



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 authorities approved the re-opening of the camps on 26 July 2020 and refugees were also informed. Refugees holding work permits are now able to access their livelihood activities outside the camp. Leave permits will be provided for special cases and refugees who were stranded outside the camps can now also return.

On 27 July 2020, under the leadership of the UNHCR / INTERSOS, the UN and I/NGOs signed today the Inter-Agency Community-Based Complaints Referral Mechanism (CBCRM) agreement that puts a system in place for prevention and response to Sexual Exploitation and Abuse (SEA). During the launch, Partners reinforced the need for both collective and individual organizational commitments to support persons of concern. The CBCRM outlines key measures that need to be in place to prevent, respond and assist sexual exploitation and abuse including:

- Ensuring SEA is addressed through a victim-centred approach;
- Strategic communication and role modelling to promote positive change in organizational culture.
- Improve systems to stop transgressors from moving through the humanitarian sector;

The Jordan PSEA network is leading efforts to support a systematic approach to coordinating and improving organizational standards on codes of conduct, and regulations to guide the behaviour of personnel.

II. Sector Update



HEALTH

Key Activities:

- MOH letter informing on the beneficial non-insured Jordanian rate for non-Syrians has reached most of the different health directorates and all the public hospitals in Amman; Ministry of Interior's letter on acceptance until the end of the year of expired Asylum Seeker Certificates for Syrians has already reached some public hospitals in Irbid governorate, Amman, Zarqa and the south.
- MSF has completed the construction of the inpatient COVID treatment centre in Za'atari camp. The recruited medical staff are on standby. Essential medicines and medical supplies for one month are in place. The COVID-19 in-patient treatment centre is on standby for inpatient - admission for moderate – severe (noncritical cases) in case of COVID-19 outbreak in the camp.
- WHO regional office has started the second round of modelling the Oxford international application in collaboration with the Jordanian national authorities.
- A total number of 349 vulnerable Syrian refugee benefited from cash for essential health services in urban setting. 48% were emergency life-saving cases, 28% reproductive health services and 24% for blood transfusion and laboratory investigations.
- UNFPA is supporting the Sexual and Reproductive Health (SRH) SWG response plan for initiating a national SRH hotline that promotes access to remote services and information around SRH and services. The impact of remote services and their potential to reduce the risk to women's health and lives is evidence based, and that should be promoted as part of public health policy. Additionally, the hotline services promote women's

choice for family planning. This will add to other remote approaches (telephone, digital applications, SMS text messaging, voice calls, interactive voice response) for relevant consultations, follow-up or screening implemented in the early response to COVID-19.



BASIC NEEDS

Key Activities:

- Basic Needs Partners continue to book cases on RAIS to reserve families to assist them with COVID 19 emergency assistance in the month of July. During the month of July, 3,926 families with 12,746 individuals have been assisted; in total, 20,988 families with 84,379 individuals have received their cash assistance. The different COVID cash partners ensure that the assistance provided is recorded at regular intervals. [The COVID-19 Emergency Cash Coordination Dashboard can be found here.](#)

Challenges:

- Funding to support the PoCs (27,843 families) who have not yet been supported and are yet to receive at least one month of assistance is the most critical gap.



FOOD SECURITY

- During July, 480,000 refugees living in communities continued to redeem WFP's cash assistance both at ATMs and at contracted food retailers across the 12 governorates and camps.
- The refugees living in community can now access a larger network of ATMs via the MasterCard provided by WFP-contracted Financial Service Provider, Jordan Ahli Bank. By allowing ATM transactions within the network of Housing Bank, Jordan Islamic Bank, Jordan Kuwait Bank, Bank of Jordan and others, WFP has allowed its beneficiaries to access a network of almost 900 ATMs across Jordan.
- WFP and its Cooperating Partners have started the inclusion process for almost 20,000 Refugees as part of COVID-19 emergency response. The e-Cards distributions are ongoing across Jordan, as soon as completed WFP will transfer the cash assistance.
- Within the framework of the OneCard Platform, WFP has supported the provision of cash assistance for about 300 beneficiaries on behalf of Collateral Repair Project (CRP) and started the preparatory work to facilitate the payments in August on behalf of UN Women (216 beneficiaries), of UNRWA (almost 60,000 Palestinian Refugees) and of CRP (470 beneficiaries)
- With a plan to commence Financial literacy for beneficiary households, a request for proposals has been launched for the provision of digital and financial literacy to WFP beneficiaries.



