

## Jordan Child Protection Sub-Working Group

### Meeting Minutes

**Date and time:** 21 April 2020/ 9:00-11:00

**Location:** Online Zoom meeting

**Co-Chairs:** UNICEF/ UNHCR

**Participants:** UNICEF, UNHCR, Caritas Jordan, IMC, ICMC, ILO, JRF, NCFA, Plan International, MECI, IOCC, IFH, Save the children, IRC, DRC, PRM, War Child, TDH-Italy, Reclaim Childhood, Rescue, ARCS

#### **Agenda:**

- Welcome
- Updates from the National Protection team
- CPIMS Task force
  - Q1 report
  - Guidance documents developed
- Child and Family Hotline updates
- Discussion on Child Labor during COVID- 19
- Updates from the field coordination structures
- Updates from the partners
- Guidelines for child protection for COVID- 19
- Guidelines for online protection and safety of children
- Updates on COVID- 19 3RP budgetary requirements
- AOB

Agenda Item	Discussion	Action Point
<p><b>Welcoming participants</b></p> <p><b>Updates from the National Protection team</b></p>	<ul style="list-style-type: none"> <li>- Welcoming and discussing the Agenda.</li> <li>- Many agencies are providing their services and programs for CP during COVID-19. Services include some of the following activities: working remotely to provide services for children, creation for awareness materials and prevention measures shared by social media, non-formal education, distribution of kits, communication with communities, PSS services, sport services, positive parenting sessions, monitoring situation of children by legal partners and UNHCR, case management and trainings for social workers.</li> <li>- Updates from the National Protection team: several points were discussed by national team including FPD, MoSD, MoH and national NGOs.</li> <li>- There are several efforts being done for CP but there are still many cases that government could not support due to shortage in staff, and lack of access to permits for civil society organizations.</li> <li>- FPD said that the number of cases of domestic violence did not increase, many reasons can lead to this as some cases cannot report or are scared to report. Government is compiling numbers of helplines to protect families and children.</li> <li>- The workload on the government is high and the number of social workers is limited. Therefore, there is a need for other organizations to support the government during this time. Social workers working for the government obtained permits to start working on the 13<sup>th</sup> of April .</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Agencies can share their hotlines to be collected and added.</b></li> <li>• <b>NCFA: to provide government hotline numbers.</b></li> <li>• <b>All presentations will be shared.</b></li> </ul>

<p><b>CPIMS Task force Q1 report Guidance documents developed</b></p>	<ul style="list-style-type: none"> <li>- CPIMS developed a data report during the period of the lockdown.</li> <li>- 5 main types of child protection concerns were shared in the report.</li> <li>- Majority of cases considered to be neglect. Usual report is generated every quarter. Generate a report for COVID-19 data, lower cases were registered during this period 151 cases only comparing to more than 400 in the past (a decrease of 62 per cent).</li> <li>- Breakdown for protection also is lower. Main locations: Irbid, Amman, Camps then other locations.</li> <li>- CP case management guidance note for COVID-19 was ready and presented to the working group.</li> <li>- Looking at different issues for CP during this period in addition to preventions. It's a guidance for case managers to use.</li> <li>- Tips and techniques and approaches for who work remotely.</li> <li>- Resources from MoH including hotlines. Information on when to engage FPD.</li> <li>- To provide guidance to partners especially Makani partners and not to be involved on a personal level but to make sure that safe referrals are used.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Q1 report will be shared</b></li> </ul>
<p><b>Child and Family Hotline updates</b></p>	<ul style="list-style-type: none"> <li>- <b>JRF:</b> help line is confidential and free of charge, it is available from 9 am until 8 pm. Provides counseling and referrals focusing on women and children. In addition to helping families in parenting and cases who are exposed to abuse.</li> <li>- Experienced professionals are involved and provide services.</li> <li>- After the call is received, the issue is addressed internally if case needs psychosocial support or externally through emails or WhatsApp or phone calls.</li> </ul>	

	<ul style="list-style-type: none"> <li>- Total calls: 704 calls were received. Most calls were from Amman but also some calls were received from other governments.</li> <li>- Parentages: 59% males and 41% males. Adults 80% and only 20% children because of the current situation.</li> <li>- Received calls regarding violence and abuse, medical services, financial aid and many other topics.</li> <li>- Most cases are referred to Takiyet Um Ali and FPD.</li> <li>- Some of the Challenges are lack of services and telecommunication related issues.</li> <li>- Health related cases goes to 911.</li> <li>- Academic problems are related to online education and time management.</li> <li>- Received high risk cases.</li> <li>- Syrian cases: 2 cases from Syrian children facing traumas and referred to psychologists.</li> </ul>	
<p><b>Discussion on Child Labor during COVID- 19</b></p>	<ul style="list-style-type: none"> <li>- ILO: increase economic stress that will possibly have impact on children. ILO focus on ITS (informal tented settlements) in farms that include children working in farms. New cases are coming up it is hard to monitor some of them in the meantime. Case management is ongoing by telephone and trying to find new ways for informal education by phone.</li> <li>- PPE kits delivered in collaboration with UNICEF to farms with a guidance on how to use them. Guiding families on different family assistant programs.</li> <li>- ILO send messages to families to prevent children from working. If it is difficult to stop children from working, then at least they should be provided with hygiene kits and masks to stay safe.</li> </ul>	

