



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

On 11 May, random COVID-19 tests were conducted in Azraq camp where two MoH teams successfully collected 225 random samples from all over the camp including the basecamp, public area, SRAD compound, malls, clinics/hospital and all the villages. Likewise, MoH conducted random tests in EJC whereby 99 random samples were collected. The results are expected shortly.

The two rounds of random tests conducted in Zaatari with 150 the first time and 112 the second time were all negative. There are no positive cases to date in the camps.

UNHCR continued to monitor the situation in Mafraq urban area after the confirmed cases. Driven by their worry that the isolation of the areas would be long and that they might run out of money, some refugees were able to prepare themselves for the lockdown. Refugees in the areas confirmed that they were included in the messaging and sample taking. In Zaatari camp, all organizations as per MoH guidance to enhance the safety of the camp were advised to verify their staff from areas where COVID-19 cases were confirmed.

With the support of Um Jamal municipality, all public areas in Zaatari camp were disinfected.

The Inter-Agency Community-Based Complaint Referral Mechanism (CBCRM) was developed by PSEA Network and the PSEA Task Force on Protection from Sexual Exploitation and Abuse by Humanitarian Personnel (PSEA Network). In 2020, the PSEA network co-chaired by UNHCR and INTERSOS led the development of the strategy and CBCRM with a view to strengthening its compliance with a survivor-centred approach as well as global good practices on PSEA. A task force to review the CBCRM was created and included UNICEF, OCHA, UNFPA, UN Women, Collateral Repair Project (CRP), UNHCR and INTERSOS. The final CBCRM was consolidated on 12 May 2020 and will be signed next week by RC, UNHCR Representative and all PSEA members heads of agencies and organizations members of the PSEA Network.

II. Sector Update



HEALTH

Key Activities

- Caritas have prepared to date 4,615 NCD prescriptions to be delivered through UPS to refugees residing in urban communities. UPS has already distributed NCD medications to 3,932 refugee patients in Amman, Zarqa, Irbid and the south through the remote services delivery module. Caritas have started to offer online counseling to NCD patients.
- IMC continues to provide inpatient sexual and reproductive health services such as normal vaginal delivery caesarean sections and neonatal care in Irbid governorate.
- All IMC MH clinics across 11 governorates have partially opened and successfully dispensed essential psychotropic medications to pre-determined cases requiring such medication urgently.
- The construction of the MSF in-patient treatment center for COVID-19 in Zaatari camp is ongoing and progressing well.

Key Challenges

- Outreach activities to reach urban refugee population still remains a challenge due to lockdown and ongoing restricted movement.



BASIC NEEDS

Key Activities

- IRC has booked 254 families for May assistance and plans to serve a total of around 310 cases.
- IRC received MoPIC approval for one of the assistance projects and was requested to coordinate and cross check lists of Jordanian beneficiaries with MoSD.
- On 13 May, DRC and CARE (through NRC) started cash distribution of 10 JoD/person for all female headed households across all villages in Azraq camp . A total of 1565 families with 6459 individuals benefitted from the assistance. Moreover, CARE started distribution of food packages (door to door) to all FHHs in village 5 and to the public area residents.
- UNHCR has started the assistance for COVID -19 emergency response for 17,000 families, which have been identified as being in need of emergency cash assistance. The payment will be released in three lots to reduce overcrowding at ATMs. As of 17 May 2020, assistance to 14,941 cases has been released and 5,051 cases (34%) have already successfully withdrawn the emergency cash support.

Key Challenges

- Funding for meeting the needs of the PoCs under COVID-19 emergency response remains an on-going challenge.



