



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 both camps, surveillance is continuously being strengthened. During June and July, a total of 1,100 selective random PCR Nasopharyngeal samples were collected in Azraq camp by the MoH epidemiological screening team, and over 1500 PCR tests have been collected in Za'atari since the onset of testing.

Random PCR tests for refugee residents and visitors have also been introduced at the entrances to both camps, Za'atari and Azraq, in addition to the mandatory temperature screening upon entry to the camp, which is implemented since 26 July, when in and out movement was possible again. Furthermore, refugees are now also asked to provide information on their whereabouts while they have been outside the camp, or where they are heading to in case exiting the camp. This new measure is in response to the isolation and closure of Ramtha district and other areas with high numbers of suspected coronavirus cases.

After the authorities' approval in early August to upscale activities in camps, both camps have reached up to 75% of activities now authorized. The expansion of activities in size and numbers is being implemented under strict adherence to relevant precaution and social distancing measures.

## **II. Sector Update**



### **HEALTH**

#### **Key Activities:**

- Caritas closed its urban clinic in Amman for 2 days as one employee was in contact with suspected case of COVID-19. As an immediate measure, Caritas isolated its employees. MOH team collected PCR swabs from all clinic staff and refugee patients, and all test results were negative. Caritas provided a second round of NCD medications to 1936 of patients in urban areas (Amman, Mafraq, Zarqa and Irbid).
- In both Camps, the average for Mental Health (MHPSS) consultation rate is still higher by 21% comparing to the period before COVID-19; UNHCR and partners ramped up capacities to respond to the demand and needs for refugees at both camps.
- MOH received two GeneXpert automated machines from WHO to increase testing capacity. An additional two more GeneXpert machines will be delivered soon by Roche company.
- The construction work of increasing the capacity of 15 beds to 50 beds at the COVID-19 Inpatient Treatment entered in its second phase and is expected to be completed mid-September.
- UNHCR's partners trained medical staff do collect the PCR swabs from refugees in both camps regularly and send them to Zarqa and Mafraq designated public hospitals.
- Training took place on PCR sampling by MoH to qualify healthcare staff in the PHCC, and the IMC Hospital to carry out the sampling procedures within the camp. During the reporting period, a total of 20 selective random PCR tests were collected by trained Healthcare professionals at the four villages PHCC and the IMC hospital in Azraq. In Za'atari, 132 tests were conducted during 1 – 22 August. The samples are tested at the central national lab in coordination with MoH. All tests in both camps including the two suspected cases in Za'atari were negative.



## BASIC NEEDS

### **Key Activities:**

- UNHCR's second tranche of additional funding (\$7.5 million) for COVID-19 emergency assistance was received and disbursed in August.
- UNHCR and Basic Needs partners plan to assist 43,454 during the month August 2020 under the COVID-19 emergency response, of which 40,684 have already been assisted, as of 23 August. The average total assistance delivered in August amounts to JOD 5.5 million with an average assistance per family of JOD 135. Details are available on the [COVID-19 Emergency Cash Coordination Dashboard](#).

### **Key challenges:**

- The livelihood opportunities for refugees in Jordan continue to be limited, especially with the fear of a second wave of coronavirus. Even though the assistance was initially meant to provide support for three months, with the evolving situation, it is expected that the number of cases identified as extremely vulnerable under the COVID-19 Emergency Task Force (CRTF) might increase and that the assistance is required for longer.



## FOOD SECURITY

### **Key Activities:**

- As part of the COVID-19 response, WFP has included additional 4,921 cases. The e-Cards distributions using biometric authentication are ongoing across Jordan. WFP and partners are planning to complete the e-card distribution by the end of August and transfer the cash assistance once completed to the additional families who have been targeted for this assistance.
- The provision of digital and financial literacy deadline for a request for proposal was on 13 August. WFP is going through the evaluation process to select a Cooperating Partner.



## PROTECTION

### **Key Activities:**

- Hotlines activities have continued including remote PSS, Psychological First Aid, awareness-raising and front-line staff training on protection and rights, home-based recreation and wellbeing activities for families. Additionally, there is increased Communication with Communities through the network of 23 refugee managed Community Support Centers (CSCs) located across Jordan for refugees of all nationalities and host community members to enhance social cohesion.
- GBV IMS TF produced "Jordan GBVIMS TF Midyear Report January – June 2020", which shows that 88% of SGBV incidents reported were perpetrated by a family member, including intimate/former partner, primary caregiver, and/or other family members. GBV was mainly affecting women and girls at the first half of 2020, with a big drop in help seeking behaviour by adolescent girls. In June 2020, the number of survivors seeking help increased rapidly as curfew was gradually lifted and women could walk in Women and Girls Safe Spaces, clinics and other community centers to seek help. There is also a slight increase in number of survivors reporting incidents within 2 weeks, which related to women tolerating with violence in addition to online awareness campaigns that disseminated information on available services. <https://data2.unhcr.org/en/documents/details/78483>
- NCFV called for a discussion with governmental entities and civil society on 18 August regarding COVID-19 impact on families from health, social and psychological perspectives, lessons learnt and way forward to promote and unify the response to family violence in case of a second lockdown.
- In Azraq, SGBV Safety Mapping exercise is currently taking place and different partners are collaborating.

