



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

A fast-track approval mechanism has been put in place by the Ministry of Planning and International Cooperation for activities and projects responding to COVID-19 under Health and Social Protection sectors and targeting less privileged Jordanians, workers in informal sector and Syrian refugees.

The Ministry of Health undertook 150 rapid tests of COVID-19 in Zaatari camp, and all results were 100% negative. 5 teams lead by MoH teams supported by UNHCR and IMC were on ground and covered the whole camp. Result were announced by the Minister of Health during his visit to the camp on 11 April. In Azraq camp, 70 individuals are currently in quarantine/isolation sites: 60 individuals in the Public area and 10 individuals at the isolation site (nearby the Camp Hospital).

In close coordination with SRAD and the Ramtha Department of Health, a King Abdullah Park (KAP) joint contingency plan has been developed by agencies operating in KAP. Measures have been and are being implemented, namely in health and WASH sectors, to prevent the spread of virus. Community mobilization activities have been increased with focus on health awareness and distance learning for school children.

With support of the Governor's office and the municipality authorities, refugees residing in locked down Idoon and remote Mogayer areas of Irbid governorate (currently in lockdown) without easy access to ATMs have received their monthly financial basic needs assistance through the Cash on Wheel ATM service of Cairo Amman Bank (CAB).

Emirates Red Crescent, (ERC) who jointly with SRAD manages Emirati Jordan camp (EJC), started the distribution of dates and UNICEF in coordination with ERC the distribution of soap bars in EJC. This camp is located in Azraq governorate falling under the overall coordination of the UNHCR Camp Manager for Azraq.

II. Sector Update



HEALTH

Key Activities

- IMC continues to operate vital life-saving health services in camps and urban. ER, Referral, Lab (8 hours only), and MH services (plus NCD medication distribution) ongoing.
- All IMC MH clinics across 11 governorates have partially opened and successfully dispensed essential psychotropic medications to pre-determined cases requiring psychotropic medications.
- Remote service delivery by IRC in Mafraq and Ramtha is underway to reach the NCD cohort of 1,600 patients. Total 496 patients were served last week delivering medication to them for two months.
- The Reproductive Health Sub-Working group has agreed to assess the feasibility to consider remote approaches for relevant SRH consultations, follow-up or screening, and to provide family planning consultations. UNFPA will be leading the implementation of this intervention to bridge the gap of SRH services in host communities and camps.
- UNFPA is collaborating with Plan International and Institute for Family Health conducting a rapid assessment of the impact of COVID on GBV/SRH among adolescent girls and young women in Jordan.

Key Challenges

- Urban refugees 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 urban refugee population to MOH, MoSD and the Prime Minister's office pending approval.



BASIC NEEDS

Key Activities

- The Basic Needs and Food Security COVID-19 Response Task Force (CRTF) approved a common emergency assistance package based on the Minimum Expenditure Basket.
- 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.
- A new module for coordination has been developed for the Refugee Assistance Information System (RAIS) to track all partners distributing emergency cash assistance funds in order to de-duplicate efforts and distribute funds as widely as possible.
- Distribution of cash assistance for core relief items (CRI) covering diapers, sanitary materials and gas begun in Zaatari camp.

Key Challenges

- Additional funding is required to respond to the needs of identified population at risk.



FOOD SECURITY

Key Activities

- WFP remote monitoring exercise completed last week to collect beneficiaries' feedback on; (i) reasons for not redeeming assistance; (ii) feedback on early reload; (iii) experience in redeeming cash assistance during curfew; (iv) effect of COVID-19 on access to food; and (v) confirmation that prevention measurement taken by WFP contracted shops are implemented. Phone surveys were administered to around 500 households across 12 governorates, 2 camps, included Syrians and other refugees. Findings will assist WFP and partners, ACTED, NRC and SAVE Jordan, in refining programme approaches during this crisis period.
- A designated area in Azraq camp was set up by UNHCR to facilitate self-isolation for refugees returning from communities who were on leave permits. Syrian refugees will stay for 14 days before entering the camp as a protective measure. WFP is providing meals and bread at the designated area to all arrivals (61 persons by 09 April).
- Data collection for the joint Rapid Needs Assessment completed this week through phones. The assessment is conducted jointly with WFP, UNHCR and UNICEF and will cover both Syrian and non-Syrian refugees as well as vulnerable Jordanians. Findings, which will be available mid-April, will inform UN operations on the ground, and provide a platform for joint advocacy and fund raising. The assessment is also expected to provide a better understating on the impact of COVID-19 on the lives of women and children.
- Interagency collaboration remains strong through regular meetings at field and country office levels. The FS sector is actively engaged with the Basic Needs WG to develop a joint response plan for COVID-19 to ensure vulnerable populations have access to needed assistance.



PROTECTION

Key Activities

- Partners' hotlines activities continue including remote PSS, Psychological First Aid, awareness-raising and training on protection and rights for front liners staff, hygiene messages as well as home-based recreation and wellbeing activities for families.
- Danish Refugee Council (DRC) Jordan conducted a Rapid Basic Needs Assessment on Syrians in March following the COVID-19 outbreak. The findings provide insights on the needs and priorities of some of the most vulnerable amongst the Syrian refugee community.
- CPIMS guidance note for remote implementation during COVID-19 response has been drafted and awaiting finalization by the members.
- A Child and Family Helpline under JRF (110) with support from the CP SWG has been launched to provide counselling, parenting support and identification and referral of child protection concerns of children.

- SGBV SWG members produced IEC materials to inform communities of existing support and hotlines. UNFPA produced a video targeting people with different kinds of disabilities. It includes simple illustrative pictures for people with mental disabilities, sign language for people with hearing disabilities and narration for people with visual impairments. The video can be accessed [here](#). Moreover, community volunteers are engaged to disseminate information on COVID-19 and services available through mobile phones.