FOOD SECURITY

Key Activities

- Similarly to April and May monthly cash payments, WFP is planning to reload June cash-based transfer (CBT) assistance for refugees in camps and communities earlier than originally planned, with a staggered approach in camps to limit overcrowding at contracted shops.
- WFP and the Norwegian Refugees Council has started the one-off cash distribution via Money exchange company for around 1,000 Syrian refugees cases who are camp residents and are stuck in the community.
- Delivery is on-going on door-to-door e-Cards distribution by cooperating partners. As of today, cards are distributed to approximately 500 refugees who either lost, damaged or swallowed their e-Cards. Distribution has been severely hampered by a lack of travel permits. A distribution protocol developed by WFP has been shared with CPs to guide the house to house distributions in order to limit cross transfection of the COVID-19 virus.
- Monitoring data gathered from almost 500 households between 26-29 April revealed that the early reload of May assistance was welcomed. 99% noted that the early reload allowed them to stock-up on food for Ramadan and 14% noted that the early reload supplemented lost household income. While across both Azraq and Zaatari camps price of vegetables and staple commodities largely remained stable; for refugee households in the community the most urgent self-identified need for households in communities was rent.
- WFP complaint and feedback mechanism (CFM) continues to operate on average, the WFP call-centre receives around 2,400 calls per week whereas the NRC helpdesks in camps receive around 200 inquiries per week.



PROTECTION

- UNHCR launched a Women's Empowerment Network to refer refugees with protection related issues to the Protection Units in Zaatari and in Mafraq. TORs have been developed and a number of protection related trainings have been offered to the Women Empowerment Group in Zaatari including on CPSPGBV and PSEA. The same will be replicated in Mafraq. These interventions aim to strengthen community engagement in protection for those in need, in the absence of number of protection agencies on the ground.
- Close collaboration with FPD continues, with FPD providing support to Protection partners with regard to urgent CP and SGBV cases in Zaatari Camp and Mafraq urban.

- NRC has adjusted normal cash for work program and now providing cash transfers in partnership with GIZ to both Syrian and Jordanian vulnerable households to compensate for lost income during the curfew. Expect to reach 1000 HH's by end June. In addition to cash transfers, households will also receive hygiene kits or cash equivalent.
- NRC has restarted rental payments for beneficiaries.
- NRC's agriculture program is continuing to support beneficiaries in Mafraq to grow lettuce and cucumbers in greenhouses, as well as to sell the products in the market.
- ICLA continues to provide legal counselling emergency referral for protection cases, follow up and counselling and WhatsApp information messaging to its beneficiaries.
- To date an estimated 60% of community centres, safe spaces offering Gender Based Violence services have re-opened across the country limiting services to one to case management and scaling up prevention measures against COVID 19. Because of recent events centres remain close in Mafraq area. Remote support remains available in all locations.
- The SGBV WG has launched an Arabic version of the guidance note for SGBV service provision in Jordan during COVID 19 available on the portal <https://data2.unhcr.org/en/documents/details/76285>. The guidance note It starts by providing a background on the COVID and GBV epidemic in the country, then reflects on COVID impact on GBV risks and service provisions; section three looks at the post lockdown stage, and then recommendations and messages to be disseminated. The paper offers examples that showcase the work of GBV actors in Jordan during this crisis.
- UNFPA and UNICEF in collaboration with key national partners as Ministry of Health, NCFA and RHAS in the context of the national information campaign "Ila Covid" released messages on domestic violence risks during lockdown and numbers available to seek help across different social media platforms

Key Challenges

- Options for women to seek help remains limited to hotlines and gradually with the re-opening in certain locations in person case management is returning slowly to be an option. Notably in person SGBV case management and legal counselling is limited in Azraq camp where only UNHCR is providing in person GBV services and NGOs have not resumed yet in person services pending permits for staff.
- GBV case managers are facing particular challenges in dealing with the pressure of COVID and family responsibilities during the lockdown and providing care for survivors. They are reporting Frustration given the inability to provide the usual set of lifesaving care and support to gender-based violence (GBV) survivors due to stay-at-home lockdown orders and Feeling powerless in referring GBV survivors to appropriate services due to unavailability of cash opportunities including cash for rent and livelihood opportunities.
- Despite increased SGBV and CP reporting, both continue to be underreported when compared to non-quarantine times.
- The recent positive cases in Mafraq in addition to Zaatari Camp remaining closed has caused some Protection partners to postpone their gradual resumption of work in the Mafraq governorate.
- Refugees in Mafraq urban area report not being able to provide for their families and such reports are higher within the non-Syrian refugees.
- The extended closure of Zaatari Camp is causing financial stress on most families who rely on at least one family member leaving the camp to work in Mafraq-area farms or other industries. This, in turn, is having additional repercussions within families: emotional stress, verbal altercations, etc.



