



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 initially the number of Corona cases was much higher in Azraq, both Za'atari and Azraq Camps now have very similar number of case numbers.

In Za'atari Camp, the number of active positive Corona cases as of 2 December among refugees stands at 203. In total, there have been 537 confirmed cases, of which 332 recovered and were discharged. In total, Za'atari counted two fatalities as a result of COVID-19 among refugee camp residents. A total of 11,406 PCR tests were conducted as of 2 December.

In Azraq Camp, out of a total of 549 positive Corona cases identified as of 02 December, the number of active positive cases amounts to 72, while 477 cases have completed their quarantine and treatment at the Dead Sea Isolation Area, Al-Hamza Hospital, Public Area or home-based Isolation. A total of 12,889 PCR tests were conducted as of 2 December.

In Emirates Jordanian Camp (EJC), the total number of positive Corona cases as of 2 December amounts to 96; 33 of them remain currently active, while 63 completed their isolation or were discharged. A total of 2,942 were conducted as of 2 December.

In King Abdallah Park (KAP) Camp, the number of active positive cases stands at 19 as of 2 December, while 2 cases of the grand total of 21 have recovered or were discharged. A total of 497 PCR tests were conducted as of 2 December.

The 16 days of activism (25 Nov – 10 Dec) is a call to action to end the destructive impact of gender-based violence, and this year, the topic is on domestic violence during COVID-19. Partners came together to develop key messages focusing on safe home for all, online safety, help seeking, honor killing, engaging with men and boys, fighting social stigma and messages for decision makers. [The calendar for all activities can be found here.](#)

II. Sector Update



HEALTH

Activities:

- The seasonal provision of influenza vaccination in Za'atari Camp is ongoing, prioritizing the highest risk groups (health workers and elderly with non-communicable diseases). As of 1 December, over 785 vaccines were provided to high-risk refugees and another 208 to health workers. All cases with chronic respiratory problems may also be considered for vaccination, depending on availability of the vaccine at the Mafraq Department of Health.
- In Za'atari Camp, counselling is ongoing for each newly positive case being transferred to the Transit Area. In addition to sharing general information with refugees, details are recorded for Alternative Collectors, who can collect assistance and shop on behalf of the household, as well as any need of a caregiver for the patients' children staying at home is identified and pursued.

- The COVID-19 Treatment Center (phase II) in Azraq Camp has been successfully completed, and the Center will be fully operational next week. The seasonal provision of influenza vaccination is ongoing in Azraq, prioritizing the high-risk groups.
- The Head of the Non-Communicable Diseases (NCD) department declared that MoH had the capacity of 4,000 isolation beds, 800 ICU beds and 600 respirators and that MoH field hospitals will have a bed capacity of 1,156 and 236 ICU beds.
- The Canadian Embassy announced a contribution of \$5 million to MoH for COVID-19 during the recent Jordan Health Development Partners Forum's meeting (JHDPF).



BASIC NEEDS

Activities:

- Since the beginning of COVID-19 emergency cash assistance, UNHCR and partners have assisted 51,058 unique families (45,332 Syrians and 5,726 Non-Syrians). Including the assistance provided in November (42,771 cases), UNHCR and partner have provided 86% of eligible cases with 3 months of assistance, 6% of eligible cases with 2 months of assistance and 8% of cases with one month of assistance for the time being only. Find more information [here](#).
- In addition to the COVID-19 emergency cash assistance, UNHCR continues to provide ongoing monthly cash assistance to 33,000 households (30,000 Syrian and 3,000 Non-Syrian). UNHCR Basic Needs has also started to provide winterization assistance for this winter season. During the reporting period, UNHCR has booked 7,824 Non-Syrian cases for winter assistance.

Challenges:

- The economy in Jordan continues to struggle due to COVID-19 with very little income generating activities only, especially the service industry which normally provided economic opportunities to refugee population. There is need to continue the provision of COVID-19 emergency cash assistance to the vulnerable population beyond 2020. Continued and enough funds to cover these enhanced requirements for cash support remains a challenge.



