



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

The detailed revision of projects and activities as part of the Jordan Response Plan (JRP) 2021 – 2023 review has continued and will be completed in the coming weeks. Once final, the Project Summary Sheets will be shared by MoPIC with the respective line ministries for their approval, followed by a request for endorsement by Cabinet of the JRP 2021-2023. Several sectors faced challenges in separating COVID-19 projects in a dedicated COVID pillar, as many of these activities are closely interlinked with existing activities or existed prior to the coronavirus crisis as complementary activities, such as remote case management or online education, but converted into the main modus of operandi during this crisis.

In Za'atari Camp, as of 04 November, a total of 168 COVID – 19 cases have been detected, of which 117 are active and 51 have recovered. The number of PCR tests undertaken in Za'atari camp amounts to 9,414 (over 12% of the population). With the rotation system in place, so far services in the camp are not affected.

In Azraq Camp, 71 COVID-19 cases have been detected which bring the total number of cases to 416, of which 394 have completed their quarantine at Dead Sea Isolation Area, the Public Area in the camp or at home in Azraq or were released from Al-Hamza Hospital. As of 04 November, Azraq counts 22 active positive cases.

II. Sector Update



HEALTH

Key Activities:

- In Za'atari camp, with the spread of the virus, service providers have reported positive cases among their staff. Two infections were reported among the health partners during the past two weeks. All measures as around reporting and recommended isolation periods were adhered to. Rotation teams have been put in place that allowed full continuity of the work. Other public services across the camp also reported cases, including schools and the recycling station. All cases to date have been fully traced, and PCR tests were taken. The Sharia Court was suspended for a week due to identification of a COVID-19 positive case at the Court, but resumed its duties on Tuesday (3 November) with limited capacity, one judge and two staff (accountant and clerk). Excluding the institutional infections, the pandemic situation in the camp reflects the national epidemiological curve.
- In Za'atari camp, 17,096 washable fabric masks were produced by UNCHR partner, Blumont, and distributed to everyone aged between 26 and 41 camp residents (the older age groups were covered previously). The distribution was conducted jointly with UNHCR Q4 cash assistance distribution.
- As per WHO recommendation, two groups have been prioritized for influenza vaccine: 1) health staff; 2) high risk groups such as elderly and individuals with underlying health conditions or at high risk of COVID-19.
- In response to the gap left due to the sudden suspension of the Moroccan Hospital's services in Za'atari, and in addition to IMC's expansion, UNHCR is discussing with partners to absorb some of the out-patients' consultations such as pediatric, reproductive health, dental care.

- In Azraq camp, a preparedness and response plan has been put in place for a potential outbreak. A treatment center has been established with capacity of 15 beds, prepared and equipped to treat confirmed cases. UNHCR is funding phase 2 to raise the capacity to 50 beds. Purchase orders were made, with expected arrival date is 10 November.
- UNHCR will provide PPE kits to the Civil Defense shortly to allow for transfer of emergency cases from the quarantined areas to the Azraq camp hospital.
- UNHCR Health Unit finalized the non-Syrian integration plan on eligibility and vulnerability to facilitate the process of inclusion of non-Syrian in cash for essential health services for direct Implementation.
- MoH directorate in Zarqa started digitalization of surveillance and PCR testing process; all samples are being barcoded and connected to a database through third part IT company, SONDOS.
- JHAS continues to follow up with Ramtha DoH for training of an additional JHAS doctor on Nasopharyngeal swabbing, as the existing trained doctor is available at KAP camp based on roster (and not daily).

Challenges:

- As a result of the closure of the Moroccan Hospital, all surgical interventions at the secondary health care level, including caesarean sections, inside Za'atari Camp, remain a gap.
- The funding for the Infant Young Child Feeding (IYCF) projects in both camps has not yet been secured, wherefore it remains unclear how these projects can continue.



BASIC NEEDS

Key Activities:

- During the month of October, 3,553 cases (9,461 Syrian and 343 non-Syrian) were booked by UNHCR and partners to receive COVID-19 Emergency Assistance. Find more information [here](#).
- Based on home visits conducted from August to October, 3,224 cases (2,810 Syrian and 414 non-Syrian) have been included in the eligibility list, bringing the total of eligible cases from 48,831 to 52,055. 5,989 cases (2,938 Syrian and 3,051 non-Syrian) have been excluded from the list due to various reasons such as a) already received COVID emergency assistance for three months, b) receive monthly basic needs assistance, c) have an inactive registration status, d) have moved to camp, or e) are unreachable for a home visit.
- During the next Basic Needs Working Group meeting, the extension of COVID-19 assistance into 2021 will be discussed based on the current economic situation and perspective as well as the increase in COVID-19 cases in the country.



