

Jordan

239,297 Syrian refugees, and 26,375 Iraqis and refugees of other nationalities have received winter cash assistance in October and November.

3,358 patients were received in Rukban clinic on the North East border, with 69 referrals to Jordanian hospitals. The clinic is operated by UNHCR, UNICEF and UNFPA jointly.

December 2018

UNHCR Jordan brought together 33 refugee vendors, from five nationalities to sell their handmade products and art at its annual [Winter Bazaar in Amman](#).

761,100

Refugees in Jordan as of 15 Dec 2018

83%

Refugees living outside camps in urban areas

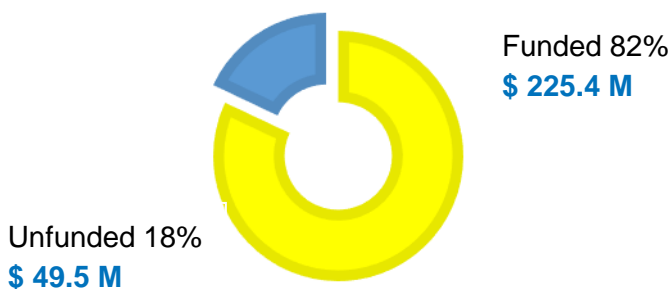
17%

Refugees living in three camps in Jordan – Azraq, Zaatari and The Emirati Jordanian

FUNDING (AS OF 18 DECEMBER 2018)

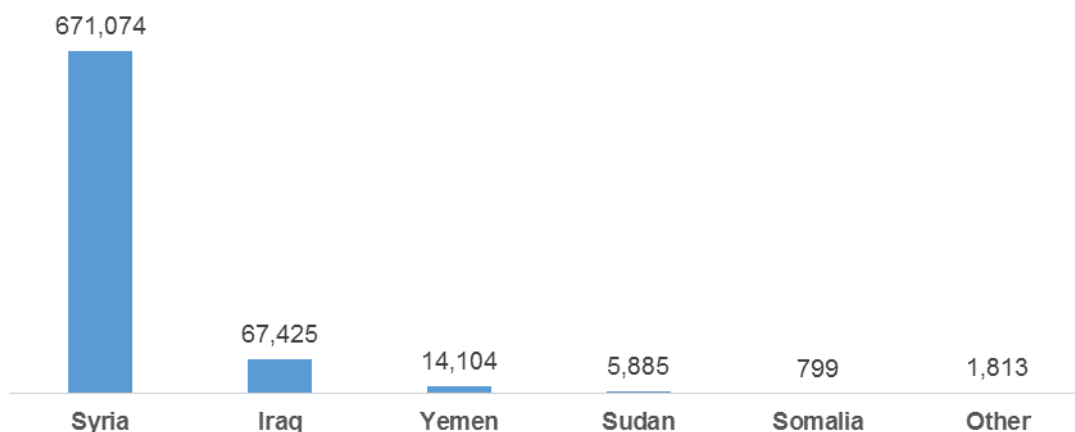
USD 274.9 M

requested for the Jordan situation



POPULATION OF CONCERN

Countries of Origin



PROTECTION

- On 18 December, 15 UNHCR trucks carrying around 52,000 core relief items crossed the Jaber-Nassib border as part of an ongoing **inter-agency operation** intended to deliver all residual humanitarian stock procured for the Jordan cross-border operation to operations inside Syria.
- Following this year's theme for the **16 Days of Activism**, 'End Gender-Based Violence in the world of work', UN High Commissioner for Refugees Filippo Grandi called on 25 Nov for renewed and bold action to better protect refugees and displaced people from sexual and gender-based violence, or SGBV, in the workplace. In Jordan, an event and multiple sessions were held in November by jointly UNHCR, UNICEF, the Government of Jordan - Family Protection Department (FPD), Questscope, International Medical Corps (IMC), Jordan River Foundation (JRF), Arab Renaissance for Democracy and Development (ARDD) and Noor Al-Hussein Foundation (NHF). In addition, UNHCR released relevant multimedia products on UNHCR social media platforms in order to maximize the outreach of this annual campaign.
- UNHCR runs 40 helpdesks across the country as part of **community outreach**, where refugees are able to approach UNHCR with any legal or protection issues they may have – they can also approach our registration centre in Amman. During November, 1,177 families were assisted with issues ranging from lack of cash assistance, documentation, gender based violence, regularization of status, and resettlement.
- UNHCR Jordan has one of the largest refugee **helplines** in the world. The Helpline answered 584,606 calls in November. Since its inception in 2008, UNHCR staff on the helpline have responded to over 2 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for emergency calls.
- In November 2018, UNHCR provided **counselling** to approximately 668 beneficiaries at UNHCR's registration centre in Amman. UNHCR also assessed 160 vulnerable cases of various nationalities (Syrian, Iraqi, Yemeni, Sudanese, and Somali etc.) concerning their eligibility for Urgent Cash Assistance (UCA). 68 cases for the UCA were approved.