- In Za’atari, the CSD and Sharia Court continue operating as usual to ensure refugees have access to legal protection and documentation services. Additionally, IMC Child Protection case management and PSS staff are now working at 100% capacity. CP and SGBV agencies continue offering comprehensive services to children at risk and survivors while closely coordinating with government partners. Lastly, with 75% staff capacity, UNHCR has restarted monthly PSEA awareness raising, targeting males and females as well CP and SGBV safe referrals trainings for UNHCR staff, partner staff, and refugee volunteers.

### Challenges:

- There continues to be gaps in services, especially for non-Syrian refugees. In particular, the limited access and transportation for women to safe shelters has been a concern.
- The lack of availability of mental health workers and qualified professionals remain a major challenge with currently only 2 psychiatrists and only 0.04 nurses per 100,000 citizens. Therefore, comprehensive mental health training has been identified as a requirement.



### Key Activities:

- Given the high temperatures and COVID-19 response, UNICEF continues to provide safe drinking water to meet higher demand in Azraq, KAP, Za’atari, and Rukban camps. On average, almost 60 litres per person per day is supplied. In order to ensure an equitable access to water, the installation of a new water point in KAP Camp was completed and connected to the water network.
- In close collaboration, UNICEF and IBVs continue to disinfect all vehicles entering Azraq, KAP and Za’atari camps. Over the past two weeks, over 4,480 vehicles have been disinfected. IBVs in Za’atari Camp have started disinfecting vehicles at a third entrance to the Camp.
- UNICEF has completed the chemical cleaning of the water supply infrastructure in Rukban Camp by using the contingency water supply and mobilized emergency water trucks to ensure an uninterrupted water supply to the Camp. Better World were informed on the works and communicated the information to the population inside the camp. In addition, UNICEF and Better World completed a solid waste management campaign in Rukban Camp. The campaign covered all Camp districts, and the solid waste has been transferred to a landfill for burial.
- In Za’atari Camp, 180,000 soap bars have been delivered and the blanket distribution is planned for the coming days; In KAP Camp, 504 soap bars and 126 hand sanitizers have been distributed, benefitting 600 individuals (B: 172; G: 163; M: 130; W: 135).
- Risk Communication and Community Engagement (RCCE) continued in cooperation with ACF, ACTED, BW, FP, LWF and OXFAM, with approved messaging disseminated to over 227 WhatsApp groups to 5,522 individuals (1,216 female) living in camp populations and host communities. Due to an ongoing heatwave over the past few weeks, messaging focused on water conservation and information regarding COVID-19 awareness and prevention.
- Over the past two weeks, UNICEF engaged with the Ministry of Education regarding the organization of Infection Prevention and Control trainings, which will be conducted in the coming days.
- Over the past two weeks, an assessment of 33 schools which require WASH support prior to school reopening was conducted; rehabilitation of water taps at these locations will take place in the coming days.
- In cooperation with the Ministry of Water and Irrigation (MoWI), the WaterApp has been successfully released. The application helps increase water conservation, reduce water losses from leakages, as well as empowers households to better manage their water services: [find more information here](#).
- UNICEF has further assisted the MoWI to engage with the ‘Sanitation and Water for All’ global partnership, promoting the Government’s endorsement of the Leaders’ Call to Action on COVID-19 by Prime Minister of the Hashemite Kingdom of Jordan, His Excellency Omar Razzaz. The Call to Action highlights and elevates the significance of water, sanitation and hand hygiene practices as a first line of defense against COVID-19 prevention, and urges world leaders to prioritize making water, sanitation and hygiene available to all: [find more information here](#).



