



*This ISWG monthly update is a coordination tool that aims to improve communication between refugee sectors and provide information on progress towards implementation of the objectives of the Jordan Contingency & Response Plan in response to COVID-19. It is available through the Inter-Agency Operational Data Portal at: [COVID-19 Inter-Agency Coordination](#) through the Inter-Agency Coordination Interface at: <https://iacu.tools/>*

## A. General Updates

- In March 2022, the COVID-19 centre in Azraq Camp and the isolation centre in Za'atari Camp have recorded around 148 and 283 confirmed COVID-19 cases with a recovery rate of 98.2% and 98.4%, respectively.
- On 13 March, the Ministry of Education (MoE), with UNICEF support, launched the E-Safety Teacher Training Course, an online professional development course targeting teachers to help children stay safe online. The course is in line with national teacher standards and is to benefit all 90,000 MoE teachers and school personnel.
- According to MoPIC, since 2016 issuance of work permits for Syrians is reaching 290 thousand. The full report can be found here: <https://data2.unhcr.org/en/working-group/49>

## B. Sectors' Updates



### BASIC NEEDS

- As part of the financial inclusion strategy for the refugee population in Jordan, the ongoing training on using mobile wallets refugees in urban continued. 1,500 refugees attended the training in March and successfully open a mobile wallet. During the next payment cycles, they will be transitioned from virtual accounts to the refugee-owned mobile wallets.
- During December 2021 - March 2022, a total of 155,000 individuals outside of camp received two doses of the COVID-19 vaccination and were provided with the COVID-19 Vaccination Facilitation Compensation.
- After the launch of the vaccination campaign in November 2021, 28,000 out-of-camp refugees received their first dose of the vaccine.



### EDUCATION

- On 15 March, UNICEF launched the Learning Bridges Impact Study report, which examines the impact of Learning Bridges on teaching and learning in Jordan, as well as assessing parental and student engagement. The report finds that Learning Bridges sparked teacher innovation, improved teacher skills in blended learning and use of technology and introduced cross-curricula teaching to Jordan.
- In March, UNICEF supported 11,012 school-aged children (50% female; 14% with disabilities) from 3,051 households in host communities through the Hajati programme. Hajati provides vulnerable families in Jordan with cash transfers to the amount of 25 JOD per child/per month for the full school year. Hajati cash transfers support increased school attendance and enrolment and reduced drop out and negative coping strategies.
- UNICEF in collaboration with the MoE will implement a Reading Recovery programme for eligible students in Grades 4 to 6 in formal schools and students enrolled in non-formal education in Azraq and Za'atari refugee camps. In March, a reading screening was launched to assess students' reading levels to inform the programme.
- In March, UNICEF supported 34,722 children (54% female) in Makani Centres with the in-person Learning Support Services. In addition, UNICEF supported the transportation of 2,277 students (51% female) from Informal Tented Settlements to school.

