

# Jordan

October 2020

With Jordan entering the phase of community transition in October, UNHCR continued to monitor the **COVID-19 cases among the refugee populations** in the Zaatari and Azraq camps and worked closely with the Ministry of Health

and the Syrian Refugee Affairs Department to implement established protocol and response mechanisms.

The distribution of **renewed Asylum Seeker Certificates** was

piloted in UNHCR field offices across the Kingdom, **reaching 9,333 families**. In response to COVID-19, UNHCR continues to address the needs of persons of concern through innovative and safe remote modalities.

## KEY INDICATORS

**751,805**

Refugees in Jordan as of 15 November 2020

**83.1%**

Refugees living outside camps in **urban areas**

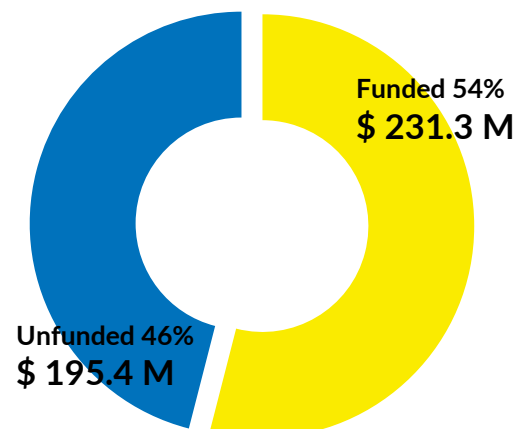
**46.8%**

Refugees are **children** under 17 years

## FUNDING (AS OF 10 NOVEMBER 2020)

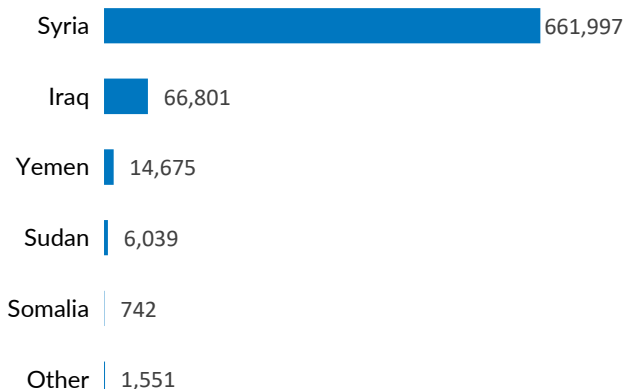
**USD 426.7 M**

UNHCR Jordan's financial requirements in 2020



## POPULATION OF CONCERN

### Countries of Origin



Basra and Anwar, Syrian refugees and community volunteers living in Tafileh, Jordan, visit Abu Ahmed and his wife, an elderly refugee couple living in their community. UNHCR Jordan/Lilly Carlisle

**PROTECTION**

- In October, registration and other legal and protection activities continued through remote modalities. UNHCR continued to share information on such modalities with PoCs through different means, including the [Jordan Help site](#), the Helpline and social media pages. During this month, UNHCR and legal partners provided legal assistance – in the form of counselling, mediation, representation, and protection follow up and advocacy – to 5,220 cases.
- During October, UNHCR continued the [distribution](#) of Asylum Seeker Certificates (ASCs) from the Amman Registration Centre. A total of 4,960 refugee families have received their renewed ASCs through this process. The distribution takes place at the main gate of the office, to avoid overcrowding and ensure the swift and efficient processing of each family. Safety measures are strictly adhered to, and PPE's are distributed to refugees at the entry. Given the growing number of infection rates in Jordan, the scheduled number of individuals in October was reduced from 500 to 300 per day. During October, the distribution process was also piloted in UNHCR field locations: a) at the registration centre in Irbid, reaching a total of 1,371 families, b) in Azraq, where distribution took place at the CARE centre in Azraq town, reaching a total of 214 families, and c) at the registration centre in Mafraq, reaching a total of 2,788 families. As a result of all the pilots, UNHCR in October reached a total of 9,333 families across the country, who were able to renew their ASCs.
- During October, UNHCR's child protection/SGBV teams counselled and supported some 163 individuals, who benefited from case management, legal, psychosocial services and mental health, resettlement and cash-based intervention services through UNHCR or implementing partners in the field.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE**

