



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

There has not been any case of coronavirus amongst the refugee populations in the country to date.

UNHCR representative met with the Minister of Health, Dr. Saad Jaber, who was concerned about the plight of refugees and showed great empathy. The Minister advised that surveillance teams has been increased to perform active case finding and contact tracing across the kingdom. He was briefed on urban clinics run by Caritas and committed to look into movement permit.

In urban, there has been a gradual progress in health partners being able to provide services for refugees, and it is expected that these efforts will be enhanced. Advocacy for refugees with limited documents to access the government health services is ongoing.

A list with full details of 179 UN and NGO staff was submitted to MoFA. These staff were agreed by partners as critical staff to undertake the essential activities under Health, Basic Needs, Protection and WASH sectors.

On 15 April, a Royal Jordan TV team paid a mission to Azraq camp and documented the preparations/response against the spread of COVID-19. As part of the visit, the team visited the camp hospital and the isolation site. They were impressed by the facilities at the emergency room and the preparation at the Isolation site. Before their departure, the JRTV explicitly commended the huge efforts done for the prevention/response against COVID-19. This was culminated during the news-broadcasting stating "Azraq camp is coronavirus free".

II. Sector Update



HEALTH

Key Activities

- As per the direction of MoH, health staff from Irbid were allowed to reassume their work in Zaatari starting from Sunday 19 April. MoH will continue to monitor the situation.
- MOH is planning to open a field military hospital and 3 mobile hospitals with 14 bed capacity each and equipped with ventilators, respirators and oxygen near the camps; the time frame for the setup of the field military hospital was 3 weeks. The MOH field hospitals will support the camps population.
- Caritas received the movement permits for 14 pharmacists to open the urban clinics to dispatch NCD medications through the out contacted UPS.
- IRC and UNFPA are implementing remote counselling, screening and following-up for antenatal care, post-natal care, UTI management and family planning in Azraq camp.



BASIC NEEDS

Key Activities

- Basic Needs assistance for 32,923 families for April and May was uploaded on 6th April. A daily staggered list for release has been developed mapping the families' residence with the closest Cairo Amman Bank (CAB) ATM and ensuring that only a maximum of 50-60 individuals are mapped to a particular ATM. Based on this, the accounts are unfrozen on a daily basis and text messages are sent to the beneficiaries requesting them to access ATMs to withdraw their assistance. From 6th April, assistance for 25,585 has been released and about 21,000 families (82%) of the families have withdrawn the assistance.

- Ongoing coordination with Cairo Amman Bank ensures that mobile ATMs are approaching remote areas, where ATMs are otherwise not accessible to ensure that beneficiaries are able to withdraw their assistance.
- As of 15 April, the head of the “South Azraq Woman Association” CBO – in coordination with Azraq Sub-Governor - successfully arranged public transportation for the refugees residing in Azraq town to withdraw cash from ATMs in Zarqa city. The daily bus is escorted by Police. Due to social distancing measures it can take with 17 only less passengers. Each refugee therefore pays 5 JOD for the round trip instead of 2.8 JOD.
- Monitoring team was deployed to crowded ATMs to ensure social distancing, but also to brief those refugees who had not yet received a text messages confirming availability of their assistance that their cash assistance can only be withdrawn upon receipt of the sms confirmation of availability.
- Distribution activities were resumed in Zaatari camp after permits were obtained for NRC. The Q2 UNHCR distribution is taking place from 7-20 April covering the needs of cooking gas, baby diapers, and sanitary napkins.

Key Challenges

- A number of complaints and feedback has been received from PoCs claiming lack of action from UNHCR to provide cash assistance to respond to the current situation.
- Additional funding is required urgently to respond to the needs of identified population at risk.



