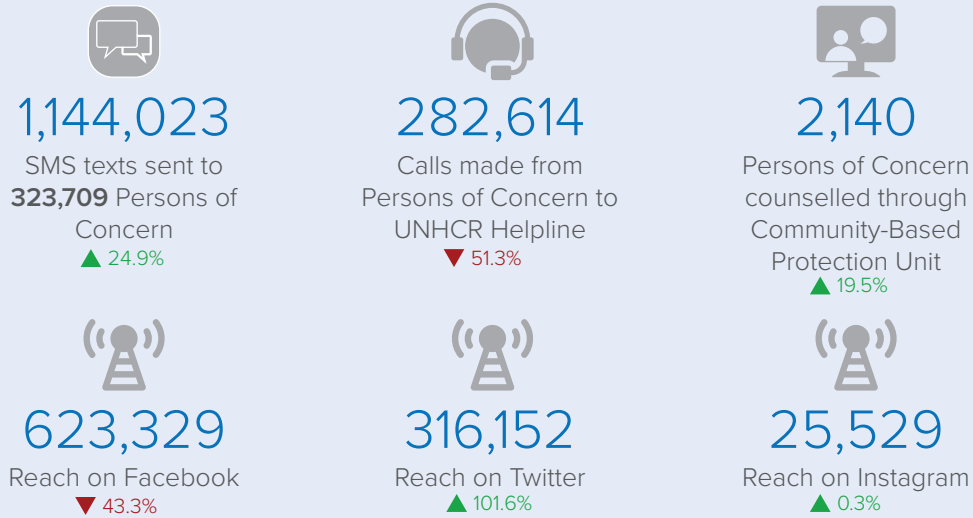


## CwC in numbers



## Social Media Posts

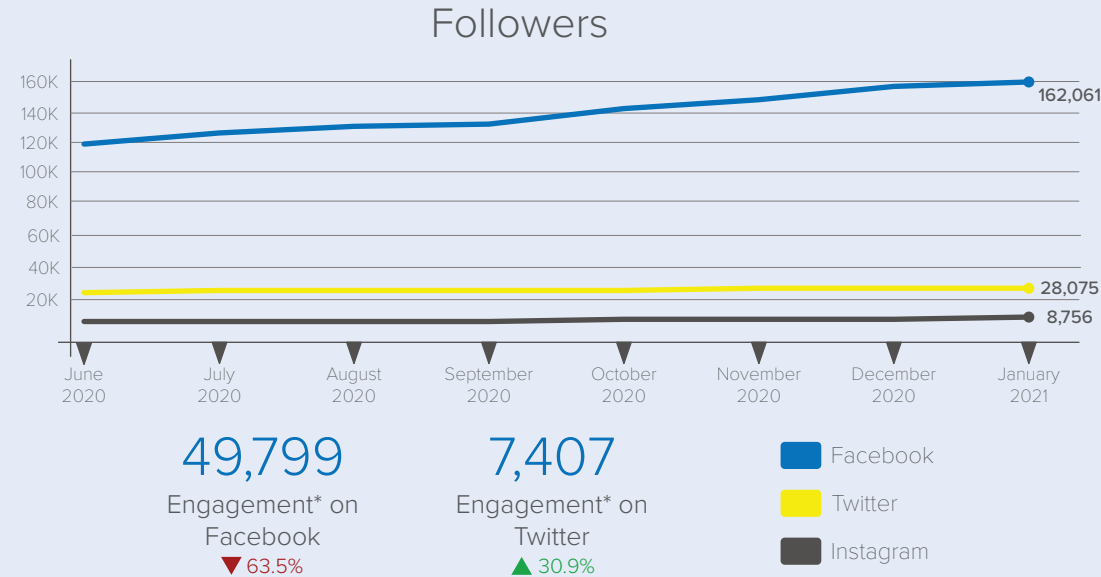


\* WhatsApp messages are sent to the Bridges of Community group through Community-Based Protection

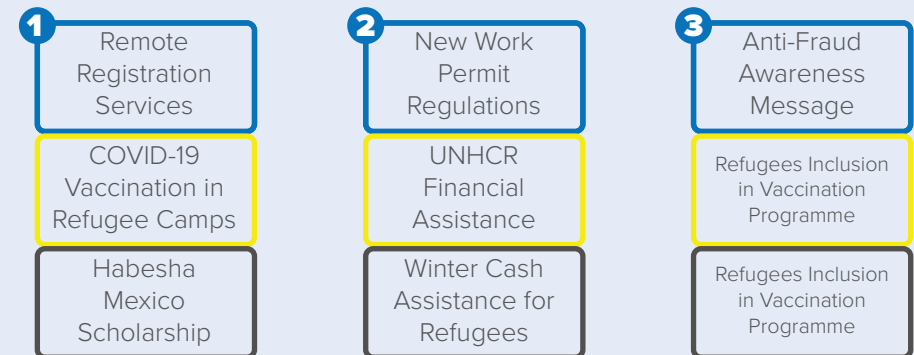
## Help Site



## Social Media Engagement



### Top Posts by Topic



\* Engagement on social media is the measurement of comments, likes, shares, retweets and clicks.

### | CwC Content this Month

#### UNHCR Jordan on social media:

- Launch of new series of animated videos on services of UNHCR
- Information on COVID-19 vaccine and guidance for Persons of Concern on registration
- New regulations from Ministry of Labour concerning work permits
- Anti-fraud content to raise awareness and counter rumours
- Education opportunities for refugees in Jordan

#### UNHCR Jordan Help site:

- New page added, dedicated for Frequently-Asked Questions on COVID-19 vaccine & the National Vaccination Programme (<http://bit.ly/3a5KJHZ>)
- New page was added, providing links to all episodes of #AskUNHCR Facebook Live Q&A sessions (<http://bit.ly/3d1DHqJ>)

#### Other:

- Q&A document on COVID-19 vaccine and the National Vaccination Programme for front line colleagues

### | Main Topics Voiced by Refugees

#### COVID-19 National Vaccination Programme:

- Registration process, namely the foreigner number to use upon signing up for the vaccine as an asylum seeker/refugee
- Fears over safety and efficacy of the vaccine

#### UNHCR Financial Assistance:

- Questions revolve around any upcoming distribution phases for the Winter Cash Programme
- Increase in requests to include additional families in the assistance programme (Winter and COVID-19 emergency assistance)

#### Non-Syrian community:

- Concerns about certain opportunities being made available for Syrian refugees only, such as education scholarships
- Questions on “de-registering” as asylum seekers in order to issue work permits in Jordan

#### Remote services during the pandemic:

- Accessibility to services, backlog and appointments remain major concerns for refugees as their Asylum Seeker/Refugee Certificates expire

### | Upcoming Activities in February

- Additional awareness material on the COVID-19 vaccine
- Additional animated videos on services of UNHCR to be published
- Additional content on UNHCR remote services on social media
- New episodes of #AskUNHCR series
- Updated Q&A documents on services and COVID-19 vaccine
- Restructuring the Helpline’s Interactive Voice Response tree