Syrian Guests

IN TURKEY

2014
Syrians entering Turkey due to the domestic unrest are sheltered under the status of Temporary Protection with an “open door policy”. Even though their status is temporary protection, we perceive them as our guests and treat them this way.

Entrance of Syrians into our country initially started with the admission of 252 Syrians through the Cilvegözü Border Gate on April 29, 2011 and this is still continuing today.

In 10 provinces at 22 camps* set up by the Prime Ministry Disaster and Emergency Management Presidency (AFAD), over 220 thousand Syrians have been sheltered in more than 3 years.

All coordination of the services including shelter, food, health, security, social activity, education, worship, translation, communication, banking and others is performed by AFAD with the close collaboration of concerned ministries, public institutions and organizations.

By means of the educational services provided, we are teaching the language of peace and wisdom rather than that of war to children victimized by the war.

Turkey has done its best for the peaceful solution of the incidents in Syria; and primarily our distinguished Prime Minister Recep Tayyip ERDOĞAN as well as all our state officials have approached the Syrian issue with great sensitivity and have led efforts to draw the attention of the international community to the tragedy in Syria.

However, the current state of affairs in Syria has reached an undesired extent. With the “open-door policy” since the very first day, and none of the arriving Syrians have been denied admission at our borders.

Our aid is not only limited to Syrians in our country, it is continuing in an uninterrupted manner on the other side of the border. In order to deliver humanitarian aid to those in need in Syria, we have been providing hot meals and humanitarian aid through the 11 Aid Acceptance Centers.

FOREWORD
we have established on point-zero of the border comply with the international law.

The Republic of Turkey is making efforts at extreme lengths so Syrian citizens staying at our protection centers and our neighbors in Syria fighting for their lives can sustain their lives.

In comparison to other countries, we are providing life quality far higher than the United Nations standards at each camp.

We are hosting approximately 900 thousand Syrians including those living out of camps. On the other hand, in the report announced by the United Nations High Commissioner for Refugees (UNHCR), it was pointed out that 20 Western Countries, including the USA, Germany, and the UK, will grant asylum to only 17,859 Syrians throughout 2014.

On the contrary, out of 22 camps placed in Turkey, It is the AFAD Akçakale Camp in Şanlıurfa where we host 25 thousands Syrians alone.

Regarding to our expenditure to date for addressing the needs of our Syrian guests has reached nearly 3 billion US Dollars. Out of this figure, unfortunately, the aid of the international community has remained at only 210 million US Dollars.

The increase of foreign aid for our Syrian guests and sharing of such responsibilities is necessary for the sustainability of the quality of our services at the camps and demonstrating international solidarity.

Our hope and expectation is that the domestic conflict in Syria will cease at once, the problem will be politically solved in a peaceful manner, and people that have sought refuge** in other countries, including our country, will return to their homes safely.

With this opportunity, I would like to express my gratitude to our Prime Minister Recep Tayyip ERDOĞAN, all our ministries, primarily the Ministry of Foreign Affairs, public institutions and organizations for their support and confidence in our efforts to make our Syrian guests feel themselves at home, our Governorates and teams working in coordination with the AFAD, Provincial Directorates of Disaster and Emergency, and all AFAD directors and staff working around the clock, and also to the project team prepared this book.

Beşir ATALAY
Deputy Prime Minster
PREFACE

Turkey is one of the prominent actors of the world and the region, and initiates and leads efforts in extending a helping hand in disasters, emergencies, and humanitarian tragedies under the coordination of the Prime Ministry Disaster and Emergency Management Presidency (AFAD).

That is the main reason why we considered standing by the people of neighboring Syria during these rough times as an obligation. Our country has historic, cultural, and neighborly ties with Syria, and we could not have acted indifferently to the calls for help of our neighbors in need, and we did not.

We are sheltering Syrians fleeing their countries under the best conditions.

Our Syrian guests coming to our country since April 2011 are being hosted at 22 camps set up and managed by AFAD in 10 provinces. A total of 482,809 Syrians have been sheltered in the camps to date.

Out of this figure, roughly 264 thousands of our guests have voluntarily returned under the supervision of the United Nations High Commissioner for Refugees (UNHCR). There are currently over 220 thousands Syrians staying at the camps.

We developed a substantially active and integrated system in order to perform services in an efficient manner at camps. By means of this system, our education activities and services at the camps are being performed in coordination with all the relevant ministries, institutions, and organizations.

Furthermore, we are not only providing shelter and food to our Syrian guests; we are also providing them all their humanitarian needs under the best conditions. In this content, we have implemented many projects to enable women and children, including disabled Syrians to integrate into the society.
Some of our efforts include the Coordination of National and International Aid, Establishing Camps above the International Standards, the Camp Management System and Standards, as well as project for those Syrians living out of camps namely, the AFAD Aid Distribution System (EYDAS), Mobile Registration Coordination Centers, Prefabricated Fully Equipped Hospitals and Schools.