- In March, UNICEF completed training for 158 facilitators (52% female) in Azraq and Za'atari Camps to support the introduction of a new accelerated learning programme (ALP) for teaching Mathematics and Arabic to students in Makani centres. By 20 March, the ALP has commenced in Makani centres.
- UN Women provided 104 children (43% female) with remote education activities and access to an afterschool programme in the UN Women supported Oasis centres in Za'atari and Azraq Camps.
- UNHCR in collaboration with JOHUD, provided 48 non-Syrian students (56% female, 60% Iraqi, 21% Sudanese, and 19% Yemeni) with schoolbooks. In addition, Tawjihi exam fees for six students in Grade 12 (83% female; 83% Iraqi and 17% Somali) were supported.
- In coordination with the Ministry of Social Development (MoSD), UNHCR launched a Connected Learning Hub within the Rusaifeh Juveniles Centre. The Connected Learning Hub will provide refugee and Jordanian juveniles with access to high-tech and innovative educational tools that will help them continue their education, explore resources, and build their skills.
- UNESCO, with support from the Government of the Republic of Korea and through its partnership with Luminus Technical University College, supports Syrian refugee and vulnerable Jordanian youth with scholarships to access BTEC-level II Technical and Vocational Education and Training (TVET) programmes in three training disciplines (Business, Information Technology and Creative Media Production), as well as on-the-job-training opportunities. In March, 166 students (55% female, 45% Syrian) completed courses and/or were placed in a one-month on-the-job-training programme.
- During 13 - 21 March, UNESCO and GIZ supported the MoE and the Higher Council for the Rights of Persons with Disabilities to lead a series of dialogue and orientation sessions, as part of their capacity development efforts towards greater inclusion and diversity in Jordan. The sessions provided more than 130 participants including national stakeholders and key education partners the opportunity to share experiences and practices related to inclusion and diversity in education. In addition, sessions introduced key concepts of managing inclusion and diversity in schools. Furthermore, sessions contributed to improving the alignment of programmes, projects and initiatives that support specific steps of the Capacity Development Roadmap on Inclusion and Diversity in Education.
- On 8 March, in partnership with UNESCO and GIZ, the MoE launched the WebGIS School Maintenance System. The WebGIS Smart School Maintenance Module (SSMM) allows all school maintenance needs to be electronically captured, monitored, analysed, and used to inform evidence-based decision making related to preventive and corrective school maintenance and budget planning. On 26 March, the MoE started the nation-wide roll out of the SSMM. Thus far, 124 MoE staff (42% female) from 31 field directorates have received training.
- UNESCO/IIEP is providing technical assistance to the MoE in their efforts related to crisis and risk management in the education sector. During 29 - 31 March, the MoE, field directorates and school principals met in Amman to launch a series of workshops to inform the plan that the MoE is preparing for Crisis Management and Risk in line with the national strategy prepared by the National Centre for Security and Crisis Management.
- Caritas Jordan, as part of its education programme, distributed hygiene kits and conducted personal hygiene awareness raising sessions for 450 Syrian refugees (52% female). In addition, Caritas Jordan implemented five days of integration activities for 112 Syrian and Jordanian parents (50% female) across three governorates.
- In Zarqa governorate, Humanity and Inclusion (HI) established two parent support groups to support parents of children with disabilities to develop positive parenting solutions. In addition, HI provided transportation to public KG2 centres for 28 children with disabilities (46% female; 54% Syrian).
- Mercy Corps with support from UNICEF continued to provide access to education for vulnerable children and adolescents through direct support for 2,519 children with disabilities (51% female, 56% in camps) across 65 schools.
- World Vision International (WVI) provides KG2 services to children aged 5-6 in two Early Childhood Education and Development centres in Azraq refugee camp. In March, WVI supported 336 students (54% female) to register in the second cycle of KG2 in the centres. In addition, WVI provided 14 parents (100% female) with parental training sessions to support children's learning outcomes.
- COOPI provides cash assistance to support children aged 12-17 who have dropped out or are at risk of dropping out of school due to child labour. In March, 15 students (40% female) benefited from the cash assistance support.



**FOOD SECURITY**

- In March, WFP provided food assistance to more than 463,551 vulnerable refugees residing in camps and host communities through cash-based transfers. Most refugees come from Syria, with a minority from Iraq, Yemen, Sudan, and Somalia.
- WFP continues to provide in-kind food assistance to the households under quarantine due to COVID-19 in the designated areas in Azraq and Za'atari Camps.
- During 25 - 30 March, the WFP's building blocks blockchain system in the camps underwent a major technical update and maintenance. Over this period, beneficiaries could not access their assistance on blockchain accounts to purchase items in the contracted supermarkets and bread selling points in the camps. All beneficiaries had been informed through SMS and social media channels about this system outage well in advance to provide ample preparation time. Shops and bread selling points remained open throughout the whole period but could only accept cash or card payments.
- Based on the discussions of SRAD and WFP, WFP decided to cover three loafs of Syrian type bread per refugee per day, accommodating the specific needs of the refugees during the blockchain maintenance period. WFP's partner NRC supported this activity by stationing their staff at the bread selling locations. By using NRC's verification system refugees' identities and quantity of received bread were recorded to ensure correct access of refugees to their entitlements. The WFP's field office staff supported and monitored the activity. The maintenance work was completed on 29 March and the blockchain system has become active again.
- SBCC (Social and Behaviour Change Communication) Nutrition: as part of its formative research on nutrition habits of women of reproductive age and pregnant and lactating women, WFP completed focus group discussions and household interviews in camps and communities. Results of this research are expected to be available in late April / early May 2022.



