



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

Against the backdrop of a severe economic crisis, several rapid needs assessments have been conducted by key partners across sectors focusing on the impact of COVID-19 on vulnerable people with disabilities, families, health, livelihoods, food security, etc.. The Needs Assessment Registry serves as the central platform to collect these assessments from partners across all sectors and is available to all interested parties (Click [Here](#)).

Other multi-sectoral assessments, such as one conducted by Caritas, have analysed access to markets, goods and financial services providers, with respondents confirming that rent, food, debt repayment, utilities and health services were the most urgent needs.

The Inter-Agency Rapid Needs Assessment (RNA) conducted jointly by WFP, UNICEF and UNHCR, was completed and generated evidence on the impact of the crisis on household-level basic needs. The RNA covers a broad array of sectors including Health, Food Security, Livelihoods, Education, WASH and Protection. Of great concern is the fact that more than one third of refugee respondents had lost their jobs in the informal sector.

Of use to any forthcoming rapid assessment will be the guidance note on how to conduct COVID-19 rapid assessments integrating gender and intersectionality, which UN Women published.

Jordan's 3RP COVID-19 appeal is finalized and will shortly be launched aligning with the Global Humanitarian Response Plan. Through the 4W exercise, all sectors have agreed on essential activities to be carried out throughout this year to respond to the impact of COVID-19. Total financial requirements amount to 275 million USD.

II. Sector Update



HEALTH

Key Activities

- Business continuity plans are in place for all health partners, and all are equipped with medication, medical consumables, and PPE in both Zaatari and Azraq camps. Triage systems have been put in place at the clinics of both camps and Azraq camp has also an isolation room. The surveillance system is active with case finding, contact tracing and reporting, and MoH is to be notified of any suspected cases for referrals.
- MoH supported by UNICEF completed the neonatal screening for 12,000 children last week. Of them, 350 suspected cases of G6PD while no Phenylketonuria cases. The immunization program screening will continue next week for the newborn as well as support to MoH with cold chain vaccination providing vitamin A.
- IMC continues to provide inpatient sexual and reproductive health services such as normal vaginal delivery, caesarean sections and neonatal care in Irbid governorate.
- All IMC MH clinics across 11 governorates have partially opened and successfully dispensed essential psychotropic medications to pre-determined cases requiring them.
- IRC is working on the remote services delivery plan in May for the community health (Mafraq, Irbid & Amman governorate) to engage the Community Health Volunteers in health messaging including both regular health awareness and preventive messaging on COVID-19.
- Caritas has distributed NCD medications to 1,358 refugee patients in Amman, Zarqa and Irbid through UPS.



BASIC NEEDS

Key Activities

- UNHCR will be assisting 14,400 families under the COVID-19 emergency response in the next few months.

- Four partners WRG, Care, DRC and IRC started to provide assistance under the COVID-19 emergency response. A total of 3,856 families have been blocked in the Refugee Assistance Information System (RAIS) already.
- Out of 33,000 families identified for April and May basic needs cash assistance, 31,382 (95%) families have withdrawn their assistance as of 29 April. The cases that are yet to withdraw their assistance are being contacted proactively to ensure that additional support, if required, can be offered.

Key Challenges

- UNHCR and other humanitarian partners are seeing a growing number of people in dire need and increased number of complaints from refugees is being received claiming lack of the most urgent survival support.
- Limited funding has been identified for assisting the eligible population.



FOOD SECURITY

Key Activities

- Following early May's cash assistance to almost 370,000 refugees in communities on 20 April, as of today, 89% of the assistance was redeemed by refugees. Similarly, in camps, 80% of May assistance was redeemed in the first 10 days.
- Delivery is on-going on door-to-door e-Cards distribution by ACTED and Save the Children. There are approximately 500 refugees who either, lost, damaged or swallowed their e-Cards. Distribution has been severely hampered by lack of travel permits, and a protocol has been shared with partners to guide the house to house distributions in order to limit cross transfection of COVID-19.
- In collaboration with Jordan Ahli Bank, WFP has activated the use of mobile ATMs to assist refugees living in rural areas in Irbid governorate with access challenges to withdraw the cash assistance provided by WFP. To date, over 450 beneficiaries have availed themselves of this much needed service which will continue as needed and be extended if required to cover additional areas across Jordan.
- The second round of remote monitoring exercise has commenced. Capturing refugees' feedback on: (i) May early reload prior to Ramadan; (ii) effect of COVID-19 on their access to food; and (iii) ensuring that WHO's safety measures are applied by WFP contracted shops. Almost 500 refugees will be contacted. Initial results will be available by early May.
- WFP jointly with the World Bank and UNICEF continues the provision of technical assistance to the National Aid Fund (NAF) on its plans to provide emergency cash assistance to vulnerable Jordanians. In parallel, WFP and its contracted service provider have completed the virtual financial literacy information sessions for around 20,000 new households. Following the completion of the sessions, about 17,000 households were able to open an e-Wallet and received cash assistance.