FOOD SECURITY

Activities:

- As part of the COVID-19 emergency response, WFP has included additional 5,593 refugee families (15,608 individuals) for food assistance since June and will be expanding further COVID-19 response caseload in the coming months.
- WFP continues to provide in-kind food assistance to the households which are quarantine due to COVID-19 in Azraq and Za'atari Camps.
- In celebration of the 16 Days of Activism Against Gender Based Violence, WFP will be joining national efforts in raising awareness on domestic violence, whereby one of the activities will include placing awareness raising material across WFP-contracted shops and bread selling points in camps which will includes information on domestic violence and where to get help.
- The second edition of Jordan Food Security Update with implications of COVID-19 has been published. With COVID-19 in Jordan under control, the Government of Jordan has managed the response proactively and mitigated potential immediate impacts on the availability of food to the population.
- Food security among vulnerable Jordanian households has remained largely stable as, with 15% of households showing a poor or borderline Food Consumption Score (FCS) in 2020 compared to 16% in 2018. Nevertheless, the extent of the damage to key components of the food supply chain is still not

- completely quantified. Also, the pandemic still ongoing globally and in the region, Jordan will have to remain attentive to multiple risks that could have adverse effects on the national food security. <https://www.wfp.org/publications/jordan-food-security-update-implications-covid-19-may-2020>



PROTECTION

Activities:

- The Protection Working Group continues to advocate for the “One Refugee Approach” (ORA), where partners are providing services for Non-Syrians in urban areas, such as Community Support Committees and Centers (CSCs) which target all refugees, reduce negative concerns and help improve the protection environment. As direct response to COVID-19, partners employ a variety of information sharing and two-way communication platforms to ensure that reliable, accurate and timely information reaches refugees and that mechanisms are in place to receive their feedback.
- In occasion of 16 days of activism against GBV campaign, and under the national theme “Eliminating all forms of domestic violence against women and girls”, UNFPA and UNHCR, together with members of SGBV WG, launched a drawing competition <https://bit.ly/33g7M0j>. Moreover, a calendar of events compiling over 230 organizations’ activities (Calendar will be available on the portal). The SGBV WG is organizing a technical webinar and [you can register here](#).
- In Za’atari Camp, 119 activities (73 are virtual) planned for the 16 days of activism. The Za’atari CP-SGBV SWG is coordinating two joint activities:
 - An online discussion between specialized service providers working on domestic violence, which will later be disseminated on social media;
 - A video featuring partner staff and volunteers relaying various key messages Camp residents, which will be disseminated through community mobilization channels.
- As a direct response to the impact of the COVID-19 on the GBV service provision and the strengthening of the hotline, UNHCR, UNFPA, UNICEF together with IFH, JRF, JWU, IRC, AWO launched a capacity development programme for GBV case managers and supervisors to provide coaching and delivering quality case management services and psychosocial support over the phone as well as in person. The initiative started with a capacity assessment and will continue with targeted actions over the next 6 months.
- UNHCR’s ‘Communication with Communities (CWC)’ relies on a network of 32 Community Support Committees and Centers (CSCs) located in camp and urban areas across Jordan, managed by over 550 volunteers from refugee and host communities. Volunteers from CSCs along with other refugee groups called Bridges of Communication manage a series of WhatsApp groups, reaching over 62,000 refugees.
- UNHCR engaged with 19,611 refugee and asylum-seekers through Integrated Voice Response (IVR) services, CSCs, partners, UN agencies and Government authorities, and persons of concern were provided with counselling and referral to services. 108 Mobile Help Desks missions were carried out across the Kingdom, reaching 4,570 asylum-seekers and refugees between January and March.
- COVID-19 and related restrictive measures adopted by the Government required the establishment of special measures ensuring business continuity and uninterrupted access to protection, assistance and services. In this context, UNHCR established remote processing and data update functionality. While in-person individual registration and data update remain the standard, remote data updates ensure accurate and up to date information that is essential for assistance targeting, protection interventions, programmatic and funding proposals, distribution through common cash facility and WFP block chain, data protection and data-sharing as well as for supporting UNHCR’s refugee coordination role. UNHCR completed remote data update for over 150,000 individuals, aiming to reach 200,000 by end of 2020.

- Actual distribution of renewed asylum seekers certificates remains a challenge. In compliance with COVID prevention measures, UNHCR established a hybrid modality that facilitated document distribution to over 72,000 individuals (almost 67,000 to Syrians, over 5,000 to non-Syrians).. It is planned to distribute 100,000 asylum seeker certificates by the end of the year should the epidemiological situation allow. It is anticipated that some 400,000 refugees will be in possession of expired documentation by 1 January 2021, wherefore UNHCR advocates with the Government of Jordan for their validity extension until 30 June 2021.

