

Jordan

March 2020

While there have been no cases of refugees reporting positive to the Covid19 virus in Jordan so far, UNHCR has been closely monitoring the evolution of the Covid19 situation in Jordan since February. and has been scaling up its preparedness plans, particularly for refugee camps, together with WHO and partners and under the leadership of the Ministry of Health.

WHO-approved hygiene-promotion measures and hygiene-awareness messages have been enhanced for staff and persons of concerns all around the Kingdom and in refugee camps.

746,581

Refugees in Jordan as of 31 March 2020

83.4%

Refugees living outside camps in urban areas

16.6%

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

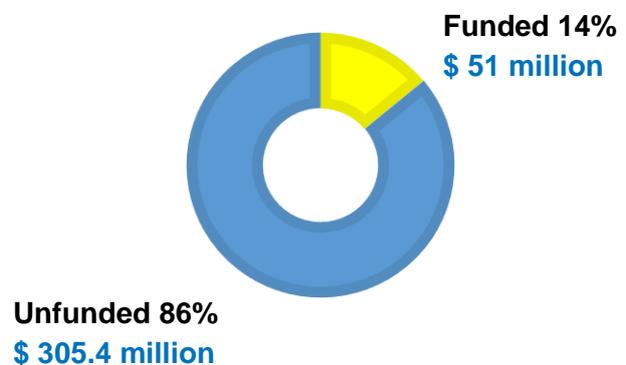
UNHCR has finalized the Jordan Refugee Response Coronavirus Contingency and Response Plan in close collaboration with all key partners in the eight sector working groups under the refugee response.

UNHCR has been coordinating the issuance of permits for UN agencies and partners' staff to access refugee camps. A key issue remains consolidated movement of suppliers and retailers for replenishment of stocks, including movement of medicines.

FUNDING (AS OF 6 APRIL 2020)

USD 356.4 million

UNHCR Jordan's financial requirements in 2020



POPULATION OF CONCERN

Countries of Origin



PROTECTION

- On 16 March, UNHCR launched its Business Continuity Plans (BCP) in view of the COVID-19 pandemic and the new regulations put in place by the Government of Jordan. Registration centres as well as Community-support centers in urban areas have been closed to prevent the spread of the virus. Additionally, all Mobile Registration Missions and home visits have been suspended, including outreach through Nuzha and Zarqa community services centres, except for urgent registration of new-born babies.
- Before the activation of the BCP, a total of 9,379 individuals underwent documentation renewal in Amman, Irbid and Mafraq registration centres.
- In March, UNHCR and legal partners provided legal assistance (in the form of counselling, mediation, representation or protection follow up and advocacy) to 4,104 cases, totalling to 10,289 since January 2020.

During the reporting period, Child Protection/SGBV sub-units counselled and supported a total number of 106 cases (46 SGBV and 60 CP) who benefited from case management, legal, Psycho-Social Services and mental health, Resettlement and Cash-Based intervention services through UNHCR or implementing partners in the field.

COMMUNITY EMPOWERMENT AND SELF RELIANCE

- Since the outset of the Covid 19 emergency, UNHCR has stepped up its Communication with Communities outreach mainly through SMS and its social media platform (mainly Facebook, 120k followers). Additionally, Jordan's network of 25 Community Support Committees (CSCs), run by 200 refugee and Jordanian committee members, have been pivotal in reaching refugee communities through remote communication tools such as information sharing messaging, as well as gathering information on needs, particularly in urban areas. Their already functional WhatsApp trees have a reach of over 50,000, with the specific refugee-led communication committee also manages 85 groups with a reach of 10,000 to pass messages quickly, as well as contact UNHCR with concerns and referrals. This system thus far has provided over 600 referrals of the most vulnerable in different refugee communities, with UNHCR able to respond on a case by case basis with counselling and urgent cash assistance as needed.
- The elderly, women and children, and those with specific needs are particularly vulnerable during the extended lockdown in Jordan. UNHCR is working with partners, including Jordan Hashemite Fund for Human Development (JoHUD), and Arab Renaissance for Democracy and Development (ARDD) to continue specific services remotely; these include legal, SGBV and CP counseling, online parent and child sessions for children with cognitive development needs and their families, individual follow up with refugees in elderly shelters and remote group sessions for psychological counselling.
- Due to this restriction of mobility, the level of vulnerability for both refugees and host community has risen and significantly affected the existing official and unofficial employment of both refugees living in urban areas and camps

