

CwC in numbers

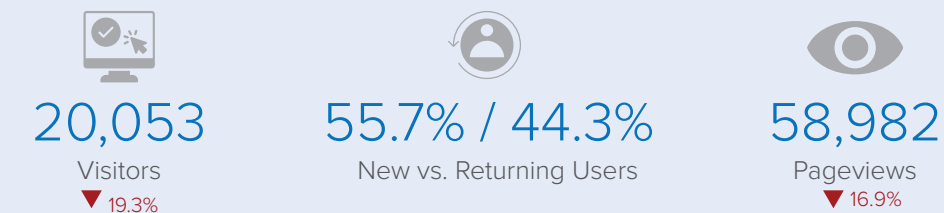


Social Media Posts

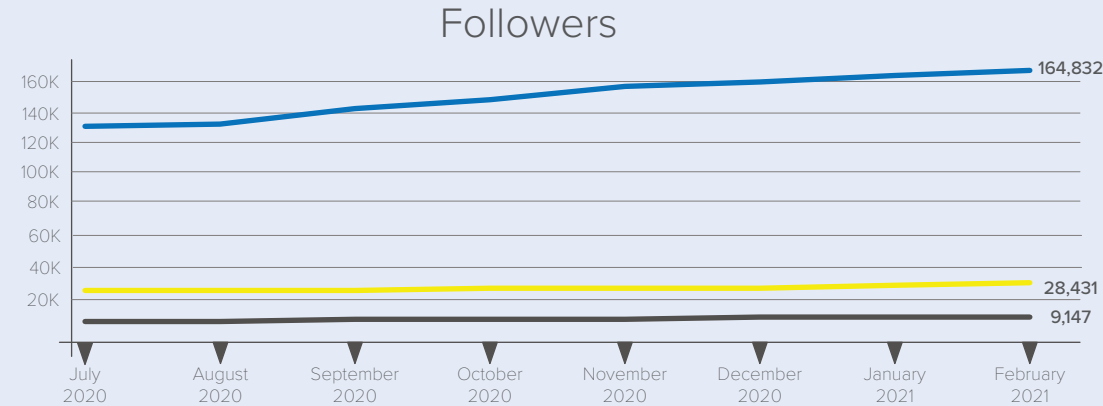


* WhatsApp messages are sent to the Bridges of Community group through Community-Based Protection

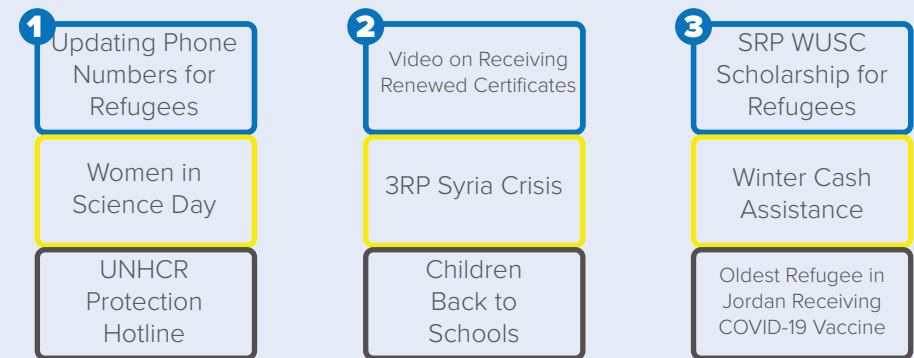
Help Site



Social Media Engagement



Top Posts by Topic



* Engagement on social media is the measurement of comments, likes, shares, retweets and clicks.

| CwC Content this Month

UNHCR Jordan on social media:

- Content from series of animated videos on services of UNHCR
- Information on COVID-19 vaccine
- Information on new curfew rules and Friday lockdowns
- Change in access to Caritas Clinics and MoH facilities
- Monthly anti-fraud content to raise awareness
- Re-launch of the Facebook Live #AskUNHCR Series
- New higher education opportunities for refugees in Jordan

UNHCR Jordan Help site:

- More content added to the page dedicated for Frequently-Asked Questions on COVID-19 vaccine & the National Vaccination Programme (<http://bit.ly/3a5KJHZ>)
- More links added for episodes of #AskUNHCR Facebook Live Q&A sessions (<http://bit.ly/3d1DHqJ>)

| Main Topics Voiced by Refugees

COVID-19 National Vaccination Programme:

- Questions on receiving the vaccine, steps after registration
- Fears remain over safety and efficacy of the vaccine

UNHCR Financial Assistance:

- Questions revolve around any upcoming distribution phases for the COVID-19 emergency assistance
- Increased questions over the UNHCR eligibility criteria for financial assistance and home visits carried out by Mindset

Non-Syrian community:

- Concerns remain about certain opportunities being made available for Syrian refugees only, such as higher education scholarships and healthcare
- Questions on “de-registering” as asylum seekers in order to issue work permits in Jordan, mainly from the Yemeni community

Remote services during the pandemic:

- Accessibility to services, backlog and appointments remain major concerns for refugees as their Asylum Seeker/Refugee Certificates expire

| Upcoming Activities in March

- Additional awareness material on the COVID-19 vaccine
- Additional animated videos on services of UNHCR to be published
- Additional content on UNHCR remote services on social media
- New episodes of #AskUNHCR series
- Updated Q&A documents on services and COVID-19 vaccine
- Announcing the new Helpline’s Interactive Voice Response structure