



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 Contingency and Response Plan for COVID-19 is being implemented utilizing the existing coordination architecture under the Inter-Sector Working Group to respond to the needs of the refugee population in Jordan.

The Government's restriction on movement remains in place with only essential personnel with permits allowed access to and implement the critical activities in camps. UNHCR continues to coordinate the management of movements permits of critical staff to and from refugee camps across all UN agencies and partners in coordination with MoFA with 250 electronic permits now being issued.

WFP, UNICEF, and UNHCR engaged in a joint Rapid Needs Assessment (RNA) to better understand the impact of COVID-19 epidemic, including the restriction of movement, on vulnerable populations in Jordan. The RNA will interview 800 families in urban areas, both refugees (Syrian as well as non-Syrian) and Jordanians. The survey aims to better understand how the current lockdown impacts access to basic services including: health, WASH education and, food security and furthermore how the crisis is affecting family dynamics and levels of violence within the household. Finally, it will compare livelihoods opportunities prior and post lock down. Trained enumerators will begin data collection this week with the results to be produced by mid-April, and the findings will provide a platform for informed decision making, joint advocacy and fundraising.

Refugee camps continue to operate with reduced teams in Zaatari and Azraq with urgent protection needs being addressed. Essential services including hospitals, clinics and supermarkets remain open. Temperature screening at the entrance is ongoing in both camps. Electricity provision remains prolonged, while water and sewerage services continue normally. Camp supermarkets continue operating with additional hours, and there remains a restriction on bread buying and crowd control measures for male/female lines and provisions for the most vulnerable.

II. Sector Update



HEALTH

Key Activities

- Surveillance tool (line list) has been adapted from WHO and is agreed upon with MoH. The line list has been introduced to sector partners and other operational partners in both camps to be filled for all suspected and confirmed cases of COVID-19. Training on the line list was conducted by UNHCR for partners' focal points.
- A stock of NCD medication was dispensed to cover three months for patients in Azraq camp. This mitigation measure has been taken to minimize crowdedness in the clinics and maintain regular activities with minimum staff. A similar process is ongoing in Zaatari camp.
- UNHCR managed to ensure the continuation of haemodialysis sessions for 33 patients from Zaatari camp in a private hospital in Mafraq. In the past those refugees used to receive the dialysis sessions in Irbid specialty hospital.
- IRC developed the remote service delivery plan for the NCD patient's cohort. The remote services delivery model is well functioning with around 60 to 80 patients being served daily at Mafraq and Ramtha. IRC is working to include essential reproductive health (RH) services to be part of the model and remote involvement of urban CHVs.

- Sexual reproductive health services in Azraq and Zaatari camps continued on critical package basis due to COVID-19 restrictions and precautions measures. Emergency services for high-risk pregnancies and emergency obstetric care services have been prioritized.
- The RH Sub-WG is working on initiating and supporting remote services to ensure women and girls' choices and rights to sexual and reproductive health is respected regardless of their COVID-19 status, including access to contraception, antenatal and postnatal care in both camps and host communities.



Midwife at Azraq Camp providing SRH services during COVID-19 pandemic

Key Challenges

- Urban refugee population still don't have access to comprehensive primary health care services including SRH and NCD medications due to the current curfew.
- Caritas submitted a request for access to the population to MOH, MoSD and the Prime Minister's office pending approval.



BASIC NEEDS

Key Activities

- The Basic Needs COVID-19 Response Task Force (CRTF) approved a common emergency assistance package based on the Minimum Expenditure Basket.
- A single pool/list of 48,831 refugee families eligible for emergency short-term assistance has been identified. The list will be provided to all partners providing emergency COVID-19 social assistance.
- Common messaging has been developed to provide a single message to beneficiaries from partners relating to the potential for emergency assistance.
- UNHCR, UNICEF and WFP are developing a joint survey to measure the impact of COVID-19.
- Labour market assessment is being done by NRC, and cash delivery restriction will be assessed by Caritas in April.

Key Challenges

- DRC's basic needs assessment from March indicates that food, rent, and cash are reported to be the main pressing needs for refugees and vulnerable Jordanians due to COVID-19.
- Additional funding is required to respond to the needs of identified population at risk.



FOOD SECURITY

Key Activities

- WFP completed April's early reload for refugees in camps and communities as per its plan. To date, 85 percent of refugees in camps and communities have utilized their assistance despite the limited movement. Alternative cash-based transfer modalities are being explored to guarantee the provision of assistance should the current context change.
- Sector is collating the results gathered through its 181 remote monitoring interviews, covering refugees in camps and communities, and the feedback will focus on whether the early reload was helpful and how the assistance was redeemed. The information gathered will also provide insight into the refugee experience in redeeming cash assistance during curfew and the effect of COVID-19 on their access to food.
- WFP's 12 call centres continue operating responding to, on average, 2,000 calls weekly.
- In camps, WFP is working closely with contracted shops to ensure refugees continue to have supply of food items. As of 2 April, shops have 6-8 weeks stocks of all basic food commodities. WFP is also coordinating with the Syrian Refugee Affairs Department to ensure preventative measures, including social distancing inside the shops and crowd control, are in place in line with the Ministry of Health guidelines.