## HEALTH

- In March, 4,323 services were provided to 2,275 beneficiaries at the IFH clinics, including family planning, antenatal care (ANC), prenatal care (PNC), anaemia screening, sexually transmitted infections (STI), laboratory tests, and urinary tract infection (UTI).
- IFH / Sweileh won the bronze medal in the quality harvest competition on the primary health care level. The competition focused on maintaining healthcare quality and patient safety during the COVID-19 pandemic.
- IFH at the Sweileh Centre published health articles with wide potential reach and coverage on about 35-40 electronic newspapers, with hundreds of thousands of views received, including on the relation between air pollution and coronavirus infection (here: <https://bit.ly/3LrF7tz>).
- To strengthen the relations with the local community, several awareness sessions on SRH topics were held. Furthermore, 30 awareness sessions were conducted for 295 WGMB (57% Syrians and 43% Jordanians). The sessions included different topics under sexual and reproductive health (SRH), including antenatal care, postnatal care, high-risk pregnancies, STI, maternal nutrition (to prevent anaemia), reproductive cancers, and post-abortion and preventive precautions against COVID-19.
- During March, the SRH hotlines services continued to be provided.
- Since 26 October 2021, the IRC (UNFPA's implementing partner at Azraq Camp), has been conducting follow-up home visits for the postnatal cases to reach out to women who delivered within six weeks but cannot obtain treatment at the SRH clinics.
- UNFPA supports implementing and monitoring of the new electronic medical file system in Za'atari Camp. The electronic medical file card aims to improve the quality of sexual and reproductive health (SRH) services, enhance services and workflow, reduce crowding and waiting time, and increase awareness of the services available at the SRH clinics.
- Cumulatively, the recorded number of confirmed COVID-19 cases in Azraq and Za'atari Camps is around 2,400 and 4,221 with a recovery rate of 98.9% and 98.7% respectively. The cumulative fatality rates are 0.9% (Azraq) and 0.8% (Za'atari), which is comparatively less than the national CFR (1.4%)
- From the camps, the complicated COVID-19 cases are referred to the MoH hospitals, having amounted to 49 from Azraq Camp and 182 from Za'atari Camp, which is 2.0% and 4.3% respectively.

- In Za'atari Camp, the outreach teams contact and test for COVID-19 the average of 200 individuals daily. The community-based health teams also monitor the COVID-19 positive patients who are under home care treatment. In addition, they provide health education and guide the patients on the management, explaining the danger signs.
- The COVID-19 Centre in Za'atari Camp is ready and can start functioning when the MoH approves.

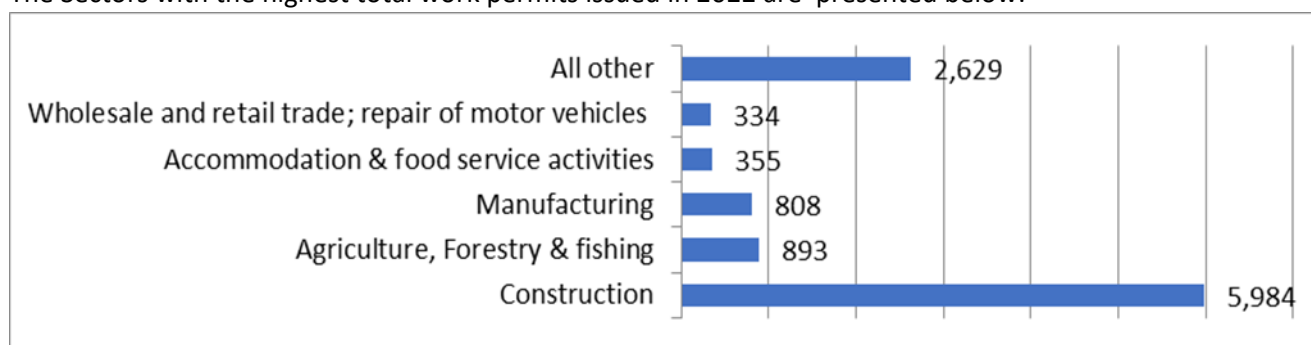


## LIVELIHOODS

- According to MoPIC, progress of issuance of work permits for Syrians is as below:

| Beneficiaries | Total work permits issued |                 | Percentage of work permits issued (%) |                 |
|---------------|---------------------------|-----------------|---------------------------------------|-----------------|
|               | Jan'16 – Feb'22           | Jan'22 - Feb'22 | Jan'16 – Feb'22                       | Jan'22 – Feb'22 |
| Male          | 271,250                   | 9,842           | 93.9%                                 | 89.5%           |
| Female        | 17,626                    | 1,161           | 6.1%                                  | 10.5%           |
| Total         | 288,876                   | 11,003          | 100%                                  | 100%            |

- The Sectors with the highest total work permits issued in 2022 are presented below:



- MoPIC reports the women uptake to work permits in 2021 (as of end December) remaining low (8.85%). Meanwhile, partners in the Livelihoods Sector have been supporting a higher percentage of women beneficiaries (26%) in obtaining work permits and enjoying its privileges.
- According to the Livelihoods partners, the women participation in Home Based Business (HBB) during 2021 was higher (78%) compared to men (22%). The Blumont assessment of the formalized HBB concluded that 92% of participating HBB owners have increased the household income, the average increase in monthly income three months after formalizing businesses was 219%, and 40% of business owners have already hired additional employees, while 58% intend to hire as they continue to grow.
- In 2022, the Livelihoods partners intend to continue implementing the economic inclusion programmes. The Sector is targeting to reach approximately the same amount, although there has been a request to increase provision of multi-year, early recovery, and development focused funding for the refugee and host community programmes in complement to the needs-based humanitarian funding, thus aiming to ensure sufficient resourcing of all activities within the humanitarian development framework.
- The latest Livelihoods working group (LWG) meeting focused on the research activities conducted in 2021 and planned in 2022. In April, the LWG intends to elaborate further on coordination of the research work in 2022, considering the outcomes and lessons learnt from the alike 2021 activities.



### Protection Working Group

- Statistical overview of various protection services planned by the Protection Sector to be provided for 187,502 beneficiaries within the COVID-19 context in 2022:

| Type of services                 | # Services | # Partners |
|----------------------------------|------------|------------|
| General and Emergency Protection | 48         | 19         |
| Child Protection                 | 17         | 9          |
| GBV                              | 19         | 11         |
| MHPSS                            | 7          | 5          |
| Youth                            | 7          | 5          |
| Education                        | 5          | 3          |

### GBV Sub-Working Group

- On 30-31 March, the GBV SWG conducted an in-person training on a newly launched GBV M&E toolkit, which was attended by representatives of 29 organizations implementing GBV programmes in Jordan. The toolkit - currently available in English and soon in Arabic – is built on a promising practice to enhance the quality of GBV programming within the GBV coordination structures first developed for the ‘Whole of Syria Turkey Cross Border’ GBV Sub Cluster and recently adapted to Jordan realities and needs drawing on the insights and experiences of the international and local organizations. The training has become an important step in ensuring that the organizations-members of the Jordan GBV SWG are confident in using the toolkit aiming to improve and refine their own M&E processes, protocols and tools.
- On occasion of the International Women Day, UNFPA and UNHCR with the support of UN Women led the coordination of the GBV SWG ‘16 Days’ taskforce to convene the following activities: developing key messages in consultation with more than 120 women, men, girls and boys from the communities; organizing a learning dialogue with experts and women leaders to understand how climate change fuels GBV in Jordan; and, in coordination with ZAIN mobile phone company, launching a recycling competition for young women.

### CP Sub-Working Group

- The CP SWG meeting was held in Arabic, attended by 33 organizations and 3 Government agencies. The theme of the next CP SWG is ‘Child Marriage’.
- The CP Gap Analysis has been finalized, awaiting to be shared.
- The update of the ‘Referral Pathway’ is in process, to be finalized by the end of April.
- NCFCA made a presentation of the National Priorities and Gap Matrix of the National Priorities to Strengthen the Protection System from Gender-Based Violence / Domestic Violence and Child Protection.
- FPJD presented their new community awareness unit and initiated discussion on coordination strengthening.

### MHPSS Sub-Working Group

- UNHCR conducted series of awareness sessions on the ‘National Public Health Policy’ aiming to reinforce its implementation and facilitate refugees’ access to the MoH facilities. The sessions covered the north and the central governorates, while after 22 April the sessions will resume in the south. The target group of the events is MoH staff.
- The refugees of the 18-59 years age group constitute the biggest clients’ group of the MHPSS services, being followed by the group of 5-17 years old. Among the beneficiaries, 49.5% are male and 50.5% are female.

- Majority of the seekers of the mental health services are Syrians (80%), followed by Jordanians (10%) and other nationalities (10%).
- There has been a high correlation rate detected between the GBV and protection cases and serious mental health concerns. The cases of self-harm and threatening of suicide in the refugee and the host population have been reported.
- The remote PSS counselling is ongoing for the COVID-19 patients at the camp COVID-19 Centre.
- The following obstacles to access the MoH facilities are reported as the most common: the fees (even at a subsidy rate) are not affordable and physical, or transportation access is not feasible due to remote areas or transportation cost.
- Provision of comprehensive package of the specialized MHPSS services, including pharmacological and nonpharmacological, continued.

