

Protection Working Group Jordan

Date: 1st of Dec 2020, teams online meeting

Agencies present: IMC, ARDD, HI, ICMC, Intersos, IOCC, IRAP, JRS, JIF, JOHUD, ECHO, Swedo, UNDP, UNFPA, UNHCR, UPP

AGENDA:

- Introduction from the Co-Chairs.
- Update from MOSD Dr. Ahmed Abu Haidar on the new direction on the National Social Strategy.
- Update from UNHCR on Remote Registration and Distribution of Asylum Seekers certificates.
- Update on Legal Representation from UNHCR.
- Update from Partners.

| Agenda item | Discussion points | Follow up action and focal point |
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| Introduction from the Co-Chairs | <ul style="list-style-type: none"> - Introductions and agenda review. | <ul style="list-style-type: none"> - MoM will be uploaded on data portal: http://data2.unhcr.org/en/working-group/50?sv=4&geo=36 |
| Update from MOSD Dr. Ahmed Abu Haidar on the new direction on the National Social Strategy | <ul style="list-style-type: none"> - Last directions on the strategy: on Jul 2020 MoSD asked the prime minister to review the committee and to include line ministries. MoSD received the approval for the reforming of the new Syrian committee. - Three task forces are established, and each task force will be working on one pillar of the strategy. - Restructuring of the committee to enhance work and respond to COVID-19. MoSD established an implementation unit to follow up on the implementation. First Syrian committee headed by the minister of social development. A shock responsive pillar was also established to respond to COVID-19. - The committee has been endorsed to be added to social protection. The progress on some activities has been delayed because of COVID-19. - Consultation with UN agencies was done for updating the action plan. Last week there was a Syrian committee meeting. | |



Update from UNHCR on Remote Registration and Distribution of Asylum Seekers certificates

- overview of population, 89.8% Syrians are registered in Jordan, the majority resides in urban areas while others reside in the camps (Zatari Azraq and EJC).
- There are urban registration centres in Amman, Irbid and Mafraq and other centres in the camps.
- When COVID-19 started in mid-March, UNHCR closed registration centres to decrease the risk of having the virus spread.
- UNHCR consulted the bureau and headquarters taking into consideration the integrity of data process regarding the new methods that were implemented. There are assurances of integrity and a lot of piloting has been done, and a plan to reach a target of 200.0000 refugees by the end of the year. Need to rely on government and their support for refugees' protection.
- MOI extended the validity of expired documents until the end of the year.
- MOI extended the validity of expired documents until the end of the year (31 December 2020) which helps beneficiaries to have access to health care, education and other services.
- Asylum seeker certificate delivery: 72,067 documents were distribution for both Syrians and non-Syrians. Documents are printed on a specific secured paper. POCs should have access on technology like having smart phones to upload their certificates which was a challenge.
- Set up procedures of distributing documents and certificates by UNHCR across the country have been done, taking into consideration safety measures and social distancing. There were campaigns to inform POCs of these procedures. The target is to distribute 100.000 documents by the end of the year.
- UNHCR is advocating with MOI to have another extension for expired documents at least until mid of 2021.
- UNHCR is Looking into other methodologies to enhance the process and make it more efficient.
- Q: What is UNHCR's role to ensure that institutions understand MOI decisions on the extension, as organizations are still receiving complaints from POCs who are facing problems in some institutions like hospitals?
- A: UNHCR is aware that in some hospitals and institutions there is a confusion weather to accept beneficiaries with expired documents or not, therefore UNHCR takes the names of these hospitals and institutions and follows up with them. Medical cases are referred immediately to the health unit to act accordingly.
- Q: are remote procedures available in all areas? are non-Syrian beneficiaries who could not register under the risk of deportation?
- A: remote procedures are available across the country not only in Amman. As for pending registration cases, UNHCR sent messages informing beneficiaries that they will receive appointments once centres are reopened. Challenge: a big number of beneficiaries have expired phone numbers; UNHCR

