

Jordan

December 2021

Redoubled efforts to increase vaccination rates among refugees in Jordan have resulted in some **75% of Syrian refugees** in camps and 50% out of camps having been vaccinated by the end of 2021. UNHCR is working closely with the government to continue these efforts in 2022.

Some 18% of UNHCR's cash assistance beneficiaries have transitioned to **mobile wallets** in recent months, including 2,000 people in December, as a result of UNHCR efforts to enhance financial inclusion among the refugee population.

UNHCR's **#WithRefugees Winter Bazaar** in IKEA provided a space for over 50 refugees and refugee-supporting initiatives to sell their products and raise awareness and money. All proceeds, about JOD 20,000, went directly back to the vendors.

KEY INDICATORS

760,063

Refugees in Jordan as of 31 December 2021

82.7%

Refugees living outside camps in **urban areas**

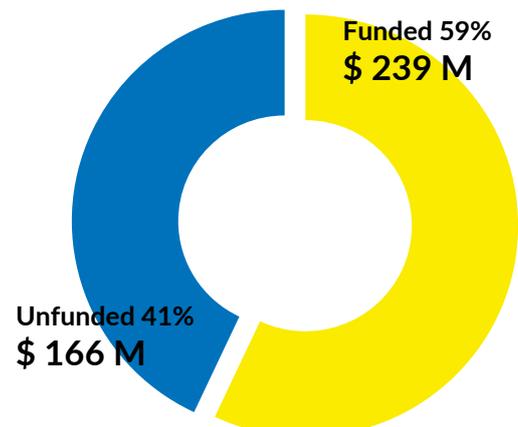
46.8%

Refugees are **children** (under 18 years)

2021 FUNDING (AS OF 29 DECEMBER 2021)

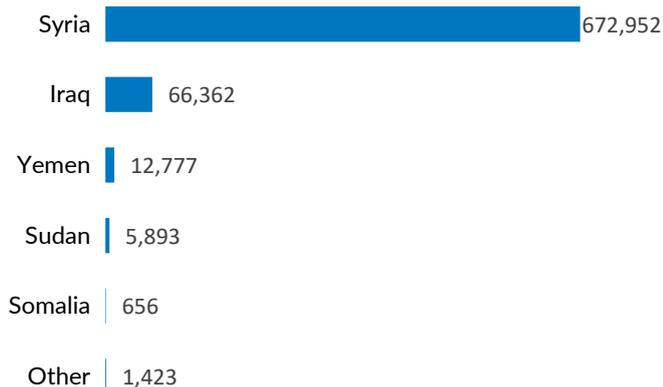
USD 405 M

UNHCR Jordan's financial requirements in 2021



POPULATION OF CONCERN

Countries of Origin



The new mural at UNHCR's office in Amman, designed and painted by Baladak depicts a refugee searching for home and 'light' with Amman's Citadel in the background. The mural is titled "Amman, City of Light" and symbolizes Amman's role in hosting refugees.

**PROTECTION**

- In December, UNHCR Registration Centres continued to renew refugee Asylum Seeker Certificates (ASCs) through a combination of in-person and remote processes, while a majority of 82% of all individuals who underwent renewal interviews did so through in-person rapid procedures at registration centres in Amman.
- UNHCR continued to share information with refugees and asylum seekers through different means, including the [Jordan Help site](#), the Helpline and social media pages. During this month, UNHCR and legal partners continued to provide legal assistance in the form of counselling, mediation, representation, and protection follow up and advocacy.
- In efforts to continue improving access to services, UNHCR Jordan launched a [Protection Appointment System](#), through which refugees and asylum seekers can book their own appointments for counselling with UNHCR by approaching the Registration Centre in Amman. This system is in line with UNHCR's strategy of empowering refugees and avoid overcrowding in times of COVID-19. At the same time, remote processing is still being offered. UNHCR is monitoring the process closely to ensure smooth implementation. The new system has been well received by refugees and feedback so far has been positive.
- During December, UNHCR's child protection/SGBV teams counselled and supported 175 individuals, who benefited from case management, legal, psychosocial services and mental health, resettlement, and cash-based intervention services through UNHCR or implementing partners in the field. UNHCR Jordan continues to operate [protection hotlines](#) that enable refugees and asylum seekers to contact UNHCR staff directly with any protection concerns they may have.
- In December, the Ministry of Interior announced that refugee status-related documentation issued by UNHCR and MOI will remain valid through June 2022. This decision, which applies to refugees from all nationalities, follows similar announcements in 2020 and earlier in 2021, to ensure that refugees and asylum seekers continue to have valid documentation, despite COVID-19-related challenges in renewal processes.
- As part of a comprehensive review of electricity subsidies in 2021, the government announced in August that refugees were among those who would no longer benefit from government subsidies of electricity cost. Thanks to UNHCR's advocacy efforts, some 35,000 vulnerable refugee households will continue receiving the subsidy for a period of six months. In response to a direct request from the authorities, UNHCR is supporting the identification of refugee households who will continue to benefit from the subsidy during the limited period.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE**

