



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

The first 2 refugees who tested positive for COVID-19 were reported in Azraq on 07 September and by 20 September the number reached a total of 9 cases. Out of these 9, the first 5 positive cases were transferred to the Dead Sea Isolation Area, while the others were evacuated to Prince Hamza Hospital. On 19 September, 2 cases were released from Dead Sea Isolation and put under home-based isolation in the Camp for one week as per protocol.

Only two days later, on 09 September, the first positive COVID-19 case, a partner staff, was reported in Za'atari. As an immediate consequence, the Ministry of Health (MoH) suspended partner centres inside the camp for 14 days, and all persons were isolated after a contact tracing exercise. The results were released the next day, with 3 positive cases (2 Jordanians and 1 incentive-based refugee volunteer (IBV), who were transferred to the Dead Sea Isolation Area. On 19 September, the detected case among refugees moved from the Dead Sea Isolation Area and sent to the Camp to be put under home-based isolation for one week, as per protocol. On 15 and 16 September, a total of 411 PCR tests were conducted from the risk group: over 300 NGO staff working at the gate, 26 civil defence, 23 SRAD and 47 individuals from other organizations.

The first positive COVID-19 cases out of camps reported were 3 Yemenis in Sahib in the south of Amman. Since then, only very few cases among refugees were reported.

II. Sector Update



HEALTH

Key Activities:

- On 15 September a meeting was held between MSF, the Communicable Diseases Department at MoH and UNCHR in Za'atari regarding MoH approval for MSF to receive COVID-19 patients at its Za'atari inpatient treatment centre for positive cases and suspected cases with symptoms. On 17 September, MoH's technical team visited the centre to evaluate its technical capacity and readiness; a report will be shared with the Health Minister and MSF for approval status.
- Active surveillance activities continue in Za'atari, with a total of 435 swabs collected during reporting period and 1,165 since 17 August. The total of selective PCR tests conducted among refugees in Za'atari Camp amounts to 2,089.
- With support from UNHCR/Blumont, UNICEF and LWF, re-usable face masks were provided to Za'atari Camp residents (age group 42+). Distribution for the remaining population will take place in the coming weeks.
- In Azraq Camp, since the confirmation of cases, all mosques in the camp remained closed and all forms of gathering were announced to be strictly forbidden. Electricity provision hours were extended, and electricity is now available from 9 am - 2 am. Active surveillance and contact tracing are being carried out by MoH and partners. In total, 3,651 PCR swabs/tests (10% of camp population) were collected in Azraq Camp. Phase 2 of COVID-19 treatment centre construction is still under progress, but nearly completed with a capacity of 50 beds.

- In Azraq Camp, UNFPA is supporting IRC to initiate remote health education services to increase the quality of Sexual and Reproductive Health (SRH) services, raise awareness, and decrease crowds in waiting areas. A midwife in cooperation with a receptionist will conduct the educational session through the clinic's laptop to make a video call, while adhering to social distancing and Infection Prevention and Control (IPC) measures.
- As part of the urban business continuity plan, the second cycle of non-communicable disease (NCD) medication distribution was completed for more than 7,000 chronic patients.

Key challenges:

- As a result of the closure of the Moroccan Field Hospital, partners developed a contingency plan to fill gaps and respond to demands related to paediatric, maternal and dental care. IMC, with UNHCR support, scaled up the 24/7 emergency room capacity and medical evacuation capacities outside the camp. However, major gaps remain among general surgical, emergency obstetric, internal medicine, paediatric, trauma management and stabilization of complex emergency cases in addition to radiology and laboratory services including blood supply.



BASIC NEEDS

Key Activities:

- UNHCR, along with eight basic needs partners, have booked 6,287 cases to be assisted during September.
- Since the beginning of the crisis, over 46,700 unique cases have been assisted for at least one month of COVID-19 emergency assistance. Details are available on the [COVID-19 Emergency Cash Coordination Dashboard](#).

Key challenges:

- The majority of families have been assisted only for one month, and there is need for continued assistance to be provided to these vulnerable households as the crisis and resulting socioeconomic impacts have left more refugees in a dire situation and in need of assistance until more sustainable solutions are found.



