



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

During the 4 days lockdown in Jordan, UNHCR and partners have maintained their 24/7 presence in camps so that the provision of essential services would not be interrupted. All essential staff and sub-contractors were issued with special permits by SRAD in coordination with MOI for their movement to and from the camps.

In Za'atari Camp, the number of positive cases as of 18 November identified among refugees stands currently at 103. In total, there have been 273 confirmed cases, of which 169 recovered and were discharged. There was one fatality. During the reporting period, 693 PCR tests were conducted bringing the total of PCR tests taken in Za'atari to 9,921.

In Azraq Camp, the number of active positive cases as of 18 October amounts to 66. A total of 479 cases have been identified, of which 413 cases have completed their home isolation, quarantine or completed their treatment and were released from the Dead Sea Isolation Area, the Public Area, home-based Isolation or the Al-Hamza Hospital. A total of 10,957 PCR tests were conducted in Azraq as of 18 October.

As of 18 November, Emirates Jordanian Camp (EJC) has counted a total of 52 cases, of which 39 remain currently active, while 13 completed their isolation or were discharged. In EJC, a total of 2,264 PCR tests have been collected.

King Abdallah Park (KAP) had a total of three cases as of 18 October, of which two have recovered and one is still active. The number of PCR tests conducted amounts to 433, also including SRAD and humanitarian workers.

II. Sector Update



HEALTH

Activities:

- The seasonal provision of influenza vaccination in Za'atari Camp is ongoing, prioritizing the highest risk groups (health workers and elderly). As of today, over 350 vaccines were given for these high-risk groups. All cases with chronic respiratory problems may also be considered for vaccination, depending on availability of the vaccine at the Mafraq Department of Health.
- Almuwasat hospital, which is run by MSF in Marka, opened its doors to COVID-19 patients, in addition to reconstructive surgery service for war wounded patients. The hospital dedicates 40 beds to COVID-19 patients, who are referred by MoH. There might be the possibility of further expansion.
- The Health sector finalized its JRP 2021-2023 review. In the Task Force led by the Ministry of Health, projects and activities were carefully reviewed and validated. The agreed upon project summary sheet was shared with MoPIC.
- UNHCR Health unit finalized the non-Syrian integration plan on vulnerability and eligibility criteria to facilitate inclusion of non-Syrian in cash for essential health services, addressing the recent increasing concerns of refugees no longer being able to provide for their health services. The mobilization campaign has started and will continue throughout November and December. The policy and plan will be effectively implemented starting January 2021.



BASIC NEEDS

Activities

- UNHCR has booked 42,501 cases (39,372 Syrian and 3,174 non-Syrian) cases to be assisted in November under the emergency basic needs assistance. Another 644 cases (98% Syrians) were booked by basic needs partners to be assisted in November. The delivery of assistance was delayed to the week of 15 November, due to the 4-day lockdown imposed by Government of Jordan. Find more information [here](#).

Challenges

- COVID-19 emergency cash assistance was initially planned for 3 months with a clearly defined exit strategy; however, the assistance is now required for longer considering the limited possibilities for income generating livelihood activities for persons of concern. Funding to meet the continued emergency assistance needs remains a challenge.



FOOD SECURITY

Activities

- Distribution of COVID-19 food assistance continues in Azraq, Za'atari and KAP Camps for refugees under self-quarantine in their shelters, and for those who are in common quarantine areas. During the 4-day lockdown, WFP contracted shops in the camps authorized to operate on Thursday and Saturday, 6 hours per day. This has allowed refugees in the camps to get access to food during this period.
- The mobile vulnerability analysis and mapping dashboard (mVAM) has been conducted to remotely monitor household food security and nutrition, and food market-related trends. The dashboard with mVAM results can be accessed through this link: <https://unwfp.maps.arcgis.com/apps/MapSeries/index.html?appid=7210a3ee33b14c5b9a989590345cb49a>
- Food security situation of refugees in camps and communities for September 2020 has been published: <https://www.wfp.org/publications/wfp-jordan-food-security-situation-refugees-camps-and-communities-september-2020>

The findings show that:

- The pandemic has deteriorated the food security of refugees living in camps, especially in Azraq;
- In both camps, female-households showed disproportionately high losses in food consumption;
- Loss of income opportunities as key driver has forced more households to adopt harmful coping strategies to meet basic needs;
- Loss of income in the wake of COVID-19 is the main driver for more refugee households into debt and food insecurity;
- COVID-19 has had a particularly harmful impact on children.



PROTECTION

Activities:

- The SGBV WG is planning the celebration of 16 Days of Activism against Gender-Based Violence Campaign, an international campaign that sets to challenge violence against women and girls. The campaign runs annually between the 25 November, the International Day for the Elimination of Violence against Women,

to 10 December, Human Rights Day. Partners are preparing to support the national campaign led by the Jordanian National Commission for Women (JNCW), in collaboration with other key stakeholders responsible for combating GBV in Jordan under the theme “Eliminating all forms of Domestic Violence against women and girls” #TogetherAgainstViolence. The joint activities for this year are a technical webinar on 3 December, “Not just hotlines” – an innovative GBV service provision amid and beyond COVID-19, an SMS campaign on where to seek help and an art competition on social media among others. A calendar of activities covering also camps and other location will be launched on 25th.