At the camps we have constructed, the services we have provided, and the activities we have performed are the pride of our country.

Efforts for registering Syrians living outside of the camps are still in progress with the Electronic Aid Distribution System (EYDAS) developed by AFAD.

With this system, those in need and those wishing to make donations are gathered in the same pool. By such means, demands and supplies are matched and the optimum distribution of aid is achieved.

While providing services to Syrians both living in the camps and living out of the camps, we only have a single purpose: lending a helping hand to those in need. We have no other intention or concern.

We are aware that the humanitarian crisis in Syria is at a climax, and we are striving to ease the distress of people struggling with the unrest and starvation in Syria with the services at our camps, and the aid distributed at point-zero on the border.

Syria had a population of around 20 million before the events broke out and now there are around 10 million people in need of humanitarian aid. Among the 10 million people, 9.3 million had to leave their homes and approximately 3.5 million Syrians had to flee to neighboring countries to escape.

Four-thirds of Syrians who had to flee consist of women and children. Among them, more than 1 million children are struggling to sustain their lives under harsh conditions.

No matter how late it is, it is necessary to seek a peaceful solution in Syria in order to ensure that these people return to their country at once, and the international community has to assume a more active role in this humanitarian crisis.

I would like to take this opportunity to thank primarily our Prime Minister Recep Tayyip ERDOĞAN, Deputy Prime Minister Beşir ATALAY, and all the relevant ministries, institutions, and organizations including UN agencies based in Turkey for their support in our efforts for our Syrian brothers both staying in and out of the camps and also our project team prepared this valuable book.

PhD. Fuat OKTAY
AFAD President
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* The expression “camp” mentioned in this book, refers to “temporary protection centers”.

** In this report, the words of “guest” and “refugee” indicates The Syrian citizens under temporary protection status in Turkey
CHAPTER 1

Syrian Guests in Turkey 2014

The Camp Management System and its Establishment Process
Opening Dates of Camps

As of May 2, 2014
The Number of Syrians Staying at the Camps

As of May 2, 2014
Number of the Camps in the Provinces, and the Number of Syrians

As of May 2, 2014

10 Provinces
22 Camps
220,000 Syrians
Camps According to the Number of Syrians

As of May 2, 2014
Number of the Syrians Admitted to the Camps and Returning to their Country

Number of the Syrians Admitted to the Camps in Turkey: 482,809
Number of the Camps in the Provinces, and the Number of Syrians: 219,495
Number of the Syrians Returning to their Country from the Camps in our Country: 263,314

As of May 2, 2014
## Number of the Syrians Staying at the Camps by Years

<table>
<thead>
<tr>
<th>Year</th>
<th>At the Camps</th>
<th>Out of the Camps (estimated)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>9,078</td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>148,527</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>210,336</td>
<td>700,000</td>
</tr>
<tr>
<td>2014</td>
<td>219,495</td>
<td></td>
</tr>
</tbody>
</table>

As of May 2, 2014
The Camp Management System and its Establishment Process

EFFORTS FOR ESTABLISHMENT OF THE CAMPS

Entrance of Syrians into our country started with the admission of 252 Syrians through the Cilvegözü Border Gate on April 29, 2011. With the increase of the unrest, the influx into our country has continued intensely. Therefore, necessary actions were taken to accommodate the Syrians in our country, and the protection centers were established.
ESTABLISHMENT PROCESS OF THE CAMPS

Efforts were commenced in the initial phase by determining areas at an adequate size for the camps.

The ground study and infrastructure works of the sites where the camps would be established were performed.
The sites where the protection centers would be established were selected in convenient areas for connecting utilities and sewage to the city network.
The sites had no or inadequate electricity and water infrastructure, so the necessary infrastructure works were performed.
Camps were established at the sites that are suitable for settlement and close to existing social facilities, and where they feel safe and comfortable and they can benefit effectively and efficiently from the provided services.
Settlement areas were planned in a way to allocate 45m² of space per person including infrastructure, social facilities, and shelter areas.
There are 2 meter fire preventing spaces between the tents/containers and 6 meter fire preventing spaces between the tent/container clusters.
The locations of the administrative building, including the service groups, police and gendarmerie departments, logistics and distribution units, and mobile hospital were planned in a manner enabling the convenient access of people staying at the camps.
The fire-fighting department and system was planned in a way to enable the most rapid access to all points in the tent cities in case of a fire.
Including an area of at least 3,000 m² for the car parks; the camps were endowed with wide entrance gates facilitating internal transportation and logistics, the main roads at least 15 meters wide, and by-roads with a width of at least 10 meters.
An area of at least 3,000 m² has been allocated for the registration service offices.
An area of at least 3,000 m² has been allocated for the field hospitals to be established for additional health services.
Quarters including 2,500 persons at the most were established in order to be able to closely attend to the needs of everyone staying at the camps. Main roads with widths of at least 10 meters were constructed between and inside the quarters; and also by-roads were constructed within quarters.
A praying area of 400 m² has been allocated separately for the males and females at the camps. If the camps consist of quarters, each quarter was endowed with praying areas of 100 m² separately for both males and females.
3 liters of drinking water is supplied per person at the camps. At least 50 liters of drinkable water purified from any bacteria leading to diseases, and any chemical and radioactive contaminations are supplied per person to be used in cooking, personal and household sanitation. Location of the water source was planned in a way to be easily accessed by everyone staying at the camps, and to have a maximum distance of 50 meters to any tents.
Spaces of at least 10,000 m² have been allocated at the camps for courses and sports activities.