PROTECTION

Key Activities:

- For the PWG response, Persons with Disabilities (PwDs) partners are working to raise awareness with PwD through videos with sign language and voice-over and encouraged TV to include interpreters to involve deaf communities. Visually impaired disabilities depend on touching and those with physical disabilities and intellectual disabilities are challenged to take precautions and do preventive measures during COVID 19.
- GBV case management services are available in all locations at same level as prior to the crisis. Group activities are now resumed in Za'atari, EJC and Azraq camps and urban areas in the majority of women and girls' safe spaces adhering to risk mitigation and distance measures with the presence of up to 30% of beneficiaries in group activities only.

- GBV service providers are scaling up their cash for basic needs and cash for rent to support women in finding alternatives to institutionalized shelters for their safety and security.
- The Child Protection Sub-WG has focused on the possibility of increased numbers of child labour cases due to the high level of stress and financial difficulties as a result of COVID-19. Child labour is expected to further grow. Main actors to prevent and respond to child labour such as the Ministry of Labour (MoL), International Labour Organization (ILO), the National Council for Family Affairs (NCFA) attended the meeting in addition to CP WG members. There will be greater engagement by MoL in coordination, but also in addressing child labour.
- The PWG will further enhance coordination with the Ministry of Social Development (MoSD) regarding protection risks and related interventions and a dedicated task force will be established. Task Force TORs were finalized and shared with MoSD for review.

Challenges:

- There is a lack of availability of mental health workers and qualified professionals (2 Psychiatrists and 0.04 nurses per 100,000 citizens).
- Adolescent girls are facing particular challenges in freedom of movement and since school closure they have limited opportunities to leave home and access GBV services to seek help.
- The closure of the ECHO funded Education/ Child protection Consortium (SCJ, Tdh and INTERSOS) came as a sudden information to the CPIMS TF. A CPIMS meeting occurred to discuss the issue and assess the impact it will have on the process of serving the best interest for children at risk. Through the coordination and collaboration between the CPIMS-TF this challenge was overcome through agreement on possible case transfer to other CP Case management agencies (NHF/IFH and IMC). The modalities and details are still under discussion.
- In Azraq and Za'atari camps PWG partners finalised SOPs of re-opening of camp facilities. All CP and SGBV services are available in the camps.



Key Activities:

- UNICEF continued supplying an average of 55 litres per person per day of safe water daily in Azraq, Za'atari, and KAP Camps, in order to meet higher water demand due to rising temperatures as well as COVID-19 response.
- In Za'atari Camp, UNICEF has nearly completed works on the WASH units in the quarantine area, connecting these to both water and wastewater networks. Once completed, these units will provide gender-segregated and disability accessible WASH services for up to 120 people (B: 30; G: 30; M: 30; W: 30).
- In Azraq Camp, UNICEF, in close cooperation with NRC, AAH and SIDA, has completed a blanket distribution of hygiene supplies. Overall, 10,593 Hygiene Kits and 2,035 Cleaning Kits (which included soap bars provided by UNICEF), were distributed by ACF and SIDA respectively benefitting a total of 32,408 individuals (B: 10,014; G: 9,463; M: 6,320; W: 6,611).
- Over the past two weeks, Future Pioneers (FP) has continued updating the database of all beneficiaries who are living within 48 ITS sites across Jordan. The goal of this update is to keep up-to-date information about persons living in the sites, including maintaining correct contact information for these persons. Overall, they have reached 6,823 individuals (B: 1,888; G: 1,831; M: 1,488; W: 1,616); FP have also updated the list regarding WASH committees in these sites, having reached a total of 191 individuals (M: 101; W: 90).
- UNICEF has continued the disinfection of all vehicles entering Azraq, KAP and Za'atari camps, having disinfected more than 3,840 vehicles in the last two weeks.
- The Hygiene Promotion activities in Rukban Camps are ongoing; 16 trained volunteers (10 females and 6 males) continue disseminating hygiene messaging at the tap stands regarding water collection, transportation and storing, including messages on best hygiene practices for personal hygiene and handwashing.

- Risk Communication and Community Engagement (RCCE) continued in cooperation with ACF, ACTED, FP, LWF and OXFAM, with approved messaging being disseminated through over 243 WhatsApp groups to 7,768 individuals to camp populations and host communities, of which at least were 2,395 individuals were female. The messaging provided by UNICEF focused on key messages regarding COVID-19 and WASH, including but not limited to how to maintain psychological and mental health during the COVID-19 response period, including information regarding education schedules for the relevant populations.