EDUCATION

- The Ministry of Higher Education and UNHCR have organized a **Roundtable Discussion on Connected Learning** in Higher Education. The two day event on 10 to 11 December brought together representatives from local and international universities, the Jordanian government, and non-governmental organizations to discuss expanding the tertiary education sector in Jordan through online platforms. The Roundtable aims to establish the best practices for increasing access to quality connected learning programmes, and support the capacity of Jordanian universities to design, implement, accredit, and monitor such programmes.
- UNHCR's **higher education scholarship programme, DAFI** (Albert Einstein German Academic Refugee Initiative), plays an integral role in enabling refugees worldwide to access higher education. A total of 728 refugees benefitted from a DAFI scholarship in 2018. DAFI female refugee students in Jordan participated in an event highlighting the 16 days of activism against sexual and gender-based violence, and presented a speech emphasizing the importance of education for girls to combat violence as well as ensuring the importance of safe educational environment.
- On 13 December, UNHCR and National Council for Family Affairs (NCFA) jointly held an event to launch the **Refugee Family Status Report**. In the first report of its kind, NCFA and UNHCR have collaborated to produce

a comprehensive analysis on the status of refugee families in Jordan. Accompanying the bi-annual NCFR report on the status of Jordanian families, this additional study on the specific needs of refugees will provide a baseline of data to inform future programming and develop family-related policies and strategies.

BASIC NEEDS

- UNHCR aims to reach 328,683 Syrians (79,052 families) in the refugee camps of Azraq and Zaatari and in urban areas with **winter assistance** in the form of cash assistance, as well as selected winter Core Relief Items (CRIs). In urban areas, 202,842 Syrian refugees (about 47,000 families) have received a one-off cash assistance (per family) in October and November through the multi-agency Common Cash Facility system. UNHCR and its partners will undertake regular monitoring of project activities, and engagement of cash beneficiaries will be part of UNHCR's post-distribution monitoring mechanism.

Distribution of winter assistance to vulnerable **Syrian refugees in Zaatari and Azraq camps** began in October. UNHCR has reached 36,455 individuals (about 9,000 families) with cash for gas to cover the cost of gas refills and cash for winterization to address shelter maintenance. Distribution of heaters and high thermal blankets has also begun in Azraq camp reaching 4,415 individuals. For the **Iraqis and refugees of other nationalities**, a one-off cash assistance at household level has been provided to 26,375 individuals (around 14,000 families) in October and November through the Common Cash Facility system. The distribution of winterization assistance will continue through the month of March 2019.

- **Monthly Cash Assistance** was distributed to 139,067 persons in November, of which 131,166 persons were Syrians, 5,784 persons were Iraqi and 2,117 persons were of other nationalities. Cash assistance is meeting the majority of beneficiaries' basic needs by helping them afford rent and pay monthly bills. It is also improving their lives by having a positive impact on beneficiaries' psychological well-being, food security, health and educational access, and financial stability.

DURABLE SOLUTIONS

- **Resettlement:** The Government of Canada confirmed a quota increase of 850 individuals bringing its 2018 quota to 1,800 individuals, thus increasing the overall 2018 Jordan quota to 6,187 individuals. Canada is currently Jordan's largest resettlement country.
- From 13 to 15 November, a delegation from the Romanian Directorate for Asylum and Integration, including Director Mr. Mircea Babău, conducted a familiarization visit to become acquainted with UNHCR operations in urban centres and the refugee camps. This year marked Romania's first as a resettlement country, with the visit focusing on the resettlement process, ranging from selection criteria to logistics.
- On 8 November, UNHCR briefed the Director of the Swiss Migration Agency in connection with the last Swiss Resettlement Selection Mission to Jordan for 2018. The Director indicated the Swiss government's intention to continue resettlement from the region and willingness to look into resettlement opportunities for non-Syrian refugees.

HEALTH

- 3,358 patients were received at the **UN-run Rukban clinic** on the North East border of Jordan during the month of November. Upper respiratory tract infection (URTI) was the highest reported acute health condition, with a proportional morbidity of 30%. No significant changes have been recorded in the proportional morbidity of reported skin infection, urinary tract infection (UTI), lower respiratory tract infection (LRTI) and diarrhoea.

Hypertension and asthma were the highest reported chronic health conditions, each with a proportional morbidity of 35%. There is a slight decrease in trends of diabetes in comparison with the previous months. Trends in chronic health conditions varied as a result of clinic accessibility challenges. Management of chronic diseases requires regular periodic visits to monitor diseases and evaluate therapeutic outcomes, which necessitates enhanced accessibility. In addition, 69 patients were admitted for further treatment at Jordanian hospitals.