#### **Disability and Age Taskforce (DATF)**

- On 30 March, under the umbrella of the DATF, the UNHCR facilitated a two-hour online training for 24 humanitarian actors (16 women, 8 men) on 'Key Strategies to Foster Inclusion of Persons with Disabilities in Forced Displacement'. Participants acquired skills to design immediate and long-term strategies to mitigate protection risks and promote the inclusion of persons with disabilities in programming.
- At the DATF monthly meeting held on 9 March, the 'Humanity and Inclusion' gave a presentation on the health care service. The members and Sector representatives provided their feedback and updates on their ongoing projects.

#### **Cash for Protection Task Force (CfPTF)**

- The final version of the 'Health Policy Manual' for the refugees has been shared with the CfPTF members for their information and dissemination.
- The CfPTF Co-chairs shared the National Mental Health and the Substance Use action plan (in English and Arabic), and the MHPSS 4Ws with the TF members.

#### **Protection Coordination at the Field**

- On 23 March, Azraq Camp hosted the joint Protection / CP / GBV meeting chaired by UNHCR and co-chaired by DRC and IRC. The meeting agenda focused on: presentation of the 'Community Needs Assessment' in villages 03 and 06 by DRC; updates on the International Women Day event by UN Women; overview of the protection activities during the month of Ramadan; updates from EJC by TDH and NHF; the agencies' updates.
- The EJC monthly Protection Coordination Meeting took place on 24 March 2022 with the participation of UNHCR, SRAD, ERC, UNICEF, TDH, NHF and War Child. The meeting focused on: 'Violence Against Children (VAC)' SOPs by UNICEF; activities during the month of Ramadan; updates on the International Women's Day event by UN Women; the existing challenges; the agencies' updates.

#### **Urban Coordination: Irbid**

- On 8 March, an in-person session on recycling to commemorate the International Women Day (IWD) was conducted by the CSCs and NHF having targeted 20 females. The NHF shared a video on a success story on a GBV survivor, who also employed a recycling opportunity to earn income.
- On 9 March, the Irbid CP / GBV meeting was held, attended by 23 staff representatives of 18 organizations. The central topic of the meeting was the International Women Day (IWD), where UNHCR introduced the IWD key messages and NHF presented a success story on a GBV survivor who employed a recycling opportunity to earn income. As well, the 'Siren Associate' presented the services on the electronical protection and communication information.
- The TDH updated the participants on the progress of the UNOCHA funded project which focuses on child labour and early marriage, providing case management and PSS support in coordination with the formal legal actors.

- The 30 March Irbid Coordination Working Group (ICWG) meeting was attended by 14 organizations. The UNHCR focal point shared updates on registration, livelihoods, protection, and basic needs. As well, the partners gave their respective updates on the ongoing projects and the upcoming activities.

### Urban Coordination: South

- The Urban South Coordination led by UNHCR, and DRC is in progress, providing the agencies operational in the south with a coordination and information sharing platform. Recently, the partners provided their updates on the ongoing protection and livelihoods activities, including HBB programmes run by Blumont in Karak and Maan, the ARCS cultural and agricultural projects in Maan and Aqaba, and the UN Women projects for IBVs in Aqaba. The JOHUD informed on the offered rehabilitation services, including assistive devices and speech therapy for children.



## SHELTER

### Za'atari Camp

- The first round of the 'Addressing project' at Za'atari Camp is completed. Presently, the plots' address systems at the plot level are operationalized at the plots D8, D9, D10 & D6.
- Awareness campaign to reduce tension related to the shelter conditions in the camp kicked off during the month of March. The exercise aimed at gathering feedback from the community and elaborating of a potential community-based solution on the inclusion/exclusion criteria, a referral system and finding an appropriate way to optimize the result.
- During the month of March, phase one of the 'Transformer's Project' for the market street was completed with three transformers installed. The second phase of installing poles and LV cables has been scheduled to commence by mid-April. The operation and maintenance for all the network and solar plant are currently ongoing by three different contractors. As a result of the operation and maintenance action, 24 additional households have been connected to the electricity supply, while six were disconnected in March.
- Five fire incidents with seven shelters damaged were recorded at the camp during the month of March. The UNHCR team is currently investigating the incidences to understand the underlying reasons to mitigate the risks.
- After the several delays of piloting the Jordan University energy project, the company responsible for the installation of the boiler and the radiators has brought in all the needed materials. The pilot is planned to be completed in mid-April. The project is located at the base camp, the radiators will be installed in the main meeting room.
- In March, UNHCR Installed a total of 27 Refugee Housing Units (RHU) to be used by various activities, where the spaces were lacking: six for Blumont and 21 with OXFAM.

