



This update aims to provide information on progress towards implementation of the objectives of the Jordan Contingency & Response Plan in response to COVID-19. It is available through UNHCR's Operational Portal at [COVID-19 Response Page](#)

## **I. General Update**

While no case of COVID-19 has been identified among the refugee population, the Government of Jordan has taken strict measures to prevent the spread of the virus. UNHCR is coordinating management of movements of critical staff to and from refugee camps across all UN agencies and partners in coordination with MOFA, since there is a limited number of slots available for staff servicing all camps across the Kingdom. Nevertheless, GoJ has provided assurances that refugees will continue to be able to access national health services on par with Jordanian nationals, including referral of suspect cases to quarantine sites, and requisite treatment.

UNICEF, WFP and UNHCR are coordinating at both camp and urban levels in areas of commonality, including rapid needs assessment, cash programming, and a Communication with Communities (CwC) strategy, which aims to disseminate key messages to refugees in urban areas and refugee camps on the COVID-19 preparedness, its implications on services, and what to do in case of illness as per Government guidelines. The two-way communication tools are in place, such as SMS, WhatsApp groups and social media platforms.

The Contingency and Response Plan for COVID-19 has been developed to capture both preparedness and response measures in support of the refugee population in Jordan. The plan is aligned with the eight pillars of the GoJ's National Preparedness and Response Plan.

Refugee camps are operating with reduced teams in Zaatari and Azraq, but all urgent protection needs continue to be addressed. Essential services including hospitals, clinics and supermarkets remain open. Temperature screening at the entrance has begun in both camps. Electricity provision has been enhanced, while water and sewerage services are normal. For camp supermarkets, additional hours of opening will be enacted, as well as restriction on bread buying and crowd control measures for male/female lines and provisions for the most vulnerable. WFP has pre-positioned food rations in case of diminishing informal markets, although goods and materials still allowed entry to the camp.

The Health Development Partners Forum, chaired by USAID and WHO with key members from MoH and MOPIC, as well as donors, presented a revised list of needs within the National Preparedness and Response Plan totalling 12 million JD. Test kits, ventilators and personal protective equipment remain top priority.

UN Women together with Jordan National Commission on Women and their partners have produced concrete recommendations on measures to mitigate the impact of COVID-19 from gender dimensions.

## **II. Sector Update**



### **HEALTH**

#### **Key Activities**

- WHO, UNHCR and MoH have developed a systematic list for suspected and confirmed cases of COVID-19.
- Increased emergency life-saving medical referrals from camps to the affiliated hospitals due to unavailability of anaesthetic agents at the secondary level inside Zaatari camp.
- IMC has started to procure essential medicines, medical supplies and PPEs related to COVID-19 for both UNHCR partners and other operational partners in camps.

## Key Challenges

- NCD refugee patients don't have access to medications in urban setting due to the current curfew order. Caritas has started to work on remote services delivery module and identified medical volunteers to deliver NCD medications to refugees in urban pending MOH authorization.



## BASIC NEEDS

### Key Activities

- A Basic Needs COVID-19 Response Task Force (CRTF) has been set up to develop a unified and coordinated approach towards responding to needs of vulnerable community (Refugees and Jordanians) through developing joint targeting criteria focusing on families living at or below the poverty line.
- A basic needs safety net package has been developed by the Task Force with a minimum level of assistance that should be provided.
- UNHCR Regular monthly cash assistance for March has been completed with 98% withdrawal rate by the beneficiaries. April's monthly assistance is ready and will not be uploaded/released until PoCs can access ATMs. Requests for Urgent Cash Assistance are increasing, and UNHCR is exploring different avenues to respond.

### Key Challenges

- Lack of additional funding identified to increase the number of families on assistance.
- Access to cash distribution modalities (i.e. ATMs, mobile wallet agent networks, money changers).



## FOOD SECURITY

### Key Activities

- All necessary measures to continue General Food Assistance (GFA) to refugees is underway. Other activities including school feeding, livelihood support and capacity strengthening have been temporarily suspended due to the closure of schools, curfews and restriction of movements.
- In communities, WFP has shifted April's food assistance two weeks earlier than planned to ensure all refugees can buy needed food items. Based on WFP's data, the majority of beneficiaries utilized their assistance (through cash withdrawal and at contracted shops) ahead of the total lockdown on Saturday 21 March.
- In camps, WFP implemented an extended staggered reload schedule as of 22 March to reduce the number of refugees coming to the contracted shops.
- WFP and contracted shops in camps ensure that refugees continue to have access to a diverse collection of fresh and dry food items. The contracted shops and bakeries continued to operate between 10am – 6pm.



## PROTECTION

### Key Activities

- Sexual and gender-based violence (SGBV) and sexual exploitation and abuse (SEA) referral pathways are being adjusted to enable remote provision of response services. There are adjusted protection services and counselling and case management referrals with increased attention to emotional/psychological distress of persons of concern.
- Five Hotlines and helplines covering different Governorates are activated to provide case management to survivors of domestic violence and other forms of GBV in coordination with the Family Protection Department. One legal service provider continues to provide online legal counselling and other two partners psychosocial support and protection information.

