

# ICRC in Jordan

January - December 2022



Greetings,

Many of the readers of this newsletter know me personally. I previously resided in Jordan from 2014 to 2017, and I have been back for a year and a half already. I was privileged to explore the many beautiful places this country has to offer and meet many Jordanians who have always been kind to me, made me feel at home and welcomed me with big smiles and open arms.

The International Committee of the Red Cross (ICRC) has been present in Jordan since 1967, which means that we have been working here for 56 years with the aim to alleviate the suffering of people affected by armed conflicts in the region.

It has been 12 years since the war erupted in Syria, and when I met some Syrian refugees here in Jordan, it became clear that not all scars are visible, and some are deeper than others. A Syrian mother once told me that “I only have one wish, to know if my son is dead or alive, even if he is dead, I would accept it but I just want to know”.

These words highlight the fact that many families of missing persons need closure. Not only that these people have left their homes, relatives, neighbors, friends, and their entire lives, but some of them have no idea of the whereabouts of their loved ones, and they have the [#Right\\_to\\_Know](#). Since the conflict started in Syria, ICRC has received over [30,014](#) tracing requests for Syrian missing individuals around the globe. More than [3,000](#) of these requests were collected by ICRC in Jordan.



Sarah Avrillaud,

ICRC Head of Delegation

The needs of the families of the missing are multi-faceted from the need to know to the economic and legal challenges or the mental and psychosocial well-being and they will remain at the heart of our work in Jordan. Our engagement in support and accompaniment of the families of the missing persons is done in close collaboration with the Jordan Red Crescent Society (JRCS). Together, we have, for instance, helped 7,336 people in refugee camps to make phone calls with their loved ones across the world. The ICRC is and will stay committed to its role as the guardian of International Humanitarian Law (IHL), and in this regard, we have organized workshops and lectures on IHL and International Human Rights Law (IHRL) to the Public Security Directorate, Jordan Armed Forces – Arab Army, Royal Medical Services, Ministry of Health, universities, among others.

Our work with the detention authorities in Jordan started in 1978 and it has been one of the most important programs in Jordan. Throughout the last year, we carried out visits to 17 detention places and met around 553 detainees individually. This means that each of these 553 persons has had the chance to meet our representatives and have their conditions followed up on.

Being a regional hub, it was also important for the ICRC Jordan to engage in dialogue with different concerned humanitarian actors through what we called the “Humanitarian Platform”. The Platform hosts discussions and events around local and regional humanitarian concerns benefiting from large array of expertise and key stakeholders available in Jordan with the objective of including humanitarian aspects into policies and decision-making processes. Climate change has affected the lives of everyone in Jordan, hence the most vulnerable segments became even more vulnerable as a result of water scarcity. Since 2014, The ICRC has been working to support the water sector by implementing 44 projects and helping over 1 million people to have better access to water.

As we are commencing 2023, we are excited to share with you some snapshots of our achievements in 2022 and to continue the journey forward with our local partners, mainly the JRCS, beside other humanitarian, political and operational entities in the Hashemite Kingdom of Jordan.



## PROTECTING THE MOST VULNERABLE \ INCREASING RESILIENCE

Through its engagement with refugees and their host communities, authorities, and other actors, the International Committee of the Red Cross (ICRC) seeks to strengthen the respect for fundamental rights of particularly vulnerable individuals, mainly among refugees, and to increase the resilience of communities.

## SUPPORTING FAMILIES OF MISSING PERSONS

As part of its work to help clarify the fate and whereabouts of missing people, the ICRC documents situations where people have gone missing in Syria, without distinction of nationality.

Through its multidisciplinary accompaniment program, the ICRC and the Jordan Red Crescent Society (JRCS) accompany families of missing persons (FoMs) to address their needs and strengthen their ability to deal with the disappearance of their relatives and resume their social lives.

The Accompaniment Program includes three main components: protection, economic security, and mental health and psychosocial support (MHPSS). In 2022, the ICRC's support to FoMs included a range of initiatives and achievements, including [244](#) family situation assessments to evaluate their various potential needs, including economic, legal and administrative, health, emotional, and education-related issue. The ICRC has received over [30,014](#) tracing requests for individuals missing in relation to the Syrian conflict. More than [3000](#) allegations of arrest were collected by the ICRC in Jordan.

With the consent of the families, some cases were referred to internal or external resources as appropriate to address the identified needs and cover them through emergency cash assistance for legal, health and educational needs.

In addition, [30](#) families received cash assistance to help them during the winter season.