PROTECTION

Key Activities

- Interventions by partner networks and the communication w/communities initiative are ongoing to mitigate against rumours and false information circulating in the community.
- Partners and civil society organizations are also engaged in supporting the community social support network to provide information regarding protection and service referrals.
- SGBV WG updated the Amaali application for safe referrals with a new section on services available during the quarantine. It provides both humanitarian workers and beneficiaries with a number of active hotlines and emergency numbers.
- The Child Helpline provides support by phone to families and children regarding child protection case management and psychosocial support.

Key Challenges

- Evidence shows an increase in domestic violence against women and children, however, the number of new survivors seeking help through hotlines remains low because they can't seek help while being near to the perpetrators.
- Women and girls who are registered inside the camps but live outside have no access to cash assistance or basic needs and can be at high risks of SGBV, particularly sexual exploitation and abuse.
- While challenging due to access restrictions, major efforts are undertaken by sector partners to reach out to all people of concern by disseminating information via established partners' networks with communities and utilizing social media paying particular attention to possible communication barriers and specific protection risks faced by individuals of different ages, gender, disabilities and other profiles needing special attention.



WASH

Key Activities

- UNICEF increased water supply across all camps, benefitting all 113,000 refugees, in order to improve overall hygienic conditions. Eight additional storage tanks were installed in Za'atari.
- A blanket distribution of soap is underway in Za'atari in collaboration with WFP and UNHCR, with approximately 50,000 soap bars handed out to 10,000 families so far.
- More than 3,274 people in Azraq Camp haven been provided with soap, hand sanitizers and cleaning kits by ACF, CARE, and UNICEF through a blanket distribution planned to be completed by 7 April.
- Gender-separated and disability accessed quarantine areas, including latrines and showering areas, were prepared in Azraq camp and King Abdullah Park.
- Infection Prevention and Control measures have been stepped up in camps with systematic disinfection in King Abdullah Park for vehicles entering the camp and communal WASH facilities. It will be scaled up in Za'atari, Azraq and EJC this week through the formation, training and equipment of refugee response teams.
- Outside of camps, WASH partners, such as Future Pioneers and RHAS, continue to disseminate messages using social media platforms focusing on preventative hygiene practices and targeted messages to women and caregivers in order to reduce burden and inequalities magnified during the pandemic.

Key Challenges

- Access permission remains a challenge, and the water consumption has increased across the Kingdom as a result of the curfew, with concerns over the implications on water safety in the most water-scarce areas.
- WASH partners are facing challenges in the timely procurement and delivery of key hygiene items due in part to the curfew but also global and local supply chain challenges with some key items.



EDUCATION

Key Activities

- The sector partners discussed with the MoE their technical support to the development and finalization of its contingency plan. Linked to the national Education Strategic Plan (ESP), the MoE contingency plan aims at addressing what needs to be done to ensure continuity of equitable learning, as well as scenarios on what needs to be done to reopen functional schools and ensure sustainable response.

- With UNICEF support, non-formal education facilitators supporting students of the Non-Formal Education (Dropout Programme) to continue their learning during school closures. The students are being reached through phone and social media (WhatsApp/Facebook).
- IFRC, WHO and UNICEF have supported the MoE and MoH to develop COVID-19 School Guidelines, which was approved on 31 March by the Government to be rolled out in MOE schools when schools re-open.
- Sector partners, such as (but not limited to) Relief International, World Vision, Luminus Technical University College and NRC, have been conducting rapid assessments to better understand the needs and gaps among students in accessing distance learning and the conditions in continuing education.
- UNHCR provided MoE with an on/offline open source Arabic education platform, Kolibri, targeting learners aged 13-17, and it is now aligned with MoE curriculum and is maintained in community centers. During the past week, around 520 learners accessed the platform through virtual classrooms in camp and urban with the support of refugee and Jordanian facilitators.
- Community-based education for children with disabilities is ongoing through hotlines. Partners ensured daily interaction by 17 teachers covering remotely 125 children with disabilities over the 8 governorates allowing communication with the parents to provide proper guidance and skills.



LIVELIHOODS

Key Activities

- Sector partners continue to engage with refugees to ensure that all relevant employment regulations are adhered to and to flag potential impacts within the sector.
- The sector will engage closely with the Basic Needs sector to help identify potential households for emergency cash assistance (subject to funding).
- The potential use of eWallets to help support access to cash will be explored. This could help support refugee who have income owed to them but who are not able to easily access ATMs.

Key Challenges

- All sector activities remain suspended. An initial assessment made by the Danish Refugee Council indicates a clear risk that refugee households will be unable to meet their basic needs unless alternative income streams are identified.



SHELTER

Key Activities

- Shelter interventions in host communities are being adjusted and include cash for rent support; the assistance is aligned with the CRTF standard package (Basic Needs).
- In Azraq camp a self-isolation site was established with 09 RHUs in three rubhalls being pitched and 20 shelter units constructed and availability of all basic services including electricity, WASH facilities and kitchen.
- Distribution plan in camps (Zaatari) can accommodate in-kind distribution from different partners through NRC; distribution support requests to be coordinated through camp management (UNHCR).
- Pilot shelter monitoring was initiated through phone communication targeting cases who missed distributions and being potentially out the camp due to curfew. The purpose of the exercise is to extend the possible supports to those families if required and to ensure that their shelters status.

Key Challenges

- With few permits issued the time to cover the distribution centers activities will be prolonged. Organizations offered to support each other where needed with staff.

III. Contacts and links

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- Jordan Refugee Response portal page at <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>