



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

The Jordan Response Plan (JRP) 2021 – 2023 is currently being reviewed. Under the leadership of MoPIC and in collaboration with line ministries, all sectors are reviewing their projects and activities in the context of COVID-19 while considering their plans to the needs and priorities as defined by the respective line ministries. The exercise therefore focusses on a review of the project summary sheets and the related budget, while the annual budget cannot be increased by more than 10%. Projects and activities can be discontinued, removed or amended with the relevant justifications and new projects can be added specifying the reasoning. The Plan has a humanitarian and a resilience pillar. Each pillar has four components: 1) refugee, 2) host community, 3) infrastructure and institutional capacity building and a the newly added 4) COVID-19 component.

In Za'atari camp, a total of 6,654 PCR swabs have been collected as of 20 October. The confirmed positive cases in the Camp amount to 41 (as of 20 October), of which 36 cases are active and 5 have recovered. The MSF COVID-19 treatment center in Za'atari Camp started functioning for COVID-19 patients with two cases having been admitted, who are currently under treatment.

In Azraq camp as of 20 October 2020, a total of 8,634 PCR swabs were collected. The active surveillance and contact tracing by MoH supported by Health partners is ongoing. In total, 395 COVID-19 cases were confirmed: 60 cases were released from the Dead Sea area, Hamza Hospital and Public Area after completing the quarantine period and treatment; 12 active COVID-19 cases are in the public area for quarantine and 323 active Corona cases are in home-isolation at their shelters/plots.

In King Abdullah Park (KAP), the quarantine area has been deactivated and active surveillance system is in place and applied on all residents and returnees.

II. Sector Update



HEALTH

Key Activities:

- In response to multiple assessments conducted by partner agencies on the impact of COVID-19 on the accessibility to Sexual and Reproductive Health (SRH) services, UNFPA Jordan designed the mobile health clinics (MHCs) intervention in order to respond to the gap in services. MHCs serve as a care delivery model tailored to the needs of vulnerable women and mothers in remote areas across seven governorates. The mobile clinics use a model of transportable healthcare units that enable the provision of community based SRH services focusing on antenatal, postnatal care, screening and family planning services by targeting under-served populations. Through the mobile clinics, 13,785 women were reached with a total of 24,000 integrated SRH services, including over 10,000 family planning counselling services.
- As part of the urban business continuity plan, the third cycle of non-communicable disease (NCD) medication distribution was initiated for more than 7,000 chronic patients covering all governorates.

- Azraq camp counts 26 confirmed COVID-19 cases to date among Health Partners Staff (IMC and AMR Staff), and also in Za’atari some service providers had staff testing positive. All reporting measures and quarantine and isolation times have been adhered to.
- Since the confirmation of the first 02 COVID-19 cases in Azraq camp, UNHCR activated the quarantine area where suspected cases quarantine for 14 days in addition to taking their PCR samples. Medical staff are working 24/7 to ensure appropriate healthcare around the clock. The area was set up under the overall coordination of UNHCR in collaboration with UNICEF, WFP, IMC, and NRC. In addition, refugees undertake home-isolation at plot level as introduced by the ministry.
- In Azraq camp Civil Defense suspended the transfer of urgent medical cases from shelters at isolated plots to the hospital Civil Defense will be discussing at central level possible alternatives to respond to emergencies at isolated plots. Until a solution is found, emergency and life-saving cases will continue to be evacuated for the time being. UNHCR will provide PPE kits to Civil Defense in support of transfers of emergency cases from isolated plots to hospital.



BASIC NEEDS

Key Activities:

- During the reporting period of 1st October to 17th October 9,126 cases have been booked for COVID assistance of which 6,427 cases have been booked by UNHCR and 2,699 by partners. Currently, 2,780 (1,759 non-Syrians and 1,021 Syrians) have been assisted for 3 months or above. Details are available on the [COVID-19 Emergency Cash Coordination Dashboard](#).
- The eligibility list for COVID-19 emergency cash assistance was updated in October. Based on home visits and updated vulnerability information conducted in August to September, 2,794 cases (376 non-Syrians and 2,418 Syrians) have been included. 3,779 cases have been excluded from the list due to the following reasons: moved to camp, unreachable during distribution, inactive status as per UNCHR registration database (proGres) or have been included in the on-going monthly cash assistance caseload.
- In Za’atari Cash assistance was distributed to 7,057 Family to cover the needs of gas, baby diapers, and sanitary napkins. Other items distributed included WFP Dates, UNICEF Cleaning Kits and Blumont/UNHCR Fabric Masks.
- Four (4) camp-based Oasis centres resumed limited activities implementing all required COVID-19 mitigation and precautionary measures. 88 additional Syrian beneficiaries have been selected based on the vulnerability criteria to benefit from volunteering opportunities, bringing the total to 425 active IBVs in these Oasis centres operated by UN Women. All beneficiaries will receive their entitlements via blockchain. Eight (8) host community-based Oasis centres operated in partnership by UN Women and MOSD remain closed. Safe re-opening is pending the Government’s Epidemiological Committee’s approval of a proposal submitted by the ministry. In the interim, the 247 women beneficiaries participating in the incentive-based volunteer programme has been transitioned to a cash assistance programme using WFP OneCard platform, where beneficiaries can receive their entitlements through mobile ATM machine- e-wallet.
- In view of the opening of the five (5) new Oasis centres in Jerash, Ajloun, Salt, Wadi Al Seer, and Madaba in partnership with MOSD UN Women is currently selecting 150 beneficiaries for the incentive-based volunteer programme. The beneficiary on-boarding process is expected to be completed by 1 November 2020.

