



Photo by Dominiek Benoot

## profile: kalandia camp

### jerusalem governorate

#### Overview

Kalandia camp is located within Area C and East Jerusalem, near the main checkpoint between Ramallah and Jerusalem and next to the West Bank Barrier. The construction and expansion of Kalandia Checkpoint and the West Bank Barrier in the early 2000s have significantly affected the economic situation in the camp by isolating it from the Israeli job market and Jerusalem.

Kalandia Checkpoint was originally constructed as a roadblock in 2001. Since that time, it has become the busiest checkpoint in the West Bank in terms of pedestrian and vehicular traffic. The checkpoint has a strong military presence and is often the scene of confrontations between Israeli security forces (ISF) and Palestinians. Israeli security forces also conduct frequent operations within Kalandia camp, which have resulted in injuries and fatalities among camp residents. In 2014, two fatalities occurred during Israeli security operations. One of these fatalities was an UNRWA staff member.

High levels of unemployment, overcrowding, and frequent incursions by Israeli forces negatively affect the social fabric of the camp. The camp has also witnessed a rise in violence and illicit behaviour in recent years as a result of the deteriorating economic conditions.

#### UNRWA in Kalandia camp

##### General information

- **Established:** 1949
- **Size:** .353 sq km
- **Population before 1967 (OCHA):** 5,471
- **Estimated population (PCBS):** 9,950
- **Registered persons (UNRWA):** 12,500
- **Estimated density:** 35,410 per sq km
- **Places of origin:** Jerusalem, Haifa, Lydd, Ramleh, and the area west of Hebron

##### UNRWA in Kalandia camp

##### Main UNRWA installations:

- Four schools
- One health centre
- One distribution centre
- One training centre
- One library

##### UNRWA employees working in Kalandia camp:

- 191
- Education: 74
- Health: 13
- Relief and Social Services: 2
- Sanitation services: 10
- Administration: 4
- Central library: 1
- Vocational training centre: 1

#### Education

Kalandia camp has four schools that occupy two premises and serve approximately 1,600 students. Recent improvements have addressed overcrowding, including a 2007 expansion of the girls' schools and the construction of an additional six classrooms in the boys' school. UNRWA has prioritized additional rehabilitation works for all schools. The schools in Kalandia include libraries and computer and science laboratories. Psychosocial support is available and remedial classes in Arabic and mathematics are offered on Saturdays. However, there is a lack of organized after-school activities, which would otherwise benefit the children of Kalandia camp.

Teachers voice a continuing concern about the impact of incursions and clashes on their students' emotional and psychosocial well-being, citing this as a key factor of poor academic achievement and behavioural issues in the classroom. This is intensified by the impoverishment of many families, which is an underlying factor of school dropouts, particularly among boys.

#### Health

The UNRWA Kalandia Health Centre was built in 2005. The centre provides primary health care including reproductive health, infant and child care, immunizations, screening and medical check-ups, and treatment of communicable and non-communicable diseases. Psychosocial counselling and family and child protection are also available at the health centre. A dentist is available three times per week. Physiotherapy is not available in the health centre but is provided in the Community-Based Rehabilitation Centre.

The centre has recently implemented the Family Health Team approach. This new approach focuses on the family with the aim of providing comprehensive, continuous care. The Family Health Team has improved patient flow and reduced the number of daily consultations that each doctor performs, though this number remains above 100. An electronic health information system for patient files has also been implemented. This system has increased the accuracy of data and health information, as well as health service efficiency in the centre.



Photo by Gosheh Alaa

### Relief, Social Services and Emergency Response

Through the Social Safety Net Programme, UNRWA provides food parcels to some 700 impoverished refugees, which is the equivalent to 6 per cent of registered persons in the camp. Social workers in the camp also conduct home visits to identify cases that require additional support. UNRWA works with a number of community-based organizations in the camp in order to implement social services for vulnerable groups including the elderly and persons with disabilities.

The Emergency Cash for Work Programme assists food insecure families by offering three-month work opportunities inside the camp. The family receives a cash subsidy in return for their work, helping them to meet their basic food needs. The projects are designed to benefit the camp community as a whole. These have included constructing Arroub Park, building retaining walls, and carrying out road repairs.

Through the UNRWA Crisis Intervention Unit, UNRWA also provides financial assistance to residents whose shelters have been damaged during ISF incursions. This includes the repair of broken doors and windows, as well as other damages. The unit also refers victims to services such as mental health counselling and legal assistance.

### Environmental Health

The sanitation foreman conducts daily water examinations and manages the team of sanitation workers. There are nine sanitation workers in Kalandia camp who are responsible for collecting solid waste from homes six days per week. With the closure of a nearby landfill, sanitation workers now transport waste to a facility located more than an hour away.

