



## profile: jalazone camp

ramallah and al-bireh governorates

### Overview

Jalazone camp is located north of Ramallah and directly borders the Israeli settlement of Beit El to the east. Extensive population growth since the camp was established in 1949 has resulted in overcrowding and overburdened infrastructure, as well as land-usage disputes among camp residents and between the camp and surrounding villages.

Following the Oslo Accords, the majority of Jalazone camp fell under joint Israeli-Palestinian control (Area B). The ongoing expansion of the Israeli settlement, Beit El, has served as a catalyst for intensified confrontations between camp residents and Israeli security forces (ISF). Clashes occur almost daily and sometimes result in the ISF entering the camp. The UNRWA Jalazone Boys' School is located just outside the camp in Area C and rests directly opposite the Israeli Beit El settlement. The school's location is a significant protection concern due to the clashes in this area and the Israeli military presence around the settlement.

Jalazone residents used to depend on work opportunities outside the camp, which included work inside Israel and in neighbouring settlements. However, since the end of the first intifada, these work opportunities have become largely closed off to camp residents due to road closures and movement restrictions. This has resulted in consistently high levels of unemployment.

### UNRWA in Jalazone Camp

#### General Information

- **Established:** 1949
- **Size:** 0.253 sq km
- **Population before 1967 (OCHA):** 4,311
- **Estimated population (PCBS):** 9,450
- **Registered persons (UNRWA):** 13,000
- **Estimated density:** 51,383 per sq km
- **Places of origin:** 36 villages in Lydd, Ramleh, Haifa and in the area west of Hebron

#### UNRWA in Jalazone Camp

##### Main UNRWA installations:

- Two schools
- One health centre

##### UNRWA employees working in Jalazone camp: 113

- Education: 81
- Health: 15
- Relief and social services: 3
- Sanitation services: 10
- Administration: 4

### Education

Jalazone has two schools, the UNRWA Jalazone Boys' School and the UNRWA Jalazone Girls' School, serving almost 2,000 students. Both schools were reconstructed around 2013. The schools are located on the main road and fall outside the borders of the camp. The Girls' School is, with over 1,000 students, one of the largest in the West Bank. The schools in Jalazone 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 benefit the children of Jalazone camp.

The Boys' School directly borders an Israeli settlement, making it particularly susceptible to clashes; tear gas canisters, stun grenades and plastic-coated metal bullets have been fired into both schools and a large number of school-aged children have been injured. There have also been several fatalities in and around the camp due to these confrontations.

The construction of an extension to the UNRWA Jalazone Boys' School, as well as providing the school with furnishings and equipment, is a priority for UNRWA.

### Health

The Health Centre was built in 2007 and 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 five times per week. Physiotherapy is not available in the Health Centre but is provided in the Community-Based Rehabilitation Centre (CBRC).

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 consultations that doctors perform, though this number remains above 100 consultations per day. An

# profile: jalazone camp



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.

Furthermore, the Community Mental Health Programme cooperates extensively with the schools and the Community-Based Rehabilitation Centre through its psychosocial counsellors in order to provide services such as physiotherapy, vocational training, individual and group counselling, and recreational and sports activities.

## Relief, Social Services and Emergency Response

Through the Social Safety Net Programme, UNRWA provides food parcels to some 880 impoverished refugees, which is the equivalent of 6.7 per cent of registered persons in the camp. Social workers in the camp conduct home visits to identify cases which require additional support. UNRWA also provides technical and financial support to the Community-Based Rehabilitation Centre. In addition, the UNRWA Crisis Intervention Unit provides financial assistance to residents whose shelters have been damaged after incursions in order to repair broken doors, windows, etc. The unit also refers victims to services such as mental health counselling and legal assistance.

Furthermore, the Emergency Cash-for-Work Programme assists food-insecure families by offering them two- to 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 Cash-for-Work projects are designed to benefit the camp community as a whole and have until now contributed to general camp maintenance by repairing sewerage lines, building concrete pavements and sidewalks, constructing a small garden, renovating shelters, and painting the UNRWA Camp Services Office.

