



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

In its ongoing efforts and the immediate response to the new locally transmitted coronavirus cases, MoH has increased its active surveillance capacity across the Kingdom. This includes refugee camps as well as areas hosting urban and other out-of-camps refugees.

Authorities have approved the upscaling of activities in camps up to 75%, which more than doubles the earlier 30% maximum and will benefit service delivery and refugees much. Strict precaution measures are expected to be adhered to during implementation.

More refugees are moving back to the camps. Za'atari, which had reported very low return to camp numbers, initially observed lately an average of 100 per day when such movements were authorized. In Azraq, no increase has been recorded, but refugees have been returning since the onset of the pandemic.

The issuance of leave permits, which was also interrupted due to movement restrictions, is picking up. In Azraq, a total of 657 leave permits have been issued and 254 in Za'atari since the authorities restarted their issuance.

II. Sector Update



HEALTH

Key Activities:

- In Azraq Camp, IMC has deployed one staff for temperature screening at the visitor's gate for refugees to proceed to their home in the camp upon return.
- Phase two of the corona treatment center construction in Azraq camp is in progress, with a target capacity of 50 beds in total; the current capacity of the center is 15 beds.
- Cash for essential health services actors ramped up their referral capacities reaching 1000+ cases totalling an amount above \$ 370,000. UNHCR expanded its coordination and referrals to Vento De Terra and Medair (reproductive health and emergency lifesaving cases through Cash for Health) to include the four governorates (Madaba, Balqa, Jerash and Ajloun) in addition to Amman, Zarqa, Mafraq and Irbid.
- In both camps (Za'atari and Azraq), the average consultation rate for Mental Health (MHPSS) is still 21% higher than prior to the COVID-19 emergency. UNHCR and partners increased their capacity to respond to the demand and needs of refugees. Many reported MHPSS cases fall in the category "moderate to severe emotional depression symptoms". This indicates increasing demands and needs to respond to the pandemic's stressors and implications.
- A total of 365 selective/random RT-PCR tests were conducted in Za'atari camp in July:
 - A total of 340 selective/random PCR tests were conducted by Za'atari PCR- test support team at MFH and IMC.
 - A total of 25 random tests were conducted by MoH's team with support by IMC for NGOs staff; all tests were negative.



BASIC NEEDS

Key Activities:

- UNHCR has received an additional funding of \$7.5 million for COVID-19 emergency assistance, which will be used to support approximately 34,000 Syrian families and 3,500 Non-Syrian families identified by the COVID 19 Emergency Response Task Force's (CRTF) criteria.
- For the month of August, 6 organizations have booked a total of 1,933 cases for COVID assistance of which 90 cases have already been assisted. The details are available on the [COVID-19 Emergency Cash Coordination Dashboard](#).
- In Azraq Camp, CARE distributed cash assistance to the whole population (5 JOD per person).



FOOD SECURITY

- WFP has transferred its monthly cash assistance (August) of USD 13.9million to 114,682 refugees cases (494,529 individuals) living in Communities and Camps.
- As part of COVID-19 response, WFP has started the provision of cash assistance to 4,921 newly included cases (13,789 Individuals), representing 60% of the total target COVID-19 expanded caseload. The remaining 3,279 Cases (of whom 1,500 are Non-Syrian Refugees) will be receiving the e-Cards in August and will receive cash assistance as soon as the distribution process is completed.
- The refugees receiving WFP's cash assistance and living in the community/outside of Camps continue to access a network of almost 800 ATMs, including: Jordan Ahli Bank, Housing Bank, Jordan Islamic Bank, Jordan Kuwait Bank, Bank of Jordan and others.
- With a plan to commence financial literacy for beneficiary households, a request for proposals has been launched and the application deadline is on 13 August.



PROTECTION

Key Activities:

- The SGBV working group conducted a mid-year revision of workplan to adjust to changes due to the emergency. For priority areas, the WG will continue to invest in safe referrals from other frontline workers, upgrading the Amaali app and adapting the capacity building plan to improve preparedness.
- The National Council for Family Affairs, in coordination with UNFPA, UNCHR and UNICEF, resumed the coordination work of the national taskforce for the implementation and monitoring of the National Action Plan Against Child Marriage. Although registered child marriages during the COVID-19 curfew decreased, the committee is monitoring the risks of increasing negative coping mechanisms of families.
- JRF resumes all intervention and prevention activities at the two centres (Amman and Aqaba), and partnering CBOs in various governorates. Activities and services include: one to one case management and counselling, parenting training, self-defence and expressive art. JRF continues to conduct specialized training. In coordination with GBV SWG, the GBV curriculum is being finalized.
- Medair will support a group of vulnerable households with cash assistance to cover urgent expenses, such as rent and food, in the coming months. The provision of cash for basic needs will be accompanied by case management, in which a team of case workers will implement a tailored action plan for each family according to their specific vulnerabilities. Targeted households will have different and complex vulnerabilities and will require comprehensive interventions and personalized support for a minimum of 6 months. By closely managing each case, Medair aims to impact the lives of these families beyond the immediate impact of cash assistance, for example, improving families' access to shelter, livelihoods, education, healthcare and psychosocial support, as well as helping them addressing needs that require legal action. The project is specific to Amman governorate, and includes Jordanian and all-nationality asylum-seekers.