Spaces of at least 100 m² have been allocated for each of the computer, foreign language, handicrafts, carpet weaving, hairdressing, tailoring, vocational, and similar courses.

Central Tent City in Adıyaman
Spaces of at least 1,500 m² have been allocated for the primary, middle, and high schools with structures conforming to the education system in the country of people staying at the protection shelters.
Central Tent City in Adıyaman Primary School
Kindergartens were constructed on an area of 500 m² for the education of children in the preschool period.
Playgrounds were constructed in the camps. Each quarter has its own playground.
Spaces of at least 4,000 m² have been allocated for the shopping areas where residents of the camps can meet their needs.
In conclusion, each person living in the camps were provided with a warm, safe, and clean indoor area of 3.5–4.5 m². These areas provide protection against adverse climate conditions and enable the residents to maintain a life with dignity, health, and welfare.
In order to ensure sanitation at the camps, at least one shower cabin has been provided per 25 persons (separate for males and females), at least one dishwashing bench has been provided per 20 persons, and at least one washing machine has been provided per 20 persons.
Playgrounds: 103
Resting Halls: 58
Hairdressers: 3.443
Security Personnel: 31
Fire Fighting Vehicles: 38
Grocery Stores: 1.093
Dishwashing Units: 207
Laundries: 14.872m²
## Educational Services provided at the Camps

*As of May 2, 2014*

### Schools and Facilities
- **22** Schools
- **850** Classrooms
- **3,063** Teachers

### Courses and Attendees
- **273** Courses for Adults
- **20,683** Adult Course Attendees

### Enrollment by School Level

<table>
<thead>
<tr>
<th>Level</th>
<th>Percentage</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preschool</td>
<td>11%</td>
<td>7,335</td>
</tr>
<tr>
<td>Primary School</td>
<td>49%</td>
<td>33,451</td>
</tr>
<tr>
<td>Middle School</td>
<td>27%</td>
<td>18,864</td>
</tr>
<tr>
<td>High School</td>
<td>13%</td>
<td>8,988</td>
</tr>
</tbody>
</table>

### Total Students
**68,638** Students
## Healthcare Services provided at the Camps

As of May 2, 2014

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Centers</td>
<td>21</td>
</tr>
<tr>
<td>Medical Personnel</td>
<td>399</td>
</tr>
<tr>
<td>Ambulances</td>
<td>102</td>
</tr>
<tr>
<td>Deliveries</td>
<td>11,579</td>
</tr>
<tr>
<td>Operations</td>
<td>44,163</td>
</tr>
</tbody>
</table>

**Total Polyclinic Services**: 2,652,179
Social Services provided at the Camps

As of May 2, 2014

- Prayer Rooms: 168
- Quran Courses: 58
- Sports Areas: 87,280m²
- Playgrounds: 14,872m²
- Resting Halls: 103
- Internet halls: 14
- Hairdressers: 58
- Security Personnel: 3,443
- Fire Fighting Vehicles: 31
- Grocery Stores: 38
- Dishwashing Units: 1,093
- Laundries: 207
Our Syrian guests are staying at 22 camps established in 10 provinces by AFAD, which is the “coordinator institution” in our country concerning disasters and emergencies.
The Republic of Turkey is making efforts at extreme lengths so the Syrian citizens can sustain their lives. These camps are often pointed out to be the best in the world by the UN officials and foreign statesmen and in addition to the basic humanitarian needs, services such as education, healthcare, banking, translation, and psychosocial counseling are provided above the world standards at these camps.

With the AFADKART distributed at the camps, all Syrians are able to shop for any food and cleaning items they need at grocery stores.

The healthcare services are provided at the mobile hospitals and education is also provided by Turkish and Syrian teachers.
Turkey is accommodating over 220 thousands Syrians at 22 camps established by AFAD in 10 provinces.
Living conditions at 16 tent cities and 6 container camps established in Adana, Adıyaman, Gaziantep, Hatay, Kahramanmaraş, Kilis, Malatya, Mardin, Osmaniye, and Şanlıurfa are far beyond the world standards.