In an effort to improve living conditions within the camp, UNRWA has rehabilitated 58 shelters in recent years.

## Environmental Health

The sanitation foreman conducts daily water examinations and manages the team of sanitation workers. Nine UNRWA sanitation workers collect solid waste throughout the camp six days per week. UNRWA, in coordination with the Camp Service Committee, is currently in the process of constructing and installing a sewerage system that will cover the entire camp. Sanitation workers are often required to work overtime to unclog drains. Furthermore, they are not properly equipped to deal with waste from agricultural holdings and butcheries, which is common in the camp and can present health hazards if not managed correctly. The water system now reaches all camp residents, the majority of whom must still purchase water storage tanks to meet their full water needs.

## MAIN CHALLENGES

### Protection Issues

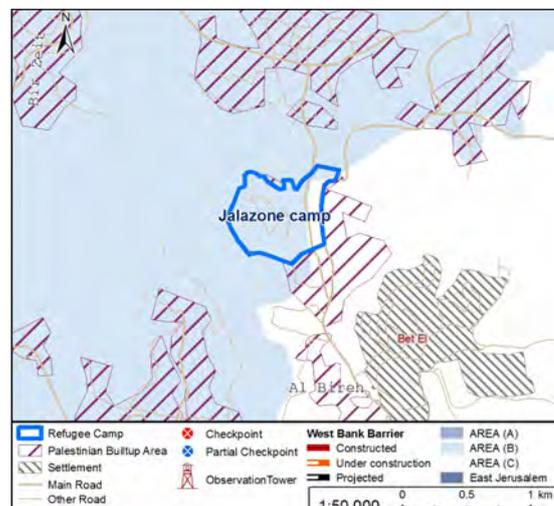
The camp's proximity to the Israeli Beit El settlement and the associated presence of ISF pose one of the main challenges to residents. Frequent clashes between settlers, soldiers and camp residents affect youth development – young men and boys in particular. The frequent use of live ammunition by the ISF has led to a growing number of injuries and fatalities. In 2014, one refugee was killed and 59 injured during these instances. The number of arrests and detentions has drastically increased in recent years.

### Sewerage Network

The current sewerage system in Jalazone reaches approximately 70 per cent of camp residents. Moreover, even those residents connected to the system report frequent blockages, which must be unclogged by sanitation workers on a daily basis. During periods of heavy rains, streets in the camp are flooded with sewage-infested water.

### Unemployment

Residents report that high rates of unemployment constitute one of the most significant challenges of life in Jalazone. The lack of job opportunities inhibits residents from becoming independent from UNRWA services. Job opportunities are further limited by road closures that block access to nearby cities. In addition, employment opportunities for young men who have been arrested are particularly limited. These concerns have a detrimental effect on the mental health and economic stability of camp residents.



# profile: jalazone camp

## Spotlight: The UNRWA Jalazone Girls' School

The original UNRWA Jalazone Girls' School was constructed in 1953. By 2010 it had become dilapidated and was unable to sufficiently serve the necessary number of students. The school's capacity was 700 students, but more than 1,100 students were attending the school. The primary concern, however, was that the school had to administer classes in two shifts: one in the morning and one in the evening, in order to accommodate the large number of beneficiaries. The students, as well as their parents and school administrators, felt uncomfortable with young girls walking to and from school in the evening time. Families who had the financial means to do so moved their daughters to private schools in the area, a costly alternative to the UNRWA school. This option, of course, was only a possibility for those families who could afford the change.



In 2010 UNRWA began the construction of a new school in Jalazone with support from the US government. The new school, equipped with 37 classrooms and 43 staff members, is now able to serve all 1,150 students in the morning and afternoon hours. There is no longer need for a shift in the late afternoon or early evening. The students, who are between the ages of 6 and 15 and attend grades 1-9, are thriving in their new environment. The principal of the school says that lateness is no longer an issue in the mornings, as students are happy to come to their new, beautiful school. The school courtyard is adorned with a basketball court and a volleyball court, and two gardens are currently being constructed. The new UNRWA Jalazone Girls' School provides its students with a place to flourish academically as well as socially.

