

Jordan

April 2020

UNHCR has been closely monitoring the evolution of the COVID-19 situation in Jordan and has been scaling up its preparedness and response plan, together with WHO and partners and under the leadership of the Ministry of Health.

Hygiene-promotion measures and hygiene-awareness messages are being implemented and shared for staff and persons of concerns throughout the Kingdom, including in refugee camps, where no refugees have tested positive to COVID-19 so far.

UNHCR has updated its overall needs to respond to the COVID-19 global emergency as part of the revised UN Global Humanitarian Response Plan (GHRP). The additional financial requirements for Jordan amount to 79 million USD until end 2020.

The inter-agency Rapid Needs Assessment on the impact of COVID-19 on refugees and vulnerable Jordanians has been completed. The findings have been presented to the Ministry of Planning and International Cooperation (MoPIC) to better inform the planning and programming of the response plan.

747,031

Refugees in Jordan as of 30 April 2020

83.3%

Refugees living outside camps in urban areas

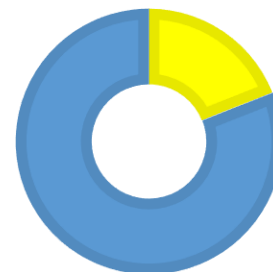
16.7%

Refugees living in three camps in Jordan – Azraq, Zaatari and The Emirati Jordanian

FUNDING (AS OF 8 MAY 2020)

USD 356.4 million

UNHCR Jordan's financial requirements in 2020



Funded 19%
\$ 68.9 million

Unfunded 81%
\$ 287.5 million

POPULATION OF CONCERN

Countries of Origin



PROTECTION

- UNHCR Jordan has prepared a phased approach for registration within its revised Business Continuity Plan, looking at long-term remote solutions for document renewal and stronger remote counselling in lieu of walk-in appointments, in tandem with possibilities for face-to-face activities. Currently, birth registrations and renewal for urgent cases continue remotely, while registration staff generate documentation in preparation for receipt as the situation in the country evolves.
- While restrictions in the country have limited the functions of courts in Jordan, UNHCR and partners continue critical legal work remotely. In April, UNHCR and legal partners provided legal assistance – in the form of counselling, mediation, representation, and protection follow up and advocacy – to 4,130 cases, totalling 14,419 since January 2020.
- UNHCR provided legal assistance for the 37 refugees who were detained for curfew violations, with all released from custody upon payment of the fine introduced for such violations. Curfew violation arrests have decreased since the imposition of fines in late March.
- During the reporting period, Child Protection/SGBV sub-units counselled and supported a total of 79 individuals who benefited from case management, legal, Psycho-Social Services and mental health, Resettlement and Cash-Based intervention services through UNHCR or implementing partners in the field.

COMMUNITY EMPOWERMENT AND SELF RELIANCE

- Since the outset of the COVID-19 emergency, UNHCR has stepped up its Communication with Communities outreach mainly through SMS and its social media platforms. UNHCR also continues to rely on its network of 25 Community Support Committees (CSCs), run by 200 refugee and Jordanian committee members, to reach refugee communities through remote communication tools such as information sharing messaging. This network has enabled UNHCR to undertake virtual town hall meetings as well as telephone needs assessments to highlight key areas of risk and need.
- Due to restrictions on mobility, the level of vulnerability for both refugees and host community members has risen and significantly affected the existing official and unofficial employment levels of refugees living in urban areas and camps. Concerns around meeting basic needs continue to grow. Recent assessments highlight the worsening economic conditions, with many refugees indicating they have less than 50 JD of savings left, and very few (35%) expecting to resume their previous work after the curfew is lifted. Other issues include refugees being stranded outside of camps due to the curfew orders, as well as the increased threat of eviction. UNHCR is monitoring the situation and is working to provide emergency assistance to the most vulnerable populations. In April, 380 refugee families, including 141 non-Syrian families, received Urgent Cash Assistance.

