

## CwC in numbers



## Social Media Posts



\* WhatsApp messages are sent to the Bridges of Community group through Community-Based Protection and among all frontline staff through the Info Sharing Group

## Help Site



## Social Media Engagement

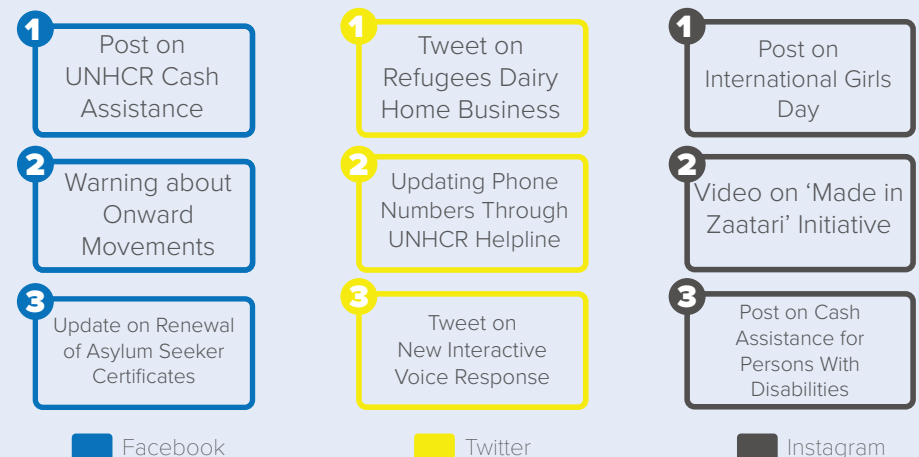
### Followers



### Engagement



### Top Posts by Topic



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

## | CwC Content & Activity this Month

### UNHCR Jordan on social media:

- New anti-fraud material published (poster set)
- Announcement on launch of new Interactive Voice Reponse (Helpline)
- Regular COVID & vaccine reminders to raise awareness
- 3 educational & livelihoods opportunities announced
- Press release on onward movements

### UNHCR Jordan Help site:

- FAQs on WFP verification process published
- Launch of the new Interactive Voice Response system, and publishing of a series of explanatory animated videos

## | Main Topics Voiced by Refugees

### Non-Syrian Community

- Concerns remain over the unavailability of new registration services for refugees from different nationalities, Yemen namely
- Negative reactions regarding certain opportunities being made available for Syrian refugees only, such as higher education scholarships and labour

### Legal Issues/Rectification of Status:

- Requests from individuals to rectify their status with regards to moving from camp to urban residential status

### UNHCR Winter Cash Assistance:

- Demands from individuals to consider including additional families on the winter cash assistance lists

### Other Concerns:

- Spike in discussions relating to the onward movements and resettlement
- With the relaunch of the new Helpline Interactive Voice Response, questions remain around the ways to navigate the tree of options

## | Upcoming Activities in November

- Additional awareness material on the COVID-19 vaccine
- #AskUNHCR Facebook live Q&A sessions on various topics
- Additional education and livelihoods opportunities
- New material on climate action in line with COP26
- Material on opening of mobile vaccination unit at UNHCR offices
- Launch of the document return project