



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

While no COVID-19 cases have been identified in camps to date, the GoJ adapted the same restriction of movement measures for the camp-residents as in cities. Strong and close coordination with SRAD continues to ensure the safety of refugees as well as keeping refugees informed on the latest updates.

In line with movement restrictions and prevention measures, camp authorities maintain their messaging that camp refugees who are currently outside the camps should remain at their current locations. These refugees will receive food assistance exceptionally outside the camp.

Azraq camp has received returning refugees. They must stay at the public/quarantine area for 14 days after temperature screening at the gate. Prior to exiting the isolation site, refugees sign the "letter of commitment" to stay "under self-isolation" in their shelters for another 14 days. 68 individuals are in quarantine area at the public site while 75 individuals have left the quarantine area for their respective shelters as of today. It is worth to mention that 143 individuals have stayed in for self-isolation so far.

The returnees include those who left the camps on leave permits and those who left without permits and were brought back by the authorities. Most are returning to re-join their families.

Only very few cases returned to Zaatari camp in the very initial phase of the COVID-19 emergency, and the current messaging to refugees to stay where they are proved effective.

The Ministry of Health has confirmed that vaccination activities in all camps resumed on 26 April.

II. Sector Update



HEALTH

Key Activities

- MSF received MoH approval for the inpatient medical treatment center in Zaatari and is now only awaiting the written approval from NCSCM to to set up the center targeting moderate and severe COVID-19 cases.
- IMC continues to operate life-saving health services in camps and urban. Emergency Referral, Laboratory (8 hours only), MH services (plus NCD medication distribution), and inpatient sexual and reproductive health services (in Irbid) ongoing.
- IRC continues to provide NCD medications to refugees in Mafraq and Ramtha through the remote services delivery module. So far, they have distributed NCD medications to 800 patients at their residence.
- Caritas have distributed NCD medications to 750 refugee patients in Amman, Zarqa and Irbid through the out contacted UPS (remote services delivery module).
- Health operational partners such as QRC and Islamic Relief Worldwide continue to provide hemodialysis sessions to urban refugee population in Amman, Irbid and Karak.
- As access to contraceptives is part of the MISP and needs to be maintained, alternatives to facility-based visits were considered through UNFPA support to JHAS clinic in Zaatari. Remote approaches (telephone, digital applications, SMS text messaging, voice calls, and interactive voice response) were initiated for relevant family planning consultations and delivering supplies to beneficiaries.
- As part of prevention measures, a quarantine/self-isolation site was established through interagency coordination with different partners including UNHCR, SRAD, UNICEF, WFP, NRC, IMC, CARE and WVI. The purpose of the self-isolation site is to accommodate refugees returning to Azraq Camp.



BASIC NEEDS

Key Activities

- 15 additional NNGOs and INGOs expressed their interest in assisting additional families and contribute to the COVID-19 emergency assistance program. These new partners were provided with training on RAIS as part of the COVID-19 emergency response and are now part of the COVID-19 Response Task Force (CRTF) participating in the coordinated cash assistance to the families identified in urgent need of lifesaving support.
- Out of 33,000 families identified for April and May assistance, 28,145 (86%) families have withdrawn their assistance as of 23 April.
- Caritas conducted a cash feasibility assessment in April interviewing 90 Jordanians and about 900 Syrians and non-Syrian refugees across 9 governorates. Key findings are as below:
 - 90% of the respondents (Jordanians and refugees) reported having no access to income since lockdown;
 - Rent, food, debt repayment, utilities and health services were reported as the main needs;
 - Cash through ATMs were reported as the most preferred option for receiving assistance.
- UNHCR has received USD 3.8 million towards COVID-19 response which will reach about 16,900 families (Syrians and non-Syrians) from the identified pool of 48,331 families under COVID-19 Emergency Response. The final list of beneficiaries is being developed. UNHCR will utilize ATMs and mobile wallets for transfers under the emergency assistance programme.

Key Challenges

- UNHCR and other humanitarian partners are seeing a growing number of people in dire need, and a much-increased number of complaints from refugees is being received claiming lack of the most urgent survival support.
- Limited funding has been identified for assisting the eligible population.