### Azraq Camp

- UNHCR has rapidly increased its shelters' repair and maintenance interventions through the 'Quick Fix Team' for the vacant and allocated shelters, having reached 241 shelters maintained during March. Additionally, a total of 26 shelters received concrete floors helping to eliminate rodents, pests and vectors, and as well improved insulation and thermal comfort with the interior spaces of the household dwellings.
- A joint monthly site inspection of camp facilities (base camp, protection, public area, warehouse, and reception area) was conducted and concluded by the UNHCR and NRC teams
- The base camp infrastructure upgrade finalized to accommodate new charging stations. New MDB and earthing reinforcement was installed, the field inspection was carried out, the materials and

cost estimates were done to check viability of connection. All estimates and technical challenges were shared.

- UNHCR together with the commercial contractor convened a 'Fuse Disconnect Switches' project conference to ensure smooth import of materials and project implementation in general. All materials were reviewed, and comments were made to finalize and place order for shipment.
- Vandalism of shelters and market shops in the villages of Azraq Camp has remained a challenge despite of the continued community engagement to refrain from such practice.
- Aiming to address the technical issue with the transformer at the Village 2 market, the testing was done for the LV and MV side to ensure the insulation is not on either side. Further testing is needed by the transformer manufacturer on the site in case the issue is not affiliated to the specific component.
- 78 corrective maintenance activities were performed within shelters. 55 corrective maintenance activities were performed within transformers and aerial network including cable suspenders, tension clamps and lighting units. 16 of such maintenance activities, including checks of all aerial network components, distribution boards and substation components, as well as supply points to users were conducted during the month of March.



## WASH

- In March, UNICEF continued the provision of WASH services to all 118,628 refugees in Za'atari and Azraq Camps and in King Abdullah Park (KAP).

### Za'atari Camp

- UNICEF continued the WASH supplies distribution in the Transit Area. 68 personal hygiene kits were distributed to 51 families reaching 68 individuals and 166 soap bars for 91 families reaching 166 individuals. Hygiene items distribution for the home-quarantine also continued where cleaning kits were distributed for 45 infected cases in the self-isolation. Moreover, during 20 - 30 March, UNICEF has arranged a blanket distribution of soap bars reaching all 79,000 residents of the camp.
- UNICEF maintained an aggregate supply of clean and safe water of around 3,300 m<sup>3</sup> per day as demand for water started to increase. Unable to fulfil the water demand from the existing boreholes, UNICEF arranged for additional bulk supply from the nearby sources to meet the refugee needs on a household level and to ensure that safe water is available in institutions, schools, and the transit area. External water trucking provided during the reporting period amounted 17,413 m<sup>3</sup>.
- During 20 – 22 March, UNICEF in cooperation with OXFAM organized celebration of the 'World Water Day' having 'Groundwater' as the main theme. During the event, 340 boys and 349 girls participated in the interactive programme in the Makani centres, and 500 boys and 455 girls took part in the programme in the Oxfam community centres. All the participants received a refreshment and a hand sanitizer gel (in total 1,644 hand sanitizer gels were distributed). Apart of this, 100 women and 100 men participated in the awareness sessions about how to keep groundwater safe. Also, the materials dedicated to the 'World Water Day' were shared with the community through Oxfam WhatsApp groups having reached in total 5,790 participants of whom 2,953 (51%) were female and 2,837 male (49%).

### Azraq Camp

- A total of two hand sanitizers and two hygiene kits were distributed to three beneficiaries only. Nonetheless, UNICEF's partners in the camp continued disseminating messages in relation to COVID-19 through 460 'Active Lead Mothers', 29 community and plot representatives and 42 Youth community representatives. In total, 325 active participants were reached during the month.
- ACF in cooperation with UNICEF organized celebrations dedicated to the 'World Water Day' which reached 325 individuals, of whom 170 children (91 boys and 79 girls) and 155 adults (90 women and 64 men).



### **King Abdullah Park (KAP)**

- The UNICEF community mobilization volunteers arranged hand washing sessions for the children aged 13 - 17 years old. In total, 145 kids (70 boys and 75 girls) attended the sessions and received two soaps per person (thus 290 soaps were distributed in total).

## **C. Contacts and Links**

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**Refugee Response || Inter-Agency Coordination Operational Data Portal || Jordan:** <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>

**Refugee Response || Inter-Agency Coordination Interface || Jordan:** <https://iacu.tools/>