- Through December, over 1,000 refugees reached UNHCR's Community-Based Protection teams through the different channels, including the Helpline, Community Support Committees (CSCs), social media platforms, and in-person counselling at UNHCR premises, and were provided with case management services.
- UNHCR-supported CSCs continue to engage refugees through various activities, including self-development and learning opportunities. During December, CSCs across Jordan implemented close to 100 remote and in-person activities to foster social cohesion, raise awareness on issues such as child labour, and promote gender equality and self-reliance, reaching over 2,400 people.
- To celebrate this year's International Day for Persons with Disabilities, the Disability and Age Task Force, co-chaired by UNHCR and Humanity & Inclusion, engaged in several joint initiatives. Refugees with disabilities make up 21% of the refugee population in Jordan. From sharing [joint messages](#) and [videos](#) about disability inclusion, to joining the "[Our World](#)" initiative organized by Rafeeq, a local non-profit organization working on psychosocial support for persons with disabilities, the task force highlighted the importance of fostering the inclusion of refugees with disabilities, as well as contributions of Jordanians and Syrians with disabilities in their communities.

- With the flexible work permit scheme that was expanded in mid-2021 to all sectors open to refugees in Jordan, over 31,000 flexible work permits were issued during 2021. During the same time frame, over 100 Syrian refugees and Jordanians were able to register or get a licence for home-based businesses.
- In partnership with IKEA, UNHCR Jordan hosted a [#WithRefugees winter bazaar](#) in December, where over 50 refugees and refugee-supporting initiatives sold handmade products such as soaps, food, home décor, accessories, paintings and holiday gifts to the public and IKEA's customers. The bazaar made a collective income of approximately JOD 20,000, and all proceeds went directly to the vendors.
- A team of Refugee United Nations Volunteers medical doctors in Jordan [won](#) the UNHCR Volunteer Service Award (for the MENA region) for their contributions to the COVID-19 response. The eight doctors from Syria, Iraq, and Yemen have been extended and will continue working in Ministry of Health hospitals through 2022.



CASH ASSISTANCE FOR BASIC NEEDS

- In December, UNHCR's regular cash assistance reached some 33,000 refugee families, including 3,000 non-Syrian families. Additionally, so far this winter, over 82,000 families have received [winter cash assistance](#), including close to 7,000 in December. This assistance helps vulnerable refugee families cope with the cold winter weather and cover their most basic needs including food and heating.
- UNHCR has been working to gradually transition refugees receiving regular cash assistance for basic needs to the mobile wallet modality, to incorporate the financial inclusion opportunities as part of humanitarian payment modalities as well as expanding the cash out/withdrawal network which would decrease transportation cost for refugees. In recent months UNHCR has been able to increase the number of refugees owning mobile wallets to 18% of the total beneficiary population. In December alone, some 2,000 new beneficiaries were transitioned from virtual accounts to [mobile wallets](#).



