



This update aims to provide information on progress towards implementation of the objectives of the Jordan Contingency & Response Plan in response to COVID-19. It is available through UNHCR's Operational Portal at [COVID-19 Response Page](#)

I. General Update

3RP COVID-19 response has been launched on 7 May and is available [here](#). It is aligned with the Global Humanitarian Response Plan and its overall objectives are to: 1) Contribute to national efforts to reduce the spread of COVID-19 in Jordan; 2) Continue to address specific vulnerabilities of refugees and ensure continued access to critical services, food, healthcare, protection and security; 3) Provide life-saving assistance and healthcare to refugees affected by COVID-19 and support the national health response; 4) Mitigate the socio-economic impact of COVID-19; and 5) Safeguard the progress made on the SDGs and resilience building in support of refugees and host communities.

The total financial requirements for Jordan amount to 275 million USD and are requested in addition to the regular [3RP Appeal](#) amounting to 1.2 billion USD.

II. Sector Update



HEALTH

Key Activities

- MoH team conducted a second round of random testing in Zaatari camp. The testing focused on grocery shops and service deliverers. A total of 112 samples were taken from refugees working in bakeries, supermarkets and shops, and the results were all negative.
- Caritas has prepared so far 4,615 NCD prescriptions to be delivered through UPS to urban refugee population. UPS received 3,732 prescriptions and has distributed NCD medications to 1,670 refugee patients in Amman, Zarqa and Irbid through the remote services delivery module. UPS faces some challenges to reach the urban refugee population.
- IMC continues to provide inpatient sexual and reproductive health services such as normal vaginal delivery caesarean sections and neonatal care in Irbid governorate.
- All IMC MH clinics across 11 governorates have partially opened and successfully dispensed essential psychotropic medications to pre-determined cases requiring psychotropic medications.
- MSF has started to work on the construction of the in-patient treatment Center for COVID-19 in Zaatari camp.
- UNFPA issued new guidelines for providing antenatal care during COVID-19 pandemic. The new document provides interim guidance on providing phone based antenatal care (ANC) in the immediate clinical situation during COVID-19. These recommendations are provided as a resource for on a combination of WHO guidelines, good practice and expert advice based on the latest scientific evidence.



BASIC NEEDS

Key Activities

- Tearfund has assisted 614 Syrian families and 253 Jordanian families under the COVID-19 Emergency response.
- 524 refugee Households and 54 Jordanian Households have been selected by NRC to receive assistance under COVID-19 Emergency response for a period of 3 months - April to June.

- UNHCR completed its regular combined April/May basic needs cash assistance for 33,000 beneficiary families with 99% withdrawal rate on Thursday.
- Under the unconditional cash assistance (UCA) scheme, UNHCR has disbursed assistance to 2,500 households who were stranded out of camps.
- In support of MoSD and the NAF to more easily provide cash support, the Central Bank has allowed online registration of mobile wallets. This has been expanded to Syrian refugees and UNHCR has identified the first 2,200 families to register mobile wallets using the online registration list for COVID-19 emergency response.

Key Challenges

- Lack of sufficient funding to meet the needs of 48,800 families identified under COVID-19 Emergency Response.



FOOD SECURITY

Key Activities

- Following early May's cash assistance to almost 370,000 refugees in communities on 20 April, 95% of the assistance was redeemed by refugees during April. Similarly, in Camps, 70% of May assistance was redeemed in the first 10 days.
- WFP is working with the Norwegian Refugees Council (NRC) to provide a one-off cash distribution via Money Exchange Company for around 1,000 Syrian Refugees Cases who are registered Camps residents and are stuck in the community. They were outside of camps when the curfew was put in place by the Government and do not have access to WFP's assistance, as their monthly entitlements can be received via Blockchain and are only redeemable at WFP's Shops in Refugee camps.
- In collaboration with World Bank, IFAD, and FAO, WFP is contributing to the creation of a monthly food system monitoring report first edition to be published by May 15th. For subsequent editions WFP will set up a Vulnerability Analysis and Mapping system to monitor food security in households throughout Jordan.



PROTECTION

Key Activities

- SGBV WG has finalized and disseminated the [Guidance Note on GBV Service Provision during COVID-19](#) which aims to highlight the impact of COVID-19 on women, girls and vulnerable groups with SGBV lens, describing the risks of increasing exposure to SGBV and the barriers to report incidents and seeking support. It also proposes innovative approaches to promote the accessibility to SGBV services through phone booths or integration in health system considering the difficulties that women and girls are facing. Moreover, the document provides guidance and recommendations on the way forward, on gradual return to reopen services and resume direct implementation as well as key messages to prevent SGBV.
- Assessments are pointing out specific SGBV and protection risks for women and girls. UN Women's rapid impact assessment on the lives of vulnerable women (beneficiaries of UN Women Oasis centers in camp and non-camp settings) points out that 62% of women respondents indicated they feel at increased risk of suffering physical or psychological violence as a result of either/or increased tensions in the household and increased food insecurity. 52% of women respondents reported they do not have enough money to buy enough food to maintain a supply of more than 2 days for their households. Similar results are just released from UNFPA, IFH and Plan International assessments. 69% of all surveyed respondents as well as key informants and women and girls in FGDs agree that GBV has increased since the beginning of the pandemic. Emotional and physical abuse—often perpetrated by an intimate partner or member of the family—were named as the most common types of GBV. 55% of adolescent girls participating in the survey shared that their cohort is highly impacted by an increase in household tasks, the burden is highly gendered with an impact on girls' education and time for their selfcare, socialization and skill development.

Key Challenges

- Suspension of new ATM cards issuance has made cash assistance for protection cases more challenging.