UN Secretary-General Ban Ki-MOON, UN Under-Secretary-General Valerie AMOS, former US Secretary of State Hillary CLINTON, UN and Arab League Special Envoy to Syria Lakhdar BRAHIMI, UN High Commissioner for Refugees Antonio GUTERRES, Former UN and Arab League Special Envoy to Syria Kofi ANNAN, UN Special Envoy and Goodwill Ambassador Angelina JOLIE, Administrator of the United States Agency for International Development Rajiv SHAH, and the President of Germany Joachim GAUCK thanked AFAD and Turkey for the hospitality demonstrated to the Syrians and for the camps providing services far beyond world standards.
21 Mobile Medical Centers are at the Service of Syrians with Their 399 Personnel

Syrians are provided healthcare services at 21 medical centers established in the camps with their 399 medical personnel, of which 114 are specialists physicians.
Furthermore, 24 ambulances are on call for 24/7. An average of 10 thousand Syrians are examined at medical centers. More than 2.6 million treatment procedures and approximately 45 thousand operations have been performed in total. Nearly 12 thousand Syrian babies came into the world at the camps. In the event of cases exceeding the capacity of the medical centers, depending on the transfer chain, patients are referred to the nearby city hospitals.

Syrians living outside of the camps are entitled to free healthcare services at all hospitals across Turkey.

**The Interrupted Education of Syrian Students are Continuing in Turkey**

Nearly 70 thousand Syrian children are continuing their education at kindergarten, primary school, middle school, and high school levels in 850 classrooms at 22 schools with more than 3 thousand teachers. Education provided in our schools includes the courses of science, social studies, mathematics, computer studies, English, Arabic, and other foreign languages.

Besides humanitarian needs, training and vocational course activities are performed at the camps for addressing the social needs of our guests.

Carpet weaving, hairdressing, tailoring, weaving, computer, handicrafts, Turkish, Arabic, and English literacy courses are among the vocational training courses provided in the camps.

More than 40 thousand Syrians have been trained at these courses and currently there are approximately 21 thousand attendees at various courses.
Security is maintained at the camps with an adequate number of gendarmerie personnel and private security personnel. Camps are under 24/7 security camera surveillance.

Facilities such as a sewage system, water-supply system, prefabricated toilets and showers, dishwashing units and laundries, TV and internet halls, grocery stores, and places of worship were established at the camps. Services such as communication, translation, environmental cleaning, firefighting, banking, and psychosocial support are provided for our Syrian guests.
Turkish Prime Minister Recep Tayyip ERDOĞAN received Syrian children staying at the camps during the April 23rd International Children’s Day Events.
Turkish Prime Minister Recep Tayyip Erdoğan with Syrian children.
Syrian children from the camps attended the April 23rd International Children’s Day Events at Gaziantep
With the mukhtar (headman) elections in the camps, we are reminding people, who have lived under the rule of a single man for generations, the importance of having their voices heard.

Mobile laundries at the service of Syrian women.
The Syrians expressed their gratitude to Turkey and the Turkish people and their only wish was to spend the following Eid at home...
Eid Activities at the Camps

Drawing activities of Syrian children.
Circumcision celebrations were organized for Syrian children.

*Midyat Tent City in Mardin*
Syrian women find the opportunity to develop and exhibit their handcrafts at the social facilities in the camps.
Syrian children victimized by the war are learning the language of peace and wisdom in Turkey rather than that of war.
Preschool education of Syrian children.
Our Syrian guests organize events among themselves and forget the grief of war to a certain extent and try to enjoy themselves.
Syrian children depicted their homesickness and their lives in the camps.

*Drawings by Syrian Children*
A substantially effective and integrated system was developed for the camps by AFAD.

Our educational activities are conducted in cooperation with the Ministry of National Education, health services in cooperation with the Ministry of Health, security activities in cooperation with the Ministry of Interior, psychosocial services oriented at especially children and women in cooperation with the Ministry of Family and Social Policies, sports activities in cooperation with the Ministry of Youth and Sports, food safety and food service in cooperation with the Ministry of Food, Agriculture, and Livestock, and landscaping and environmental services in cooperation with the Ministry of Environment and Urbanization within the scope of this system at the camps. And the other services are rendered in coordination with the relevant ministries.

The applied protection center standards have been planned to the finest of details. The resulting practices ensure that high-quality services are provided to our Syrian guests.
CAMPS IN TEN PROVINCES

Adana
Sarıçam Tent City

Former Governor of Adana Hüseyin Hüseyin COS visiting the camp

Adıyaman
Central Tent City

Governor of Adıyaman Mahmut DEMİRTAŞ visiting the camp together with the AFAD President
Gaziantep

Nizip 1 Tent City

Gaziantep

Nizip 2 Container Camp
Governor of Gaziantep Erdal ATA at iftar (fast breaking) in the camp together with the Minister of Foreign Affairs and former Minister of Family and Social Policies.

Gaziantep Karkamış Tent City

Gaziantep Islahiye Tent City
Hatay

Yayladağı 1 Tent City

Hatay

Yayladağı 2 Tent City
Governor of Hatay Celalettin LEKESİZ at iftar in the camp together with the former Minister of Justice Sadullah.