CASH ASSISTANCE FOR BASIC NEEDS

- To decrease overcrowding at ATMs, UNHCR uploaded two-months, covering both April and May of its regular cash assistance programme. A total of 11,510,161 USD was thus disbursed to 134,883 individuals for basic needs assistance, education, Urgent Cash Assistance and Health care. 33,000 refugee families, including 3,000 non-Syrian refugee families, received cash for Basic Needs Assistance. 98% of families were able to withdraw their cash assistance successfully and in a staggered manner, despite the restrictions on movement and vehicles. Families living in remote areas and thus not able to walk to an ATM were reached to mobile cash-on-wheels.

- The Central Bank of Jordan has allowed non-Syrian refugees to use UNHCR documentation for their e-wallet registration. This step has enabled UNHCR and other humanitarian agencies to provide critical cash assistance to non-Syrian refugees, who were previously excluded.
- The Helpline answered 145,644 calls in April on enquiries mainly related to monthly cash for basic needs, registration, and other protection issues.

HEALTH

- In response to the COVID-19 pandemic, UNHCR has taken major steps to address the impacts on the health care services offered for refugees: Business Continuity Plans have been put in place with health partners to ensure the continuation of essential services to serve refugees and decrease overcrowding in the clinics, while proper referral pathways have been put in place for suspected cases to be referred to MoH.
- UNHCR continues to provide strong support to preparedness for case identification and response. Surveillance mechanisms have been strengthened in the camps to include COVID-19 response protocols. As per WHO guidelines, focal points have been assigned, reporting mechanisms have been defined, and trainings have been provided to relevant health partners.
- As urban health clinics remain closed, UNHCR is expending advocacy efforts to increase refugee access to healthcare in urban areas beyond emergency referrals and remains in contact with the Ministry of Health. In parallel to these advocacy efforts, UNHCR has worked with partner Caritas to pivot from normal distribution channels to use pharmacies as delivery agents for Non-Communicable Disease (NCD) medication for the next three months. On 16 April, movement restrictions were lifted for Caritas, allowing them to start delivering NCD medications to persons of concern through a delivery company.
- While most reproductive health activities have stopped, gynaecologists and midwives are in close contact with high-risk patients and referral pathways are in place for emergency cases and for patients who are due for delivery.
- In April, some 162 beneficiaries received cash for health assistance for emergency healthcare, reproductive health, and blood disorder cases.
- Suspension of registration activities has prohibited many persons of concern from renewing their asylum seeker certificates (ASC). The risk of higher healthcare costs for those who are unable to renew their ASC raises concerns about accessibility to the national health system.

EDUCATION

- The Ministry of Education and the Ministry of Higher Education and Scientific Research announced the integration of distance learning as an alternative educational pathway at all levels of education: schools, universities, and Technical and Vocational Education and Training (TVET) colleges. 1,132,000 students, including refugees, from grades 4-12 accessed online assessments. 10% of the students were unable to undergo the examinations due to lack of internet connectivity or other challenges.
- UNHCR has increased electricity hours in the camps to align with the Ministry of Education's remote teaching hours.
- The online "Teach yourself" initiative, designed to enable university students in Jordan to continue learning online while staying at home was launched. The initiative comes as a collaborative effort of the Ministry of Higher Education and Scientific Research, the Accreditation and Quality Assurance Commission for Higher Education Institutions, and major Jordanian universities, and aims to address the educational needs of what remains of the current semester.

The initiative also prepares the stage for institutionalizing digital learning within a blended system of distant-digital learning mixed with in-class learning for future semesters.

- UNHCR/Jordanian Hashemite Fund for Human Development (JOHUD) virtual classrooms have provided learning support through the Kolibri online educational platform, reaching 476 refugee and Jordanian learners (228 males and 248 females), including 188 children in urban areas, 99 in Azraq camp and 189 in Zaatari camp. Science, followed by English and Math, were the most accessed. Attendance in Arabic, IT, and life skills sessions stands at 10-15%.