Key Activities

- In the past week, UNICEF has completed a cleaning kit distribution in KAP camp; a total of 120 cleaning kits have been distributed to 600 individuals; War Child has further distributed 120 hygiene kits in KAP camp to 600 individuals.
- UNICEF has further distributed 1150 kits to 6502 individuals in Emarati- Jordanian Camp; War Child has also distributed 1150 hygiene kits in EJC to 6502 individuals.
- In Zaatari camp, UNICEF has completed the third round of complementary soap distribution for May with 7266 bars distributed to approximately 15340 individuals (2789 families) – this completes the blanket soap distribution in the camp, covering the entirety of the camp population.
- Due to a rise in temperatures and Eid preparations, water demand has increased in Zaatari camp; UNICEF has increased the scheduled pumping quantities to meet these needs (by between 50-80m3 per district per day);

- In Zaatari Camp, UNICEF has continued supplying water to institutions and health facilities by water trucking.
- OXFAM have submitted a plan for the piloting of a programme for the safe disposal of used PPEs in key hotspots throughout Zaatari camp; the pilot will start next week in parts of the market area, and will last for one week only; OXFAM will be testing the efficiency of the pilot and conduct any needed corrections when applying it on a larger scale.
- NRC has finalized the distribution of 36,700 hygiene/cleaning kits (one kit per individual) in Azraq camp and is in the process of distribution of 72,000 hygiene/cleaning kits for Zaatari camp.
- Vehicle disinfections at the Azraq, KAP and Zaatari main entrances are ongoing with the support of 62 IBVs.
- Information dissemination through 2,187 IBVs supported by UNICEF's partners in camps; ACF, ACTED and OXFAM has continued, where approved UNICEF, MoE and WHO messaging is being disseminated through 698 lead mothers, and 1,489 community representatives and leaders in Azraq and Zaatari Camps.
- Information dissemination through 25 IBVs at tap stands, 16 of which are females, in Rukban settlement has continued, information is being shared regarding water collection, transporting and storing and also on best hygiene practices for personal hygiene and handwashing.

