



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 Jordan Response Plan 2020-2022 is under the final review of the Prime Minister's Cabinet for endorsement, of which has been delayed due to COVID-19. Following the endorsement by the Cabinet, it will be officially launched for implementation. The additional planning and financial requirements of 275 million USD for COVID-19 response will also be considered to be included as part of the JRP and thus the requirements of the JRP validated in the context of COVID-19.

Governor of Mafrq has lifted quarantine on Mafrq village of Fa'a. Other areas in the governorate are expected to be lifted in the coming days.

Active surveillance continues in the camps by all the health partners. MoH continues to undertake rapid random testing in Zaatari with another 85 tests already completed; it is expected that more tests will also be undertaken in Azraq camp. All suspected cases turned out negative; no cases were yet confirmed in camps.

## II. Sector Update



### HEALTH

#### Key Activities

- IMC Mental Health 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 Mental Health Psychosocial Support (MHPSS) team continued implementation of the 24/7 MHPSS support line. By the end of 17 May, since activation of the service, 261 clients have received MHPSS services via telephone and video.
- Caritas has prepared so far 5,065 NCD prescriptions to be delivered through UPS to urban refugee population. UPS has distributed NCD medications to 4,300 refugee patients in Amman, Zarqa, Irbid and the south through the remote services delivery module. Caritas has started to do counseling online to the NCD patients.
- IMC continues to provide inpatient sexual and reproductive health services such as normal vaginal delivery caesarean sections and neonatal care in Irbid governorate.
- MSF is in the last phase of the construction of the inpatient COVID treatment center in Zaatari camp, which will be completed in the first week of June. MSF recruited the minimum medical team needed and all relevant medical materials are in place.

#### Key Challenges

- Outreach activities to reach urban refugee population still remains a challenge due to restriction of movement and lockdown.



### BASIC NEEDS

#### Key Activities

- In Azraq, NRC completed cash distribution for DRC and Care targeting female headed households from village 5 and the open area with a total of 62,610 JOD distributed. At the public area NRC is distributing hygiene kits, mattresses blankets, welcome meals, bread, kitchen set, Jerry cans, children diapers, sanitary napkins, CARE Hygiene Kits (Soap + Alcohol based hand sanitizer) and UNICEF/ACF Hygiene Kits (bleach, mops, liquid disinfectant, soap).

- In host communities, NRC supported WFP with the payment of food assistance to 840 HHs, amounting to 171,567.28 JOD. NRC, to date, assisted 459 refugee HHs for 2 months (April and May) Cash Assistance (CRTF package), totalizing 133,645.48 JOD. NRC conducted phone assessment to nearly 300 potential cash assistance (CRTF package) beneficiaries from a list provided by MoSD. This will help to identify vulnerable Jordanians who meet the criteria for assistance. UNHCR has provided COVID-19 emergency response to 16,476 families in urban areas and 82% of families have already withdrawn their assistance.

### Key Challenges

- Funding to meet the identified needs of 48,000 families for a period of 3 months remain a critical challenge



## FOOD SECURITY

### Key Activities

- As WFP's food assistance in Jordan shifts completely to cash-based transfers, there is an increasing need to strengthen digital and financial literacy of WFP beneficiaries to support sound financial decision making. A survey tool has been finalised to start data gathered to shape this important new intervention.
- Starting 20 May, WFP started transferring its monthly June cash assistance of almost USD 13.5 million for 490,000 refugees living in camps and community with a staggered approach in order to limit overcrowding at contracted shops.
- WFP has completed the roll-out of cash assistance modality to all refugees living in communities, including Mafraq governorate. As of June, almost 70,000 refugees living in Mafraq governorate can access their monthly assistance both at contracted shops and ATMs, or both (choice model).
- WFP, IFAD, FAO and World Bank will publish the 1st edition of monthly food systems monitoring report for Jordan.
- In line with the disability inclusion, WFP has started promoting retailer's delivery services to beneficiaries in the community, specifically targeting beneficiaries who are experiencing difficulty accessing shops/ATMs, due to distance, disability, or chronic illness.