Challenges:

- Mental health has substantially deteriorated with movement of restrictions, income loss, lack of prospects for durable solutions and increased tensions in households. Specialized MHPSS services for children, alternatives to detention for children, as well as social services focusing on child protection are lacking. These compounded pressures are eroding resilience and driving many individuals to resort to negative coping strategies.



Activities:

- UNICEF continues supplying all 112,855 refugees in Azraq, King Abdullah Park (KAP) and Za'atari Camps with an uninterrupted supply of clean water. Over the past few months, and specifically due to an increase in demand as a result of COVID-19, supply through existing infrastructure has increased in comparison to the same period in 2019. However, and with the lower temperatures across Jordan approaching winter, water demand has dropped accordingly, resulting in no additional water being needed to be provided through external water trucking, saving both on costs as well as ensuring that the water supply operation is as sustainable as possible.
- UNICEF and partners continue the disinfection of all vehicles entering Azraq, KAP and Za'atari Camps. Over the past two weeks, over 6,341 vehicles have been disinfected. These activities, considering the increased frequency of rainfall during the winter season, are being reviewed against Ministry of Health (MoH) and World Health Organization (WHO) regulations and assessed regarding their relevance moving forward.
- Over the past two weeks, UNICEF, in coordination with UNHCR and NRC, continued to support families in self-isolation in their shelters or in public (transit) areas in the Camps through the distribution of the following items: 186 cleaning kits, 7 hygiene kits and 59 jerry cans to 987 individuals in Azraq (51% female); 165 cleaning kits, 10 hygiene kits, 10 bottles of hand sanitizer and 47 soap bars to 600 individuals in KAP (50% female); and 284 cleaning kits, 167 bottles of hand sanitizer, 116 hygiene kits and 909 soap bars to 909 individuals in Za'atari (50% female).
- In Za'atari Camp, UNICEF mobilized resources to support two families whose shelters set on fire by delivering 4 buckets, 4 basins, 4 hygiene kits, 4 cleaning kits and 6 hand sanitizers to the victims of the fire (50% female).
- UNICEF donated 2,520 sanitary pads to the JHAS - Obstetrics and Gynaecology Clinic in Za'atari Camp. This donation included fabric bags in which the sanitary pads were distributed and will be used to benefit 170 vulnerable girls and women in the Camp.
- In Azraq Camp, UNICEF continues to support the expansion of both the public (transit) area as well as the IMC COVID-19 treatment facility. The water and wastewater connections have been completed at both International Medical Corps and public area sites, and work on the WASH units themselves are ongoing.

- Risk Communication and Community Engagement continued in cooperation with ACF, ACTED, and OXFAM, with approved messaging disseminated to over 142 WhatsApp groups to 4,606 individuals (45 per cent female) living in camp populations and host communities. The messaging has been focused on water conservation and information regarding COVID-19 awareness and prevention, as well as general updates regarding movement restrictions.



EDUCATION

Activities:

- MoE has announced a return to classroom-based learning for children attending schools for the deaf and blind. MoE has also announced that specialized support for children with learning disabilities in general education can now restart. This is not a return to classroom-based education but will allow children with learning disabilities to access specialized learning support services within schools.
- Several implementing partners from the ESWG including Intersos, Noor Al Hussein Foundation, Save the Children, the Jordanian Hashemite fund, and Vento Di Terra have been providing cash for education support to Syrian and non-Syrian refugees in host communities, providing vulnerable children with means to access education. So far, 1,388 girls and boys as well as 518 men and women have been reached with cash programming to support continuity in learning.
- On 21 November, 130 participants virtually graduated from British Council's Community Language Support Programme (CLSP). This included 60 center managers who received TOT on the CLS methodology and delivered English training to 70 refugee students. The CLSP supported community centres across Jordan to provide high quality, engaging and relevant English language provision to marginalised and displaced learners by providing teachers with opportunities to build their English language proficiency, and support to adopt Language for Resilience informed pedagogical approaches. Those managing and supporting teachers (such as community centre managers) also received training so that, together, high quality language learning environments are created.
- During the past two weeks, additional 1,020 learners were reached through Kolibri, UNHCR's digital educational platform, benefiting 2,203 students in total. This number includes 480 from Za'atari Camp, 171 from Azraq Camp and 1,552 from urban areas.
- UNHCR developed a web-based application for Syrian refugees in Jordan and Lebanon to submit their online applications to the JICA Japanese scholarship. The link is available [here](#).
- UNICEF is supporting the effective roll-out of Learning Bridges in Za'atari Camp. UNICEF shared introductory videos and positive examples from different schools in Jordan to supervisors and focal points in the two Directorates of Education. The supervisors appointed a focal point in each school who will follow up on teachers' training, material distribution and share good examples of students' work.
- During the reporting period, UNICEF distributed 160 family activity kits in Za'atari Camp and 124 in Azraq Camp (816 children reached in Za'atari, but no individual figure available for Azraq).



