

# Protection Working Group Jordan

**Date:** 26<sup>th</sup> of March 2020, 10-12 pm, UNHCR-EMOPS room

**Agencies present:** UNHCR, JOHUD, RI, ARCS, Intersos, Reclaim Childhood, Refugeerights, collateral repair, UPP, Darabzeen, AWO, AICS, Elmaydan, ICRC, IMC, ICMC, THD-L, LWF, UNICEF, UNFPA, UN Women, right to play, IFH, IRC, Sawiyan, Swiss Embassy, UN, War Child, Umrelief, ARDD, DFID-UK Gov, WVI, Helpage, TDH-Italy, Social promotion foundation, MPDL, Oxfam, AVSI, IFH, JCLA, Caritas, ICMC.

**AGENDA:**

- Briefing from UNHCR Deputy Representative on UNHCR response to COVID-19 and UNHCR Country Level Contingency Plan (CLCP).
  
- PPT from UNHCR MENA: Community-Based Protection (CBP), Communication with Communities (CwC) in response to COVID 19.
  
- Update from partners on planned activities in response to COVID -19 to be included in the CLCP. This requires a line on needed budget.

Agenda item	Discussion points	Follow up action and focal point
<b>Welcome and Introductions</b>	<ul style="list-style-type: none"> <li>- Introductions, agenda review.</li> </ul>	<b>All documents and MoM will be shared.</b>
<b>Briefing from UNHCR Deputy Representative on UNHCR response to COVID-19 and UNHCR Country Level Contingency Plan (CLCP)</b>	<ul style="list-style-type: none"> <li>- UNHCR Deputy Representative: Feedback from refugees has been largely positive so far. UNHCR is coordinating a Communication with Communities (CwC) strategy with WFP and UNICEF to disseminate key messages to refugees in urban areas and refugee camps on the COVID-19 preparedness. Encouraged to see the High Commissioner’s message about COVID-19 response.</li>   <li>- Strong quality teams to respond to the needs of vulnerable people. Responses: multiple and coordinated work that has been done finding innovating ways. Trying to make sure that all correspondences are coordinated.</li>   <li>- UNHCR has its Contingency plan in place which captures both preparedness and response measures in support of the refugee population in Jordan. The plan is aligned with the eight pillars of the GoJ National preparedness and</li> </ul>	<b>Inputs from agencies regarding the contingency plan to be shared directly with <a href="mailto:sharif@unhcr.org">sharif@unhcr.org</a> and <a href="mailto:mahafza@unhcr.org">mahafza@unhcr.org</a></b>

	<p>response plan. An internal COVID-19 crisis management team is reviewing daily developments, preparedness planning and response measures. Similar coordination bodies are set up at camp level. As of 16/03, UNHCR's Business Continuity Plan is activated and most staff operate by remote. Contingency plan is live document and the time frame for submissions is now. Each sector was asked to contribute their inputs. Must keep developing the plan during the current situation.</p> <ul style="list-style-type: none"> <li>- Information campaigns has been done, and UNHCR is working with partners to ensure that the work is done. Strengthening helplines, several response plans. Responses for refugees in camps and urban areas:</li> <li>- Camps (Zatari and Azraq): UNHCR is operating a reduced team 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. Close collaboration with refugees in both camps, involvement of partners on the ground. Accessing Education in camps. Innovative ways to respond to GBV and CP, there is a small gap in reproductive health.</li> <li>- UNFPA: permits were obtained and will work on reproductive health.</li> <li>- Urban: innovative responses and the lockdown is the biggest challenge as banks are closed and UNHCR is looking for innovative ways to distribute cash. Regular monthly cash assistance for March has been completed. April's monthly assistance is ready and will not be uploaded/released until POCs can approach the ATMs. Requests for Urgent Cash Assistance are increasing, and the office is exploring different avenues to respond to this. In the process of documenting all the activities that are being done. Discussion with world bank on what can be done during this time.</li> <li>- Inside homes GBV might increase. Helpline operators will be able to operate from home and protection staff will be able to use it.</li> </ul>	
--	--	--