The ICRC further collected 195 allegations of arrests involving individuals who went missing in relation to the Syrian conflict, conducted 151 outreach sessions to disseminate about the ICRC and our activities on the Missing, and provided Livelihood grants to 187 families of which 22 families were given vocational trainings and another 12 benefitted from a Business Management training.

With regard to MHPSS, a total of 8 cycles of MHPSS were provided to 40 women. In addition to the Accompaniment Program, and in collaboration with the Jordan Red Crescent Society, the ICRC made 7,336 phone calls available to families in refugee camps to help them maintain contact with their loved ones.

## ENSURING RESPECT FOR THE DIGNITY OF PEOPLE DEPRIVED OF THEIR LIBERTY

Visits to persons deprived of their liberty in Jordan started in 1978, thanks to the generally positive and cooperative relationship developed between the ICRC and the authorities concerned.

During the past year, the ICRC detention team continued carrying out its activities applying an all-detainee approach, which allows to document the detainees' treatment and their conditions of detention and engage with the authorities in a confidential and systemic manner.

During 2022, the ICRC and in collaboration with Public Security Directorate (PSD) organized 3 workshops within the frame of building the capacity and training of PSD staff. Subjects related to the mandate of the ICRC, legal frameworks governing early detention phases and arrests, Judicial guarantees, Mandela rules and health care in detention were among the disseminated topics.

The ICRC, with the Ministry to Health and Correctional and Rehabilitation Centers Department conducted 3 health care in detention workshops to uphold the capacity of the health workers at clinics.



In addition, the ICRC supported the COVID-19 response by providing personal protective equipment to Al-Bashir hospital and hygiene material (Weighing 8 tons) to 17 places of detention. The assistance consisted of 20,000 surgical masks, 2,000 respiratory masks N95, 80,000 examination gloves, 2,000 gowns, 1,504 liters of gel for disinfection and 10 Pulse Oximeter.



The ICRC distributed basic medical equipment and supplies, and furniture to Primary Healthcare Facility in 12 health facilities in Correctional and Rehabilitation facilities.

Furthermore, the ICRC and in partnership with the PSD, held the first regional prison administrators meeting in Amman. The 3-day regional meeting for Head of Prison services had two main objectives and were all met: Launching the Arabic version Towards Humane Prisons on prison planning and design & exploring the interest to establish a regional peer to peer exchange/network platform.

While 28 places of detention benefited from the assistance of the ICRC, 553 detainees in 17 places of detention were monitored individually by the ICRC over 40 visits while monitoring the medical conditions of 28 detainees. The ICRC also facilitated 11 family visits for detainees.



## STRENGTHENING EMERGENCY AND CRISIS PREPAREDNESS

As part of its role and mandate, the ICRC liaises with security forces and health practitioners to strengthen their capacities to respond to situations of armed violence in line with international standards and preventing or limiting potential humanitarian consequences.

This was done by providing a range of trainings aiming at reinforcing capacities in the field of the respect to the law and on the medical fields. The ICRC has thus assisted by providing: International Humanitarian Law (IHL) and International Human Rights Law (IHRL) courses as well as first aid training, Basic Emergency Courses (BEC), Emergency Room Trauma Course (ERTC) and Mass Casualty Incidents Management (MCIM) training.

The ICRC has provided a de-escalation of violence training to health personnel as part of the Health Care in Danger (HCiD) initiative and has conducted 2 HCiD Red Talks involving relevant stakeholders in Jordan. Additionally, the Delegation has donated medical equipment, to the Ministry of Health (MoH) and the Civil Defense to facilitate the training of their staff, and support in the stabilization of acute and trauma cases. The ICRC supported the JRCS to enhance its capacity in terms of emergency preparedness and response by training and preparing first responders (Red Crescent Action Teams) for the provision of first aid to the communities. During 2022, the ICRC organized 22 events (workshops, roundtables, disseminations, training) for 173 JAF officers participated on UN pre-deployment training. 86 events were given for 1263 Jordanians and other state armies officers. The ICRC also co-organised the first Senior Workshop on International Rules governing the Police Operations (SWIRPO) with 76 participants from 50 countries. As for increasing emergency preparedness in the field of health, the ICRC gave 6 First Aid trainings, jointly done with JRCS, to PSD officers, a total of 101 participants. In addition to that, 40 health personnel from Ministry of Health, CD, JRCS and ICRC received de-escalation of violence training. Also, 42 doctors, nurses, and paramedics were trained on ERTC while 29 doctors and nurses from MoH and 41 paramedics from the Jordan Civil Defense (CD) were trained on BEC.



