



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

In light of COVID-19, the sectors have been requested to review and adjust the initial sector programmes for 3RP as necessary. This includes assessing which originally planned activities are still required and are implementable and those which are no longer feasible to implement over the remainder of 2020. Hence, the sectors have reviewed their planned activities under the Jordan Response Plan 2020-2022 to realign them with the current pandemic situation and the national priorities giving due regard to scaling down or removing activities which are no longer considered priority or urgent in nature. Conversely, original plans could be scaled up or new activities could be introduced if there is a specific need and implementation capacity is sufficient.

A separate COVID-19 plan in addition to the original 3RP programmes is also complete, and the updated Jordan Response Plan 2020-2022 will include them both and is planned to be officially launched on 21 June by the Government of Jordan.

As of 6 June, the Government has decided to significantly ease the movement restrictions by removing curfews and to allow movements between governorate and also allow the opening of most of the sectors. Hence, the partners began its field activities with limited number of staff.

The lifting of movement restriction also enables refugees, who were stranded outside of camps to return to camps. In Azraq, the quarantine/ self-isolation site was established through an interagency engagement by different partners including UNHCR, SRAD, UNICEF, WFP, NRC, IMC, CARE and WVI. Upon return, refugees are in quarantine for 14 days. In Zaatari a transit site for quarantine has also been agreed upon with authorities and the planning for its establishment is well underway. have begun.

## II. Sector Update



### HEALTH

#### Key Activities

- IMC MH clinics have gradually resumed full face-to-face operations in line with the easing of government curfew measures (with a reduced staffing number). IMC Jordan's MHPSS team continued implementation of the 24/7 MHPSS support line. By the end of the 17th May, since activation of the service, 261 clients have received MHPSS services via telephone and video.
- Caritas has opened officially its urban clinics in Amman, Zarqa, Mafraq, Irbid and the south. Caritas has established an appointment system to PoCs to attend the clinics. UNHCR health team supported Caritas to draft the NCD distribution plan and ToRs for telemedicine and BCP.
- MoH trained 6 medical staff from IMC and AMR on PCR sample collection in Azraq camp. A total of 217 samples randomly collected by MoH team and the IPs trainees in Azraq camp. The result of the tests still pending from central laboratory in Amman.
- MSF has completed the construction of the inpatient COVID treatment center in Zaatari camp. MSF recruited the minimum medical team needed and most of the medical materials are in place. Essential medicines have been brought by MSF to the inpatient center. MoH conducted a third round of random testing of 85 samples were collected in Zaatari camp. The result came out negative.
- A total of 85 selective RT-PCR tests were conducted in Zaatari by MoH health team and Zaatari PCR support team. All results were negative.
- Prime Minister office issued new decree on the access of non-Syrian refugees to MoH facilities at the reduced non-insured Jordanian rate.

- Health sector technical committee reviewed 11 proposals of the JHF amounting to USD 3.7 ML. The technical committee evaluated the proposals and submitted its recommendations to OCHA secretary board. The total amount of the JHF 2020 allocated to Health is USD 2 million.



## BASIC NEEDS

### **Key Activities**

- 6,980 cases have been booked for COVID-19 assistance from the Basic Needs COVID-19 emergency response list for June 2020.
- OCHA technical review is on-going for the Jordan Humanitarian Funds with 11 proposals that will be reviewed under Basic Needs sector.

### **Key Challenges**

- Funding remains a critical challenges- 26,829 cases have not been assisted at all and about 46,000 cases need funding to be assisted for 2 months



## FOOD SECURITY

### **Key Activities**

- As government travel restrictions are lifted, activities are more and more returning to a post-COVID normal adapting to the need for social distancing.
- As reported previously, WFP recognizes that there is a need to strengthen digital and financial literacy of WFP beneficiaries to support sound financial decision making. Data has been collected and currently under analysis to shape new intervention.
- WFP is preparing for the next round of assistance in camps and communities which will begin 28 June.
- With the advent of 'Choice' modality in Mafrq, this completes all Governates in Jordan and means that all refugees in the community can access their monthly assistance both at contracted shops and ATMs, or both (Choice model).
- From this month community registered refugees will may withdraw cash from the ATMs of 4 additional banks, beyond Jordan Ahli Bank; expanding the number of ATMs from 93 to 589, a significant improvement in localizing access to food assistance.
- 3rd COVID-19 Beneficiary Contact Monitoring is completed, results will be available by the end of this week.
- National Aid Fund M&E Capacity Needs Assessment to commence on July 1st.