- 390 vulnerable beneficiaries have received **cash assistance for essential health services** with a total amount of JOD 130,400 (USD 183,765). 62% of the cash assistance was for the purpose of emergency lifesaving assistance and the 34% was for reproductive health care services.

COMMUNITY EMPOWERMENT AND SELF RELIANCE

- UNHCR Jordan brought together 33 refugee vendors, from five nationalities to sell their handmade products and art at its annual **Winter Bazaar**. The three-day event from 6 to 8 December provided refugees the opportunity to earn money to support themselves through the winter, promote their work, and mix with different communities. All proceeds went direct to the vendors, with the aim of inspiring entrepreneurship and creativity among refugees. The bazaar followed a November cabinet approval to allow Syrian refugees to set up and own, home-based businesses in all sectors inside camps and within the food processing, handicraft or tailoring industries in urban areas.
- On 7 November, the Ministry of Labour issued a decision allowing Syrian refugees in the Kingdom to establish their own **home-based businesses**, in food processing, tailoring, and handicrafts. UNHCR Jordan welcomes this decision as a way to further empower Syrian refugees to earn a living.
- 4,791 refugees resident in Azraq camp registered for a work permit at **Azraq Camp Employment Office** (ACE) by November. A total of 1,361 work permits, were issued through the Azraq Camp Employment Office in November - the majority sectors are in agriculture and construction. Different partners including NRC, DRA and CARE in Azraq camp conducted a number of vocational and livelihood trainings to refugees on different skills that includes ICT and innovation, tailoring among others.
- In Zaatari camp, there were 11,518 work permits registered for 86% male and 14% female at the **Zaatari Office of Employment** by the end of November; over 100,000 check-in check-out instances were recorded overall at the gate indicating that work permits continue to be important to mobility. The system works well and refugees are informed by sms when work permits are ready.

Donor and High Profile visits to UNHCR Jordan

- From 30 Oct to 1 Nov, Qatar Charity conducted a monitoring and evaluation study in Jordan, which consisted of home visits and interviews with UNHCR's cash beneficiaries. The mission also consisted of meetings with multiple units within UNHCR to demonstrate the Cash Based Intervention program, including infrastructure and process of cash distribution. Qatar Charity has donated 5 million USD to support UNHCR Jordan cash assistance programme in 2018.
- On 7 November, key staff members from The Embassy of the United States of America in Jordan visited Azraq Refugee Camp, in order to meet with partners and learn more about the situation in the refugee camp. UNHCR

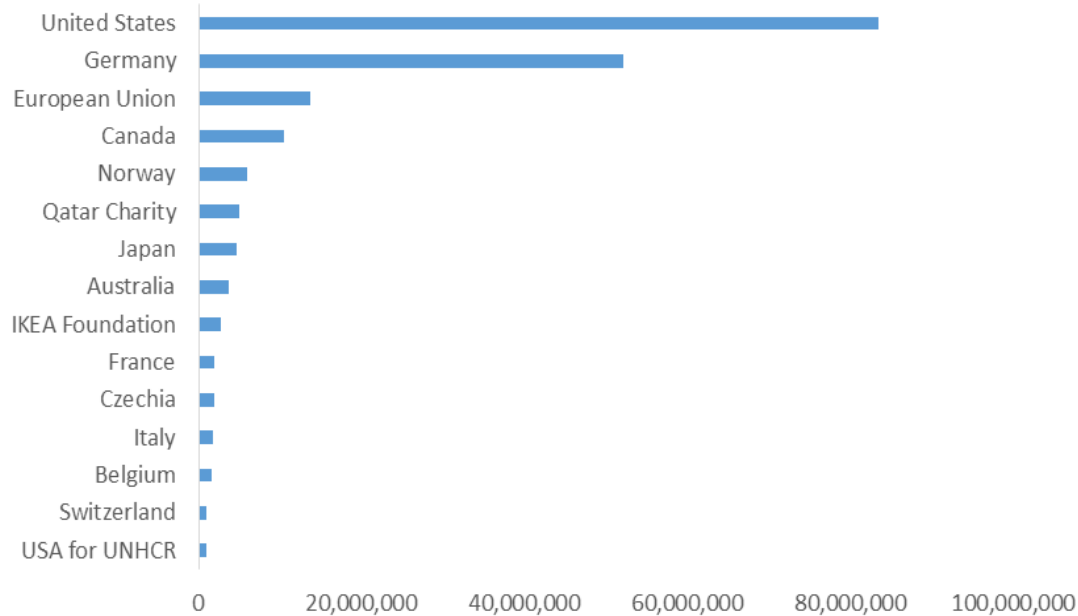
continues to be grateful for the American government's financial contributions, as the United States continues to be UNHCR's largest donor, having contributed over 83 million USD to the Jordan operation in 2018.