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| | <p>try to reach community leaders. The SMS messages are a proof for the police.</p> <ul style="list-style-type: none"> - Legal unit UNHCR: so far there are no deportation orders by the government as discussions with the minister of interior took place and all entities and police stations are aware of the decision. UNHCR contacts the relevant parties after cases are referred. The agreement with the government only includes POCs with UNHCR asylum seeker certificates. - Q: with remote registration how is UNHCR dealing with separated family members? - A: UNHCR is processing cases with changes in composition and will not split a file if there are no legal proof and legal documents. - Q: what are the reasons and solutions for legal challenges that beneficiaries can face? - A: from registration side there is a need for official documents that some beneficiaries do not have. From legal perspective, there is an impact of COVID-19 with positive tests. | |
| <p>Update on Legal Representation from UNHCR</p> | <ul style="list-style-type: none"> - The legal unit dealt with 2450 cases for Syrians and other nationalities, it contributed work with other UNHCR units and the JRP. - Challenges: the issue of labour rights and defence order as it was hard to explain defence order number 6. The platform (حماية) was only for Jordanians and other nationalities were not aware of it. - Challenges: Cases of home eviction increased as POCs were relying on daily income to pay for their rent. Another challenge was having access to courts due to lockdowns, however it was solved after lockdowns were lifted. - ARDD: continued providing legal services, workshops were suspended due to COVID-19 and shifted to online sessions. This modality was successful, also managed to do outreach sessions, continued legal counselling and resumed work in May 2020. - During the lockdown and the partial lockdown there was a rescheduling for sessions in the court. - GBV cases registered a high percentage during lockdown and cases decreased during the partial lockdown. Other challenges were issuing certificates like birth certificates. - A service for women receiving their alimony was successfully achieved. - In Zaatari camp, ARDD and UNHCR solved the issue of delayed birth certificates so that beneficiaries can pay less. - Q: 57 cases represented in courts, are these the only cases? - A: 57 cases have lawsuits presented by UNHCR through lawyers. Cases varies between GBV, labour rights and criminal charges. | |
| <p>Update from SWGs and Partners</p> | <ul style="list-style-type: none"> - GBV SWG are in the middle of 16 days of activism under the national theme that is eliminating domestic violence. Activities | |

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| | <p>are online, and the link for the calendar can be found under: https://data2.unhcr.org/en/documents/details/83340. An online drawing competition was launched in UNHCR social media, there will be a prize for the winner (drawing link): https://www.unhcr.org/jo/ar/مادا-يعني-لك-الأمان-في-المنزل-مسابقة-ر</p> <p>Technical webinar this Thursday and the invitation was sent, it is a closed event to see alternatives for hotlines. UN talk with UN agencies on the 8th of December.</p> <p>GBV working on a strategy for the next 2 years, a workshop took place in November to discuss the strategy and link it to gap analysis. The first draft was done and will share it with members to finalize it.</p> <ul style="list-style-type: none"> - MHPSS: Mental health services are available in camps and urban as usual. In camps mental health services provided support. In urban different partners providing mental health services. For referrals, different agencies are advised to reduce the number due to complications, only few cases were referred. There is a recommendation for some agencies to resume their activities on PSS. Online support for PSS is still available. On Suicide, MHPSS is trying to approach different institutions to see what services can be provided. A lot of research on the online support, MHPSS will discuss ideas and topics that can be proposed as research ideas. - Disability taskforce-DTF: working on terms of reference in each sector as there are cross cutting issues. Organizing trainings for members working on disability and inclusion. The international day for PWD is on the 3rd of December, members can share their interests and updates. - Irbid office updates: service providers are adapting different modalities respecting safety measures in conducting face to face services. Different services are available like winterization, CFP and many others. NHF will provide services to PWD. Participated in the 16 days of activism and session the is on the 7th of December. - Azraq camp: joint calendar for 16 days of activism, all activities are online. For the joint competition the deadline is on the 8th of December and it is a country level competition. Risk assessment: finished the first draft and shared it with members, once feedback is collected it will be disseminated. Action plan to tackle the issue of IBVs and child marriage issue, there will be a national document to make sure that IBVs understand that child marriage is a sexual abuse. - Mafraq office: focusing on Zataari camp, monthly meeting focusing on 16 days of activism, online discussion that will be recorded and another joint activity on key messages. A presentation and discussion on mental health during to COVID-19. IBV CoC violation: developed annex to the CoC and IBVs violating the CoC. Review panel was established with UNHCR and UNICEF. Hotline remains operational 24/7. Counsel POCs who tested positive to collect required information for proper caregivers for their children. | |
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| | <ul style="list-style-type: none"> - Partners update: - HI: will celebrate the international day for PWD on Thursday. HI Zarqa hospital ready to accept beneficiaries after the centre was fully equipped. National rehabilitation strategy was translated to Arabic and endorsed. Rehabilitation platform will be reactivated, and HI worked with MOH, looking for new objectives. Three intervention units were established in Amman Irbid and Zarqa, the opening will take place beginning of next year. Working for early intervention protocol. HI distribution prevention equipment and PPE with partners in different areas. Have a contingency plan for any upcoming lockdowns. - JOHUD: International day for PWD, JOHUD has a radio show in cooperation with higher council and hosting PWD to share their experience on <i>Farah al Nas</i> radio station on Thursday at 12 pm. Collaboration between education teams in UNHCR and JOHUD, a Toyota competition for children called let's draw a dream car that can take you anywhere. Drawings were published on JOUHUD and UNHCR's Facebook pages. - Help Age International: older men and women centre in Weibde was closed due to COVID-19. Available online trainings for elderly people. Implementing partners are active during the 16 days of activism. Preparing for winterization project funded by OCHA. | |
| AOB | - N/A | |