UNRWA also maintains the sewerage and storm-water network in the camp. In cooperation with UNRWA, the CSC recently rehabilitated 500 m of the storm water system and renovated 80 per cent of the camp's once poorly maintained streets. Still, due to the absence of a nearby municipal sewerage network, the network in Kalandia camp disposes the sewage directly into the valley, which creates health hazards and conflicts with neighbouring residents.

### Main Challenges

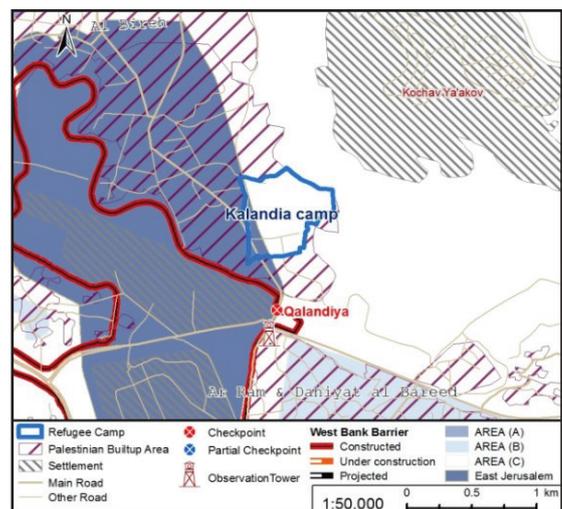
#### Unemployment

Prior to the construction of the West Bank Barrier and Kalandia Checkpoint in the early 2000s, the majority of camp residents worked in Jerusalem. The access restrictions and the permit regime subsequently imposed by Israel on Palestinians have contributed to the high unemployment rate and poor socioeconomic conditions in the camp. The grim economic situation has had a significant effect on the well-being of its residents, contributing to reports of domestic abuse, secondary school dropouts and substance abuse among young males.

### Infrastructure

The lack of separate networks for storm water and sewage poses health hazards to camp residents. Because residents have informally connected sewerage pipes to the storm-water network, the capacity of the network is exceeded during heavy rains, with polluted water overflowing into the streets. Although drinking water is available through the public water network, the camp's network is in need of rehabilitation.

The continuing increase in the camp's population has also meant that the residents now live in overcrowded residences. Shelters that were originally built to support only two floors have been expanded to three or four floors, often encroaching on adjoining streets or public spaces. Many buildings are separated by less than a metre, providing little privacy and living space. In recent years, UNRWA has rehabilitated 23 shelters in the camp.



### Protection Issues

The proximity of the camp to both Kalandia Checkpoint and the Israeli settlement of Kochav Ya'aqov, as well as the frequent Israeli incursions, pose significant protection challenges to camp residents. In 2014, two refugees were killed during operations conducted by Israeli security forces in the camp, one of whom was an UNRWA staff member. Because UNRWA schools are located near the entrance of the camp, where clashes generally occur, the premises are often littered with plastic-coated metal bullets and tear gas canisters. These protection concerns are complicated by the absence of Palestinian law enforcement in the camp due to its location in Area C, which exacerbates the residents' sense of insecurity and lack of safety.

## Spotlight: Kalandia Training Centre

The UNRWA Kalandia Training Centre (KTC) is located immediately outside the borders of Kalandia camp. Established in 1953 as the first UNRWA training centre in the five fields, the KTC provides young male West Bank refugees with technical and vocational training opportunities. Some 330 refugees graduate from the KTC each year.

The KTC offers a wide range of courses that provide young Palestine refugees – many of whom are from poor and vulnerable families – with the skills and the knowledge they need to improve the livelihoods for themselves and their families. In 2010, UNRWA undertook a reform of the training centre to ensure that its courses were relevant and marketable within the private sector, thereby ensuring that its graduates have the greatest opportunity to find employment in their chosen field. Through the reform, UNRWA sought to establish new courses, upgrade its infrastructure and equipment, and establish apprenticeships with private and public companies. Today, the centre offers courses in electromechanics, car mechatronics, elevator maintenance, maintenance of diesel and agricultural machinery, telecommunications, and interior design, among others. Fully 90 per cent of KTC graduates find a job after they graduate.

UNRWA continues to build the capacity of KTC to support young refugees. In 2014, UNRWA renovated 13 workshops. This will ensure that students continue to receive their education in a modern facility that is properly equipped to prepare them for the future.



Photo by Kelly McDermott

## “I want to give back to the community”



Photo by Dominiek Benoot

Rafat Afanah, from Kalandia camp, smiles from behind a large wooden desk in his tastefully decorated office. At 32 years old, Rafat is the manager of a successful carpentry and home design business. However, not long ago he was walking three hours a day on foot to work as a manual laborer in a shop in Beir Nabala, a village outside of Ramallah. “I didn’t always know it would actually be possible,” he says, “but I always wanted to be a businessman.”