FOOD SECURITY

Key Activities

- WFP has distributed food assistance for May to almost 370,000 refugees in communities two weeks earlier than planned. The payments were made on the 20th of April in order to guarantee timely access to food commodities before the beginning of Ramadan. Similarly, WFP has planned for an early assistance for the refugees in camps. Through the blockchain technology, WFP has extended the reload schedule, thus reducing the number of refugees visiting the shops daily.
- Cash distributions will commence early May 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 camps via blockchain.
- The second round of remote monitoring exercise will be conducted in the upcoming week. Capturing refugees' feedback on: (i) May early reload prior to Ramadan; (ii) effect of COVID-19 on their access to food; and (iii) ensuring that WHO's safety measures are applied by WFP contracted shops. Almost 500 refugees will be contacted. Initial results will be available by 30 April.
- ACTED started the distribution of e-cards door to door replacing 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 virus.
- In collaboration with Jordan Ahli Bank, WFP has activated the use of a mobile ATM to assist refugees living in rural areas in Irbid and Mafraq facing difficulties in accessing the urban centers to withdraw the cash assistance provided by WFP. This service will continue as needed and be extended to cover additional areas across Jordan.
- WFP jointly with the World Bank and UNICEF continues the provision of technical assistance to the National Aid Fund (NAF) on its plans to provide emergency cash assistance to vulnerable Jordanians. In parallel, WFP and its contracted service provider have completed the virtual financial literacy information sessions for around 20,000 new households. Following the completion of the sessions, about 17,000 households were able to open an e-Wallet and received cash assistance.



PROTECTION

Key Activities

- Sector and sub-sector partners provide a total of 113 essential protection services, including mental health psychosocial support, SGBV, and child protection. Total 152,130 PoCs were reached by the sector.
- ARDD released a brief on the impact of COVID-19 on women's access to justice accessible [here](#).
- Along with increased domestic violence, GBV partners are highlighting the reported cases of attempted sexual exploitation by individuals who exploit the vulnerabilities and collect private information.
- UN Women completed the delivery of PPE to MOSD and CSOs partners, as well as 100 recovery bags to the Family Protection Department of the police with essential items for GBV survivors that police are providing with services. It also provided a Pocket Guide for the Public Security Directorate (PSD) on "How to Respond to Gender-Based Violence Incident Reports During COVID-19".

Key Challenges

- Increased obstacles in reaching women and girls residing in informal settlements or isolated farms in rural areas have been identified by GBV practitioners. They face additional challenges to seek help and support from SGBV service providers due to the restrictions on movements and difficulty to communicate by phone or internet because of poor communication networks or not being able to recharge their phones.
- According to ARDD study, women are currently unable to claim their rights that fall within the jurisdiction of the Personal Status Law. As such, women are currently facing delays in obtaining their financial rights in light of the suspension of proceedings in both the regular and Shari'a courts. These include aspects of expenses of all kinds, including the wife's expenses, children's expenses, and housing, as well as requests for the deferred dowry, compensation for arbitrary divorce, and even custody and viewing cases.
- While FPD records do not show an increase in domestic violence, and CPIMS data from March to April show a 62 per cent decrease in reported child protection cases compared to previous months. Reasons could be difficulty to report given the lock down, being confined in a small area, not having access to a separate phone, fear of being heard by the perpetrator, etc. However, anecdotal information show an increase in such cases.



WASH

Key Activities

- Distribution of soap bars in Za'atari Camp was completed over the past week with additional 10,358 soap bars handed out to 1,308 families. Hand sanitizer distribution to 120 families was completed successfully in KAP camp. 5,300 cleaning kits for distribution in Za'atari camp received in the warehouse for targeted distribution this week.
- In Azraq, KAP, EJC and Zaatari camps, trainings were provided for over 60 IBVs for the disinfection of incoming vehicles and WASH blocks (40 of which are disinfecting WASH blocks in Azraq in cooperation with UNHCR and CARE) ensuring infection control prevention measures are strictly implemented. In the past week, over 2,000 vehicles have been disinfected, and the disinfection at WASH blocks is ongoing. Salaries of all IBV are paid in due time.
- 8 communal WASH units and 6 single units were rehabilitated and repositioned for deployment in Zaatari camp in the case of infection spread; UNICEF also installed four WASH units and water supply in the new quarantine area for refugees returning from at-risk areas of the country.
- Distribution of family hygiene kits continued during the week reaching an additional 175 families in six informal settlements in Mafraq and North Valley governorates. The kits included various cleaning and personal hygiene items for the urgent use of 866 vulnerable people, 459 of whom are females.
- UNICEF continues its support to the Ministry of Water and Irrigation in provision of safe water with interrupted supply through water trucking reaching an additional 2,320 individuals in middle and northern governorates during the week. UNICEF is also initiating additional support to the Ministry in performing urgent maintenance repairs to the water network to ensure continuity of water supply to vulnerable communities through deploying quick response technical maintenance teams in key priority governorates.
- MOH-approved risk communication messages continue to reach targeted population through existing channels and platforms. UNICEF is discussing new message dissemination modalities with partners capitalizing on previous community networks and representatives as more focused messages will be released accommodating Ramadan rituals and working hours.