HEALTH

- After the uptick in daily recorded COVID-19 cases in the last two months, the epidemiological situation improved slightly in December, while the Delta variant remained more prevalent than Omicron. Cases among refugees in camps followed a pattern similar to national levels, while the overall number continues to be well below the national average, with 3.9% of the refugee camp population testing positive since the onset of the pandemic compared to 10.4% of the total Jordanian population. As of 31 December, in refugee camps, a total of 5,103 refugees have tested positive since the onset of the pandemic, of which 98% have recovered, while 58 have died.
- Over 4.3 million people have been vaccinated as part of Jordan's COVID-19 vaccination programme since January 2021. As of early January 2022, the COVID-19 vaccination rate stands at 76% for Syrian refugees in camps and 50% for Syrian refugees in urban areas (18 years and above). Ongoing monitoring of refugees calling on UNHCR services shows that the vaccination rate of non-Syrian refugees is above 40%. Vaccination stations in UNHCR Registration Centres in Amman, Mafraq and Irbid continue to vaccinate [refugees](#) on a daily basis.
- In line with the latest government updates and Defense Order no 35, as of January 2022, refugees need to present a vaccination certificate or a negative PCR test to access UNHCR premises. UNHCR has been distributing a [cash compensation](#) of USD 10 to urban refugees who have been fully vaccinated, to compensate for the cost of transport to and from any given vaccination point. The ongoing distribution commenced in December, with over 100,000 individuals having received the assistance already.
- [Materials](#) and [information](#) regarding the vaccine and other COVID-19-related issues continue to be shared on various communication platforms and on UNHCR social media, including through [#AskUNHCR](#) Facebook live [sessions](#), to ensure awareness raising and fighting misinformation. A [survey](#) was also circulated to better understand the concerns among refugee communities. Survey results indicate a

significant increase from previous surveys in the number of refugees who have registered to take the vaccine. For those who haven't yet registered, main concerns include lack of information regarding pregnant and lactating women, and children under the age of 18, as well as fear of side effects, vaccine safety and efficacy. UNHCR continues to tailor its communication and messaging on COVID-19 to better address the concerns raised and any information gaps.

- UNHCR Jordan [donated](#) equipment for work related to the genomic DNA sequence of the COVID-19 virus to the Princess Haya Biotechnology Center (PHBC), which supports the Ministry of Health. From the beginning of COVID-19, refugees have been generously included by the Government of Jordan within the national response. Through this donation, UNHCR continues to support the strengthening of national institutions, like PHBC, whose research expertise will benefit everyone in Jordan.



EDUCATION

- With limited higher and technical/vocational education scholarships available to refugee students, UNHCR continues to explore opportunities for refugee students to continue their education and university studies, through a number of scholarship programmes and partnerships with universities throughout Jordan and abroad, such as Zarqa University and Luminus Technical University College.
- UNHCR continued to support the Ministry of Education through the UNHCR-supported Kolibri digital learning platform, which is an important resource for refugee and Jordanian students alike. In addition, in collaboration with the Ministry of Higher Education and the Connected Learning Consortium, UNHCR organised a national [workshop](#) and a roundtable to discuss key challenges faced by the Ministry and universities in connected learning during the pandemic, as well as opportunities around embedding connected learning in higher education in Jordan.



DURABLE SOLUTIONS

- In 2021, UNHCR Jordan finalised submissions for close to 5,500 individuals for resettlement, meeting all available quota for resettlement places for refugees in Jordan. Some 4,374 refugees departed throughout the year to Australia, Belgium, Canada, France, Germany, Norway, Romania, Spain, Sweden, and the US.
- In addition to refugees resettled to third countries, some 140 individuals departed in 2021 on complementary pathways, the majority for third-country educational opportunities but also on family reunification and through labor mobility schemes. UNHCR continues to work with partners and embassies to explore additional opportunities for refugees in Jordan to be relocated to third countries through complementary pathways.
- Through the year, some 6,200 refugees returned to Syria. While not facilitating or encouraging returns to Syria, UNHCR is monitoring the border closely and is offering protection counselling sessions to provide information to refugees who voluntarily choose to return. Since October 2018, 45,500 refugees from Jordan have returned to Syria.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

- In December, UNHCR facilitated British Ambassador Bridget Brind's visit to Zaatari camp. Following a briefing by UNHCR and partners, the Ambassador [visited](#) the WFP supermarket, a UNICEF-run school, and the camp's Innovation lab, while she also had a chance to visit a family and discussed life in the camp.
- In consultation with the refugee community in Jordan, UNHCR's Private Sector Partnerships Service has developed a mobile application called [Connecting Worlds](#). Through innovative technology and a team of trained moderators, the app offers a platform where donors and refugees can securely connect and communicate with each other. Participating donors commit to a USD 180 monthly donation to UNHCR's cash assistance programming. Aside from raising funds to support refugees, the app also aims to increase understanding among the two parties, breaking down barriers to share experiences and learn about life in

vastly different circumstances. Having piloted with donors in the UK, Canada, MENA and Australia, the app has so far raised USD 240,000 for over 1,300 families. UNHCR plans to scale the app in 2022 to include fundraising for refugee scholarships.