Key Challenges

- Women reaching out to SGBV hotlines and helplines are asking support to meet basic needs for their families, such as food, rent, milk and diapers for children – this is their main concern over their own wellbeing, safety and security with abusive partners. The issue was highlighted by case manager who pointed out the need to strengthen knowledge and referrals to programs to address basic need.



Key Activities

- Distribution of hygiene items continued by sector partners in camps, such as Za'atari, Azraq and EJC.
- UNICEF increased water supply across all camps to support increased Infection Prevention and Control efforts, benefitting all 113,000 refugees and 15,000 residents at the Berm.
- UNICEF and UNHCR started systematic disinfection of all incoming vehicles in King Abdullah Park and Zaatar camps after providing training sessions to all parties involved.
- Key hygiene messages continue to reach people in urban and camps through social media platforms, including specific messages to women and caregivers to reduce burdens and inequities magnified during the pandemic.
- UNICEF is providing the Ministry of Water and Irrigation (MWI) with support for the immediate purchase of essential PPE to allow continued operations in water and wastewater facilities.
- In coordination with the Ministry of Social Development, UNICEF donated 100,000 bars of soap to Tkiyet Um Ali, which will benefit 25,000 vulnerable families, with distributions to commence next week.
- UNICEF is supporting MWI with critical water trucking support to provide water to households which are unable to source water from the network (additional 489 people reached in the past week) due to increased demand as a result of COVID-19.

Key Challenges

- 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.
- 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.



Key Activities

- Over 6,000 adolescent boys and girls are continuing accredited non-formal education through distance learning, with facilitators using WhatsApp to connect with students. Training on the use of distance learning methodologies, and quality assurance of online training materials, is being undertaken across partners in collaboration with the Ministry of Education.
- UNICEF is collaborating with Makani partners to bring a sense of normalcy for parents through dissemination of parenting messages for all parents, and simple activities/games for parents of children with 0 to 6 years of age shared 3 times a day via WhatsApp by the Makani facilitators.
- UNICEF has transitioned its technical and vocational curriculum to online modalities.
- Over 600 children with disabilities in the refugee camps have been receiving rehabilitation home visits and learning materials adapted to their individual learning needs. Training on the use of distance learning methodologies, and quality assurance of online training materials, is being undertaken across partners in collaboration with the MOE.
- The sector is currently in the process of mapping ongoing and planned educational assessments in order to strengthen the sector-level knowledge base and evidence-informed planning. The assessment by CARE reveals that 61 per cent of children in the surveyed households in urban areas face challenges in online education platforms due to technical and personal reasons. According to NRC, 72 per cent of youth under survey did not access the Darsak platform because of similar reasons.

- The Ministry of Higher Education and Scientific Research, the Accreditation and Quality Assurance Commission for Higher Education Institutions and major Jordanian universities launched the online ‘Teach yourself’ initiative, designed to enable university students to continue learning at home for the rest of the current semester. The initiative also prepares the stage for institutionalizing digital learning within a blended system of distant-digital learning mixed with in-class learning for future semesters.
- UNICEF has supported MOE in providing distance learning opportunities to children in close coordination with the sector partners and the Education Donor Group. The sector has strengthened COVID-19 response mechanisms, completing a Partner Mapping of support to government and children, and a Learning Resources Survey, highlighting available distance learning resources.



LIVELIHOODS

Key Activities

- Under Defense Order 6, the Government mandated new regulations for all workers subject to Labour Law within the private sector. These regulations apply to any refugee workers who meet the criteria. The Cash for Work Subgroup agreed across partner payment arrangements for all beneficiaries impacted by the COVID-19 situation until 16 April inclusive, helping to secure income for these vulnerable households.
- The sector is supporting those who used to work before COVID-19 crisis and are now facing challenges in collecting their wages or claiming their rights through counselling and legal advice based on Defense Order 6.
- In coordination with the BNWG, the sector also informed LH partners about the Central Bank of Jordan online mobile wallet self-registration, which is a catalyst for Mobile Money Transfers for unbanked population.
- Based on DRC and Care’s rapid basic needs assessments from March, the sector is focusing on supporting low-wage workers, small and medium enterprise, and the informal sector, which were hit the hardest. The sector is coordinating with the Basic Needs CRTF to inform LH partners on the one-time cash assistance, which would support families who used to earn their own income through formal or informal employment, according to the approved emergency assistance package, which is based on the Minimum Expenditure Basket.

Key Challenges

- Funding is crucially needed to support families through coordination with the CRTF.
- The COVID-19 crises threaten to push back the limited gains made on employment and women’s equal participation in the Labour force. Additional funding is required to maintain, if not rescue, all efforts spent before COVID-19.



SHELTER

Key Activities

- In Azraq camp, the self-isolation site was amended to 15 Refugee Housing Units (RHUs), five rubhalls and 25 shelter units incl. all basic services e.g. electricity, WASH facilities and kitchens. Medicine and hygiene kits are provided, a doctor visits regularly and a referral system through civil defence ambulance was established.
- In both Azraq and Za’atari, camp distribution centers can accommodate in-kind distribution from other sectors and partners. Currently, Zaatari has cash distributions (NRC, from 07/04 – 18/04).
- Provision hours of electricity remains extended and the electricity network maintained in camps by IBVs with remote support of UNHCR and contractors.

Key Challenges

- With the limited number of permits available for staff in camps, the capacity to deliver services in camp is lower (e.g. distribution) or will be delayed (e.g. maintenance of shelters).

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>