CASH ASSISTANCE FOR BASIC NEEDS

- In March, total of 6,214,801 USD was disbursed to 134,656 individuals for basic needs assistance, education, Urgent Cash Assistance and Health care. 33,000 refugee families including 3,000 non-Syrian refugee families, received cash for Basic Needs Assistance, while 350 Syrian refugee families who live in urban areas received cash for Health Assistance. 341 Syrian families received cash assistance for education.

- The Helpline answered 164,944 calls in March on enquiries mainly related to monthly cash for basic needs, registrations and other protection issues. Since the beginning of the emergency, the Helpline has been reconfigured to better respond to the needs of refugees remotely, by using continually updated Integrated Voice Recognition (IVR) response and is now providing a call back system for refugees, whereby queries and calls are logged then responded to by sector specialists, while all data is recorded in the RAIS system for monitoring and feedback purposes.

HEALTH

- In response to the COVID-19 Pandemic, UNHCR has taken major steps to address the effect on the health care services offered for refugees: MoH/WHO guidance and instructions regarding COVID-19 response were shared with health partners and camp health facilities while MoH/WHO messages and awareness leaflets are being widely shared among refugees. While no refugee is among the confirmed cases in Jordan, surveillance and reporting mechanisms of any suspected cases in the camps are active according to MoH' case definition.
- All Health facilities have allocated separated triage area within their health facilities where a General Practitioner has been assigned to deal with mild to moderate acute respiratory illnesses including COVID-19, and this area is equipped with a bed and an isolated waiting area where a suspected case can temporarily wait until the specially equipped ambulance arrives.
- UNHCR continues to provide strong support to preparedness for case identification and response in the camps. As agreed with WHO, UNHCR has taken the lead in camps in enacting, if and when necessary, use of WHO's COVID-19 reporting form for cases as per standard procedures in place. Training has been undertaken by UNHCR for all health partners in both camps on suspected case reporting and form identification.
- As urban health clinics remain closed, UNHCR is expending advocacy efforts to increase refugee access to healthcare in urban areas beyond emergency referrals and remains in contact with the Ministry of Health. In parallel to these advocacy efforts, UNHCR has worked with partner Caritas to pivot normal distribution channels to use pharmacies as delivery agents for Non-Communicable Disease medication of the next three months, including ensuring all Data Sharing arrangements are in place to safeguard refugees' personal data. Caritas are current restricted in their movements due to the closure of urban healthcare clinics and the stringent permit system currently in operation in the country.
- In March, some 390 beneficiaries received cash for health assistance for emergency healthcare, reproductive health and blood disorder cases.

EDUCATION

- In order to cope with the closure of schools and universities throughout the Kingdom, the Ministry of Education and the Ministry of Higher Education and Scientific Research have adopted an emergency strategy to provide distant online learning for students. The "Teach yourself" initiative was designed to enable university students in Jordan to continue learning through the internet while staying at home. It aims at addressing the educational needs of what remains of the current semester. This initiative comes as a collaborative effort of the Ministry of Higher Education and Scientific Research, the Accreditation and Quality Assurance Commission for Higher Education Institutions and major Jordanian universities.

- UNHCR supported around 950 students to access the different e-learning platforms in urban and camps. Highest participation per governorate has been recorded in Irbid and Nuzha centres, followed by Hashemi and Karak.