Governor of Kahramanmaraş Şükrü KOCATEPE visiting the camp together with the President of Germany.
Kilis
Öncüpınar Container Camp

Kilis
Elbeyli Container Camp

Governor of Kilis Süleyman TAPSIZ visiting the camp
Governor of Malatya Vasip ŞAHİN visiting the camp together with the former Deputy Prime Minister.
Services Provided at the Camps

2014 Syrian Guests in Turkey

Former Governor of Mardin Dr. Ahmet CENGIZ visiting the camp

Mardin  Nusaybin Tent City

Osmaniye  Cevdetiye Tent City

Governor of Osmaniye Mehmet ODUNCU visiting the camp
Governor of Şanlıurfa İzzettin KOCÜK visiting the camp.
Services Provided at the Camps

2014 Syrian Guests in Turkey

Şanlıurfa Harran Container Camp

Şanlıurfa Viranşehir Tent City
CHAPTER 3

Syrian Guests in Turkey

2014

Visits to the Camps
Figures of Tent Cities/Container Camps in the Provinces

As of May 2, 2014

8 Provinces
16 Tent Cities
33,676 Tents and Partitions

5 Provinces
6 Container Camps
11,909 Containers
VISITS OF STATE OFFICIALS TO THE CAMPS

Turkish President Abdullah GÜL visited the Kilis Elbeyli Container Camp in Kilis Province

“We are providing the best assistance we can to the Syrians that had to flee their homes as a neighborly obligation.”

Turkish Prime Minister Recep Tayyip ERDOĞAN visited Nizip Container Camp in Nizip Province

“At the moment, you are in the lands of your brothers; you are at your own home. You are most welcome until security is hopefully established in Syria and you voluntarily wish to return.”
Our Prime Minister Recep Tayyip Erdoğan engaged in inspections at the Akçakale Süleymanşah Tent City together with Deputy Prime Minister Beşir ATALAY, and the AFAD President Dr. Fuat OKTAY.

“I would like to thank AFAD for their efforts in the establishment of this camp.”
Deputy Prime Minister Beşir ATALAY and The AFAD President Dr. Fuat OKTAY visited the Camps

“Syria is a neighbor sharing the longest border with us. We are the country most affected by the incidents in Syria. The number of Syrians fleeing from the oppression in their country and seeking refuge in Turkey has exceeded 200 thousand. We are accommodating all Syrians passing the border under our “Open Door” policy. We are hosting our guests under good conditions in Turkey and meeting their needs. All services are provided to our Syrian guests. These services are primarily health, education, shelter, food, clothing, and worship. This is a disaster, and we are addressing the needs of the victims of this disaster.”
Former Deputy Prime Minister Bekir Bozdağ visited the Beydağlı Container Camp in Malatya

Former Deputy Prime Minister Bekir BOZDAĞ attended the iftar (fast-breaking dinner), spoke with Syrians, and spent time with children at the Beydağlı Container Camp in Malatya. He noted that Turkey was doing its best to stop the blood and tears in Syria.

Former Minister of Justice at the time Sadullah ERGİN had iftar (Fast-Breaking Dinner) with Syrians at the Camp in Hatay

“I hope that our Syrian guests will be able to live in their homes in their country with peace and calm; and the pain, blood, and tears in Syria will cease at once.”
Sadullah ERGİN – Former Minister of Justice
Minister of Foreign Affairs Ahmet DAVUTOĞLU and Former Minister of Family and Social Policies at the time Fatma ŞAHİN broke their first fast at the Nizip Camp

“We will stand by the Syrian people until the end of this oppression, until Syrian people regardless of their religion, sect and ethnic origin live with honor and peace in all around Syria.”

Ahmet DAVUTOĞLU – Minister of Foreign Affairs

“The people of Turkey and Syria are the children of the same faith in this region. We know how much they have suffered and paid. We opened our doors with the awareness of the obligations of being a neighbor.”

Fatma ŞAHİN – Former Minister of Family and Social Policies at the time
Minister of Health Mehmet MÜEZZİNOĞLU visited Harran Container Camp in Şanlıurfa

“I consider myself to be lucky and happy to be with you in the holy month of Ramadan, which appears to us as the manifestation of Allah’s mercy and grace upon his subjects. All our prayers at this iftar meal are for the persecution in Syria to end.”

Minister of Forestry and Water Affairs Prof. Dr. Veysel Eroğlu performed inspections at the Öncüpınar Container Camp, where 13 thousand Syrians are staying.

Prof. Dr. Veysel Eroğlu received information from the Governor of Kilis Süleyman Tapsız on the activities performed in the container camp and he handed out toys to the Syrian children, had photos taken with them, and spoke to the Syrians staying at the camp.
Minister of Development Cevdet YILMAZ had iftar with Syrians at the Camp in Malatya Province

“We are observing the incidents in Syria. There is an administration that cannot stand their own people and the will of these people and oppressing them. Hundreds and thousands of people took refuge* in Turkey. I sincerely believe that there is pain in Syria, Egypt and other countries, and this is the labor pain of the birth of a new region in the short term.”