LIVELIHOODS

Activities:

- Based on stakeholder engagement conducted by DRC, the following are recommendations to support business growth and job creation: stronger investment to be made in effective and relevant training curriculums; stronger partnerships between NGOs and the private sector to provide market-driven training programs in each respective region, and to provide efficient transportation solutions to increase access to training programs; NGOs to implement vocational training initiatives in coordination with local and governmental entities; increased awareness campaigns to attract youth for participation, and Vocational

Training Centers to offer expanded programs in ‘non-traditional’ sectors in an effort to mitigate the impacts of the pandemic.

- Danish Refugee Council (DRC), INJAZ, Jordan River Foundation (JRF), Generations for Peace (GFP) and Mercy Corps are working under the RYSE consortium to develop a flagship model together with the government, private sector as well as investors and civil society organizations. Under the RYSE, the Economic Empowerment sector partners will support households through the implementation of the Graduation Model.
- The Durable Solution Platform (DSP) is implementing a research project in collaboration with the RYSE consortium on “Barriers and opportunities for the use of the graduation model in Jordan”. The Research Reference Group (RRG) for this study is a group of partners who will provide expert guidance at specific points of the project, and at a later stage support the dissemination of research findings.
- ACTED has recently relaunched its livelihoods project, Providing sustainable work opportunities to refugees and vulnerable Jordanians in the agricultural sector in Jordan, which targets agricultural cooperatives and small farmers in Mafraq and Irbid governorates and is funded by the United States Bureau of Population, Refugees, and Migration (BPRM). Partners as part of an Advisory Committee started to discuss key issues within the project and general themes that are relevant to all agriculture-livelihoods practitioners.
- Mercy Corps is promoting livelihood activities targeting Syrians across refugee camps and urban areas. Under an IBV scheme, forty-nine facilitators have conducted psychosocial support activities for youth inside both refugee camps. This provides income for the volunteers, helping them to meet their basic needs as well as offering financial access to other areas such as shelter renovation, medicines and education as well as offering help to wider family commitments. Additionally, 112 participants were engaged with the educational activities for children with disabilities (CWD) after receiving needed training. Additionally, a complementary vocational training were carried out to complete the linkage to jobs program for 9 males and 3 females.



Activities:

- In preparation for the upcoming winter, UNHCR and NRC are working on improving road conditions in Za’atari Camp in order to improve connectivity and service accessibility inside the camp. In addition, NRC will start the maintenance and cleaning of the storm water network in both camps.
- In Azraq Camp, UNHCR completed the 2nd phase of expanding the public area with 50 new shelters to increase its capacity up to 450-500 individuals. UNICEF has started installing water/supply networks and the works will be completed by 3 December.
- UNHCR and NRC are increasing their shelter response in both camps. Additional 800 shelters unit will be provided in Za’atari Camp (400 size 3x3m implemented in 2020 and the remaining 200 – size 3x6m will be implemented in 2021). 200 shelters will be made available in Azraq for the population at high risk to COVID- 19 and the shelter repair of 1,100 shelters continues.
- UNHCR continues to support refugees in camps with electricity supply at the household level to cover additional hours for distance online learning.
- UNHCR signed a contract for handover of the Za’atari solar plant to its new vendor (Future Sun); the contractor will start operating as of 17 November.

III. Contacts and links

For more information, please contact:

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- Jordan Refugee Response portal page at <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>