- Clinical Management of Rape response is available in Zaatari, and Azraq camp in running Sexual and Reproductive Health Centers and in Amman on a call basis. The referral pathway is under revision, and the Amaali application will be updated to reflect the services available during the COVID emergency.
- The Child Helpline provides support by phone to families and children regarding child protection case management and psychosocial support.

### Key Challenges

- Lack or reduced access to livelihoods and ongoing services may expose persons of concern to negative coping mechanisms. The Online capacity building and reviewed working modalities with partners, service provider, national public service, and state/non-state actors remain key priorities.
- Movement restrictions expose vulnerable persons of concern at risk, especially children, elderly people and women.



### Key Activities

- Essential water and sanitation services in Azraq, Zaatari and King Abdullah Park Camps serving 112,852 refugees are continued by UNICEF despite limited access for personnel. Two-month supplies of chlorine for water disinfection and diesel have been prepositioned in case of short-term supply chain interruption. Solid waste management services are continued by Oxfam and World Vision in both camps.
- UNICEF continued to maintain essential water supply operations for 15,000 beneficiaries at the north-eastern border (Berm), despite access challenges.
- In Azraq camp, partners distributed 572 soap bars (two per tap-stand) covering 36,055 refugees and 2 WASH units were installed and connected in the Azraq hospital to support the quarantine area.
- UNICEF supported more than 14,700 individuals from severely vulnerable and most marginalized populations with distribution of 14,200 soap bars and 3,300 hand sanitizers during the past week.

### Key Challenges

- Access permission remains a challenge to continue WASH and COVID-19 response programs for vulnerable populations. Limited numbers of permits have been issued for essential UN staff, partners and contractors to enable WASH operations in camps only.
- Water consumption has increased across the Kingdom as a result of the curfew, with concerns over the implications on water safety in the most water-scarce areas.



### Key Activities

- Following the closure of all schools on 15 March, UNICEF provided financial support to the Ministry of Education (MoE) to create online learning platforms and to film televised lessons.
- Schedules for TV lessons for all grades are shared widely within the refugee community in camps and host communities, and electricity hours have been adapted in the refugee camps to enable continuity of learning.
- UNICEF has obtained permission from USAID and MoE to distribute Arabic and Mathematics workbooks for all students of grades 1 to 3 in all 4 refugee camps and has supported the MoE with the development of similar worksheets for students in grades 4 to 6 to be distributed in all refugee camps, double shifted schools and among most marginalized populations.
- Questscope, MECI, Mercy Corps, Relief International, and UNICEF are administering a survey to assess access to online learning of students attending the Drop Out Programme in camps and urban.
- UNICEF, with WHO and IFRC, has supported the MoE to develop COVID-19 School Operational Guidelines that will be used to keep schools safe in camps and urban in the event of school re-opening.

### Key Challenges

- Printing activities are currently suspended throughout the Kingdom due to the curfew, impacting UNICEF's ability to print and distribute MOE-approved learning materials.
- Feedback collected from the community one week into the launching of the Darsak Platform and the TV lessons are positive, but challenges in access remain for some of the most vulnerable groups. This includes conflicting television schedules for different grades across three channels, poor internet connectivity and a lack of sufficient data and devices.



### LIVELIHOODS

#### Key Activities

- The Ministry of Labour has enacted regulations to help support the private sector and its workers many of which will be applicable to refugee workers (including the stipulation of minimal income despite not be able to work; security against the loss of employment).
- The focus of the Livelihoods sector during the emergency will be to a) ensure that where applicable all refugees are able to access their full legal rights in regard to the new Labour regulations and b) support refugee access to alternative temporary assistance pathways to limit the economic impact of COVID in the population as much as possible.

#### Key Challenges

- The lockdown of the country has had a significant impact on the livelihood opportunities available in country, with almost all refugees who previously had income from work (formal, informal, cash for work interventions) losing their income source overnight.



### SHELTER

#### Key Activities

- Preparations in King Abdallah Park Refugee are ongoing to establish two rub halls and two Refugee Housing Units (RHUs) in case refugees need to be quarantined.
- Shelter interventions in host communities are being adjusted and include cash for rent support.
- The Government of Jordan disconnected all solar power plants in Jordan since 25 March who are connected to the national grid through a wheeling scheme. This applies to 1.5 out of the 5 MW capacity for Azraq Refugee Camp. No impact to the provision of electricity to refugees at the moment but the cost of the electricity consumption will increase.
- Provision of electricity to camp households continues as part of critical activities, with daytime electricity hours increased to support access to education through e-learning and televised lessons for all grades.
- Shelter repairs were limited to urgent cases.

## III. Contacts and links

For more information, please contact:

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- Jordan Refugee Response portal page at <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>