- In line with the joint Communication with Communities strategy with UNICEF and WFP, UNHCR continues to disseminate updates, information and awareness materials about COVID-19 and latest government guidelines to refugees in urban areas, through a variety of channels including social media, the Bridges of Communications refugees group, CSCs and the online magazine “Working with refugees”.
- In October, UNHCR Jordan's new [#AskUNHCR](#) Facebook series tackled the issues of [registration](#) and [cash assistance](#). The 30-minute live sessions provided important information to refugees on the two issues and addressed questions that were received live by refugees. Each session has reached over 200,000 people.
- Some 5,000 participants joined a total of 93 online and 26 on-site activities conducted by UNHCR-supported Community Support Committees (CSCs) across Jordan. Activities included virtual information sessions, hygiene kit and stationary distributions, training sessions on the government's COVID-19 Aman application, and more. CSCs continue to support refugee communities all around Jordan through community engagement activities, information sharing, and food/non-food item distributions.
- During October, UNHCR continued working with livelihood partner BluMont on the Home-Based Businesses (HBBs) project, to support the registration of Syrian and Jordanian owned HBBs, as well as to provide virtual legal awareness sessions to refugees on establishing and registering HBBs. In 2020 so far, a total of 41 Syrian-owned and 63 Jordanian-owned HBBs have started the registration process, while 4 of the Syrian-owned and 17 of the Jordanian-owned have been approved and licensed.

- This month, UNHCR provided Urgent Cash Assistance to 69 vulnerable refugee families, including 25 non-Syrian families. For PoCs who test positive for COVID-19, UNHCR conducts assessment of impact and vulnerability to provide additional cash assistance to the most vulnerable refugee patients.



#### CASH ASSISTANCE FOR BASIC NEEDS

- As per the regular monthly cash assistance program, in October UNHCR assisted a total of 33,000 refugee families, including 3,000 non-Syrian families. Since the beginning of the pandemic in March, a total of 51,821 newly identified vulnerable families have received at least one round of COVID-19 emergency cash assistance, through UNHCR and other Basic Needs partners. In 2020, a total of USD \$56.5 has been dispersed by UNHCR for basic needs monthly cash assistance, and USD \$13.5m for COVID-19 emergency cash assistance.
- UNHCR's Helpline answered 379,592 calls in October on enquiries mainly related to monthly cash for basic needs, registration, resettlement, and other protection issues.



#### HEALTH

- In October, with COVID-19 cases rising across the country, the number of cases testing positive for COVID-19 among the refugee population in the camps increased to 587, with no recorded deaths. UNHCR Jordan continued to work closely with the Syrian Refugee Affairs Directorate (SRAD) and the Ministry of Health (MoH) in conducting active surveillance and contact tracing exercises in the camps. Confirmed cases are being quarantined either in their own shelters or at isolation sites and transferred to hospital as needed as per the established protocol. Of the refugee population in camps in Jordan, 0.82% has tested positive to COVID-19, compared to 1.74% of the total Jordanian population, while 68.2% of refugee cases have recovered, compared to 60.8% of total cases in Jordan.
- As part of the COVID-19 response, UNHCR continued communication and community engagement efforts to raise awareness on health and hygiene measures, as well as health screenings upon entrance to the camps and disinfection of cars at the gates. Additionally, UNHCR continued referrals of emergency and life-threatening cases to partner agencies, having reached a total of 1,784 emergency referrals in October.
- During October, UNHCR partner Caritas initiated the third round of distributions of non-communicable disease (NCD) medication to beneficiaries. These distributions ensure that those with health needs are not adversely impacted by mobility restrictions due to COVID-19.



#### EDUCATION

- With COVID-19 cases rising across the country, schools have restricted their operation or moved to online learning. UNHCR works with the Ministry of Education to support access of refugee students to online platforms and offers virtual online homework support classes to some 350 refugee children. The program has shifted from in person to online to ensure social distancing and health safety measures.
- The first group of 26 refugee students [graduated](#) from Luminus Technical University College (LTUC) after completing their nine-month certified diploma in beauty, through UNHCR's Technical Vocational Education and Training (TVET) scholarship programme. The TVET scholarship, in partnership with LTUC and the Nour Al-Hussein Foundation/King Hussein Foundation, targets both Jordanian and refugee students. It should be recalled that the High Commissioner [visited](#) LTUC during his last visit to Jordan in September.

- During October, some 4,800 individuals accessed the UNHCR Kolibri platform for online learning support, including 45% residing in camps, 55% in urban areas, 49% male and 51% females. Since January 2020, more than 17,000 users access the Kolibri platform in Jordan.



#### DURABLE SOLUTIONS

- UNHCR Jordan is working towards its target to submit 5,500 individuals for resettlement in 2020, having completed a total of 3,367 submissions between January and October 2020 (61.2% of the annual target). To date, a quote of 4,025 resettlement slots have been confirmed for 2020 for Australia, Belgium, Canada, France, Ireland, Italy, Norway, Sweden and the UK.
- UNHCR Jordan continued the remote resettlement processing and conducted interviews with some 368 refugees by telephone and video, ensuring that integrity and identity verification safeguards are in place. With borders and traveling restrictions being progressively lifted, a steady number of departures has taken place in recent months, with refugees being resettled to the US, France and Norway.