	<ul style="list-style-type: none"> <li>- Options discussed in Azraq on child labor: how to support families through cash distribution.</li> <li>- Suggestion to have a meeting on child labor to address the situation.</li> </ul>	
<p><b>Updates from the field coordination structures</b></p>	<ul style="list-style-type: none"> <li>- Irbid office: CP service provider are providing case management over phone. Challenges identifying new cases and cases suffering from lack of financial support. Majority of cases are received through referrals and it is challenging to identify CP cases in specific.</li> <li>- Zaatari camp: continuing to work remotely. Good cooperation with FPD. Challenges: identification of cases. New CP cases were identified through hospitals which is a big concern. Feedback and request from parents that children are not fully understanding what is happening, working closely with MHPSS. There is remote participation of children in Zaatari. Coverage quality is poor, and families cannot afford to pay for internet. Coordination with UNICEF, telecommunication companies, ministries and donors to solve this issue.</li> <li>- Azraq camp: coordination meeting last week, agencies still working remotely. Few staff are on the ground, coordination with FPD and hotlines are available. Main challenges: GBV reporting is law and this raise concerns on how to access these cases. Increase of child labor in the camp as children are out of school. Partners are working on it and cases are referred to case management. For newborn children: in cooperation with hospitals, working remotely to add children to UNHCR system.</li> </ul>	
<p><b>Updates from the partners Guidelines for child protection for COVID- 19</b></p>	<ul style="list-style-type: none"> <li>- ILO: need to provide food packages, zoom meetings with families, follow up with the online education. Managed to get in touch with MoE. Children facing challenges due to the new method of online education. Teachers and children need trainings. Lack of Internet. Collaboration with MoH in providing COVID-19 tips and posters. Online Yoga lessons to some of the students and their families.</li> <li>- MECI: teachers had an online training on virtual learning and using Zoom, Skype etc.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>To avoid duplications, create a group and develop guidelines to share it at once.</b></li> </ul>

	<p>Internet connection is an obstacle for both students and teachers, some centers in Al Badya don't have internet towers, they try to support children by phone and sometimes trying to deliver papers to doors.</p> <ul style="list-style-type: none"> <li>- Caritas Jordan: posted on the website flyers on negative ideas that can cause mental health problems for beneficiaries. Hotline number and email is available for PSS. Online psychological training workshops are available. Provide number of the specialist to be reached. Study the mechanism on providing beneficiaries sessions on response o COVID-19. Caritas provided patients with their medication.</li> <li>- ICMC: providing PSS and counseling sessions, child friendly sessions, planning to do child marriage sessions all over the phone. Develop materials for psychological first aid for ICMC staff.</li> <li>- Plan International: projects in Azraq camp and different governorates, developed a check list for online sessions. Conducted e-meetings with field staff and facilitators. Child save guarding and privacy are applied. Interventions on PSS, sports and many other life skills.</li> <li>- IRC: conducting case management. Challenges: complains from Syrians facing problems with landlords asking for rental fees. Could not reach children for case management regarding some cases, it might increase the risk of child labor.</li> <li>- IOCC: providing psychosocial support and case management, provide general awareness sessions.</li> <li>- IFH: case management and PSS over phone in Mafraq, Jordan valley, Irbid and Ramtha. Communicating with parents on child labor. Providing awareness messages on COVID-19 and coping mechanisms.</li> <li>- JRF: case management in different locations, following up on cases. JRF in cooperation with UNHCR and OCHA shared activities for children. Developed e-training platform and started</li> </ul>	
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	<p>conducting trainings.</p> <ul style="list-style-type: none"> <li>- DRC: can assist cases over the phone and help with house rents in Amman. Contact <a href="mailto:asma.abughaush@drc.ngo">asma.abughaush@drc.ngo</a></li> </ul>	
<p><b>Guidelines for online protection and safety of children</b></p>	<ul style="list-style-type: none"> <li>- Co-chairs will share guidance note on child protection considerations related to COVID-19.</li> <li>- This guidance includes some key messages and recommendations to be considered to better respond to child protection risks during the time of COVID-19, likely impacts of COVID-19 on child protection risks in Mena and recommendations and good practices.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>To share Guidelines for online protection and safety of children.</b></li> </ul>
<p><b>Updates on COVID- 19 3RP budgetary requirements</b></p>	<ul style="list-style-type: none"> <li>- Appeal for Contingency Plan &amp; COVID 3RP 9 months Financial Requirements: It is an additional appeal for the required funding through COVID-19 dedicated 3RP Appeal, to enable the implementation of the critical activities to respond to COVID-19. Agencies who provided COVID-19 3RP Funding Requirements: War Child Holland, ARCS, UNICEF, Intersos, TDH-Italy, IRC, Plan International, RHAS, ICMC, World Vision International, Save the Children, ILO, IMC, TDHL.</li> <li>- Some of the activities and projects: <ul style="list-style-type: none"> <li>• Provide clear and consistent information via outreach phone calls, social media platforms on COVID-19.</li> <li>• Development of a platform for online and offline occupational therapy material.</li> <li>• Remote Case Management Program.</li> <li>• Remote ToT for staff and community members.</li> <li>• Distribute home-based PSS kits.</li> <li>• Online non formal education.</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>- Total required budget: 2,418,000</li> </ul>	
<p><b>AOB</b></p>	<ul style="list-style-type: none"> <li>- Follow up with government on hotline numbers.</li> <li>- Child labor meeting.</li> <li>- Add new or updated activities to the 4 Ws</li> <li>- CPSWG will call for 2 topic specific meetings:             <ul style="list-style-type: none"> <li>a) Coordination for home based /remote services for children and parents 28 April 10:00-11:30</li> <li>b) Child Labor task force 29 April 14:00-15:30</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Agencies to share their new or updated activities on COVID-19</b></li> </ul>