	<ul style="list-style-type: none"> <li>- Refugees access to health services: while no case of Corona Virus has been identified among the refugee population, the Government of Jordan has taken strict measures to prevent the spread of the virus. This includes refugee camps which have been put under restrictions of movement – only essential and health staff are being given access.</li> <li>- Volunteer workers working with Johud will need to work with full capacity.</li> <li>- Refugees’ certificates: working on updating certificates online. Government will not take punitive measures for people with expired certificates during this period.</li> <li>- Legal unit: monitoring all detention cases with partners. Refugees released after being detained for breaking the curfew. Legal unit is working with the government to see who has been arrested to check on the reasons that led them to leave during the curfew. For our POCs the reasons were not very serious, legal unit followed up to see if they need to provide any support. On another note, authorities were in contact with people with disabilities and provided them with the needed items.</li> <li>- Careful analyses for funding gaps have been done and they can be shared soon.</li> <li>- Collaboration between UNHCR and Government: The Representative was working closely with the Ministry of Foreign Affairs, ministry of foreign affairs, MoPIC, MoH and MoI. The main Key of these collaborations is to support refugees and vulnerable families.</li> <li>- People with disabilities: bringing all UNHCR staff to reach out through partners and community. Disability TF will meet and through CBP, people with disabilities will be reached.</li> <li>- Access to Internet: Wifi in the camps is available, most refugees were reached through internet. There is a collaboration with Zain Company.</li> </ul>	
<p><b>PPT from UNHCR MENA: Community-Based Protection</b></p>	<ul style="list-style-type: none"> <li>- Session objectives are to reflect on main challenges faced by people with specific needs, introduce strategic</li> </ul>	<p><b>Co-chairs to share the presentation.</b></p>



**Protection**  
Working Group

<p><b>(CBP), Communication with Communities (CwC) in response to COVID 19</b></p>	<p>objectives and key actions and to discuss on-going initiatives.</p> <ul style="list-style-type: none"> <li>- Some Impacts of COVID 19 on UNHCR’s People of Concern: Limited access to accurate information on COVID 19. Disruption of protection and assistance services. Scarce/inappropriate health care. Diversion of resources to respond to COVID 19 impacting people of concern to UNHCR. Family separation and increased risks of smuggling, trafficking and exploitation. Exacerbated socio-economic needs. Limited access to education.</li> <li>- People with specific needs and diverse profiles affected by COVID-19: <ul style="list-style-type: none"> <li><b>Women &amp; girls</b></li> <li><b>Children</b></li> <li><b>Older people</b></li> <li><b>People with disabilities</b></li> <li><b>People living with HIV</b></li> <li><b>People with diverse sexual orientations and gender identities</b></li> <li><b>People ethnic minorities</b></li> <li><b>Youth</b></li> <li><b>Detainees</b></li> </ul> </li> <li>- <b>Key strategic objectives:</b> Support prevention and response to COVID 19 in coordination with other sectors.</li> </ul> <p>Ensure the continuation of CBP, AAP, CwC and MM activities.</p> <ul style="list-style-type: none"> <li>- Key actions: Protection monitoring and coordination Risk communication &amp; community engagement SOP and referrals pathways Capacity building and advocacy</li> </ul>	<p><b>Working with Refugees online magazine</b> <a href="https://cscs.johud.org.jo/">https://cscs.johud.org.jo/</a> publishes awareness raising info and the CSCs disseminate them through WhatsApp groups. Please share your info at</p> <p><a href="mailto:r.magazine@johud.org.jo">r.magazine@johud.org.jo</a> and <a href="mailto:manal.y@johud.org.jo">manal.y@johud.org.jo</a></p>
<p><b>Update from partners on planned activities in response to COVID -19 to be included in the CLCP</b></p>	<ul style="list-style-type: none"> <li>- <b>CBP/ UNHCR</b> is in close collaboration with Johud and care in Azraq city have been working closely by sharing messages with a group of refugees from different nationalities. Members of this group are in direct contact with other refugees (bridges of communication). refugees can have access to an online magazine that has useful information on COVID-19 and other topics during this period.</li> <li>- Daily contact with refugees and sharing their comments and concerns to the management. Volunteers area aware about their role during the crisis.</li> </ul>	