## PROTECTION

- UNHCR provided 557 Syrians and 265 non-Syrians urgent cash assistance of 190,800 JOD. 1,607 cases from Zaatari (206,430 JOD) and 538 cases from Azraq (72,895 JOD) who are stuck in the urban areas were also supported with cash assistance. 5,033 people received counseling services through remote modality.
- The network of 23 Community Support Centers (CSCs) located in urban areas across Jordan, managed by 211 refugee volunteers, representative of all nationalities, as well as an equal number of host community members, are an integral part of the operation's overall communication efforts with refugees. These volunteers are trusted members of the refugee community and among them manage a series of WhatsApp groups reaching around 51,000 refugees. Through Bridges of Communication refugee group, additional 85 WhatsApp groups are managed, reaching around 11,000 refugees. In addition to disseminating messages related to COVID-19, these volunteers can channel refugees' feedback directly to UNHCR.
- UNICEF Makani partners continued to provide community-based mental health and psychosocial support to over 15,500 caregivers, parents and children through early childhood development programmes targeting children under 6 years of age using the WhatsApp as well as providing parenting information on activities for children, parenting tips, and culturally inspired songs. Also, the partners in both camps and host communities have been sharing ideas for families to support their 6-12-year-old children via weekly WhatsApp messages.
- JOHUD provided parents-child center service targeting the Iraqi and Syrian groups and continued the online sessions on how to spend time at home and how to play with the children at home using the available materials.
- Jordan River Foundation's Child and Family Helpline continued to provide remote support on child protection, parenting guidance and online counselling to more than 1,000 people.
- The GBV IMS taskforce released a new issue of GBV incidents trends analysis during COVID 19. Data from April shows that the initial drop in reported incidents is slowly reversing for the following reasons: dissemination of information, factors influencing help seeking behavior and gradual re opening of centers and facilities to receive in person support. Full analysis is available here: <https://data2.unhcr.org/en/working-group/72>.

- According to the latest 4W for May sixteen partners (IRC, Care, UNWomen, UNFPA, UNHCR, IFH, JWU, JHASI, Mercy Corps, LWF, SCJ, MPDL, ICMC, Bluemont, ARDD, JRF) are providing a range of remote and in person GBV prevention and response services including case management, shelter and CMR, psychosocial support, legal support, awareness raising sessions, emergency cash assistance, material support and hygiene kits distribution and training to key service providers across the kingdom.
- After the Jordanian government announcement of reopening for both public and private sectors on 25 May; Jordanian courts are operating and resuming working by Monday 1 June in all governorates taking into consideration the precaution procedures to prevent the spread of COVID-19.
- Great efforts to enhance the care plans for elderly person at risk were undertaken. Social workers will continue to follow up on the cases.
- The number of children with disability involvement in virtual activities and learning has increased in Zaatari. On the ground follow up for urgent CP cases by IMC in Zaatari will start again.

### Key Challenges

- In a survey disseminated by ILO and JNCW regarding salaries delivery through e-wallets for private sector employees. 57% of females reported that they couldn't create e-wallet accounts, 14% found it complicated process while 29% found it easy and simple. The percentage may reflect the challenges that women may face - even if they are unemployed but receive cash assistance for example through this application - to use electronic wallet and the need to meet the special needs to develop their skills to enable them to use it.
- Additional risks faced by female migrant domestic workers during the COVID-19 pandemic including; increased working demands, heightened risks of exposing to sexual, emotional, physical and economical abuse and less access to services due to language barriers or fear of seeking help which may cause deportation to the survivor country of origin.
- In a gender impact survey carried out by UNICEF among young people, almost one in four of female respondent reported to have family conflict during the past 2 weeks compared to less than 1 in 5 of male respondents. 14.6% of female respondents reported increased aggressive behavior in the family compared to 8% for male. Results indicate, females experiencing greater vulnerability due to family conflict and aggressive behavior within the home. All relevant stakeholders should increase support to domestic violence prevention programmes to respond to the intensified vulnerability.
- Same survey indicate, 1 in 2 adolescents indicated to have someone to talk to indicating a need to build on psychosocial support programmes through education, child protection or C4D programming to reach out to young people, as well as increased need to highlight the availability of various help lines, and strengthening peer education and support groups among young people.