It’s easy to see why Rafat might not have thought this success to be possible. His mother died when he was five years old and his father, who worked for UNRWA for 25 years, rarely made enough to support his 17 children. Because his father was an employee of UNRWA, Rafat’s family was not eligible for food or cash assistance. “Our economic situation was very tough,” he recalls, “but we got through by studying and working.”

After finishing the ninth grade, Rafat’s family did not have the means to continue his schooling. Then, on the recommendation of his teacher, Rafat decided to enroll in the Kalandia Training Center (KTC), a vocational training programme provided by UNRWA for refugees. Students are enrolled based on special needs, such as designated special hardship cases or recommendations from schools. At no cost, students complete a two-year program and receive certification upon graduation. The KTC, says Rafat, was his way out: “I wanted to develop myself and to learn a trade so I could open a business.”

For seven years after graduating from the KTC vocational training programme, Rafat worked as a labourer at a carpentry shop in Beir Naballa, then in Atarot inside Israel. Those seven years were not easy; during the second intifada, Rafat recalls waiting for two hours inside a checkpoint turnstile on mornings when working in Israel, an experience he describes as “lacking both principles and dignity.” In 2005, Rafat decided to turn his dream of opening his own carpentry shop into a reality. At first, he rented a small shop inside Kalandia camp to produce, assemble and sell his wood products. In 2012, he returned to Beir Nabala, using his savings to open the factory he now operates, Izmir Company Carpentry Works.

Despite his success, Rafat explains that running a business in the West Bank is rarely business as usual. Palestinian businesses, he says, face numerous obstacles when trying to import or export abroad because of Israeli restrictions. In turn, these restrictions lead to higher operating costs, which make running a profitable business more difficult.

Business expansion is good news for residents in Kalandia camp, who suffer from alarmingly high levels of unemployment. Rafat greets his employees with a jovial handshake, noting that 3 of his 10 laborers are also from Kalandia camp. “I like to hire workers from the camp, if they are qualified of course, because refugees have fewer opportunities available to them and I want to give back to the community.”

Although he insists that he will always feel connected to Kalandia and to the camp community, Rafat and his wife plan to rent or buy an apartment in a nearby neighborhood outside the camp in which to raise their two young children. “We want to live in a house with a garden in front of it and perhaps some trees,” Rafat says, the sound of sawing and sanding echoing from the workshop behind him.