Deputy Undersecretary of the Ministry of National Education Yusuf BÜYÜK visiting Nizip

Deputy Undersecretary of the Ministry of National Education Yusuf BÜYÜK visited the Nizip Camp in Gaziantep and stated that educational activities were performed in cooperation with the Ministry of National Education under the coordination of AFAD.
AFAD President attended the opening ceremony of the 24-classroom school built by the United Nations Children’s Fund (UNICEF) for Syrian children at the Islahiye district of Gaziantep.
Central Tent City in Kahramanmaraş

The AFAD President visited the Tent City in Kahramanmaraş in order to see the preparations for winter on site. He said, “we are preparing a standard concerning the conditions of tent cities; this shall be the standard of Turkey.”
Central Tent City in Adıyaman

AFAD President visited the Tent City in Adıyaman, where Syrians live, and performed inspections.

Akçakale Tent City in Şanlıurfa

AFAD President, said that the Tent City in Akçakale, where Syrians were sheltered, was “the best example in the world and Turkey”.
Ceylanpinar Tent City

AFAD President had a meeting with the representatives of the concerned institutions and organizations and was briefed at the Ceylanpinar Tent City. He talked to the Syrians at the Tent City, and listened to their requests.

Harran Container Camp

AFAD President visited the container camp established on the Harran-Akçakale Highway in Şanlıurfa. He said, “Our people are doing their best for those migrating to our country. Our people are very willing to share everything they have”.
AFAD President inspected the efforts at the Nizip Tent City in Gaziantep on site and was briefed by the officials. He talked to Syrians staying at the camps.

“Turkey is doing something good. We believe it is doing a good job. There definitely will be problems. Our job is to determine these problems and solve them.”

AFAD President at the Nizip Tent City

AFAD President at Karkamış Camp in Gaziantep
VISITS OF INTERNATIONAL REPRESENTATIVES TO THE CAMPS

UN Under-Secretary-General for Humanitarian Affairs Valerie AMOS

“We are thanking Turkey for the opportunities they have provided to the Syrians and for its successful humanitarian aid.”

UN Secretary-General Ban KI-MOON

“Turkey is demonstrating its generosity to the Syrian refugees.”

UN Secretary-General Ban KI-MOON said that he appreciated “Turkey’s Open-door Policy” to the displaced people in Syria; and the accommodation of Syrians in and outside of the camps demonstrated the generosity of Turkey and the Turkish people.
UN and Arab League Special Envoy Kofi ANNAN

“I have seen many refugee camps, but, this one is the best of them. I would like to thank the Turkish Government for its solidarity and generous assistance it has provided to the Syrian refugees.”

European Union Representative Bela Szombati

Visited the Gaziantep İslahiye Camp and said that he witnessed the nice efforts in the camps in Turkey
President of Germany Joachim GAUCK visited the camp in Kahramanmaraş together with UNICEF Germany Executive Director Daniela Schadt and State Minister Aydan Özoğuz and stated that he was impressed with the services provided to the Syrians.

German Minister for Immigration, Refugees and Integration Aydan ÖZOĞUZ, had a meeting with the Head of the Department of Strategy Development Halil AFŞARATA and Head of the Department of Recovery Gökhan ÇEBİ and stated that Germany would initiate efforts to increase aid to Syrians.
USAID Administrator Rajiv SHAH and the Ambassador of the US to Turkey Francis RICCIARDONE expressed their satisfaction due to the efforts for helping the Syrians and the high level of quality of the provided services.
“The Turkish Government has established extraordinary camps by demonstrating great generosity; they are really very impressive. I haven’t seen a camp like this anywhere. The means Turkey has provided to the Syrians is praiseworthy.”
Former US Secretary of State Hillary CLINTON

“Turkey is successfully addressing the needs of Syrians such as education, food, and humanitarian aid. We would like to thank Turkey for the hospitality demonstrated to the Syrians.”

Visit of the Bangladeshi Delegation to the Osmaniye Camp

Cevdetiye Tent City
Meeting of Ministers Neighboring Syria and the Acceptance of the Urfa Declaration

The Second Meeting of the Ministers of Countries Neighboring Syria was held on January 17, 2013 at the Şanlıurfa AFAD Harran Protection Center with the participation of the Iraqi Minister of Foreign Affairs Hoşyar ZEBARI and other delegation chairpersons. The meeting was chaired by the Minister of Foreign Affairs Ahmet DAVUTOĞLU, UN High Commissioner for Refugees (UNHCR) Antonio GUTERRES, and the AFAD President Dr. Fuat OKTAY, Jordan Minister of Planning and International Cooperation İbrahim SAIF, Ambassador of Lebanon in Ankara Mansour ABDULLAH, and top level officials from Egypt.
UN Resident Coordinator and Development Program Turkey Representative Kamal MALHOTRA and UNHCR Turkey Representative Carol BATCHelor

“I would sincerely like to thank the officials in Turkey. Not only the sheltering and similar needs of Syrians are being met, but diverse activities are also being organized to help them recover from the post-war trauma. This is a very humanitarian and professional approach.”