### Key Activities

- UNICEF continued to monitor water demand in Syrian refugee camps and at the Berm and addressed the increased supply by existing networks and back-up water trucking during the Fitir Eid holiday and the three-day lock down over the weekend; additional water supply and necessary maintenance was provided as required over the last two weeks to ensure uninterrupted safe water supply to all targeted refugees.
- In Rukban, water supply has averaged between 400m3 per day up to 600m3 per day and has been raised where necessary according to demand to accommodate for the additional water needs during Eid and in consideration of the rising temperatures. In addition to that, water quality testing continued at the tap stands ensuring compliance with the National Drinking Water Standards, and all samples were found safe.
- In Rukban camp, the Better World has been monitoring the distribution of water at the tap stands to ensure equitable access for all groups.
- Over the last two weeks (except during the Eid lockdown), UNICEF continued disinfection of vehicles at the entrance gates at Azraq, KAP and Zaatari Camps, disinfecting more than 3,840 vehicles.
- In collaboration with the Governor's office and the local mayor, UNICEF has successfully distributed family hygiene kits to 405 vulnerable Jordanian families in Zaatari town and other surrounding villages of Zaatari camp, reaching more than 2,106 people.
- In the past two weeks, NRC completed a blanket distribution of cleaning kits in Zaatari camp. The final number of kits distributed was 63,289 reaching 63,289 individuals.
- In the last week, NRC conducted a blanket distribution of cleaning kits in KAP camp, and UNICEF conducted a blanket distribution of 986 soap bars reaching 600 individuals.

- Through the Makani Centers networks, UNICEF has reached more than 5,618 households in Irbid, Amman, Jerash, Madaba and Balqa governorates with COVID-19 kits benefitting more than 28,090 people.
- UNICEF has also distributed 9 family hygiene kits and 9 cleaning kits in an Informal Tented Settlement in Ma'an governorate reaching 56 people, 60% of which are children and 53% females.
- Throughout the week, RCCE continued in cooperation with ACF, ACTED, OXFAM and FP, with approved messaging being disseminated through 140 WhatsApp groups to 3,091 individuals to camp populations and host communities, of which at least were 1,278 individuals were female. The messaging provided by UNICEF focused on key messages regarding COVID-19 and WASH, including but not limited to how to maintain psychological and mental health during the quarantine.



## EDUCATION

### **Key Activities**

- UN agencies continue to support planning, managing and monitoring of the Ministry of Education's (MOE) Education During Emergency Plan (EDEP). UNESCO is initiating support to the MOE for the review of the Education Strategic Plan (ESP) in light of COVID-19 and the EDEP. This will inform the revision of annual planning and monitoring of the ESP. Support will also focus on the establishment of a crisis management unit at the MOE to coordinate crisis sensitive planning at central, field directorates and schools levels. UNICEF is providing technical assistance to delivery of the plan, in the areas of teacher professional development and learning recovery.
- The head of the TVET and Skills Development Commission, Dr. Qais Al-Safasfa, held a discussion on 26 May that covered the possibility of reopening Academies and TVET Centers, considering public safety and health guidelines, required procedures and conditions, and the safety of trainees. The Commission, in tandem with Academies and TVET centres, is working to prepare guidelines and a manual for reopening.
- NRC continues supporting youth through remote learning, youth engagement via peer WhatsApp groups and information dissemination related to COVID-19. By 28 May, NRC had engaged 619 (53 per cent female; 450 camps, 169 host community) in remotely-facilitated vocational, ICT and language courses since the onset of the COVID-19 response. Beneficiaries are largely adolescents and youth not involved in the formal school system and require alternative and flexible learning options.
- NRC continues support to teachers and parents in providing PSS-related activities to students by sharing NRC's Better Learning Program (BLP) phone application, including standalone videos and suggested implementation steps. Over 540 MOE teachers, both in camps and host communities, have been supported by the app, while 2,585 children in camps and host communities were supported by MOE teachers through the usage of BLP app and videos.
- MOE, UNICEF and partner relaunched Nashatati programming, combining life skills, social cohesion, sports and arts, through 14 distance learning videos.
- UNICEF provided a third series of instructional design training for 114 (63 female, 51 male) non-formal education (NFE) facilitators. This training builds on the previous two trainings and aims to build the capacity of NFE facilitators in conducting online assessments and planning.
- The Kolibri platform is an alternative education learning support programme focusing on mathematics, science and Arabic for learnings aged 13-17. UNHCR and partners noted a small drop in learners accessing the Kolibri online/offline education platform during the week, especially during the Eid holiday (Saturday – Monday). 247 learners (50 per cent female) accessed Kolibri platform during this week: 82 in Za'atari camp, and 165 in urban settings.