- On 7 November, The Right Honourable Lord Alfred Dubs conducted a home visit accompanied by Oxfam. While a former Member of British Parliament, Lord Dubs remains active in politics and continues to advocate for good governance, and refugee protection.
- On 11 to 14 November, Amnesty International USA conducted a visit around urban community centres and refugee camps in Jordan. The visit included discussions around registration and resettlement, as well as familiarization with operations of both UNHCR and implementing partners.
- On 21 November, a Czech delegation conducted a visit to Zaatari camp, with a particular focus on infrastructure relating to electrical generation and the IMC Medical clinic. The visit also included a visit to the Lutheran World Federation offices in the camp, along with services provide in the camp.
- On 25 November, a delegation of media personnel from the European Union Trust Fund in Response to the Syrian Crisis, otherwise known as the 'Madad' Fund conducted a visit to Zaatari Refugee Camp, with a focus on UNWomen and education facilities. With contributions and pledges from 22 EU Member States and Turkey, amounting to now more than €150 million, and contributions from various EU instruments, the Fund has reached a total volume of €1.5 billion to date.
- On 4 December, a delegation consisting of the German Federal Ministry and implementing agencies such as Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ – German development agency) and KfW (German development bank) visited Zaatari Camp.
- On 8 December, European Commissioner for Humanitarian Aid and Crisis Management, Christos Stylianides, visited Azraq refugee camp in Jordan. The visit coordinated by UNHCR, took in EU-supported projects in health sector and meetings with government officials and humanitarian partners on the ground. ECHO has donated some 13.7 million USD to the Jordan operation in 2018. Commissioner Stylianides stated that the EU will keep supporting refugees in Jordan for 'as long as it takes' during a media opportunity at the end of his visit. The Minister of Planning and International Cooperation, Mary Kawar, noted in her meeting with the Commissioner that "in line with humanitarian principles and humanitarian laws, Jordan will not force Syrian refugees to return home".
- On 18 November, Italian Ambassador to the Hashemite Kingdom of Jordan Mr. Fabio Cassese, accompanied by Italian Member of Parliament Ms. Chiara Ehm visited Zaatari camp. This visit was followed by the one on 13 December by, the Director General for Development Cooperation at the Italian Ministry of Foreign Affairs, Mr. Giorgio Marrapodi, and the Head of the Humanitarian Office, Mrs. Cristina Carezza. Both visits included familiarization with camp history and infrastructure, as well as visits to the Safeway Supermarket, UN Women Oasis, and the Italian Jordanian Field Hospital led by the Royal Medical Services. Italy has donated some 2 million USD to the Jordan operation in 2018.
- On 16 December, Minister of Foreign Affairs in Netherland, Stef Blok and a team of media visited Azraq camp. They were jointly briefed on the camp services and situation by SRAD, UNHCR, UNICEF and WFP. The delegation visited the office of employment and was briefed by UNHCR and ILO on the services and procedures refugees go through before taking a work permit, followed by a home visit.

Financial Information

Total recorded contributions is **\$225 million** (18 Dec), covering **82%** of overall needs for refugees in Jordan.

■ EARMARKED CONTRIBUTIONS OVER USD 1,000,000 to UNHCR Jordan in 2018:



■ OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Germany 45.7 million | Private donors Australia 13.5 million | Private donors Germany 6.4 million | Denmark 5.7 million | Private donors Republic of Korea 4.5 million | Sweden 4.4 million | Finland 4.3 million | United States of America 4.3 million | Private donors Switzerland 3.2 million | Norway 3.2 million | Private donors Sweden 2.8 million | Holy See | Iceland | Japan | Liechtenstein | Luxembourg | Malta | Poland | Romania | Russian Federation | Slovenia | Spain | Private donors

■ UNEARMARKED CONTRIBUTIONS | USD

Sweden 98.2 million | Private donors Spain 71 million | Netherlands 47.1 million | United Kingdom 45.3 million | Norway 42.5 million | Private donors Republic of Korea 35.2 million | Japan 26.5 million | Denmark 25.5 million | Private donors Italy 18.7 million | Private donors Japan 17.9 million | Switzerland 15.8 million | France 14 million | Germany 13.7 million | Private donors Sweden 13.2 million | Italy 11.2 million

Algeria | Argentina | Austria | Belgium | Bosnia and Herzegovina | Bulgaria | Canada | Chile | China | Costa Rica | Cyprus | Estonia | Finland | Holy See | Iceland | India | Indonesia | Ireland | Israel | Kuwait | Latvia | Liechtenstein | Lithuania | Luxembourg | Monaco | Montenegro | New Zealand | Philippines | Portugal | Qatar | Republic of Korea | Russian Federation | Saudi Arabia | Serbia | Singapore | Slovakia | Sri Lanka | Thailand | Turkey | United Arab Emirates | Uruguay | Private donors

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