

CwC in numbers



Social Media Posts



* WhatsApp messages are sent to the Bridges of Community group through Community-Based Protection and among all frontline staff through the Info Sharing Group

Help Site



Social Media Engagement

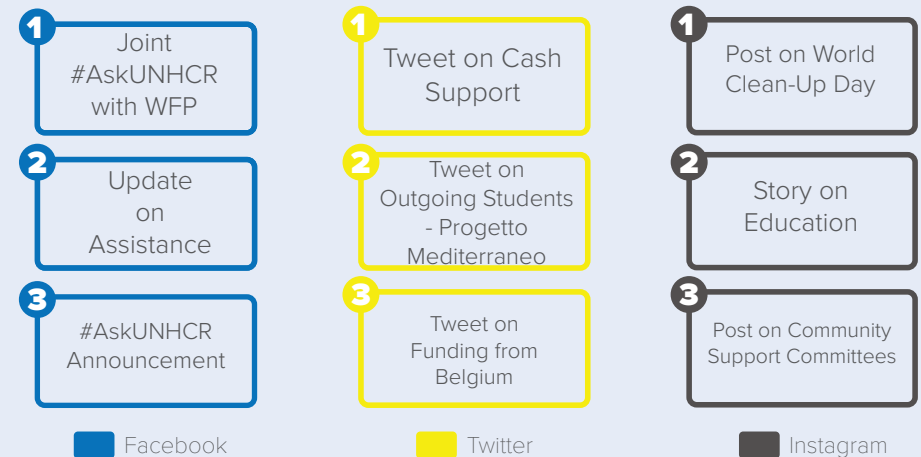
Followers



Engagement



Top Posts by Topic



* Engagement on social media is the measurement of comments, likes, shares, retweets and clicks.

| CwC Content & Activity this Month

UNHCR Jordan on social media:

- Second joint #AskUNHCR Facebook live Q&A session with WFP
- 7 educational and livelihoods opportunities announced
- Regular COVID & vaccine reminders to raise awareness
- Information on WFP assistance

UNHCR Jordan Help site:

- FAQs on WFP assistance
- Page dedicated to provide essential guiding information for Afghan asylum seekers

| Main Topics Voiced by Refugees

Non-Syrian Community

- Concerns remain over the unavailability of new registration services for refugees from different nationalities, Yemen namely
- Negative reactions regarding certain opportunities being made available for Syrian refugees only, such as higher education scholarships and labour

Legal Issues:

- Requests from individuals to rectify their status with regards to moving from camp to urban residential status

UNHCR Cash Assistance:

- Demands from individuals to consider including additional families on the cash assistance lists

Other Concerns:

- Spike in discussions relating to the movements towards Belarus
- With the relaunch of the new Helpline Interactive Voice Response, questions revolve around the ways to navigate the tree of options

| Upcoming Activities in October

- Additional awareness material on the COVID-19 vaccine
- #AskUNHCR Facebook live Q&A sessions on various topics
- Additional education and livelihoods opportunities
- New anti-fraud material to be published
- Launch of the revamped Helpline Interactive Voice Response
- More content on services of UNHCR