- The Disabilities Task Force focuses on the needs of persons with disabilities (especially elderly and people with injuries) and that they are appropriately included in the response. NHF is providing remote rehabilitation services, remote specialized education, and counselling in and out of camps as well as mobility and assistive devices, such as hearing and visual aids, to persons with disabilities. JOHUD is preparing a contingency plan considering the COVID-19 pandemic for elderly refugees living in shelters and those receiving in-home care. PSS activities related to counselling, group therapy, and elderly club have resumed through remote sessions. Mercy Corps is working on inclusive education and non-formal education through remote learning modalities, while UNICEF is working with MoE to continue integrating children with disabilities in formal education. Children with disabilities are being supported with printed material, home visits, rehabilitation sessions and regular follow up with care givers.
- UNHCR and INTERSOS are co-chairing the Cash for Protection Task Force. Cash for Protection requests have seen a significant increase due to the impacts of COVID-19. The Task Force developed terms of references, guidelines, common standards as well as eligibility and targeting criteria, which were shared with the PWG partners for review and finalization.
- As part of the provision of protection for people in need, the MHPSS updated the support line for people in need of mental health and psychosocial support, hereby also responding to the increased demand since the outbreak of COVID-19; this includes access to psychotherapists and psychiatric consultation.



Activities:

- UNICEF, in coordination with partners, continues the disinfection of all vehicles entering Azraq, KAP and Za’atari Camps. In the last two weeks, over 5,749 vehicles have been disinfected.
- Prior to the four-day movement of restriction across the country, partners were able to quickly implement a critical blanket distribution in Azraq Camp. In less than two weeks, UNICEF, in coordination with UNHCR and NRC, distributed 6,193 cleaning kits and 99,479 bars of soap to 33,136 individuals (50% female).
- Over the past two weeks, UNICEF, in coordination with UNHCR and NRC, supported families in self-isolation in their shelters or in transit areas in Azraq, KAP and Za’atari Camps by distributing the following items: 341 cleaning kits, 2 hygiene kits and 100 jerry cans to 2,165 individuals in Azraq (50% female); 2 hygiene kits to 5 individuals (40% female); and 150 cleaning kits, 96 bottles of hand sanitizer, 97 hygiene kits and 242 soap to 734 individuals (50% female).
- In Azraq Camp, UNICEF continues to support the expansion of both the public (transit) area as well as the IMC COVID-19 treatment facility. Currently, the excavation works for the water and wastewater networks have been completed for all 100 additional WASH units, and the next phase of construction (WASH unit connections to the network) is ongoing in both areas.
- In KAP camp, UNICEF has completed the installation of all remaining private latrines in 109 shelters in the Camp, benefitting all 600 Camp residents (50% female). Additionally, UNICEF has completed the installation of 25 water tanks, which will help prevent the potential spread of COVID-19 in the Camp.

- In Rukban Settlement, focus group discussions on best handwashing and hygiene practices were conducted in Al Tadmur and Onshoudat Al Rabee schools. Overall, 562 participants took part in the discussions (49% female).
- Risk Communication and Community Engagement continued in cooperation with ACF, ACTED, and OXFAM, with approved messaging disseminated to over 141 WhatsApp groups to 3,806 individuals (45% female) living in camp populations and host communities. The messaging has been focused on water conservation and information regarding COVID-19 awareness and prevention, as well as general updates regarding movement restrictions.



Activities:

- Under the leadership of the Ministry of Education (MOE), the first meeting on the ESP Policy and Planning Coordination Committee (PPCC) Advisory Committee took place on 9 November, in which ESWG and EDPG co-chairs are members of. The PPCC aims to serve as a policy dialogue forum, mainly focusing on tracking and coordinating the progress on the five core functions of the ESP (Planning and Budgeting; Monitoring and Feedback; Research and Evaluation; Data and Information Management; Coordination) with Gender and Equity as cross-cutting issues. In the current pandemic context, the first priority is to work on a joint mid-term review of the ESP, focusing on data mapping and evidence related to the impact of COVID-19 to education provision and lessons learned. The data mapping is underway with the ESWG and EDPG members. This is an opportunity for the MoE to involve all partners, gather existing evidence and identify gaps where further data are needed. It is envisaged to inform the preliminary study on the impact of COVID-19 on education provision and lessons learned supported by UNESCO and IIEP.
- The ESP Mid-Term Review (MTR) was initiated by MOE with technical support from UNESCO and IIEP. Given the current context and impacts on the education system, the MTR is also an opportunity to make planning more responsive and flexible to crisis, whilst continuing to work towards sector objectives. The MTR report is expected to capture key evidence on sector performance produced to inform the MTR workshop, including assessment on impact of COVID-19, and recommendations and decisions taken during the MTR meeting on potential mid-term adjustments of the plan.
- NGO partners, including Blumont, CARE, WVI, RI, NRC, Finn Church Aid, Jesuit Refugee Service, Noor Al Hussein Foundation, Questscope, Terre De Hommes Italy, Save the Children, and the Jordanian Hashemite Fund, continue providing Syrian and Jordanian children with distance learning and life skills support, reaching 25,059 (12,298 girls, 12,761 boys) throughout camps and host communities. Distance learning has been accomplished through different platforms including WhatsApp, Zoom and SMS.
- Through the Safely Back to School Campaign, UNICEF reached out to 30,000 students through phone calls and home visits. Community mobilizers shared information on COVID-19 prevention, the importance of education, and referred children to available formal, non-formal and inclusive education services.
- UNICEF continues to support families and children in refugee camps under self-isolation and has provided 488 families with children with family activity kits under self-isolation and in the transit area in Za'atari Camp during the reporting period. In Azraq Camp, UNICEF distributed 485 learning kits to families with children under self-isolation. UNICEF also continues its support to children and families in the camps to keep connected by renewing 10GB data packages for 9,250 families each month.
- The international Conference on the Protracted Displacement of Refugees was organised on 19 – 20 October and 3 and 17 November. This virtual conference was hosted jointly by German Jordanian University (GJU), Yarmouk University (YU), Academics in Solidarity (AiS), EDU-SYRIA, GIZ, and the UNHCR. The primary