## THE HUMANIATRIAN PLATFORM (HP)

Building on Amman's status as a regional humanitarian, diplomatic and political hub, the ICRC launched its Humanitarian Platform (HP) in Jordan in 2022. A forum convened by the ICRC in Jordan, the HP hosts discussions, and events on humanitarian concerns such as the legal challenges facing families of missing persons, violence on medical facilities and personnel and water scarcity in Jordan. These events are called "Red Talks" and benefit from the large array of expertise and key stakeholders available in Jordan with the objective of including humanitarian aspects into policies and decision-making processes. Topics could be of direct relevance to Jordan or extend to have significance for other countries in the region, such as the humanitarian impact of destroyed infrastructure in Syria.

In 2022, the HP convened 11 events with Jordanian civil society organizations, universities, National Committee of International Humanitarian Law, members of parliament, embassies, and other stakeholders.

Under the HP, 6 Red Talks were organized and hosted by the ICRC in Jordan to raise awareness about IHL principles or to advocate for humanitarian concerns among decision-makers.

## CLIMATE CHANGE (Water infrastructure and the Innovative agricultural projects)

In response to the influx of Syrian refugees and consequent increase of water consumption, the ICRC has launched Host Communities Critical Water Infrastructure Program to mitigate the growing water scarcity in the host communities and reduce / prevent the mounting social grievances among Syrian refugees and host communities over access to water.

These interventions were meant to stem the rate of service decline and prevent the collapse of the system by increasing the efficiency, working at water demand management, and increasing the resilience of the service. This program was implemented from 2014 until 2021. In total, 44 projects were implemented.



During the year of 2022, the ICRC launched and implemented a project to renovate 8 of these previously implemented water projects (pumping stations) to guarantee the continuity of safe access to water to more than 300,000 beneficiaries.

Moreover, an Evaluation Project of the Water Infrastructure Program was implemented by an external consultant. This detailed and exhaustive report identified the program strengths, weaknesses and gaps in order to redefine the Water Strategy for the coming years. As a first step, the ICRC launched a consultancy to design a maintenance workshop and a capacity building training program for the water company operators and maintenance teams. It also carried out assessment in Informal Tented Settlements, to identify most vulnerable farmers communities to implement a pilot irrigation project using solar energy and water saving methodologies.

Moreover, in collaboration with National Agricultural Research Centre (NARC), the Economic Security team turned a patch of disused wasteland into a permaculture test site, using hydroponics, aquaponics, composting, and wicking beds to reduce water use and chemical fertilizer inputs while enriching soils and increasing yields for households and small farms. The pilot is intended to use 90 percent less water in the production of vegetables. Should it prove to be successful, trainings on the technique will be offered to Syrian refugees and Jordanian host communities.

In order to reduce ICRC's emission of carbon emissions and increase Jordan's renewable energy production, the ICRC launched a Solar Farm Project that would be operational and connected to the national grid in 2023.

## THE REGIONAL RESOURCE NETWORK (RRN)

The Regional Resource Network (RRN) is a group of experts from the ICRC that works to enhance the capacity of the ICRC field staff to conduct prevention, protection, and assistance activities to the benefit of persons affected by armed conflict and violence in the Middle East.

During 2022, RRN organized 2 regional workshops in Amman with Islamic Scholars about "Climate Change and the Protection of the Environment, from the Perspective of Islam and International Humanitarian law". The ICRC's experts worked together with Islamic scholars to identify key messages and ways the combined impact of climate change and conflict could be addressed in their communities through concrete projects.





At the 1st International Jordanian Conference of Emergency Medicine organized by the Jordanian Society of Emergency Medicine, the ICRC presented the Basic Emergency Care approach (BEC), as well as the general ICRC emergency medical activities and challenges. After being trained by the ICRC in 2022, 10 Ministry of Health (MoH) doctors and nurses became BEC trainers, while MoH included BEC training in the obligatory training program for all health professionals working in emergency medical care across Jordan.

RRN and ICRC Jordan collaborated with the Jordan Red Crescent Society to organize the 5th Regional Meeting on Restoring Family Links (RFL) in Jordan. Attended by almost 60 representatives of 12 National Societies, the meeting developed a regional plan of action in line with the International Red Cross and Red Crescent (RCRC) Movement RFL Strategy 2020–2025 and addressing the challenges faced by the families looking for their missing family members.

## THE LOGISTICS SUPPORT CENTER (LSC)

The ICRC Logistics Support Center (LSC) is an active branch of the ICRC's global supply network. It provides the ICRC Delegations in Near and Middle East and beyond with a range of Supply Chain and Logistics support services that are organized according to four distinct activity domains:

- Regional Supply Center
- Regional Fleet Center
- Field Support Center
- Logistics Training Center

In 2022, the LSC in Amman has shipped from its 2 warehouses in Jordan 1751 distinct items (Medical, Prosthetic and Essential household items) with total value of 27.5 million CHF to 32 different countries.