PROTECTION

Key Activities

- The sector prioritized 3 main areas in response to COVID-19: 1) Address and mitigate protection risks raised by COVID-19 on undocumented and non-Syrian refugees, women and marginalized youth; 2) Community-based Protection (CBP) in coordination with the health sector through CwC groups, community centres, community networks, community-led initiatives, and other CBP interventions; 3) Mental Health Psychosocial Support (MHPSS) across all sectors as part of the protection and solution strategy.
- A 3 month emergency program by HelpAge International began targeting 2,600 elderly with/without disabilities (50% refugees 50% Jordanians) residing in 4 governorates (Amman, Mafraq, Zarqa and Tafileh).
- ICMC is delivering remote protection services including PSS counselling, protection awareness raising sessions, child friendly activities with parents and children, life skills for girls and young women affected by child marriage, capacity building of men and boys on GBV prevention and adult English and Arabic literacy courses.
- Frontline workers were trained online on how to safely refer GBV survivors to specialized agencies using the Amaali application. JRF and UNHCR will replicate the training next week targeting other sectors.
- Following a government decision to ease the lockdown in certain towns, partners have started partially reopening their centers (30% of staff) and safe spaces, resuming the in-person case management along with safety and risk mitigation measures. SGBV partners are now able to provide in person clinical management of rape services in primary health care centers across the country.
- A rapid assessment of the impact of COVID-19 on vulnerable women in Jordan was published by UN Women.

- IRC, INTERSOS and other GBV service providers strengthened the cash for protection component in their programming ensuring GBV survivors to meet their basic needs and look after their safety.

Key Challenges

- The gradual reopening of Women and Girls Safe Spaces (WGSS) is positive in terms of improving options for safe disclosure, but the suspension of schools and lack of childcare options pose challenges for both the social workers and the survivors.
- Non-Syrian refugee women are facing specific challenges not being able to meet their basic needs, such as foods, rent, and medical care. Non-Syrian refugees also have lack of access to internet to obtain information on COVID-19 and how to seek help for survivors of domestic violence. Alcohol and drug abuse in those communities exacerbate the risks of GBV.



Key Activities

- With the support of NRC, UNICEF has distributed around 5,000 cleaning kits in Zaatari camp prioritizing vulnerable households. The distribution will be complemented for all remaining households by Lutheran World Foundation in May.
- Complementary distribution of hygiene and cleaning kits in Azraq Camp for approx. 1,000 families was completed, and 120 hand sanitizers have been distributed to all families (approx. 600 people) in KAP camp.
- UNICEF continues to provide increased quantities of water in camps and at the Berm to cope with increased demand due to escalating in hygiene practices, raise in temperatures and shift in behaviors during Ramadan.
- The disinfection of WASH blocks in quarantine areas in both Azraq and KAP camps as well as vehicle disinfection in all three Azraq, KAP, and Zaatari camp has continued during the week.
- The distribution of family hygiene kits was completed in informal settlements during the week reaching additional 227 people, 53 percent of whom are females, in Mafraq governorate.
- 4,000 COVID-19 kits were distributed this week and another 4,000 will be distributed next week to vulnerable communities in Amman, Irbid, Jerash, Madaba, and Balqa governorates targeting 8,00 families of different nationalities including Syrians, Palestinians, Sudanese, and others.
- Discussions and preparations on schools re-opening were initiated amongst WASH sector partners to ensure safe environment for children, free from risks of surface contamination and with reduced risks of contamination from child to child in response to COVID-19 upon re-opening.