	<ul style="list-style-type: none"><li>- <b>Azraq camp UNHCR:</b> Close coordination with partners and the national authorities to provide services for GBV survivors and child protection seekers in Azraq camp and the EJC.</li><li>- staff are staying overnight in Azraq camp and the reception area is still open. Temperature screening has begun in the camp. Stopped receiving refugees and providing legal permits.</li><li>- Providing needed items, WFP has pre-positioned food rations in case of diminishing informal market, although goods and materials still allowed entry to the camp</li><li>- Two malls were opened, and refugees were able to access them.</li><li>- Protection interviews are still taking place for urgent GBV and CP cases.</li><li>- Counselling over the phone is being provided for all cases and a hotline is available.</li><li>- The Emirati Red Crescent staff who are managing the Emirati Jordanian Camp (EJC) are rotating every 6 months. UNHCR will meet with the director of DRC regarding EJC.</li> <li>- <b>Mafraq UNHCR:</b> hotline services in camp and urban. Hotlines providing information directly through the phone. Referrals are working well. Had an emergency case and all went well. Curfew was an obstacle for one case. Currently collecting feedback from partners to be discussed.</li> <li>- <b>UNICEF and CP SWG:</b> Collaborating with WHO and MoH regarding COVID-19 messages that were shared and distributed. In addition, messages were shared with Makani centres in different areas. Messages included ideas for parents during this period to keep their children busy and active. CP responses: recommend having a joint discussion with SGBV SWG to follow up on hotlines as there are a lot of different hotlines. CP reached out to all members to see how they can take referrals.</li> <li>- <b>SGBV SWG:</b> hotlines are operating and receiving calls for GBV and domestic violence cases. Updating Amali application and all numbers will be available on Amali app. MoM that have all the inputs from partners will be uploaded on portal. Developing simple messages and</li></ul>	
--	--	--



	<p>short analyses on how to increase GBV risks. UNFPA will share the poster with hotline numbers.</p> <ul style="list-style-type: none"><li>- <b>Johud:</b> started a radio program on 98.5 that is called with refugees. Working with Refugees online magazine <a href="https://cscs.johud.org.jo/">https://cscs.johud.org.jo/</a> publishes awareness raising info and the CSCs disseminate them through WhatsApp groups.</li><li>- <b>IFH:</b> team working to follow up with survivors who need support. In Zatari there is a rehabilitation team. A plan to access elderly people and provide aid and support.</li><li>- <b>ARDD:</b> Legal counselling and mediation services continue to be provided over the phone. The emergency line is operating 24 hours. Shared a list of numbers for dedicated legal services. Will share more key legal messages and information with the working group soon.</li><li>- <b>HelpAge:</b> disseminated key awareness-raising messages about protecting elderly from COVID-19. Contacting PoC who used to access community centres to provide info and to examine their needs. Sent hygiene kits to the MoSD for the emergency response. Field staff and volunteers are calling PoC by phone to help reach those at risk and to provide comfort and advice. Facebook page is used to share info and awareness-raising messages. older people committee launched a Facebook page “my health my care” to advocate for issues that concern older men and women, give voice to elderly, and to raise awareness about health care.</li><li>- <b>NRC:</b> Started cash distribution in Azraq the announcement of the curfew. Currently, negotiating to continue the distribution in Za’tari. Biggest challenges are the unclarity of the process to obtain permits to move and the closure of banks.</li><li>- <b>CVT:</b> staff is working remotely from home to provide support to most vulnerable cases. Currently looking for ways to receive new cases.</li><li>- <b>UNHCR-Irbid:</b> staff working from home focusing on communication with refugees to provide them with</li></ul>	
--	---	--

	<p>information about the available services in collaboration with volunteers and the CSCs. Receiving calls from PoC mostly asking for basic needs and financial support. Providing case counselling over the phone and continuing to follow-up on GBV and CP cases. Updated the referral pathway with partners to coordinate activities.</p> <ul style="list-style-type: none"> <li>- <b>Caritas:</b> reached out to 5000 PoC via SMS and delivered messages on COVID- 19 and on how to contact Caritas during the curfew. Received many requests regarding food assistance. Currently coordinating with other basic needs actors in the COVID-19 response task force to design an approach for cash assistance in order to be ready for distribution as soon as conditions allow. Working closely with UNHCR on finding ways to deliver medication. Currently working on an online referral system for public hospitals and Caritas primary health support. Following up on PoC with specific protection risks by phone. Working on an awareness-raising material and online support for parents.</li> <li>- <b>AVSI:</b> Working to adapt all activities to function remotely. Shared SMS with awareness-raising messages (including warnings about the sirens) especially for remote areas. Working on disseminating material through WhatsApp. Distributed masks and gloves in Aqaba governorate. Currently providing training for frontline workers who will soon start calling PoC to understand their situation. In preparation for designing activities to be launched in the coming weeks.</li> <li>- <b>IMC:</b> Working remotely to conduct assessments, disseminate hygiene, promotion messages, and counselling sessions over the phone.</li> </ul>	
<p><b>AOB</b></p>	<ul style="list-style-type: none"> <li>- Compiling all information and inputs from agencies regarding the contingency plan.</li> </ul>	