Moreover, the LSC team covered 42 support missions in 2022 to the region and beyond by supporting ICRC logistics response in Ukraine, Syria, Yemen, Egypt, Iraq, ILOT, Ivory Coast and Switzerland.



## LEARNING AND DEVELOPMENT UNIT

The Regional Learning and Development Unit in Amman is one of the regional training hubs, established for the Middle East and Europe and Central Asia, in addition to Libya and Anglophone Americas (Washington and New York), covering training needs for about 8000 ICRC staff in 33 different countries. The main activities consist of onboarding and integration of new staff members, providing training on personal security and safety for field going staff and supporting managers in developing their leadership and management competencies.

In 2022, 175 different courses were delivered to more than 2500 ICRC staff.



We help people around the world affected by armed conflict and other violence, doing everything we can to protect their lives and dignity and to relieve their suffering, often with our Red Cross and Red Crescent partners.

We also seek to prevent hardship by promoting and strengthening humanitarian law and championing universal humanitarian principles.

People know they can count on us to carry out a range of life-saving activities in conflict zones and to work closely with the communities there to understand and meet their needs. Our experience and expertise enable us to respond quickly and effectively, without taking sides

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ICRC

# Jordan

## Facts & Figures of 2022



### PROTECTING THE MOST VULNERABLE INCREASING RESILIENCE:

8 water projects to renovate pumping stations, guaranteeing the continuity of safe access to water to more than 300.000 people.



### ENSURING RESPECT FOR THE DIGNITY OF PEOPLE DEPRIVED OF THEIR LIBERTY:

553 in 17 detention places were visited and followed up in over 40 visits.

11 families visited their loved ones in places of detention by facilitation from the ICRC.

28 detainees were monitored individually by the ICRC for medical conditions.



### SUPPORT TO FAMILIES OF MISSING PERSONS:

3000 tracing requests collected from families living in Jordan for individuals missing in relation to the Syrian conflict.

195 allegations of arrests involving individuals who went missing in relation to the Syrian conflict.

244 families had their situations evaluated to recognize their various potential needs, including economic, legal and administrative, health, emotional, and education-related issues.

30 families received cash assistance support to meet their needs during winter season.

40 women benefited from 8 cycles of Mental Health and Psychosocial Support sessions.

7,336 phone calls facilitated for Syrian refugees with their relatives in Syria or abroad in cooperation with the Jordan Red Crescent Society (JRCS).

151 outreach sessions to disseminate about the ICRC and our activities on the Missing.

187 benefited from livelihood grants of which 22 families were given vocational trainings and another 12 benefitted from a Business Management training.



### STRENGTHENING EMERGENCY AND CRISIS PREPAREDNESS:

8 tons of personal protective equipment were provided to 17 places of detention.

29 doctors and nurses from the Jordanian Ministry of Health (MoH) and 41 paramedics from the Jordan Civil Defense (CD) were trained on.

42 doctors, nurses, and paramedics were trained on Emergency Room Trauma Course.

40 health personnel from MoH, CD, JRCS and ICRC received de-escalation of violence training.

2 IT and 2 Trauma Manikins Sets were donated to the MoH as well as to the CD to facilitate BEC trainings to other staff.

200 students from the University of Jordan and Al Bashir hospital (prosthetic and orthotic departments) were supported with educational and practicing materials.

6 First Aid trainings, jointly done with JRCS, to PSD officers to a total of 101 participants.

24 officers from Jordan and Arab states armed forces participated on the Urban War workshop.

76 officers from 50 different countries participated in the International Rules governing the Police Operations Workshop (SWIRPO)

2222 persons from public security directorate and Jordan Army forces participated in workshops and trainings to increase the compliance of security forces with IHL and IHRL and to support integration of law.



#### THE HUMANIATRIAN PLATFORM

11 events with Jordanian civil society organizations, universities, National Committee of International Humanitarian Law, members of parliament, embassies and other stakeholders.

6 Red Talks were organized and hosted to raise awareness about IHL principles or to advocate for humanitarian concerns among decision-makers.



#### LOGISTICS SUPPLY CENTRE:

32 countries in the Near and Middle East, Africa and Asia received medical supplies, medical disposables, medical sets & kits, medications, veterinary needs, blankets, jerrycans, tarpaulins, kitchen sets, hygienic parcel, buckets, wheelchairs (including their spear parts) and orthopedic materials with the value of 27.5 MLN CHF in support of ICRC operations.



Monther Al-Humaidi

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