- HelpAge International is finalizing the 3-months emergency response program, approved by OCHA. The program's overall objective was to protect, assist, and advocate for older men and women with and without disabilities, both from the refugee and host community population during the COVID-19 crisis to reach a total of 2,600 older men and women; cash assistance was provided to the most vulnerable 400 men and women, in coordination with the Basic Needs sector, in addition to distributing 2,200 hygiene kits as recommended by WASH sector. Moreover, remote protection messaging was completed whereby elderly were contacted on a weekly basis to enhance their support system ensuring that they have someone to talk to so as to avoid harm and isolation and to provide them with accurate messaging related to COVID-19 prevention measures, emergency phone numbers and other critical information.
- HI (Humanity and Inclusion) continues its activities with all protective measures: 1- identification of persons / beneficiaries 2- referral to rehabilitation services 3 - follow up with beneficiaries. HI will distribute infection prevention control (IPC) kits and continues to distribute P&O (prostheses and orthoses) for all ages and hearing and visual aids for children under 6 years. In addition, a Self-Help Group was conducted in Mafraq.

Challenges:

- The main challenge for the provision of life saving GBV services remains delay in MOPIC approvals of GBV projects, especially those run by women organizations.



Key Activities:

- Given the high temperatures and COVID-19 response, UNICEF has continued providing safe drinking water to meet higher demand in Azraq, KAP, Za'atari, and Rukban camps. On average, UNICEF has continued to supply over 55 litres per person per day,
- UNICEF, in coordination with IBVs, continues disinfecting all vehicles entering Azraq, KAP and Za'atari camps. Over the past two weeks, over 4,480 vehicles have been disinfected.
- In Za'atari Camp, UNICEF has completed the installation of WASH facilities in the transit area in the camp which consist of 8 WASH blocks, separated by gender and disability accessibly at the transit area, 2 single units in reception areas, as well as 8 water tanks (each tank has a 2m³ capacity). All WASH blocks are connected to the wastewater network.
- In the past two weeks, UNICEF, in cooperation with ACTED and OXFAM, conducted several community mobilization activities. An Environmental Club facilitator refresher training was conducted to prepare for the resumption of Environmental Club activities and enhance health and hygiene practices in institutions (Makani Centers and schools) in Za'atari camp, which is to take place in the coming weeks; a total of 6 (M: 3; W: 3) individuals attended the training.
- In Azraq Camp:
 - NHF distributed baby and adult and sanitary pads.
 - ACF distributed a total of 10,593 ACF hygiene kit and 2,035 SIDA cleaning kits to 6,088 families/32,409 individuals.
 - All distributing agencies distributed gloves and face masks to all refugees approaching the distribution centres as precaution measures to reduce the spread of COVID-19 infection.
- UNICEF has completed the distribution of 112 cleaning kits in KAP Camp to 600 individuals (B: 172; G: 163; M: 130; W: 135).
- In Rukban, Better World and UNICEF conducted focus group discussions (FGDs) at Tadmur and Zanoubia area schools regarding hand washing, best personal hygiene practices and Hepatitis awareness to mitigate the risk of the spread of COVID-19. Additionally, a solid waste management campaign was completed in Rukban benefitting all 12,000 residents, where collected waste was transferred to a nearby landfill. Lastly, UNICEF, in coordination with GAMA, has completed rehabilitation works for electrical panels at the borehole and one of the pumping stations.

- Risk Communication and Community Engagement (RCCE) continued in cooperation with ACF, ACTED, FP, LWF and OXFAM, with approved messaging being disseminated through over 195 WhatsApp groups to 6,328 individuals to camp populations and host communities, of which at least 1,625 were female. Due to an ongoing heatwave over the past few weeks, messaging focused on water conservation, information regarding COVID-19 awareness and prevention also continued to be disseminated.
- In the past two weeks, ACTED has supported 1,920 individuals in 269 vulnerable households in Mafraq (Informal Tented Settlements), with the installation of drinking water tanks and sanitation units (B: 488; G: 504; M: 402; W: 426).
- During 13-16 July, Terre des Hommes Lausanne distributed 1,150 hygiene and sanitation kits in EJC (which included both cleaning and hygiene items) to 6,496 individuals (B: 1,494; G: 1,364; M: 1,949; W: 1,689).