DURABLE SOLUTIONS

- All resettlement travel and selection missions have been cancelled until further notice due to COVID-19. However, despite the remote working arrangements, in the month of April, UNHCR Jordan managed to submit a total of 240 refugees to resettlement countries, bringing the total number of submissions during 2020 to 1,325 individuals.
- So far in 2020, UNHCR Jordan has received confirmation of 4,250 slots for refugee resettlement (quotas) from Canada, the UK, Sweden, Ireland, Germany, Italy, France, Norway and Portugal. UNHCR is awaiting additional pledges and quota distributions from several other countries.

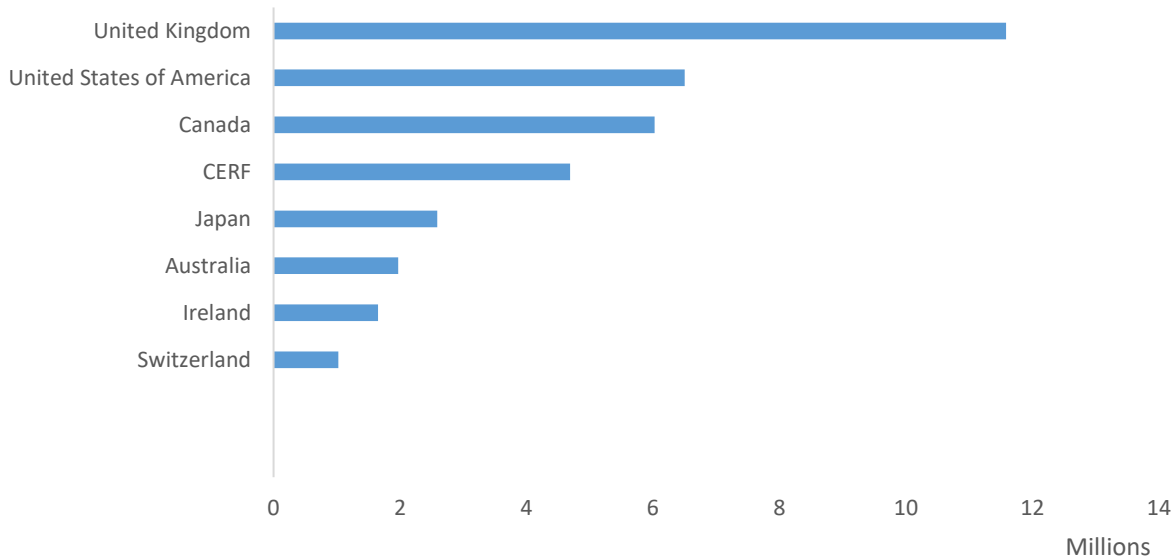
Donor and High-Profile Visits to UNHCR Jordan

- Due to COVID19 and under the Jordan government's guidance, UNHCR Jordan has postponed all external field missions to the operation. This is also in line with the flight and travel cancellations to and from the country. Donor missions and high-profile visits will resume once the situation with the pandemic improves and no longer poses a risk of exposure of UNHCR's People of Concern.

Financial Information

Total contributions are over \$68.9 million as of 8 May 2020, covering 19% of overall needs for refugees in Jordan.

EARMARKED CONTRIBUTIONS to UNHCR Jordan in 2020 (over 1 million USD):



OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Germany 93.8 million | United Kingdom 24.8 million | Denmark 14.6 million | United States of America 9.4 million | Canada 8.7 million | Sweden 6.1 million | Finland 5.5 million | Private donors Australia 3.9 million | Ireland 3.3 million | Sony Corporation 3 million | Private donors Germany 2.1 million

UNEARMARKED CONTRIBUTIONS | USD

Sweden 76.4 million | Norway 41.4 million | Netherlands 36.1 million | Denmark 34.6 million | United Kingdom 31.7 million | Private donors Spain 26.6 million | Germany 25.9 million | Switzerland 16.4 million | Private donors Republic of Korea 13.9 million

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