UN High Commissioner for Refugees Antonio GUTERRES

“I am grateful to the Turkish Government for their humanitarian aid to the Syrians. I am aware that this example demonstrates great generosity. As the UNHCR, I am pleased with what I have seen at the camps. The international community needs to be in solidarity for maintaining these high standards and implementing them everywhere.”
The Ambassador of Saudi Arabia in Ankara Abdulhadi M. ALSHAFI visits the Kilis Camp

Dutch Minister of Foreign Affairs Uri ROSENTHAL

“I understand how much of a responsibility you have assumed even when I hear the number of Syrians that have sought refuge in your country from the incidents in Syria. The Government of the Netherlands is grateful to the Turkish Government for the aid they have provided to the Syrian refugees.”
The World Health Organization (WHO) Emergency Health Coordinator Dr. Corinna REINICKE and her delegation visited Kahramanmaraş

The World Health Organization (WHO) Emergency Health Coordinator Dr. Corinna REINICKE and her delegation visited the camp in Kahramanmaraş and stated that they continue to cooperate with AFAD.

British Ambassador to Turkey Richard MOORE and UNICEF Turkey Representative Ayman ABULABAN visited the school constructed by UNICEF under the coordination of AFAD at the Gaziantep İslahiye Camp

“The Turkish government has embraced the Syrian people with great tolerance”
UNICEF Special Envoy and Grand Duchess of Luxemburg Maria Teresa

UNICEF Special Envoy and Grand Duchess of Luxemburg Maria Teresa visited the Nizip Camp in Gaziantep and met students at the school built by UNICEF under the coordination of AFAD.

USAID Director Dina ESPOSITO

USAID Director Dina ESPOSITO visited the camp and engaged in inspections.

Special Representative of the UN Secretary-General for Children and Armed Conflict Leila ZERROUGUI

“As far as I can see here, the Republic of Turkey is providing very good support to the refugees and presented all its resources to them.”
French Minister of Foreign Affairs Laurent FABRUIS

“You are performing very important and beneficial activities; I would like to congratulate you. The main theme is this: working with affection and love.”

Special Representative of the UN Secretary-General for Children and Armed Conflict Leila ZERROUGUI

“As far as I can see here, the Republic of Turkey is providing very good support to the refugees and presented all its resources to them.”
German Minister of Justice Sabine LEUTHEUSSER-SCHNARRENBERGER

I am visiting Kilis for the first time. I would like to express that I am very impressed from what I saw and the infrastructure and opportunities at the container camp are in a very good state. The Turkish Government has really assumed important duties. I saw that people are sustaining a peaceful and safe life here.

Ambassador of Japan in Ankara Yutaka YOKOI

Ambassador Yutaka YOKOI stated that he previously had the opportunity to visit the refugee camps and the conditions in Osmaniye were very good.
New Zealand Embassy Attaché Tui DEWES

She stated that they appreciated the Turkish Government embracing hundreds of thousands of Syrians and they were aware of this support. She expressed that New Zealand’s greatest hope was that Syrians being educated at schools which were constructed in the provinces of Adıyaman, Kahramanmaraş, and Osmaniye would someday contribute to the future of Syria.

UN World Food Program (WFP) Emergency Coordinator Jean-Yves LEQUIME

UN World Food Program (WFP) Emergency Coordinator Jean-Yves LEQUIME visited the Osmaniye AFAD Protection Center.
Deputy Prime Minister of Belgium Didier REYNDERS

“I would primarily like to thank AFAD and its staff working seriously and officials of supporting institutions and organizations for the establishment and management of camps. We are grateful to Turkey for embracing its Syrian brothers during these rough days.”

UNICEF Turkey Representative Ayman ABULABAN Attended the “Children Friendly Areas” Opening Ceremony in Adıyaman
CHAPTER 4

Syrian Guests in Turkey

2014

Camps in the Other Countries
• A total of over 2.7 millions Syrians in Turkey, Jordan, Lebanon, Egypt, and Iraq as of May 2014.

• 600 thousands Syrians in Jordan as of May 2014.

• 224 thousands Syrians in Iraq as of May 2014.

• 1 million Syrians in Lebanon as of May 2014.

• 137 thousands Syrians in Egypt as of May 2014.
The humanitarian crisis in Syria has led to an influx of refugees in other countries besides Turkey in the region.

According to the data of the United Nations High Commissioner for Refugees (UNHCR), there are 2,700,000 registered Syrians at the camps in Turkey, Iraq, and Jordan and outside of the camps in Egypt and Lebanon as of May 2014.
The Tent City is located to the east of Amman, the capital of Jordan and 20 km to the west of the city of Azraq. It consists of 5,000 mobile tents that can shelter 25,000 persons.

The camp has deficiencies with regards to food and medical items and accommodation and infrastructure services.