## EDUCATION

### Key Activities:

- The NGO-led support to Early Childhood Education continues during COVID-19 school closures. Various organizations including World Vision, Save the Children, Vento di Terra, and Jordan Hashemite Fund have used technology (mainly WhatsApp and SMS) to reach caregivers with educational material for their children, supporting 3,288 Syrian refugee pre-school-age children in camps and host communities.
- UNICEF has produced a knowledge report on global good practice and lessons learned on remote learning: [click here for more information](#). On 13 August, UNICEF organized a webinar to share the findings of the report in coordination with the MOE and DFID. More than 80 participants from the Education Donor Group and the Education Sector Working Group attended the webinar, where they engaged in discussions around how donors and partners can further support the ongoing MOE efforts to accelerate learning recovery in Jordan during and after the COVID-19 crisis.
- Non-Formal Education partners completed a total of 794 home visits to 1,654 children who faced challenges in continuing their learning during the Government curfew. During these visits, 579 booklets were given to students across the three cycles.
- UNICEF started a School Readiness Programme in three camps for 1,300 refugee children entering Grade 1 in September; UNICEF aims to support all KG2-age children to enroll in pre-schools in camps. Registration has started and UNICEF has supported the provision of new infrastructure assistance, including 2 new centres in Za'atari, a centre in EJC (first time that pre-school will be provided in that camp), and three classrooms in Azraq camp. In host communities, 4 new KG2 centres will also be supporting around 1,000 children in September and UNICEF is planning the rehabilitation of facilities to create 9 new KG2 classrooms.
- As part of the Safely Back to School campaign, outreach activities via phone calls by 31 trained volunteers are ongoing in host communities; around 3,600 households have agreed to participate in the outreach questionnaires. The outreach efforts are also underway in refugee camps.
- The Higher Education (HE) Council at the MOHE decided to allow Jordanian universities to conduct the online final exams remotely at all levels of university, intermediate diploma, Bachelor's, and postgraduate studies in the summer semester of 2020/2021.
- The online applications for students with disabilities to be admitted to Bachelor's and Bridging levels at Jordanian public universities will be during 18 – 25 August. The comprehensive info about the 540 specializations in the universities has been updated by the MOHE at <http://www.admhec.gov.jo/>. Also available is an orientational online portal 'Choose Your Major' - <http://admhec.gov.jo/mjr2017/>.
- With the support of UNHCR, the Instructional Design for E-Learning (IDEL) team developed a live Q&A session in the HyFlex learning model, a hybrid flexible course design model that gives the students and the instructors the option of attending the classes online and/or offline. The aim is to prepare the Jordanian faculties for the Fall semester, using a resilient approach that can be modified in case of any emergencies.
- The Summer Tawjihi examination was completed nationwide even in the COVID-19 context. Although the figures of participants and pass rate are being analyzed, there are reportedly some high achievers amongst Syrian refugee children. This is a notable encouragement for donors and actors in the education sector that have supported children and young people to continue their education.



## LIVELIHOODS

### Key Activities:

- The Ministry of Labour has published draft Regulations for Agricultural Labour for 2020 and draft instructions for Nurseries at the Workplace. In compliance with current codified practices, the MOL has requested feedback on the draft documents from all relevant stakeholders.
- The MoL website continues to be an important source of information for Syrian refugees, with up-to-date information on labour issues and worker rights in the agricultural and construction sectors. Through the

Qudra program, efforts are being made to ensure that content is accurate and current, especially considering the many updates related to COVID-19.

- Recent research by the Durable Solutions Platform (DSP) and Columbia University highlights the need to promote holistic programming to provide Syrian refugees and vulnerable Jordanians access to sustainable employment opportunities which will support the transition from humanitarian assistance to self-reliance. Partners in the Livelihoods sector participated in the DSP's virtual roundtable discussion "Evidence, Experiences and Medium-term Considerations on Holistic Livelihoods Programming including the Graduation Model in Jordan", and shared their reflections, learning and questions.
- As part of a global initiative, the Poverty Alleviation Coalition, UNHCR will support 5 NGOs in Jordan to implement a formal graduation programme. To date, the Danish Refugee Council (DRC) and Mercy Corps (MC) have received a \$5.3 million grant to implement the graduation approach with 2,400 families under the "RYSE" project (Novo Nordisk Foundation).
- UNHCR, ILO, and UNICEF have received funding from MADAD to work on a graduation process that will support both vulnerable Jordanians and refugees to move off cash assistance into sustainable self-reliance.
- Building on the success of Blumont Jordan Livelihoods Project (JLP), under which 108 home-based businesses (HBBs) were formalized – including the first 22 HBBs managed by Syrian refugees in Jordan - the second phase of the project will promote the socioeconomic and financial inclusion of an additional 100 informal HBBs managed by refugees and vulnerable Jordanians, including women and youth, in the refugee-hosting communities of the Amman, Zarqa, Irbid, and Mafraq governorates. In response to the COVID-19 pandemic, Blumont will promote protection solutions in targeted host communities through the provision of personal protective equipment, such as face masks, to vulnerable groups through a cash-based approach in which 140 women will be recruited as incentive-based volunteers (IBVs) to produce the masks.
- Both camp employment centres are again issuing work permits. Access to transportation for refugees in Azraq is under review and has not yet resumed.



## **SHELTER**

- UNHCR, in coordination with NRC, will increase its emergency response under COVID-19 in both camps by providing additional 1,100 new shelters. Shelter activities remain critical as self-isolation and quarantine at home became an essential measure in the context of the pandemic. This construction will support the ongoing government effort to address the risk of COVID-19 through shelter enhancements in the camps as well as the amendment of the COVID 19 Treatment Center in Azraq camp.
- The shelter WG is revising the cash-for-rent guidelines to reflect the current situation and the impact of the COVID-19 on the urban refugee population

### **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>