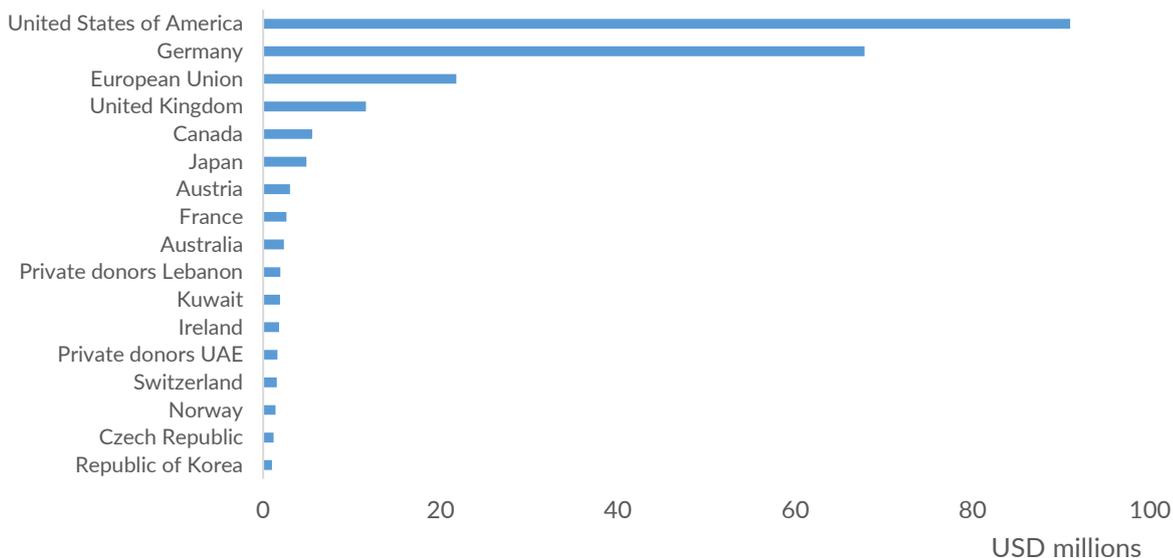
- The Great Amman Municipality and UNHCR Jordan held a ceremony for unveiling the new mural painting at BO Amman. The mural, commissioned by UNHCR and designed and painted by Baladak, is titled “Amman, City of Light” and symbolizes Amman’s role in hosting refugees.

Financial Information

Total recorded contributions for the operation in 2021 amounted to some **US\$ 239million**, covering 59% of overall needs for refugees in Jordan.

UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programs with unearmarked and broadly earmarked funds.

Earmarked contributions to UNHCR Jordan in 2021 (over 1 million USD)



Special thanks to the major donors of softly earmarked contributions in 2021 (in USD)

Germany (29.7M) | USA (22.1M) | Private donors Germany (10.6M) | Private donors Australia (9.8M) | Denmark (8M) | Finland (6M) | Sweden (5.4M) | Private donors Republic of Korea (4.7M) | Japan (2.9M)

Thanks to other donors of unrestricted and regional funds in 2021 (in USD)

Norway (80M) | Private donors Spain (75.9M) | Sweden (75.4M) | UK (40.4M) | Private donors Republic of Korea (38.8M) | Netherlands (36.1M) | Denmark (34.6M) | Private donors Japan (30.9) | Germany (26M) | Japan (23.4M) | France (20.2M) | Private donors Italy (19.6M) | Switzerland (16.4M) | Private donors Sweden (15.5M) | Ireland (12.5M) | Belgium (11.9M) | Italy (10.7M) | Private donors USA (10.6M)

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LINKS

Facebook, Twitter, Instagram: [@UNHCRJordan](#) | www.data.unhcr.org/syrianrefugees