FOOD SECURITY

Key Activities

- WFP has distributed May’s food assistance two weeks earlier, planned to start on 20 April in order to improve refugee access to food items in communities, while in camps, reload will start on the same day but staggered over an extended period to reduce the potential for over-crowding at the contracted shops.
- Sector partners are working on cash distribution via Partner/Money exchange office for around 1,000 Syrian refugee cases who are camp residents but are stuck in communities and therefore cannot access their assistance because it can be only redeemed at WFP’s shops in refugee camps via blockchain.
- A remote monitoring exercise was finalized for refugees receiving WFP’s food assistance in camps and communities. Findings highlighted the importance of the assistance as the main source of income for most refugee families during these difficult times. Most refugees (80%) found the early reload helpful and allowed them to stock-up on food in advance of the curfew.
- Data collection for the joint Rapid Needs Assessment was completed last week through phones. The assessment conducted jointly with WFP, UNHCR and UNICEF covers both Syrian and non-Syrian refugees as well as vulnerable Jordanians. A total of 1,124 respondents were interviewed. Of those, 80% of refugee respondents are General Food Assistance program’s beneficiaries.
- WFP conducted remote survey to hear from persons with disability and beneficiaries residing in remote areas and are facing limited accessibility to the shops or ATMs. WFP is working to expand redemption options for this vulnerable group; e.g. home delivery, mobile ATMs and extending cards to non-JAB ATMs.
- WFP, ACTED and SAVE are awaiting travel permits so that 500 e-cards can be distributed door to door. These are cards that were lost or stolen prior to the lockdown. A protocol has been developed to guide the house to house distributions in order to limit cross transfection of the COVID-19.



PROTECTION

Key Activities

- UNHCR, JOHUD and CARE in Azraq are in regular contact with refugees of different nationalities through bridges of communication and online magazine (<https://cscs.johud.org.jo>), which publishes awareness raising info. JOHUD started a radio program on 98.5FM of two-way communications with refugees. Dissemination of protection hotline in Mafraq and Zaatari as well as the application AMAALI through messages, SMS and using social media, has boosted reports on SGBV incidents.
- IFH is following up with survivors’ rehabilitation in Zataari and has a plan to access elderly for aid and support. HelpAge disseminated key awareness-raising messages about protecting elderly from COVID-19 and contacting those who used to access community centres to provide info and to examine their needs.

- IRC is conducting recreational activities remotely for the family members and continue SGBV case management over the phone. Skype video conference is arranged for male engagement group on gender roles, anger management, early marriage, supporting wives. 12 sessions are planned.
- The GBV IMS taskforce, led by UNFPA and UNHCR, conducted an analysis of preliminary trends of GBV during COVID-19 emergency. Preliminary data from the first two weeks of the lockdown point out an increased risk of GBV for women and girls in particular for domestic violence. Frequency and types of acts of violence are becoming life threatening for women living in confinement with their perpetrator. Moreover, women are facing specific obstacles in seeking help with a recorded drop of 68% of reported cases since the beginning of the lockdown. Full preliminary analysis is available in English and Arabic [here](#).
- IMC, JHAS, UNICEF and UN Women are filling the gaps caused by decrease in production by other camp partners to distribute 970 baby kits made by Syrian refugee women in UN Women Oases to the families of all newborns in Zaatari, Azraq and KAP camps during March and April who are in urgent need of assistance.
- MOSD and UN Women distributed cash assistance to 220 vulnerable Syrian and Jordanian women beneficiaries of Oasis Centers in remote communities in Zarqa, East Amman, Karak, Tafilah and Ma'an.

Key Challenges

- Women and girls lack access to reach out to seek help due to non-availability of access to phones and privacy.
- 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.
- GBV case management agencies and women organizations continue to operate remotely with no permit and authorization required to carry out lifesaving interventions.



