.

Cash for health: through this project, vulnerable Syrian families receive financial support for uncomplicated and complicated deliveries including C-sections, emergency surgeries and other health related needs.

Psychosocial support: Medair has set up a psychosocial programme that brings groups of 12-15 women or men separately together for 8 sessions over 8 weeks to share their experiences, address the stresses encountered and to learn strategies on how to cope with their situation.

Cash

Medair has built up a lot of experience in cash programming in Jordan. Beneficiaries are registered through iris scanning and provided with a bank account where their monthly cash support is transferred to. As all support is transferred to the bank account of the beneficiaries, Medair is able to monitor the aid carefully and risks are mitigated (e.g. compared to a cash programme where all support is handed out in cash). Cash assistance in the Jordanian context where markets are well stocked is a very effective and efficient mechanism to support beneficiaries, many of whom live below the poverty line.

Legal Aid

Medair conducted 20 Legal awareness workshops to increase the awareness of Syrian refugees on their rights or what is required from them in order to comply with the regulations in Jordan. Tenancy rights, labour legislation, Bail out procedures, family law, and security identification are the main topics of the legal sessions. Participants majorly confirmed that they will apply what they learned.

The Refugees We Serve

"Despite the great hospitality here in Jordan, we have no income and no resources to live normally. I wish Syria would go back to what it was. We want to go back home to our life, to see our family without fear. It's true that we didn't die in a chemical attack or bombing, but...we are dying bit by bit, slowly." Malak, 15-year-old Syrian refugee

"I don't want to go back to Syria. Horror, fear, panic, and terror were all that I saw on my children's faces when bullets and shells were falling around us. However, I was thinking of going back to Syria where there is no security or peace and where we could be killed in any minute. But Medair came just in time and saved six peoples' lives." Adel, Syrian refugee who received cash assistance from Medair

Impact Report 2016: 47,032 direct beneficiaries, among which:

- 36,289 caregivers received instructions on infant and young child feeding practices
- 217 individuals received psychosocial support
- 2,084 people received cash for health services
- 17,189 families were reached with health promotion
- 26,416 men and women were reached with awareness and prevention of sexual and gender-based violence and early marriage
- 7,701 individuals benefited from cash assistance to meet basic needs, including winter items
- 194 vulnerable Jordanians received livelihood training and cash grants

Organisational and Private Donors and Funding Partners

Swiss Agency for Development and Cooperation, Swiss Solidarity, EU Madad, the UN Office for the Coordination of Humanitarian Affairs, Jordan Humanitarian Fund, and generous private donors.

For Media

Interviews, photos, and stories are available.

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One of Medair's Community Health Mobilisers meets with refugee women to discuss health issues and share hygiene messages.
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Aisha lives in a tent inside an unfinished house in northern Jordan, where she was visited by the Medair Community Health team.
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Aya, a Syrian refugee, lives with her family in northern Jordan. Her baby brother was born after they fled, and they now rent a small home with cash support from Medair.
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