EDUCATION

Key Activities:

- UNICEF, UNESCO and other education partners jointly prepare the Safely Back to School campaign in line with the Global Framework for the Reopening of Schools. Within this context, UNESCO has shared the Arabic version of the Toolkit for School Leaders on Supporting Teachers in the Back-to-School Efforts, which was developed by the International Task Force on Teachers for Education 2030, and will help guide the MoE for the reopening of schools for the upcoming calendar year. In addition, UNICEF and its partners formulated education messages for the Safely Back to School campaign. UNICEF completed outreach training for 119 Syrian Assistant Teachers in camps (92 in Za’atari and 27 in Azraq) for home visits to refugee families with at risk children after Eid in order to identify the reasons for non-enrolment or drop out and inform the families of the procedures for available support. The training for Syrian Assistant Teachers covered issues around children’s safety and well-being in school opening, how parents can support children’s learning and mental health, as well as guidance on registration in formal and non-formal education.
- UNESCO and IIEP continued providing support to the MOE in crisis-sensitive planning. The MoE’s six technical working groups (TWGs) under the six Education Strategic Plan (ESP) domains have started an ESP desk review to inform the next steps in the review of annual workplans taken into account the COVID-19 response by the MoE. UNESCO and IIEP have provided technical support for this process by providing a set of guiding questions for the six ESP TWGs. UNESCO and IIEP have also started supporting the establishment of a Risk Management Unit at the MoE. The TORs for the unit have been reviewed, and internal consultations at the MoE are now taking place. The MoE has highlighted that this is a high priority as a result of the Ministry’s Covid-19 response.
- The MoE and UNICEF organized a workshop to review global evidence on good practice and lessons learned on remote learning. Teaching modalities might be the most effective for learning recovery in Jordan post COVID19 and what resources and skillsets might be required for teachers, parents and communities to manage remote learning were discussed. The workshop took stock of good practice and lessons learned from other country case studies, contributing to the operationalization of the MoE Education During Emergency Plan.
- UNHCR launched education initiatives in partnership with university and NGOs. They include the online certified English language courses within camps and urban areas in close coordination with the Arizona State University. Al-Ghurair Young Thinkers Programme was also launched to enhance career readiness. It is a free-of-charge platform that provides university and career-readiness courses to the Arab youth.
- UNHCR, in coordination with JOHUD, Blumont and CARE, reached out to a total of 3,000 refugee and Jordanian learners (55 per cent female) accessing the online/offline educational platform (Kolibri). 60 per cent of the students reside in camps, and 40 per cent in urban areas.
- In light of the COVID-19 crisis, UNESCO Amman Office within the project “Provision of TVET for Syrian refugees and Jordanian youth” funded by the Government of the Republic of Korea, and in partnership with Luminus Technical University College, has designed and implemented a short-term online training course (5 weeks) on digital skills. The training course aimed at equipping the students with relevant digital and business skills to strengthen their transition from education to labour market.
- For higher education it is announced that the start date of the next scholastic university year 2020/2021 will be on 20 September 2020. The actual teaching will start on 27 September 2020. The association of Arab universities announced the designing of a special system to protect academic certificates and official documents in order to avoid the forged scientific documents and certificates in various countries of the world.



Key Activities:

- The Livelihoods Working Group continues to facilitate the exchange of information across partners, helping to ensure consistency in the planning, design and implementation of programmes. Of note during the reporting period was a session focused on Home Based Businesses – helping partners to understand the registration and licensing processes and providing an opportunity to examine lessons learned from the 2019 successful UNHCR/Blumont project. This session was attended by both partners and donors. The group continues to discuss and review key advocacy messages, reflecting both the impact of COVID as well as the new financing for refugee economic inclusion.
- The Livelihoods sector continues to promote increased access and improved services that will help to address the underlying policy and institutional determinants that act as barriers to livelihoods. The sector is particularly focused on improving access to economic opportunities for women, recognizing that there is a need to enhance and expand actual employment opportunities, whilst also using advocacy to remove some of the societal barriers that women face. To this end, as the sector reviews its planned programming, it is using evidence-based and market-driven approaches to help improve inclusion for women as well as for refugees in general. Joint advocacy efforts continue to be vital with an overall aim of improving the legal framework for all in Jordan.

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>