# General Overview West Bank Refugee Camps

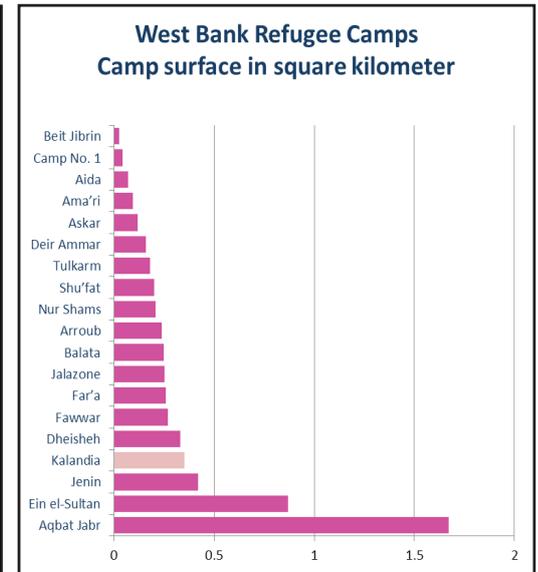
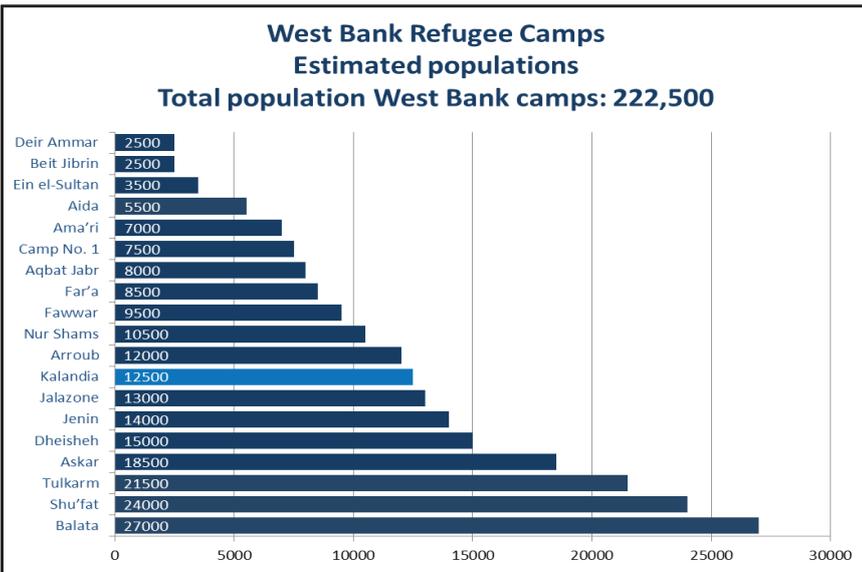
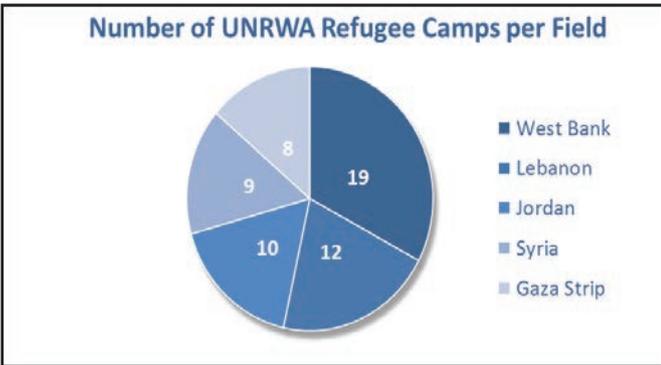
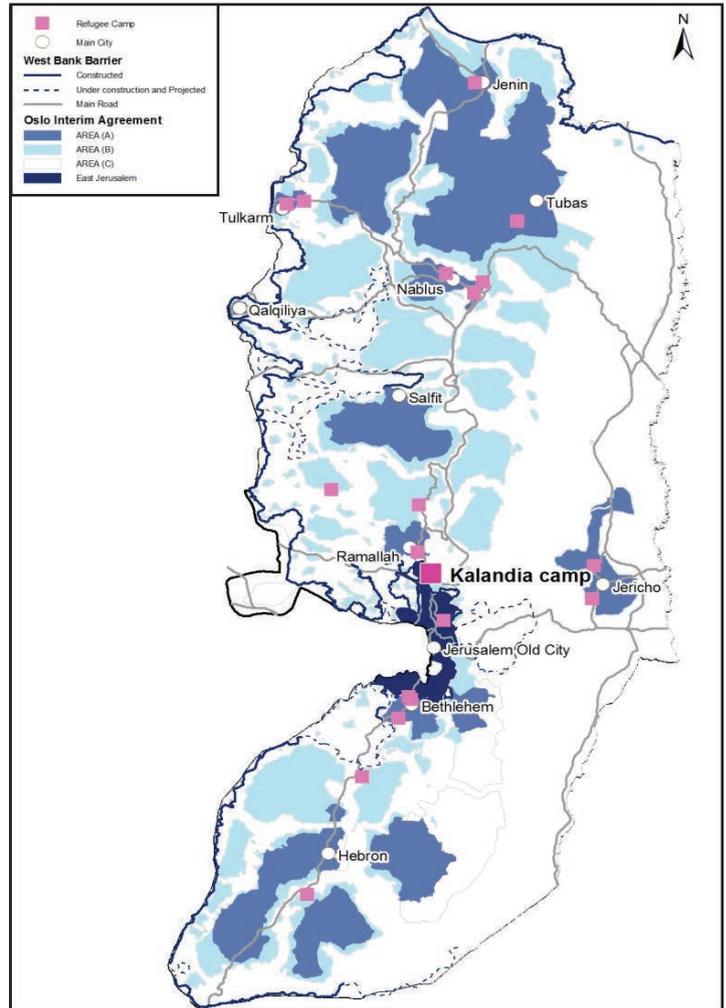
## Who is a Palestine Refugee?

A Palestine refugee is defined as any person whose normal place of residence was Palestine during the period from 1 June 1946 to 15 May 1948, and who lost both home and means of livelihood as a result of the 1948 conflict. The descendants of Palestine refugee males, as well as legally adopted children, are also eligible to register as refugees.

## Palestine Refugee Camps

There are 58 Palestine refugee camps located in Lebanon, Syria, Jordan, Gaza and the West Bank. The camps were first established as temporary tented cities for Palestine refugees who fled their homes during the 1948 conflict. For more than 60 years, this unresolved situation has challenged the camps and its residents.

The 19 Palestine refugee camps throughout the West Bank have since developed into urban areas home to more than 200,000 people (almost a quarter of the total registered persons with UNRWA), with the population in each camp varying from 2,500 to 27,000. The camps face challenges related to overcrowding, poor infrastructure, high levels of unemployment, food insecurity, and protection issues.



united nations relief and works agency  
for palestine refugees in the near east

[www.unrwa.org](http://www.unrwa.org)

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA's services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.