## PROTECTION

- The PWG is focusing more on social protection services using the PWG monthly meeting as a platform for engaging with MoSD and other government departments to collaborate in enhancing the social protection services and work even closer with the government in further projections using the direction, policies and the government's social protection strategy to ensure and maximize the benefit for refugees and vulnerable Jordanians.
- On 9th of June, CP and SGBV WGs conducted a joint meeting with national counterpart: National Council for Family Affairs and Family Protection Department to discuss CP and SGBV service provision during COVID-19. The main gap identified was the suspension of government-run shelters and partners identified best practices in ensuring movement of survivors to reach services between government and NGOs.
- An estimated 80% of women and girls' safe spaces and community centers re-opened with 30% of their staff capacities to provide case management service in person, in addition to providing the service remotely.
- The SGBV WG disseminated the Arabic version of the second issue of April GBV IMS trend analysis.
- 21 SGBV service providers are actively providing services during COVID-19; 8 organizations provide case management services, 11 PSS and 4 legal aid services, in addition to other lifesaving services such as CMR and safe shelter.

- Interagency discussions with relevant authorities were held to ensure that minimal IMC staff can be present at a few Makani centers in Zaataricto provide efficient, confidential Child Protection services to urgent cases.
- Reopening Civil Status Department (CSD) in Zaatarari is underway. Legal activities and courts approved to start.
- The Zaatarari PWG is collecting Protection partners' gradual return plans determining which activities will be provided in person and which from remote). This will facilitate Protection referrals among agencies.



### Key Activities

- UNICEF has completed work on the water and wastewater connections of Médecins Sans Frontières (MSF) Hospital in Zaatarari Camp and has moved two additional WASH units to the hospital. In coordination with the Governor's office, as well as the NGOs Jamal Zamzam and Zaatarari Women's Charity, UNICEF completed the distribution of 93 hygiene kits to vulnerable families (484 individuals) in Mafrag.
- The King Abdullah Park (KAP) camp quarantine area and WASH facilities and serves remain operational as an entry point for refugees returning to the camp. Three additional WASH units were installed in KAP and are currently fully functional. The WASH units will further contribute to improving access to sanitation services for the camp's population. Installation of three latrines in private households and maintenance works in KAP completed;
- UNICEF had to utilize available contingency water storage at the Berm in order to ensure uninterrupted water supply to residents after encountering an electrical fault in one of the submersible pump electrical panels needed for the operation of the water supply system. Additionally, the emergency water trucking contractor was put on stand-by to address any additional water needs. The issue is now resolved and the system is back to normal operation.
- Throughout the repairs, Better World continued communicating the message regarding the repair works to Rukhban population, reassuring the population that once the issue is resolved, water supply quantities will be increased, and the population will be provided with needed quantities of water. Once completed, Better World communicated that water supply operations were resuming. Water supply to Rukhban camp has risen above 600m3/ day, UNICEF is continuing operation of both tap stands, ensuring that the population has enough water to meet their demand.
- RCCE continued in cooperation with ACF, ACTED, FP, LWF and OXFAM, with approved messaging being disseminated through over 141 WhatsApp groups to 4,346 individuals to camp populations and host communities, of which at least 1,567 individuals were female. The messaging focused on COVID-19 and WASH, including but not limited to how to maintain psychological and mental health during the quarantine, including information regarding education schedules for the relevant populations.
- Future Pioneers has conducted field visits to various ITs to ensure that their database is up to date with accurate information on all families and completed the distribution of hygiene item (gloves, masks, soap), by covering two sites located in Amman, reaching 79 individuals in 28 vulnerable families.