According to data of the UNHCR, as of May 2014 there are approximately 600,000 Syrians in Jordan bordering Syria to the south. There are 3 permanent tent cities in operation for Syrian refugees in Jordan.

The Azraq Camp, the 6th camp established in Jordan.
The Tent City is located to the east of Amman, the capital of Jordan and 20 km to the west of the city of Azraq. It consists of 5,000 mobile tents that can shelter 25,000 persons.

A Syrian on the top of a water tank at the Zaatri Camp in Jordan.

The Zaatri Camp with 30,000 tents established in the middle of the desert 12 km away from the Syrian border.
The camp has deficiencies with regards to food and medical items and accommodation and infrastructure services.
According to the data of the UNHCR, there are approximately 224,000 Syrians in Iraq bordering Syria to the east as of May 2014. A total of 9 tent cities are in operation in Iraq for Syrian refugees.

The Domiz Tent City in the northern Iraqi province of Duhok was designed with a capacity of 2,000 persons in 2012.

As there are refugees exceeding the capacity of the camp, together with food and water problems, deficiencies can be observed in the infrastructure.

Deficiencies can be observed in sanitation, health and education at the Domiz Camp. Numerous families have to share spaces such as kitchens and toilets.
According to the data of UNHCR, there are approximately 1,000,000 Syrians in Lebanon bordering Syria to the north and east as of May 2014. There are no tent cities established for them.

The population of Lebanon was increased by 25% as a result of the migration of the Syrians, and thus significant problems have emerged in the health care services and the economic structure as well as the deficiencies in the infrastructure.

Syrians in Lebanon are staying in various parts of the country, particularly in Bekaa. They have to pay rent where they are staying.
According to the UNHCR data, there are approximately 137,000 Syrians in Egypt as of May 2014, even though the country has no border with Syria. There is no Tent City in Egypt.
Services Provided Outside of the Camps

WE ARE ALSO STANDING BY THE SYRIANS OUTSIDE OF THE CAMPS

Diagram:
- Supply:
  - NGOs
  - Countries
  - Individuals
  - Institutions and Organizations

- Aid Pool
  - Incoming Aid
  - Outgoing Aid

- Demand:
  - Registering
  - Determination of Needs

AFAD
In addition to our guests exceeding 220 thousand in the camps, efforts are going on under the coordination of AFAD to address the urgent humanitarian needs of the approximately 700 thousand Syrians gathering especially in the border provinces.

Within this framework, AFAD developed and started implementing the “Electronic Aid Distribution System (EYDAS)".

The **Electronic Aid Distribution System** enables to record, coordinate, monitor and manage the aid provided to the disaster victims in need by nongovernmental organizations.

With the system, nongovernmental organizations are able to see the location, quantity, and type of the required aid. This way, aid is delivered more rapidly and effectively; and also repetitive aid delivery is prevented.

Donors and beneficiaries are recorded, and statistical data is received. Cash and in-kind aid can be calculated.

Nongovernmental organizations apply to AFAD for an access to the system. AFAD provides them a user name and password, and they are able to access the system.

Donor details are entered into the system for registration.

Details such as NGO name, address, telephone, e-mail address, aid name, aid type (human resource, food, clothing, shelter, health, etc.), aid quantity (pieces, pair, weight, liter, ton etc.) are recorded and the aid is delivered to those in need.

**As for the demand details of beneficiaries, the following details are entered into the system to ensure an effective and rapid aid delivery:**

- Personal details (identification details, address details, telephone number, etc.)
- Aid details (shoe size, body size, height, weight, etc.)
- Aid demands (Food, Pharmaceuticals, Clothing, etc.).
- NGOs fill out the “Donor Aid Information Form” prepared by AFAD for aid to be donated outside of the camps, and send it to AFAD.
- AFAD determines the addresses of Syrians outside of camps and records their details in the beneficiary information form (by means of Law Enforcement Bodies, Mukhtars etc.)
- The details on the beneficiary information form are entered into the web based «Electronic Aid Distribution System».
- Aid is delivered to the determined persons through NGOs. NGOs also enter the donated aid into the system.
- After the details of all Syrians determined to stay outside of the camp are entered into the system, the software performs needs analyses and matching.
- The matched aid is delivered to the beneficiary according to the delivery plan prepared by the software.
- Distributed aid is stored in the database of the system and removed from the current requirements list.

**Benefits of the System:** The Electronic Aid Distribution System prevents repetitive aid delivery and enables donors to see the location and type of the aid required. Thus, locations of the people in need are accessed more rapidly. On the other hand, as delivered aid is systematically recorded on the system, the quantity of delivered aid can be easily calculated.
Our mobile coordination semi-trailers used in registration of Syrians living outside of camps and the determination of their needs.
We would like to thank units of the United Nations in Turkey for information and photos they provided us in the preparation of this book.

Cover photo was taken by Adem AĞAÇCIOĞLU in Harran Container Camp in Şanlıurfa.
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