## "I've Always Wanted to Help and Support People in My Camp."

Muzayan Rezeq Ahmad A'rmosh was born in Jalazone camp in 1974 to a family of five brothers and three sisters. Forty years later, she is still a resident of Jalazone camp, but she remembers the early days of her childhood well. Her favorite childhood pastime was playing with her siblings in the small plot of land located next to her family's home. "It was an empty yard, but we loved to play in it together," she says. The yard was bordered by the main road at the time – a road frequently utilized by ISF personnel. "The soldiers used to pass by our yard all the time when we were playing," she tells us. Other children from the camp, knowing that the yard would give them access to the street, used to come to the yard in order to throw rocks at the ISF soldiers. "Many boys would come throw rocks and start problems, and that always meant the end of our games," Muzayan recalls.



In 1989, Israeli soldiers took over part of Muzayan's family yard to expand the main road. "They cut down all the trees in our yard," she remembers. Eventually, an Israeli watchtower was constructed on the plot of land. The watchtower is no longer there and the street is no longer in use, but Muzayan has not forgotten the fear the experience caused her.

After studying at the UNRWA Jalazone Girls' School, Muzayan moved to a government school in order to finish her secondary education. Muzayan possessed a strong desire to assist persons in need, and in 1996 she took a course on the rehabilitation of persons with disabilities. Muzayan found the course inspiring and soon began to volunteer at the Rehabilitation of the Disabled Association and Family Counseling Charity in Jalazone camp. Seventeen years later, Muzayan is now an employee at the same association.

Muzayan's love for her work is evident, and she tells us, "I've always wanted to help and support people in my camp." If helping people is her goal, Muzayan has undoubtedly been successful. "We provide many services to persons with disabilities," she tells us, and she continues to discuss the association's activities, including the provision of wheelchairs and other movement aids, the rehabilitation of houses for injured persons, and counselling for persons with mental disabilities and for people suffering from psychological stress, among others.

Due to Jalazone camp's location, ISF incursions and clashes are frequent. Muzayan recalls a time when there were clashes every single Friday. "We knew there would be clashes on Friday and so we also knew that on Saturday morning there would be many injured men waiting to be treated at our centre," she says. "We gave out so many crutches during that time that we had to use the speakers at the mosque to remind people to return them to us because others were injured and needed them," she continues.

Adults, however, are not the only victims of ISF incursions. Muzayan works with many children who have witnessed these incursions and, as a result, have experienced traumatization. "These children become very violent because they are frightened and do not know how to express their emotions," she tells us. "The children repeat what they see. I've seen children carrying an empty box on their shoulders as if it has a dead person in it and they are walking in a funeral procession," says Muzayan. In order to help these children cope, Muzayan and her colleagues offer counselling services. "Sometimes I just let the children shout until they are too tired to continue," she says, "and then we can begin to talk about what is truly upsetting them." Muzayan believes in the power of artistic expression to help alleviate fear and frustration, and she often asks the children she counsels to draw what they feel. When we ask her what the children draw, she responds, "ISF soldiers and the flag of Palestine. They always draw the flag of Palestine."

Muzayan is optimistic when she thinks about the Association's future, but she is adamant that more resources are needed. "Our biggest challenge here is that funds are limited and so we cannot provide our people with all that they need," she tells us. Despite the lack of funding, Muzayan and her colleagues are valiant in their efforts to provide assistance to persons with disabilities in Jalazone camp. They are testament to the power of human kindness, and to the infallible drive of those determined to better the lives of others.