FOOD SECURITY

Key Activities:

- As Azraq and Za'atari Camps witnessed their first confirmed COVID-19 cases, WFP has provided in-kind food assistance to households in quarantine (whether in self-quarantine, or in designated areas in the camps) to cover their food needs.
- As part of the COVID-19 emergency response, WFP has included additional 5,348 households (14,916 individuals) for food assistance and will be expanding assistance to more vulnerable households



PROTECTION

Key Activities:

- UNHCR announced the launch of 'Saying No to Sexual Misconduct', an interagency Protection against Sexual Exploitation and Abuse (PSEA) learning package that aims at raising awareness among partner staff to ensure they have the skills and tools to define, detect and respond to sexual misconduct. The one-day in-person training used a wide range of methodologies to promote dialogue and learning. The contents are based on an IOM learning package; UNHCR in coordination with IOM and WFP expanded the package to an interagency product now also including Sexual Harassment. [Materials are all available online .](#)

- Jordan River Foundation (JRF) has launched the “GBV Prevention Curriculum”, funded through the Jordan Humanitarian Fund (JHF) and a training for 23 participants from organizations working on SGBV prevention and response was conducted. The curriculum includes prevention activities and best practices that are gathered in coordination with SGBV SWG members. It aims to help workers design and implement activities that prevent SGBV before it occurs and promotes working with communities on changing harmful practices and social norms.
- Two rounds of SGBV safe referral trainings were conducted in Za’atari Camp to train staff, frontline workers, and volunteers on how to refer SGBV survivors in a safe way, taking into consideration social distancing and public health measures. Another two rounds will be conducted later this month and will be held virtually as the 14-day closure of all group activities in the camp is being implemented to avoid the spread of COVID-19, which also includes trainings, women empowerment activities and group counselling.
- In Za’atari Camp, partners continue to provide individual case management through a hybrid approach of in-person and phone-based counselling. Legal Protection and documentation services are also being provided, while maintaining strict public health measures and closely coordinating with government authorities to address urgent cases.



Key Activities:

- In Azraq, KAP and Za’atari Camps, UNICEF has continued supplying increased amounts of water in response to higher demand resulting from the ongoing heatwave (60 liters+ per person per day). UNICEF, in coordination with partners, has also continued the disinfection of all vehicles entering all camps. Over the past two weeks over 5,000 vehicles have been disinfected.
- UNHCR through NRC launched the cash assistance distribution for baby diapers, sanitary napkins and gas cookers. All safety measures are put in place including social distancing, hand sanitizers and PPEs distribution. Refugee individuals and staff adhered to the measures in accordance with the ‘reopening of facilities’ SOPs. The exercise will be conducted from 15 – 24 September.
- In Za’atari Camp, UNICEF and NRC completed a blanket soap bar distribution. Overall, 192,231 soap bars were distributed to 64,077 individuals (B: 18,390; G: 17,429; M: 13,905; W: 14,353). UNICEF also supplied the quarantined guards in Arabian Medical Relief Hospital in Za’atari Camp with 3m3 of water, 1 cleaning kit and 10 soap bars.
- In KAP camp, UNICEF distributed 501 soap bars to 600 individuals (B: 172; G: 163; M: 130; W: 135) and 60 hand sanitizers (one per family with more than 5 members) and 24 hygiene kits (1 per family with 6+ members) to over 84 families.
- In the Informal Tent Settlements (ITS), Mateen distributed 1,691 small hygiene kits and 4,920 soap bars, procured by UNICEF, to 7,992 individuals across 50 ITS sites (B: 2,263; G: 2,185; M: 1,730; W: 1,814).
- UNICEF started the arrangement and preparations of handling the disinfection at the household level and completed Infection Prevention and Control (IPC) trainings for 44 new Incentive-based volunteers (IBVs) in Za’atari Camp and 12 new IBVs in Azraq Camp. All IBVs are now able to conduct household level disinfections in accordance with COVID-19 related IPC regulations.
- In response to the positive COVID-19 cases which have been identified in Azraq and Za’atari Camps, UNICEF is supporting both families under home self-isolation and those in the transit area with critical hygiene and sanitation supplies. Over the past two weeks, UNICEF, in coordination with UNHCR, distributed 135 cleaning kits and 876 soap bars to 876 individuals in Za’atari Camp (B: 253; G: 237; M: 193; W: 193). UNICEF has further pre-positioned 54 family hygiene kits in Za’atari (four of which have been distributed). In addition, UNICEF, in coordination with UNHCR, distributed 23 bottles of hand sanitizer and 115 soap bars to approximately 120 individuals in Azraq Camp (B: 37; G: 35; M: 24; W: 24).



EDUCATION

Key Activities:

- From 17 September, all schools in Jordan were partially closed for two weeks. Students in grades 4-11 continued distance learning, and school attendance of children in grades 1-3 and grade 12 was optional. UNICEF and partners successfully advocated for KG2 children to also be allowed to attend school classes in person. Face-to-face teaching is particularly critical for younger years that do not yet have foundational numeracy and literacy.
- The Education Sector Working Group (ESWG) attended the Humanitarian Partners Forum (HPF) on 16 September, providing donors, UN and NGO representatives with an update on school reopening. The presentation gave an overview of the current situation, policy considerations from WHO, UNICEF and UNESCO, ongoing sector response and anticipated challenges. [The presentation is available at the ESWG portal.](#)
- As part of the Safely Back to School campaign, 30 UNICEF volunteers have conducted over 9,000 phone calls to families with school-aged children to support enrolment. 9,376 families were identified to need support, (69% Syrian, 27% Jordanian, 2% Palestinian, 1% Iraqi, 1% other) based on an initial RapidPro (similar to SMS) assessment of 100,000 vulnerable children. They were identified using phone numbers of parents of children who did not sit for final assessments according to OpenEMIS, existing children on the Bayanati database, and outreach to vulnerable children through Back to School campaigns for the previous three years. By 16 September, volunteers had reached 17,693 children (49% female), of whom 8% were out of school (41% female).
- In camps, UNICEF completed 2,102 household visits, reaching a total of 4,844 children. 26% were out of school (49% female). Reasons for being out of school include rejection from school registration due to documentation, disability, nearest school is full, financial challenges, child labour, child marriage and transportation challenges. UNICEF is now working with partners to identify how to support these children or refer to existing education and social services.
- UNHCR has launched its [Opportunities Platform](#) that supports refugees to access verified, up-to-date higher education opportunities. Features include a search engine of opportunities for refugees in country and abroad. UNHCR invited ESWG members and other stakeholders to engage in sharing relevant information of their own programmes on the site.
- 1,233 learners (678 females, 555 males) remotely accessed UNHCR's Kolibri learning platform during the reporting period, including 472 learners in Za'atari Camp (through Blumont), 78 in Azraq Camp (through CARE) and 682 in urban areas (through JOHUD).
- On 20 September, the Ministry of Education and UNICEF launched Learning Bridges, a new national initiative to support students in grades 4 - 9 to recover and progress their learning after and during the school closures. It is a cross-curricula program that will reach around 1 million students through a blended learning approach which brings together home and school, textbook and technology, knowledge and applied learning and is designed to be implemented whether schools are open, partially open or closed. It will help reinforce learning concepts so that children do not miss out or fall behind in learning and will support children without access to technology, through weekly learning activities in printed copies distributed by schools, but also linked to digital resources. A short training on how to implement Learning Bridges in schools is available for teachers and community organizations, whilst each weekly activity has tips for how parents can encourage and support their children's learning.



LIVELIHOODS

Key Activities:

- The monthly sector working group meeting has provided a forum for a partner review of the Vocational Training (VT) mechanisms in country, recognizing this modality as an important avenue supporting access to employment and entrepreneurship opportunities. Mercy Corps presented an overview of their project supporting VT activities, and UNHCR presented the main findings of a recent Technical and Vocational

Education and Training (TVET) assessment. The LWG is planning to create a VT taskforce, consisting of partners who provide vocational training, in order to strengthen the VT coordination, avoid duplication and share learning programs and best practices.

- FCA, GIZ, ILO, and UNHCR will conduct a joint study on TVET, with key high level objectives to identify best practices that can inform and guide TVET programming at the national level, and to build an evidence base for the successful inclusion of refugees into TVET programmes and their transition to the job market. The study will produce a joint publication towards the end of the year.
- Syrian refugees do no longer require a passport to register a Home-Based Businesses at the Ministry of Industry, Trade and Services. Syrian refugees can now use their Mol card as a form of identification and licensing fees are waived for a period of three years.

Key challenges:

- Transportation needs for refugees residing in Azraq Camp in order to facilitate access to employment are under discussion, and there is a need to ensure viable, sustainable options. However, since the confirmation of positive cases, work/leave permits have been suspended as the visitor's gate was closed.
- As the pandemic continues, the socioeconomic impact has exacerbated both PoCs and host communities' livelihoods. Access to employment, as well as the type of employment offered has changed and will likely continue to be impacted as the current increase in cases continues.
- Limited access to CBOs means it is more difficult to ensure an accurate picture of the number of refugees who are receiving information on the labour market, including information on opportunities and legal rights. The current reliance on SMS and social media, whilst efficient, carries some risks that not all refugees are informed. As the country adapts to social distancing norms, it is anticipated that a more direct outreach, will commence again.



SHELTER

- NRC has finalized shelter rehabilitation and house connections to the water network and continue to provide cash for rent for the vulnerable families.
- IOCC will support shelter rehabilitation in Irbid, Mafraq and Amman. The project targets Syrians and Jordanians and is funded by OCHA. Part of the funding was used for cash assistance for Syrians, Sudanese and Somali refugees, and Jordanians. The implementation is starting in September.
- Shelter partner ICMC has supported 350 families with Cash for Rent, in Mafraq, Irbid, Ajloun, Jerash, Madaba and Zarqa.
- Shelter activities in the camps continue to be implemented as planned despite the latest development of the newly registered COVID-19 cases within the camps.
- In Za'atari and Azraq Camps, UNHCR and NRC, continue to provide shelter assistance to vulnerable refugee families.

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>