### Key Activities

- The MoE and UNESCO are exploring how the implementation of Education Strategic Plan (ESP) has been affected by the COVID-19, how the MoE/ESP priorities can be refined with different scenarios within coming timelines, and what the financial implications for the implementation of ESP. UNESCO supports MoE in reviewing the annual planning process at central, field directorates and schools levels. Support will include mapping out processes for field directorates and schools for contingency planning and the establishment of a crisis management unit within the MoE.
- UNESCO Institute for Statistics (UIS) organized a meeting on SDG4 indicators for Arab States. The main challenges include collecting education data and providing accurate statistics during the COVID-19 pandemic. Jordan presented their response to COVID-19 over the past months and highlighted challenges on the specific SDG4 targets and indicators, stressing on the fact that not all students and teachers had access to the right technology to pursue distance learning, causing difficulties in teaching and assessments. Regarding TVET, the MoE mentioned the challenges in providing practical training and learning materials from distance.

- UNICEF in partnership with MECI has started a five-week programme for 200 female students aged 13 to 20 years enrolled in non-formal education to provide psychosocial support activities online, focusing on the importance of self-care and coping with stressful situations. This was designed to assist vulnerable girls that are at home and no longer attending in person non-formal education during the COVID-19 school closures.
- UNICEF has provided a total of 689 (290 female, 399 male) Catch-Up students with additional data bundles to support their continued learning and help prepare for assessments that will start 17 June. Additionally, 65 principals, 26 coordinators and 41 teachers supporting the Catch-Up programme have been provided data bundles in order to continue distance learning assistance to students.
- More than 600 refugee and Jordanian learners (50% for female) were able to access the UNHCR-supported Kolibri online/offline educational platform between 31 May and 4 June. They include 334 learners in Zatari camp, and 109 in Azraq camp, and 170 in urban areas. Of the 600 learners, there was 170 Jordanians and Syrians in urban, 443 Syrians in camp, and 11 other nationalities (Sudanese, Somalis, Iraqis). The platform is seen as an alternative educational learning support programme focusing on STEM subjects (Math, Science, and Arabic) for learners aged 13-17. In Zaatari camp, the increase of learners was due to distribution of internet bundles by UNICEF and Bluemont in the camp.
- The website of TVET and Skills Development Commission was launched. <http://tvsc.gov.io/ar/>
- Several COVID19-related education webinars took place: UNICEF and UNESCO hosted a global webinar on Learning Recovery. Jordan's experience was presented with over 500 participants from around the world. The GIZ webinar was undertaken to discuss how the MOE 10-year strategy for inclusive education is implemented.



## LIVELIHOODS

### Key Activities

- All activities and courses provided through vocational training centers are still suspended and at the same time projects with vocational training components should be completed soon. Alternatively, partners supported beneficiaries with internet bundles and provided online financial literacy, digital marketing and some other online courses. More focus on online courses will continue in order to temporarily replace classes and vocational trainings. The main concern is that online vocational trainings will not be effective, as the practical aspects are missing.
- Partners are also adapting livelihood activities to mitigate COVID-19, addressing measures such as restrictions on social distancing, and redesigning logistical aspects of their activities. Partners are providing kits for protection measures in the workplace for beneficiaries who resumed work or are engaged in Cash for Work activities. They are also working on supporting businesses and SMEs and recently distributed some kits to their SMEs and vocational training beneficiaries.
- Virtual job placement activities are happening on a smaller scale, to be followed by assessments for their effectiveness in the current situation.
- Awareness for refugees on defense orders and amendments are mainly provided by ARDD, the UNHCR legal partners; through mass SMS instead of town hall meetings or gatherings, yet, refugees can reach ARDD for counseling on issues related to employment.
- Planning for production of non-medical masks in Zaatari camp has been finalized. Two organisations got approvals.

### Key Challenges

- Feedback from beneficiaries on online courses is generally positive, pre and post evaluations are showing good results, but with some challenges still. Technology gap is still there, affecting mostly those who do not have smart devices and couldn't not attend/connect.

## III. Contacts and links

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- [COVID-19 Refugee Response Portal](#)
- [Needs Assessment Registry Portal](#)
- [3RP COVID-19 Response](#)
- [2020-2021 3RP Regional Strategic Overview](#)