# profile: jalazone camp

## General Overview West Bank Refugee Camps

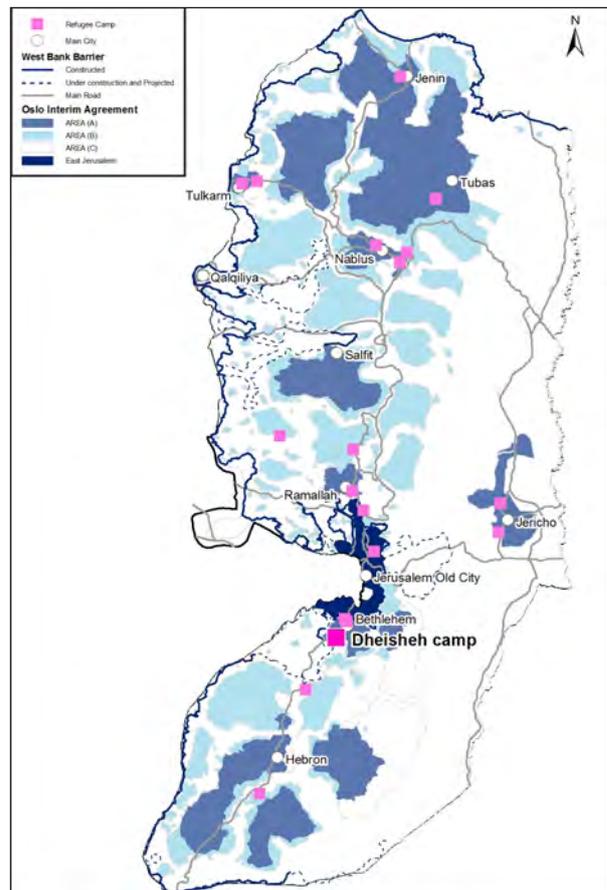
### Who is a Palestine Refugee?

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.

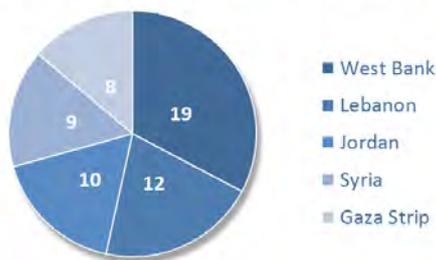
### Palestine Refugee Camps

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.

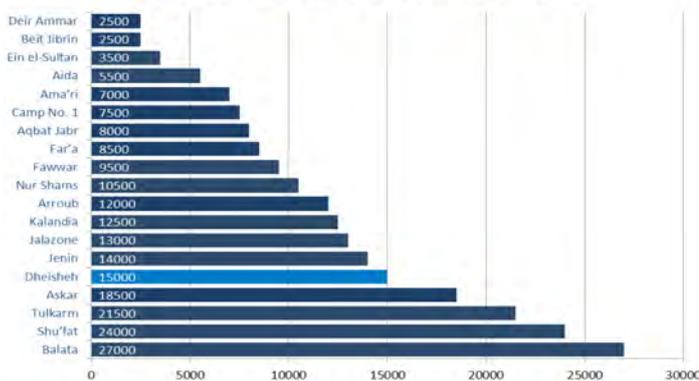


Number of UNRWA Refugee Camps per Field

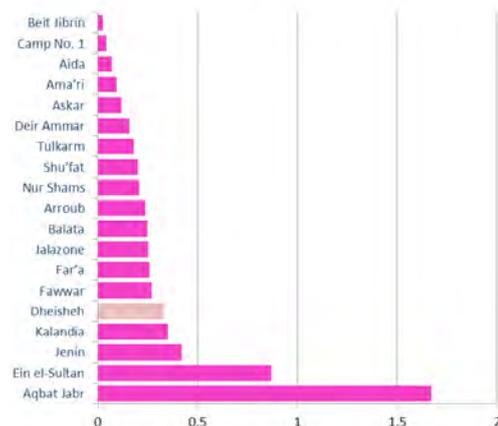


West Bank Refugee Camps Estimated populations

Total population West Bank camps: 222,500



West Bank Refugee Camps Camp surface in square kilometer



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 mandated to provide assistance and protection to some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip achieve their full human development potential, pending a just and lasting solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, and microfinance.