FOOD SECURITY

Key Activities:

- As part of the COVID-19 emergency response, WFP has included additional 5,553 refugee cases (15,451 individuals) for food assistance and will be expanding assistance to additional 2,898 vulnerable cases.
- With the new instructions from the government in camps, work for shops resumes normally, except for Friday which will be a full lockdown until the end of this year.
- Distribution of in-kind food continues in Azraq, Za'atari and KAP camps for refugees who are under self-quarantine in their shelters and for those who are in common quarantine areas.



PROTECTION

Key Activities:

- The Protection Sector partners and MOSD completed the JRP review and added a COVID-19 pillar to respond to the impact of the pandemic on the protection of women, children and communities and the rise in protection and domestic violence risks. Regular outreach to various Government entities in particular Family Protection Department and MOSD continues in view of protection mainstreaming and monitoring by Government. Legal representation of UNHCR in police stations, government administrative and various security entities continue.
- With the increase in number of COVID-19 cases, the PWG partners increased its communications with refugees including through IVR automated counselling, helpline agents operating from home, comprehensive protection online counselling and referrals, communication through social media or via WhatsApp with refugee and community leaders.
- The Protection Working Group in Za'atari camp discussed issues on PSEA, and in particular, how child marriage among refugees working under Incentive Based Volunteer programme (IBVs) can be monitored in a stricter manner; the group is reviewing the SOP, which provides procedures for examining CoC violations. The PWG partners also looked at how the upcoming 16 Days of Activism to advocate for elimination of child marriage and agreed on specific steps to be taken in order to maximize referrals of CoC violations from Agencies employing refugee IBVs, activating the committee on CoC violations and pursuing advocacy to eliminate child marriage.
- The SGBV WG in 2020 and 2021, under the JRP COVID-19 pillar of response, will provide urgent cash assistance for SGBV survivors in camps and urban areas integrated in the SGBV case management programs and will promote response activities to strengthen and diversify SGBV hotline/online case management, and, at same time, the capacity of GBV service providers for services in remote areas. To ensure beneficiaries know where to seek help, focus will be on strengthening online prevention and campaigning on services available and dissemination of referrals (through mobile phone application Amaali).
- CPSWG partners will ensure that psychological support, referrals, solving parenting problems across the country are continuously provided. JRF is upgrading the system with the support of UNICEF, UNHCR and OCHA, so that helpline services will operate in case there is another lockdown. The partners are developing the existing system on helpline to be able to document cases remotely while respecting confidentiality.
- For case management and psychological services, JRF developed home based activities in partnership with UNHCR and OCHA that include women and children participatory activities with motivation challenges, aimed to offer beneficial programs during lockdowns. Many CP partners are developing e-training platforms to provide referrals and Interviewing Children Techniques for their staff and beneficiaries. Intervention plans have been included with measures aimed at reducing tension and dealing with the psychological consequences of the pandemic on the beneficiaries.



WASH

Key Activities:

- UNICEF, in coordination with partners, continues the disinfection of all vehicles entering Azraq, KAP and Za'atari camps. Over the past two weeks over 7,362 vehicles have been disinfected.
- Over the past two weeks, UNICEF, in coordination with UNHCR and NRC, distributed 3,386 soap bars, 534 cleaning kits, 373 hygiene kits and 250 hand sanitizers to 5,317 individuals (50% female) in Azraq, King Abdullah Park and Za'atari camps. In addition, UNICEF has distributed a total of 323 bottles of hand sanitizer to 71 mosques in Za'atari camp.

- In Azraq camp, UNICEF has started work on the expansion of both the open (transit) area as well as the IMC hospital. The expansion will encompass water tanks and a wastewater connection to an additional 100 WASH units in both areas. Currently, the works are 20% complete.
- In KAP camp, UNICEF has started the installation of private latrines in each shelter in the Camp, with the aim of provisioning each shelter with a latrine by the end of the construction period. In total, the installation of 69 out of 109 latrines across the camp has been completed to date.
- Over the past two weeks, Better World has been conducting focus group discussions at Al Onshoudat Al Rabee'a school in the Rukban Settlement. Thus far, Better World has reached 622 individuals (58% female).



EDUCATION

Key Activities:

- The MOE and ESWG JRP task force reviewed the JRP 2021-2023 documents, revising activities, annual budget and target in the light of the COVID-19 context. Revision is underway in coordination with MOPIC.
- At the Humanitarian Development Partners Group (HDPG) forum, the MOE and Education Donor Working Group presented some update on the ESP review process and advocacy points for education continuity during school closures, in line with the UN joint brief note prepared by WHO-UNESCO-UNICEF that had been shared with MOE in October. The Education Donor Working Group reiterated the importance of continuous education for all children during school closures, and to continue the risk-based/evidence-informed approach to decision making around the reopening of schools and the focus on child protection.
- NGOs, such as Noor Al Hussein Foundation, NRC, WVI, the Jordanian Hashemite Fund, Un Ponte Per, Mercy Corps and Relief International, continue providing online trainings for teachers, caregivers and children. Training topics include education integration, gender-based violence, child protection, children with disabilities etc. A total of 4,533 children and 3,534 teachers have benefitted from online trainings across camps and host communities since April 2020.
- The MOE Department of Curriculum are successfully developing 24 learning products per week for teachers and students in hard copy and online with support from UNICEF. The first seven weeks have been completed, and over 19K teachers have enrolled for the online training course. Teachers are creating their own approaches to get pupils involved, and some have led training for their colleagues. Since the launch in October, more than 75 schools across 18 directorates have demonstrated good practices of teaching and learning with support from the field directorate focal points of Learning Bridges.
- A technical committee for inclusive education has been established to follow up on two major activities: the hand-over of 37 UNICEF and Mercy Corps supported schools to MOE and implementing an inclusive education cascade training model for teachers and Directorate level staff. During school closures, UNICEF and Mercy Corp continue to support children with disabilities through home visits, including the provision of printed learning materials. In refugee camps, learning support services for children with disabilities are being delivered in Makani centers as an alternative location to schools.
- UNHCR's digital platform, Kolibri, has reached 1,183 learners (260 from Za'atari camp, 236 from Azraq camp and 687 from urban areas).
- MOE has supported interactive remote learning for students in higher education using e-learning through the development of e-content and provision of computer devices and training to faculty members on the use of e-learning platforms.
- In implementation of the royal visions and based on the National Strategy for Human Resources Development 2016-2025, the HE Council has decided to form the National Committee for the Integration of E-Learning into the Higher Education Programmes. The task of the committee is to develop a work plan to integrate and institutionalize e-Learning as part of the educational system within the HE institutions. This aims to upgrade

the HE quality in the Kingdom and to keep pace with the global developments, ensuring that the desired shift is achieved in the performance of the Jordanian HE institutions along the quality of their outputs.

- In Azraq camp, UNICEF coordinated with Directorate of Education to deliver textbooks to schools on the first day of opening schools to ensure all students receive their books upon their return. The coordination also included the distribution of Learning Bridges (LB) worksheets, which are to be distributed to schools on weekly basis. On the first day of back to school, UNICEF distributed face masks to all students. School sterilization took place prior to that, and UNICEF continues to do regular disinfection at the end of each shift.



LIVELIHOODS

Key Activities:

- The unemployment rate in Jordan increased to 23% during the second quarter of 2020, compared to 19.2% in the previous year, the highest unemployment rate since 2005. The sector continues to review planned programming, seeking strong engagement with key Government ministries to explore new areas for potential livelihood initiatives
- In Za'atari camp, 4,105 refugees were engaged in IBVs during September (37% females, 63% males).
- Between March and October 2020, DRC has assisted the establishment and/or expansion of 343 home-based businesses and self-employment opportunities for refugees and vulnerable Jordanians. Moreover, DRC has supported 340 individuals with cash for work or incentive-based volunteering opportunities during that period.
- Blumont started the registration process for 21 Syrian owned HBBs in Amman, Irbid, and Mafraq and 27 Jordanian owned HBBs have been registered. To date 97, (24 Syrian and 70 Jordanian), HBBs have been identified from Amman, Mafraq, and Irbid, and Zarqa. To date 74 beneficiaries from the projects target locations have attended virtual legal awareness sessions.
- The VT taskforce group meeting provided a forum for partners having Vocational Training interventions to refugees. TORs have been discussed during the meeting in addition to VT partners expectations. The task force was keen to identify additional key partners who potentially can also be part of the team. ILO presented an overview of their project (PROSPECTS), with emphasis on the National Sector Skills Council for agriculture in Jordan. The VT taskforce started a service mapping exercise.

Challenges:

- In respect to continued COVID-19 circumstances, the weekend lockdown affects some of the sectors Syrian refugees work in. Additionally, remote schooling as it affects vulnerable working mothers.



SHELTER

Key Activities:

- In preparation for the upcoming winter, UNHCR and NRC are working on improving road condition in Za'atari camp for problematic roads ahead of winter season to improve connectivity and service accessibility inside the camp. In addition, NRC will start the maintenance and cleaning of the storm water network in both camps.
- In Azraq camp UNHCR completed the second phase of the expansion of the public area with 50 new shelters to increase its capacity to 450-500 individuals. UNHCR will support the installation of wash facilities by providing WASH materials and UNICEF will install the waste/supply water networks in the area. The placement of private WASH facilities at shelter level will support physical distancing and self-isolation in the area.

- UNHCR and NRC, are increasing their shelter response in both camps; additional 800 shelters units will be provided in Za'atari camp for high risk population to COVID- 19 and continuing the shelter repair for the 1,100 shelters.
- In Azraq camp, as per EDCO announcement, during the weekend lockdown, the phase 3 solar energy plant will be disconnected and hence, will have an impact on the monthly electricity bill with an increase of an average of 15,500 JOD per month.
- In Azraq camp, with the closure of schools and the beginning of remote learning via television and internet due to COVID-19 lockdown, electricity provision was amended to 17 hours/day in alignment with the hours of classes.

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>