- According to UNFPA survey, nearly half of the surveyed adolescent girls responded that they had accessed a service while older women were less active in virtual services. Adults and older women may be less comfortable using technology for virtual sessions and/or have less time than younger girls in the sample to take part in activities.



Key Activities

- A distribution of cleaning kits in Zaatari camp by NRC and UNICEF was completed targeting vulnerable families; a total of 4,320 cleaning kits were distributed to 4,320 families (19,687 individuals). Additionally, NRC completed a blanket distribution of cleaning kits in Azraq camp, with a total of 33,811 kits distributed to 6,444 families (33,811 individuals).
- Vehicle disinfection is ongoing at Azraq, KAP, EJC and Zaatari camps; disinfection of vehicles in Zaatari Camp extended to the eastern gate.
- Additional water trucking operations continued in camps by 62 of UNICEF's IBVs, on a needs-basis, to cover additional water supply requirements.
- Extensive water quality testing was conducted in Zaatari camp through microbiological sampling ensuring compliance with National Drinking Water Standards.
- 2,156 beneficiaries in Northern and central governorate were reached with water supply by UNICEF's contractor to ensure uninterrupted access to safe drinking water.
- Risk communication messages continue to be distributed electronically to 1,302 families reaching 6,000 individuals, 53% of whom are females in informal settlements. Feedback on water quality also continues to be monitored in these settlements through the established WASH committees.



Key Activities

- The Ministry of Education (MOE) has finalized its COVID-19 response plan focusing on distance learning. The plan is comprised of three phases: 1) immediate response phase; 2) remedial/enrichment phase; and 3) sustainability phase. UN agencies are working closely with the MoE on support for further action planning in line with the Education Strategic Plan (ESP). Emphasis is placed on key priorities, such as guidance for reopening of schools, remedial programme with a focus on the most vulnerable children and youth, and crisis sensitive planning for the sustainability phase.
- For remedial education in host communities in Irbid governorate, World Vision has been implementing remote remedial education for 576 children in Grades 2-7 (288 Syrian & 288 Jordanian) to continue learning via Zoom. Trainings were also conducted for 27 teachers that include IT orientations, e-learning approaches and follow-up techniques. In addition, hygiene awareness messages have also been provided via WhatsApp to 576 caregivers, reaching to their children and families. The Ministry of Higher Education and Scientific Research confirmed that the news regarding automatic passing for students was false information. The Ministry is going to suggest possible solutions and alternatives for the final examination mechanisms for the current second semester in universities, including the affective automatic passing option for students.
- For the past month, UNICEF has piloted sharing daily family learning activities for children 6+, 8+ and 10+ over WhatsApp and social media with over 200 families. Activities are loosely based on daily curriculum objectives of MoE TV broadcasts and the Darsak platform. UNICEF will re-launch the activities on 10 May to a wider audience. In King Abdallah Park camp, UNICEF has also delivered 80 tablets loaded with educational materials.
- UNHCR/JOHUD virtual classrooms have provided learning support through the Kolibri online/offline educational platform, reaching 476 refugee and Jordanian learners. Among which 188 children live in urban areas, 99 in Azraq and 189 in Zaatari camps (228 males and 248 females). Science, followed by English and Math, were the most accessed. Attendance in Arabic, IT and life skills sessions stand at 10-15 %.
- A total of 1,790 free sites are available to enable all university students to access final exams and address difficulties that students may face in the process of submitting their final electronic exams (<http://rce.mohe.gov.jo/Labs>). These sites include knowledge stations of the National Center for Information Technology of the Ministry of Digital Economy in addition to MoE schools and colleges affiliated with Balqa Applied University.

- The Vocational Training Corporation (VTC) has developed a number of training platforms using Google Classrooms supported by 370 specialised trainers. The response rate from VTC students and trainers exceeded 83%. A total of 73 vocations are covered during the lockdown period. The VTC is working on reinforcing the e-learning system and interacting with international cooperation's agencies to develop the training approach.



LIVELIHOODS

Key Activities

- Partners' activities during lockdown were focused on virtual alternatives to training sessions. New components were introduced to partners' activities, such as 'mobile wallets', a component that would not only enrich PoCs financial literacy but also create a niche for future more innovative financial inclusion programming after COVID-19.
- The last sector meeting encompassed issues related to post-COVID-19 preparedness and preparations. The sector partners discussed the government announcements as well as the recent easement in mobility policy and its impact on livelihoods and economic inclusion of PoCs.
- The sector continues to ensure a unified understanding of recently published assessments and relevant Defense Orders to ensure informed adjustments to interventions that address people's current needs.

Key Challenges

- The overwhelming majority of refugees in working age rely on informal and unstable sources for their main income for survival, making them highly vulnerable to economic downturns. Confinement measures have left them with a sudden loss of income as daily wage earners and as the majority were working without any contractual arrangements. The sector continues to engage closely with the Basic needs sector and to review potential programming to ensure strong support to those most impacted.



SHELTER

Key Activities

- Shelter maintenance under UNHCR referral ongoing but limited due to the number of permits; distribution centers executing all distributions in both camps on behalf of UNHCR and other partners operating in the camp.

Key Challenges

- Main activities in urban remain on hold due to the lack of permits and access to the field. Cash for rent payments are ongoing, and teams are following up with landlords and beneficiaries to ensure that no beneficiary faces threat of eviction due to delayed payments.

III. Contacts and links

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- [COVID-19 Refugee Response Portal](#)
- [Needs Assessment Registry Portal](#)
- [3RP COVID-19 Response](#)
- [2020-2021 3RP Regional Strategic Overview](#)