DURABLE SOLUTIONS

- All resettlement travel and selection missions have been cancelled until further notice due to COVID-19. However, despite the remote working arrangements, UNHCR Jordan managed to refer a total of 482 refugees to the UNHCR MENA Regional Office for onward submission to Sweden, Australia, Italy and the UK.
- So far in 2020, UNHCR Jordan has received confirmation of 4,250 slots for refugee resettlement (quotas) from Canada, the UK, Sweden, Ireland, Germany, Italy, France, Norway and Portugal. UNHCR is awaiting additional pledges and quota distributions from several other countries.
- At the end of March, the Resettlement Unit was notified of the premature closure of the Australian resettlement quota for 2020. Over a two-day period, UNHCR submitted 20 cases, comprising 75 individuals, to Australia, reaching a total of 173 individuals submitted to Australia from the last quarter of calendar year 2019 to date.

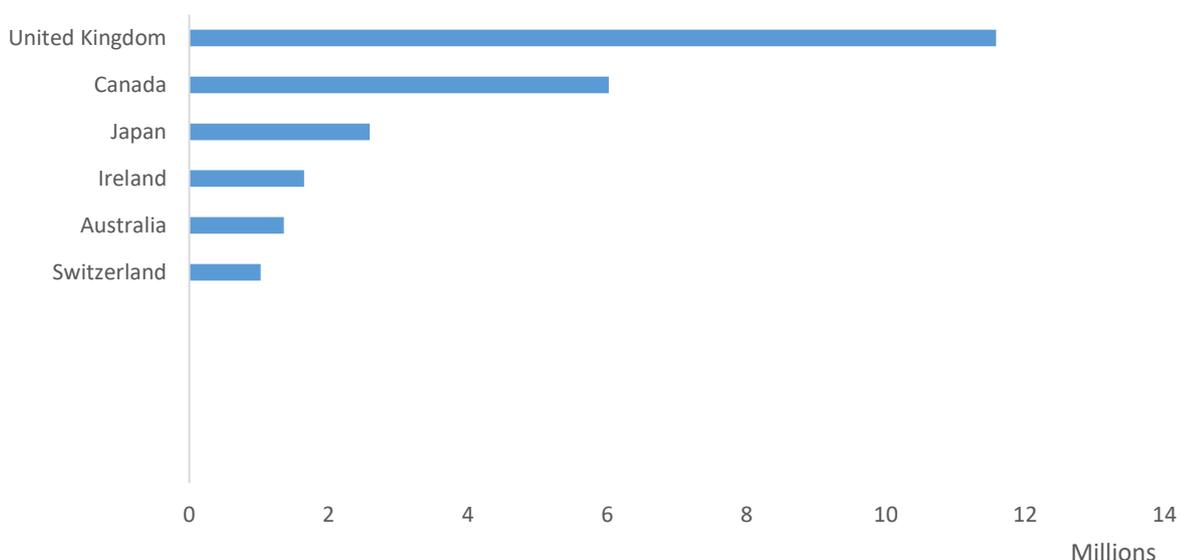
Donor and High-Profile Visits to UNHCR Jordan

- Due to COVID19 and under the Jordan government's guidance, UNHCR Jordan has postponed all external field missions to the operation. This is also in line with the flight and travel cancellations to and from the country. Donor missions and high-profile visits will resume once the situation with the pandemic improves and no longer poses a risk of exposure of UNHCR's People of Concern.

Financial Information

Total contributions are over \$51 million as of 6 April 2020, covering 14% of overall needs for refugees in Jordan.

EARMARKED CONTRIBUTIONS to UNHCR Jordan in 2020 (over 1 million USD):



OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Germany 55.8 million | Finland 5.5 million | Sweden 3.1 million | Canada 2.3 million | Private Donors Australia 2.2 million

UNEARMARKED CONTRIBUTIONS | USD

Sweden 76.4 million | Norway 41.4 million | Netherlands 36.1 million | Denmark 34.6 million | United Kingdom 31.7 million | Germany 26.4 million | Private Donors Spain 20 million | Switzerland 16.4 million | Private Donors Republic of Korea 10.5 million

CONTACTS

Francesco Bert, Senior External Relations Officer | bert@unhcr.org