## Donor and High-Profile Visits to UNHCR Jordan

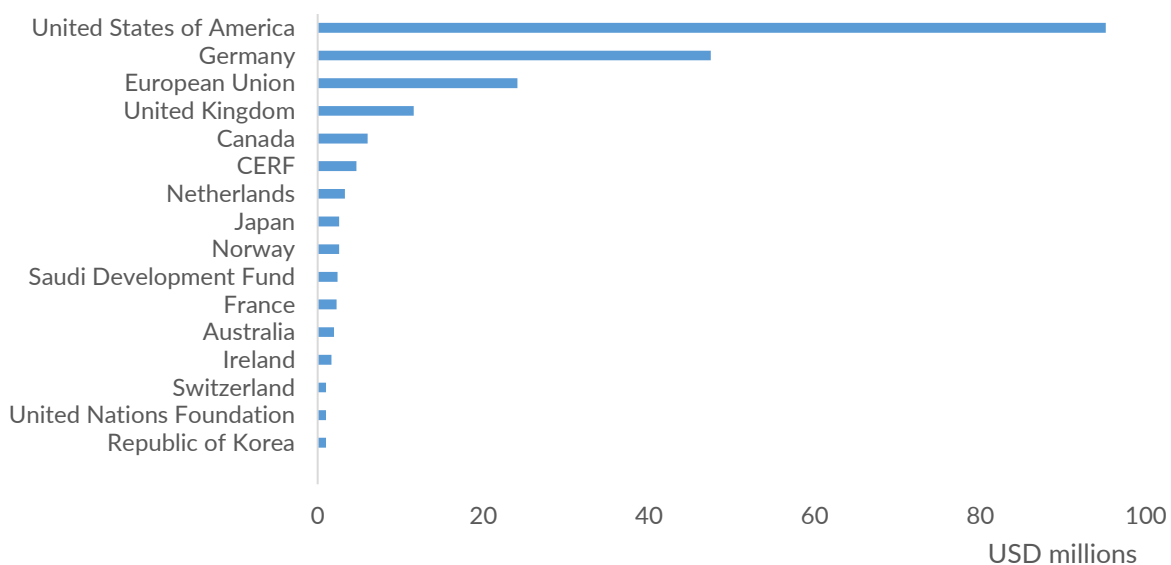
- Due to COVID-19 and under the Jordan government's guidance, UNHCR Jordan continues to discourage external field missions to the operation. Donor missions and high-profile visits will resume in full once the situation with the pandemic improves and no longer poses a risk of exposure of UNHCR's people of concern.
- During the month of October, two brief donor missions were facilitated, ensuring that all necessary health measures were in place, and no risk was posed to UNHCR's people of concern.
- On 01 October, during her trip to Jordan, Spanish Minister of Foreign Affairs Arancha Gonzalez Laya, accompanied by AECID Director Magdy Esteban Martínez Solimán and Ambassador of Spain to Jordan Aránzazu Bañón Dávalos, [visited](#) the UNHCR office and registration centre in Amman, where she met with a Syrian refugee family in the Resettlement pipeline. She was briefed by senior management and discussed UNHCR Jordan's work supporting the refugee population in the country.
- On 27 October, a three-member delegation from the Australian Embassy visited Azraq camp, to meet with UN agencies and implementing partners. The delegation, adhering to health measures, first attended a joint briefing by SRAD, UNHCR, and UNICEF, including on COVID-19 preparedness and response measures in the camp. The delegation then met with WFP and UN Women to continue their visit.

# Financial Information

Total recorded contributions for the operation amount to some **US\$ 231.3.6 million**, covering 54% of overall needs for refugees in Jordan.

UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

## Earmarked contributions to UNHCR Jordan in 2020 (over 1 million USD)



## Special thanks to the major donors of softly earmarked contributions in 2020 (in USD)

Germany (62.7M) | United States of America (26.4M) | United Kingdom (24.8M) | Denmark (14.6M) | Private donors Australia (10.1M) | Private donors USA (9.3M) | Canada (8.7M) | Private donors Germany (7M) | Sweden (6.1M) | Finland (5.5M) | Private donors Japan (4.5M) | Private donors Republic of Korea (4.3M) | Spain (3.4M) | Ireland (3.3M) | Private donors UK (3.1M) | Private donors United Arab Emirates (2.4M) | Private donors Lebanon (2.2M) | Japan (2.1M)

## Thanks to other donors of unrestricted and regional funds in 2020 (in USD)

Sweden (76.4M) | Private donors Spain (66.8M) | Norway (41.4M) | Netherlands (36.1M) | Denmark (34.6M) | Private donors Republic of Korea (34M) | United Kingdom (31.7M) | Germany (25.9M) | Private donors Japan (25.1M) | Japan (23.8M) | Switzerland (16.4M) | Private donors Italy (15.7M) | France (14M) | Private donors Sweden (11.7M) | Italy (10.6M)

## CONTACTS

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## LINKS

Facebook, Twitter, Instagram: @UNHCRJordan  
[www.data.unhcr.org/syrianrefugees](http://www.data.unhcr.org/syrianrefugees)