



| CwC Content & Activity this Month

UNHCR Jordan on social media:

- #AskUNHCR Series Episode 13: Biometrics and Data Protection
- #AskUNHCR Series Episode 14: WRD Special
- #AskUNHCR Series Episode 15: Registration Services
- Regular anti-fraud and COVID-19 content to raise awareness
- 7 new higher education and livelihoods opportunities for refugees in Jordan
- Announcement on WFP re-targeting exercise

- Announcement on gradual re-opening of UNHCR registration centres
- Announcement of upcoming VAF surveys round

UNHCR Jordan Help site:

- 3 more links added for episodes 13, 14 and 15 of #AskUNHCR
- New FAQs page launched on the WFP re-targeting exercise
- Introduction of the text-to-speech option on the main elements of the website, making it more accessible to PwD and illiterate individuals

| Main Topics Voiced by Refugees

COVID-19 National Vaccination Programme:

- A maintained positive perception of the COVID-19 vaccine among Persons of Concern; more have voiced their registration/receiving the vaccine

WFP Food Assistance:

- Increased negative engagement over the re-targeting exercise; several hashtags trending, requesting WFP to reconsider this exercise
- High questioning over the eligibility criteria and assessment of cases
- Some confusion was noticed between UNHCR financial assistance and WFP food assistance

Non-Syrian community:

- Concerns remain about certain opportunities being made available for Syrian refugees only, such as higher education scholarships and labour

Other UNHCR services during the pandemic:

- Mixed reactions towards the announcement of the gradual re-opening of UNHCR registration centres
- Requests from persons of concern to include more options in the Helpline, which are being considered in the IVR relaunch soon

| Upcoming Activities in July

- Additional awareness material on the COVID-19 vaccine
- Survey on the #AskUNHCR Facebook live Q&A sessions
- Additional education and livelihoods opportunities
- New episodes of #AskUNHCR series
- More content on the gradual re-opening of UNHCR registration centres