objective of this conference is to shed light on the main issues and challenges connected to the fate of refugees in order to address and enhance responses of both host communities and refugees within contexts of protracted displacement. With an attempt to comprehensively address the range of needs of both refugees and host communities, diverse sessions are designed to address areas ranging from the plight of displaced scholars, to mental health needs and the role of social work, government and civil society. Furthermore, higher education, livelihoods, health, PSS, as well as sustainable solution are key issues being covered. Presenters are both academics and practitioners from the Middle East (Jordan, Lebanon, Palestine), Turkey, and North America including the USA and Canada.

- As a direct response to the impact of the COVID-19 on the education system, the Ministry of Higher Education and Scientific Research, UNESCO and GIZ launched a capacity development programme for university teachers to deliver quality e-learning at national higher education institutions. Support is provided through the newly established National Centre of E-Learning and Open Education Resources at the MoHESR.
- UNHCR launched a mentorship programme for aspiring journalists targeting refugee university students currently studying journalism, communications or a related field is. The goal of this programme is to help refugees tell their stories – or any story that is important to them – to the world. UNHCR will bring together internal staff, external media and academic partners to provide the training as well as mentorship and networking opportunities.
- MoHE shared an email (complaint@mohe.gov.jo) to report all activities that harm the educational process in the Jordanian HE institutions such as the spread and promotion of advertisements related to the establishment of some offices, centers, or persons to provide services to students.



LIVELIHOODS

Activities:

- There is a growing interest from stakeholders in analyzing the long-term socio-economic impact of COVID--19 and the need to plan for effective livelihoods interventions to overcome expected challenges within 2021 and beyond.
- Cash for work interventions continue to be implemented to help households quickly with access to short-term income.
- A data visualization tool is being designed by UNHCR using Power BI software. This tool will use data related livelihoods, skills and education to support a more interactive display, and will help to facilitate analysis of refugees data, particularly useful for identifying potential beneficiaries for partner programmes as well as providing analysis to support the development of key advocacy points.
- Work continues to support the growth of home-based business through programming and dialogue with key Government Ministries. Blumont, has started the registration process for 37 Syrian owned Home-Based Businesses in Amman, Irbid, and Mafraq governorates, 4 were approved for registration, 2 are pending security clearance, and 17 are pending MoI feedback. 66 Jordanian owned HBBs were registered and 13 were licensed. Currently, 114 beneficiaries from the projects target locations have attended virtual legal awareness sessions.
- Jordan River Foundation exceeded their programmatic targets, except for the target related to wage-employment due to some businesses closure caused by COVID-19. The partner is continuously looking for more opportunities that might match the skill sets of beneficiaries. The self-employment component continues, with an expectation that current beneficiaries will receive relevant equipment shortly and that payments will be made utilizing e-wallets.

Challenges:

- Analysis of the medium and long-term socio-economic impact of COVID-19 continues so that planning for 2021 can be as effective as possible, recognising the acute need for livelihoods opportunities, especially in areas hosting large refugee populations.
- Camp-based refugees have experienced increased restrictions in movement in order to manage spread of the virus, limiting the access to employment opportunities. In return, employers have started to voice hesitation to employ persons residing in the camps.



SHELTER

Activities:

- Shelter partners in Azraq and Za'atari camps continue to provide urgent shelter support for the designated isolation sites and at the household level. UNHCR continues to support the refugees in camps with electricity supply at household level, to cover the additional hours required for distance online learning.
- The expansion of the treatment center to meet local and global standards at acceptable level is underway. The infrastructure work has been completed (fence, gates, and shade) and the requested prefabs will be received this week in Azraq.
- The Shelter Sector Working Group had ad-hoc meeting with partners on 11 November for final JRP 2021-2023 planning review with a special focus on COVID-19 related projects and activities as per MoI and MoPIC recommendations.

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>