WASH

Key Activities

- 300 people were supported with safe water supply through UNICEF's contractor in collaboration with the Ministry of Water and Irrigation.
- Distribution of family hygiene kits in vulnerable tented settlements was initiated. Through UNICEF and Future Pioneers, 4,777 people, 2,531 of whom are females, in 41 sites in Mafraq, Irbid, Madaba and Amman governorates were provided with essential family and cleaning items including menstrual napkins, critically needed in light of the country's lockdown. Access to safe water is also ensured.
- With the support of UNICEF, 7,500 face masks, 9,400 gloves, and 14,000 safety suits were purchased by the Ministry of Water and Irrigation (MWI) for front line workers in the sector to ensure safe and uninterrupted operations in water and wastewater facilities.
- WASH sector developed a COVID-19 Strategy and shared it with all stakeholders, setting a roadmap to provide guidance on sector coordination, prioritization and implementation of response activities.
- Message dissemination continued across various platforms in camps and host communities focusing on providing information for relevant distribution in targeted areas as well as continued risk communication messages emphasizing proper hygiene and social distancing behaviors.



EDUCATION

Key Activities

- The Ministry of Education (MoE) has formulated the Education Emergency Plan to ensure that all children continue learning during and after school closures. It is a guiding framework for the education sector in three phases: response; recovery; and sustainability phases. Technical discussions and prioritization with a wider range of technical agencies and education stakeholders will continue.
- The MoE announced the start of the first e-assessment tests for Jordanian and non-Jordanian students for Grades 4-12 (including Tawjihi students), which will start from 18 April 2020 through the Darsak platform (www.darsak.gov.jo).
- The Ministry of Higher Education (MOHE) announced Defense Order 7, highlighting that all activities of university students via e-education will be considered as being part of the accredited hours of universities. Distribution of marks within the e-education system has been standardized among universities to ensure fairness. Student evaluation and final exams for the second semester of 2019/2020 will be conducted at universities' campuses after schools reopen, where 50 per cent of the mark is counted from the final accumulative. Remaining marks will be distributed amongst tests, reports and assignments.

- The sector has been consolidating and triangulating the findings of educational needs assessments conducted by partners. The aim is to identify the most urgent education needs, vulnerabilities and challenges that need to be addressed urgently. This will further inform the sector advocacy, ESWG strategy and workplan for 2020.
- Over 600 children with disabilities in 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. With support from UNHCR and JOHUD, more than 120 children with mild disabilities received early intervention sessions online or by phone.
- More than 300 students accessed the UNHCR Kolibri platform for online learning support during this week. 70% in urban and 30% in camps. 65% male learners and 35% females. Focus on science, followed by English and math.
- Education team completed a mapping exercise for DAFI students' needs in line with e-learning educational approaches. The team reached out to all 429 students, and a need for devices and internet connectivity was identified for 217 students. Education team finalised a proposal for Dubai Cares including this request.



LIVELIHOODS

Key Activities

- Recent assessments highlight the very difficult economic situation that households find themselves in, with the majority facing loss of livelihoods and a complete depletion of any available savings.
- In Zataari camp, a modality enabling agencies to provide IBV incentives during the nation-wide lockdown has been finalized with relevant partners. NRC will distribute IBV incentives on behalf of agencies working in the camp will begin the last week of April.
- Reports of layoffs among camp refugees involved informal work (industrial workers). The received cases have been referred to relevant partners for legal counselling.
- The majority of Incentive-Based Volunteers are currently not reporting to their work. However, agencies to continue to accrue incentives for engaged IBV activities at the same rate and within the duration stated in their volunteering agreements. A small number of agencies have been able to pay the March incentives.

Key Challenges

- As the sector remains closed for interventions, many partners are looking to support households through temporary cash assistance organized under the basic needs emergency response. This assistance will support those hit hardest by COVID-19, in particular daily workers in the informal sector.
- In the medium term, additional funding will be required to maintain, if not rescue, previously planned programming to support Livelihoods before COVID-19.



SHELTER

Key activities

- Shelter interventions in host communities are being adjusted and include cash for rent support (for the time being mostly through Hawala e-wallet transfer modality); the assistance is aligned with the CRTF standard package (Basic Needs).

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>