EDUCATION

Key Activities

- **Joint Framework on School Reopening:** The framework builds on the following elements to be in place to support safe re-opening of schools: safe operations; learning; including the most marginalized; and wellbeing and protection. In this context, UNESCO, UNHCR, UNICEF, UNRWA, the World Bank and WFP have joined forces at a regional level to provide comprehensive support to education systems in MENA countries including Jordan.
- Syrian refugee children enrolled in double shift schools in host community and in camp schools are currently sitting examinations from Grade 4 to 11. As is usually the case, these examinations are being set at the school level, but shared through WhatsApp or Google forms. The UN rapid needs assessment published in early May found that 23 per cent of vulnerable households do not have internet connected devices, and far more children will lack the support needed to be able to effectively engage with distance learning. This means that many children are struggling to participate in the assessments. The MOE has stated that children that are unable to participate in the end of year assessments will not be negatively impacted in terms of their academic progression. For Jordanian children, this assessment will take place a month later and will be through Darsak Platform, as their semester runs later as a result of the teacher strikes at the start of 2019/20 school year. All children will need support for their learning recovery over the summer and as they progress to the next academic year.
- To support continued learning for children with disabilities, UNICEF and partner have supported the development and distribution of learning materials that include mathematics, Arabic, perceptual skills and support individual education plans for 570 children with disabilities (52 per cent female) in the host community.
- Working with mobile providers this week, UNICEF began providing 10GB of free data access to promote home learning and access to learning platforms for children in camps. To date, 8,100 families have been provided this data out of the 10,000 families and all school age children(30,738; 49 per cent female) enrolled in formal and non-formal education from Grade 1 to 12. UNICEF is working to reach the remaining 1,500 families who have not activated the data this week (owing to incorrect phone number or no response from the line owner). Also, all camp MOE school teachers and supervisors have been provided the 10GB of data access too, in order for teachers and supervisors to continue supporting students through WhatsApp and Facebook groups. To support those without internet access, UNICEF has continued to support the delivery of learning materials that include Arabic and mathematics to children in camp settings and 585 vulnerable families in informal tented settlements. There was no Arabic and maths workbooks for ITS but stationary and an activity package made for communities with low school enrolment.
- UNESCO and UNHCR conducted a consultation with the MOE/HE to discuss the higher education response plan and key priorities. The MOE/HE plan focuses on three components: preparation, response and recovery/sustainability. Among the priorities of the MOE/HE are the institutionalization of distance learning; the establishment of distance learning platform (such as Darsak for MOE); the capacity development for teachers; the design of e-learning content; and equipment. Follow-up consultations will be held to further identify possible areas of support.

- The MOHE has launched a website (<http://rceapp.mohe.gov.jo>) to help those students wishing to submit an application electronically for recognition and equivalence of their certificates issued by non-Jordanian higher education institutions without the need to approach the Ministry.
- Refugee and Jordanian learners who access the UNHCR and partners Kolibri online/offline educational platform during the reporting period (week of 10 May) is 509, out of which 185 learners in urban and 324 in camps (215 in Zaatari and 109 in Azraq).
- The ESWG has established an online matrix in order to collect the sector-level programme update from NGOs/UN on a weekly basis. The information collected will be compiled and integrated into the education sector input to the ISWG weekly sitreps.



LIVELIHOODS

Key Activities

- Jordan has included refugees in some of COVID-19 socio-economic recovery plans. The Livelihoods sector directs discussions towards the fact that restoring refugees' livelihoods requires a more refugee-inclusive employment strategies, extension of grants to businesses, the provision of cash transfers, short-term jobs, as well as advocacy for policies that seek to advance their inclusion in the labour market. Such approach requires timely and flexible support from government and private sector in both the immediate response and over the longer term. The Livelihoods sector has a real sense of optimism driven by openness of the government, young skilled population, and by diverse stakeholders' presence in Jordan.
- Refugees who are trying to make ends meet could have a meaningful participation in supporting the economy when they are able to resume work but might not be able to comply with back-to-work measures announced by the Government. Partners in the Livelihoods sector are encouraged to provide support under this regard.

Key Challenges

- Across Jordan, UNHCR has received over 388,652 calls from refugees during the lockdown measures in March up until 13 April. The majority asked for urgent financial assistance to cover their daily existential needs, and more than 35,000 calls were related to livelihoods and protection. Refugees now have limited access to basic needs, faced with dire circumstances, and increasingly resorting to negative coping mechanisms that put them at further risk in terms of slipping into abject poverty.



SHELTER

Key Activities

- Shelter maintenance under UNHCR referral ongoing but limited due to the number of permits; distribution centers executing all distributions in both camps on behalf of UNHCR and other partners operating in the camp.

Key Challenges

- Main activities in urban remain on hold due to the lack of permits and access to the field. Cash for rent payments are ongoing, and teams are following up with landlords and beneficiaries to ensure that no beneficiary faces threat of eviction due to delayed payments.

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
- [COVID-19 Refugee Response Portal](#)
- [Needs Assessment Registry Portal](#)
- [3RP COVID-19 Response](#)
- [2020-2021 3RP Regional Strategic Overview](#)