EDUCATION

Key Activities:

- Several NGOs, including Nour Al Hussein Foundation, Un Ponte Per, World Vision International and Norwegian Refugee Council have continued providing technical support and training to Syrian and Jordanian teachers and education personnel for online teaching and learning, psychosocial support, inclusiveness, and social-emotional learning; over 700 teachers and education personnel have been trained across governorates, including Zarqa, Mafraq and Irbid.
- UNICEF completed outreach training for 117 Syrian Assistant Teachers in refugee camps (90 in Za'atari and 27 in Azraq), which covered children's health and safety in returning to school, how parents can support their children's learning and mental health. It also provides participants with guidance on registration in formal and non-formal education. These Syrian Assistant Teachers began home visits to refugee families in camps with at-risk children in order to identify barriers to enrolment and inform children and families of available support.
- As part of Safely Back to School campaign, 21 volunteers were recruited and trained on conducting phone calls to collect data on children who are at risk of dropping out. It is expected that these volunteers will administer more than 9,000 children within the survey. The data collected will help inform the planning for future household visits.
- Around 50 education facilitators in Za'atari, Azraq, and EJC camps were trained on delivery of a remote school readiness program, aligned to the MOE curriculum. 950 parents and caregivers were mobilised in preparation of the implementation of the programme to prepare for around 1,300 children to enter primary school this year.
- UNICEF is working with DOEs to plan for the universalisation of KG2 in Za'atari, Azraq and EJC camps in the new school year 2020/2021. The plan includes the effort to increase the number of teachers and principals for KG2 services, some infrastructure work to increase capacity, as well as the implementation of a double-shifted methodology (new in the camps), to accommodate an increase in the KG2 population for school year 2020/2021 for up to 4,900 children. It is also worth mentioning that EJC camp has not had KG2 services until now. The plan counts on the provision of KGs services by NGOs in Azraq refugee camp.
- UNHCR and its partners continue supporting refugee children to have access to virtual learning classes in the Kolibri platform. A total of 509 learners (55% female) have accessed the Kolibri platform (327 from Za'atari camp (through Blumont), 44 from Azraq camp (through CARE), and 138 in urban areas (through JOHUD).
- MOHE and HCD have announced the arrangements for admission of students with disabilities to the Bachelors programme and the bridging level programme in the next academic year. This helps students with disabilities to enrol and benefit from the regular programme in Jordanian public universities and supports students wanting to bridge public and private universities. The detailed information is available at: <http://www.admhec.gov.jo/BasicAnnouncement11.aspx> Admission requires the medical reports regarding visual impairment, hearing impairment, physical impairment, short stature, and psychiatric disability.



LIVELIHOODS

Key Activities:

- The Livelihoods Working Group partners continue to coordinate efforts to support the government-led response to the Syrian crisis and defining how to best support livelihoods of refugees affected massively during the COVID-19 crisis. The crisis is still having a multidimensional effect on refugees' lives, especially on those whose jobs and income were affected due to interruptions in markets during COVID-19.
- Livelihood Sector Partners have resumed activity implementation, with some changes to programming that reflect the impact of COVID. There is a strong focus on supporting access to formal employment as well as enabling self-employed refugees and small businesses to build resilience by developing their ability to survive additional crisis, which will help to ensure sustainability in the long run. Market needs and assessments continue to inform all Livelihood Partners, helping to ensure programming follows a market-based approach prior to implementation. Given the impact of COVID 19 on all refugee populations within country, and its negative impact on vulnerability and resilience, there is a renewed interest in ensuring that no one is left behind and discussions are focused on assessing what programming can be put in place to help to minimize the effect.
- As of Monday, 27 July, Leave Permits will be provided to “humanitarian” cases based on recommendations and standards ensuring healthy and corona-free environment in the Camp. ILO will arrange transportation for the work-permit holders to Azraq town and to Zarqa Free-Zone, as per the previously established system.
- The Za’atari Employment Office (ZOE) has again opened last week and work permit renewals are open for processing.

Challenges:

- While the current Pandemic has severely impacted the livelihoods of refugee, they have not lost their skills that add value to the markets. The provision of Livelihoods opportunities is important not only in maintaining employment and income, but also in reinforcing social cohesion at the community level. Minimizing the socio-economic impact of COVID-19 requires the inclusion of refugees in national value chains development, and extension of support to Home Based Businesses, as well as removing legal barriers to formal employment.



SHELTER

- The Cash for Rent Guidelines are currently under revision, which is expected to conclude in August.
- The sector once again counts on two chairs UNHCR and NRC after a period of chairmanship by one entity only.

III. Contacts and links

For more information, please contact:

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