## LIVELIHOODS

### **Key Activities**

- As a result of intense coordination efforts, the sector has been actively working to ensure a common understanding of all livelihoods-related governmental measures and defense orders.
- In the current context of COVID-19, the Livelihoods sector considerations are mainly focused on continuing implementation of programs, whilst prioritizing safety measures. Partners are currently applying some new arrangements for their Livelihoods interventions in accordance with MoL Work Procedures, feedback on best practices will be collected regularly through the Livelihoods Working Group meetings.

- Partners commitment, to ensuring that refugees workforce across sectors allowed to resume work are aware of health measures at the workplace; has been strengthened through disseminating the Work Procedures for Safety and Health Protection, issued by the Ministry of Labour for different sectors.
- In Zaatari, NRC is executing IBVs payment for other partners who could not reach the camp due to the permits issue. For the reporting period NRC executed the payment on behalf of three partners, totaling 676 IBVs and amount paid of 122,654 JOD.

### Key Challenges

- COVID-19 related confinement measures have already resulted in severe hardship for refugees. Many have now lost their livelihoods and are faced with poverty as well as lack of income. Short and long term Livelihoods interventions are critically needed for many refugees living in precarious conditions.
- Health and Safety regulations to ensure that the opening of work sectors does not have a strong negative impact on the in country health situation may impact a return to work for many refugees, in part because social distancing requirements will not allow for a return to full workforces and because of requirements around PPE, which come with a cost.



### Key Activities

- Camps: In Azraq, NRC has conducted T-Shelters urgent quick fix and new erection (Vacant) cases per UNHCR referrals and was able to respond to multiple general maintenance requests of NRC sites and UNHCR partners in Azraq camp and stock management. Shelter maintenance under UNHCR referral ongoing but limited due to the number of permits; distribution centers executing all distributions in both camps on behalf of UNHCR and other partners operating in the camp. In Zaatari, NRC teams are always responding to all urgent requests received from UNHCR teams at the camp level. During the reporting period NRC teams repaired one caravan for special case family, two maintenance requests were completed, and we supported UNHCR teams with one truck for one day. NRC teams also supported MSF with erection of one rub-all in their new location in district 11 in the camp, MSF site will be used as suspected cases isolation area, and as treatment area for confirmed cases with COVID-19.
- Urban: NRC's Shelter field team has resume implementation activities for cash for rent, rehabilitation, shelter WASH facilities upgrade and energy efficiency activities.

## III. Contacts and links

For more information, please contact:

- Susanne Butscher, Senior Inter-Agency Coordinator: [butscher@unhcr.org](mailto:butscher@unhcr.org) +962(0)79 110 9745
- Changki Byun, Inter-Agency Coordination Officer: [byunc@unhcr.org](mailto:byunc@unhcr.org) +962(0)79 003 9469
- [COVID-19 Refugee Response Portal](#)
- [Needs Assessment Registry Portal](#)
- [3RP COVID-19 Response](#)
- [2020-2021 3RP Regional Strategic Overview](#)