Key Activities

- [The global guidelines for school reopening](#), developed by UNESCO, UNICEF, World Bank and WFP, has been shared with MoE and sector partners (available also on [ESWG Portal](#)). These guidelines will be taken into consideration when MoE and sector partners design and prepare the re-opening of schools in order to ensure that all children are safely returned to schools.
- Of 1.6 million students in Grades 4-12 in all schools nationwide, more than 1.13 million students, including refugee students, were able to access electronic assessments/exams, according to the MoE press release. An SMS was also sent to the parents of students in camps informing that the assessment results would not affect their education progression.
- Three orientation sessions on the Drop-Out Participatory Learning Methodology (PLM) have been conducted by UNICEF in coordination with MoE and Questscope through the online application. It aims to train over 100 facilitators on the delivery of PLM principles through distance learning and to ensure quality implementation of the Drop-Out Programme. The participants are divided into 7 groups of 15 participants each.
- In Zaatari camp, UNICEF and USAID/RAMP are providing through NRC all 13,500 students in Grades 1-6 with a learning package made of a combination of workbooks and stationery. In KAP, UNICEF has also delivered 80 tablets loaded with educational materials and is currently awaiting clearance from the authorities for distribution to all students enrolled in formal schools.
- The multi-sector rapid needs assessment by UNHCR, UNICEF and WFP revealed that 23 per cent of respondents did not have access to Internet at home and 46 per cent of respondents reported that their children were not accessing Darsak, the MOE-administered online learning platform to support continuity of learning during school closures. Some of the recommendations include the strengthened communication and

awareness campaigns to support vulnerable children to re-enrol in school; preparation for school reopening; and implementation of catch-up and school readiness.

- 30 per cent of the Education Directorates employees have resumed their work starting in late April. The resumption of work entails exams and testing departments, HR, education and student affairs, education and information technology.
- A total of 341 learners accessed Kolibri platform in the week of 26 April (170 learners in urban and 171 in Azraq and Zaatari camps). The majority were 171 Syrians, followed by 157 Jordanians, and the rest other nationalities. Female learners represented 58 per cent of the total.
- For higher education, MoHE announced that there is no change in the schedule of summer semester, reassuring that universities will remain on schedule according to the academic calendar for each university and that the programmes/courses are not to be postponed. However, the method of teaching, whether through distance learning or face to face, has not been decided.
- MoHE, in cooperation with Edraak, held an online training workshop in which around 1,200 members of managers of e-learning centers and faculty members in over 16 public and private universities attended. The workshop aims to strengthen digital teaching skills and develop electronic contents for distance learning.
- According to the Vocational Training Corporation, the number of male and female trainees enrolled in distance training and vocational programmes has reached 3,281. New programmes have been put in place over the past week: e.g. 19 e-learning educational and training platforms/websites launched by the Jordanian-Korean Vocational Training Center for technology to complete training programme requirements for 441 trainees; a package of e-learning distance training platforms established by the Vocational Training Institute in Al-Tafila (e.g. mechanics, electric vehicles, grooming, air condition).



LIVELIHOODS

Key Activities

- Recent government announcements on lifting movement restrictions in certain areas may enable partners to implement programming across the country, though adjustment may be necessary to ensure compliancy with new regulations to help prevent additional waves of infection.
- Assessments continue to show that the economic impact of COVID-19 on both refugees and vulnerable host communities is significant. The sector continues to engage closely with the Basic needs sector and to review potential programming to ensure strong support to those most impacted.
- The sector continues to ensure a unified understanding of relevant Defense Order to ensure consistency in engagement with beneficiaries.

Key Challenges

- Refugees' economic situations continue to worsen, and concerns around meeting basic needs continue to grow. According to the latest Rapid Needs Assessment jointly conducted by WFP, UNICEF, and UNHCR, most survey respondents have less than 50 JD of savings left, and only 35 per cent of refugees responded they expect to resume their previous work after the curfew is lifted.



SHELTER

Key Activities

- Electricity hours for the camp were increased to cover for education needs and the month of Ramadan.

Key Challenges

- Limited number of permits for partners remain a significant challenge to carry out onsite activities, such as distribution and shelter maintenance in the camps.

III. Contacts and links

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