EDUCATION

Key Activities

- In the south region of Jordan, vocational training institutes started implementing distance learning platforms for the local labour market and for specific vocational domains. The institutes took their first training steps towards different vocational courses and fields for trainees, such as general electricity, vehicle electricity, vehicle mechanics, data entry processing, men's grooming, electronics and cell phone devices maintenance, as well as other professions for females.
- The Ministry of Labour decided to resume Khedmit-Watan for TVET programmes, with the development of necessary tools for the trainees before starting distance training.
- Free online courses on e-learning was launched for university professors with support from UNHCR and George Town University. The team shared a brief update with sector members, Ministry of Higher Education (MoHE) as well as public and private university professors. Another training was offered by Director Center for Learning in Practice addressing higher education teaching and learning needs using technology.
- UNICEF and Generation for Peace have produced videos on the topic of civic and social skills. These videos support the continuation of Nashatati, a co-curricular programme that aims to develop life skills, improve social cohesion and psycho-social wellbeing of children and youth. Videos are being shared with 42 MoE field coordinators and 3,000 teachers. Following each video, reflection questions will be discussed by students and teachers over WhatsApp groups.
- UNICEF with support of volunteers has been building a database of all students enrolled in formal and non-formal education with the view to support the provision of data and learning packages. This will greatly improve the ability to support education during and after the crisis.
- Refugees in camps have been concerned about the Ministry of Education's Darsak test and upcoming exams due to multiple access concerns. UNICEF has been proactive in communicating through WhatsApp and mass SMS to lessen the concerns by clarifying that students who cannot access will not be negatively impacted.
- In Zaataari camp, students in grades 1-6 will receive this week a learning package made of a combination of workbooks and stationery. Some robotic and innovation kits were delivered to young people to pursue their training with Shamal Start. In KAP, UNICEF delivered 80 tablets loaded with educational materials and is awaiting for approval from the authorities for distribution to all students enrolled in formal schools.



LIVELIHOODS

Key Activities

- Defense Order No. 9 was announced by the Government last week, which included two support programs (Tadamon and Mosaned) for not-working employees, employers, and daily wage workers, to be administered by the Social Security Corporation. The Mosaned Program extends support to non-Jordanians including refugees. The Sector focused on an overview of both programs and determining ways forward to ensure accurate counselling\support for beneficiaries.
- Given the current and expected socioeconomic impact of COVID-19, the planned sector activities are being reviewed and reprioritized. Recent assessments have indicated that the majority of beneficiaries who had access to employment before the crisis have seen a negative impact on their employment due to the curfew.
- Despite the current uncertainty and limitations, refugees are being informed and selected, where possible, for potential post COVID-19 interventions and training opportunities.
- Partners who are able to re-programme activities to include cash assistance and in-kind distributions are being asked to coordinate through relevant mechanisms, including those of the Government, to ensure that beneficiaries are identified and to help maintain alignment across support for social cohesion.

Key Challenges

- The immediate economic situation for beneficiaries continues to worsen with most recent surveys highlighting the almost complete cessation of economic opportunities in country and the limited cash resources available to those households. Concerns around meeting basic needs continue to grow.



Key Activities

- Additional T-shelters and Refugee Housing Units erected in isolation area in Azraq.
- Emergency shelter repairs are ongoing for very urgent cases.

III. Contacts and links

For more information, please contact:

- Susanne Butscher, Senior Inter-Agency Coordinator: butscher@unhcr.org +962(0)79 110 9745
Changki Byun, Inter-Agency Coordination Officer: byunc@unhcr.org +962(0)79 003 9469
- Jordan Refugee Response portal page at <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>