Challenges:

- Though COVID-19 emergency cash assistance in Urban was planned for 3 months with a clearly defined exit strategy, there may be a need to provide a longer-term assistance considering the limited access to livelihood activities for persons of concern. Funding to meet continued assistance remains a challenge.



FOOD SECURITY

Key Activities:

- With the increasing number of COVID-19 cases in both Azraq and Za'atari Camps, WFP continues to provide in-kind food assistance to the households which are quarantine.
- The weekend lockdown in camps has increased pressure on WFP bread selling points. In response, bread production was increased, and WFP contracted shops were opened on Saturday for 6 hours to meet the needs of refugees in both camps.
- Data for Food Security Outcome Monitoring (FSOM) in camps and community will be conducted late October to November. Once the data collection and analysis are completed, the findings will be shared.



PROTECTION

Key Activities:

- Several organizations including ARDD, IRAP, Swiyan, JOHUD, UNHCR among others are working to increase protection interventions and activities for non-Syrians in the South. Services cover many areas e.g. legal, family reunification, advocacy, medical as well as cash and NFIs provision to cover urgent needs.
- In-person services were interrupted two weeks in East Amman area and other locations due to smart lockdown and isolation measures. Hotlines remain available across the Kingdom and in-person case management by appointment is offered in camps and most urban areas for GBV survivors.
- On 11 October, the International Day of the Girl, UNICEF launched the global campaign "My voice, our equal future". The United Nations Population Fund (UNFPA) Jordan launched a TikTok challenge on the verses of [Aziz Maraka's song "Bent Gawyeh /Strong Girl"](#) to encourage adolescent girls, young people, social media influencers and the general public to participate in amplifying the voices of adolescent girls in Jordan and to stand up for their rights.
- An updated version of the contingency plan has been finalized by SGBV WG members. This coordination tool aims to support the coordination of GBV service provision during COVID-19 and ensuring adequate response, emphasizing on the fact that GBV services are lifesaving and reminding GBV actors on the importance of implementing the guidance note of service provision during COVID-19. The document presents preparedness and response measures in both locations; camps and urban settings during the different scenarios/level of risks.
- CPSWG meeting took place on 15 October focusing on review of operation under COVID-19 situation for the past 6 months. Participants shared examples of challenges, changes in modes of implementation of their programs as well as impact on communications with the persons of concern as well as use of technology to support interventions and communication with communities. A review of the data of the third quarter of 2020 recorded in CPIMS highlighted higher numbers of recorded cases of child labour.
- The UNCHR Za'atari Protection hotline remains operational 24/7. Protection agencies are also managing hotlines to facilitate access to services for PoCs. Za'atari Camp's CP team, along with UNICEF, is reviewing recommendations for its COVID response plan applying a child protection lens.

Challenges:

- There is a lack of funds to cover high demands on education and health during COVID-19 and lack of interventions in the south, due to interests of donors to work in the area. However, mapping of services can strengthen the referral mechanism and responding to the needs of non-Syrians in this area.



Key Activities:

- In response to the positive COVID-19 cases which have been identified in Azraq and Za'atari camps, UNICEF been supporting both families under self-isolation in their shelters, as well as those in the transit area, with hygiene critical hygiene and sanitation supplies, including additional quantities of water as needed. Over the past two weeks, UNICEF, in coordination with UNHCR, distributed 11 Hygiene kits for families in transit area or under self-isolation in their shelters and 530 soap bars to approximately 530 individuals in KAP Camp (B: 152; G: 145; M: 115; W: 118). In addition, UNICEF, in coordination with NRC, distributed 26 cleaning kits, 130 soap bars to 65 individuals in Azraq Camp (B: 21; G: 17; M: 13; W: 14). Finally, UNICEF also distributed 328 cleaning kits and 1930 soap bars to 2,002 individuals in Za'atari Camo (B: 574; G: 546 M: 434; W:448).
- IMC distributed hand sanitizers to support an event to commemorate World Mental Health Day in Za'atari.
- UNICEF in coordination with other sector partners and in response to the positive COVID-19 cases identified in Azraq and Za'atari Camps has finalized emergency response plans for both camps, ensuring that business continuity protocols are in place and that COVID-19-response activities as well as critical WASH-services will continue.
- Risk Communication and Community Engagement (RCCE) continued in cooperation with ACF, ACTED, BW, FP, LWF and OXFAM, with approved messaging disseminated in over 230 WhatsApp groups to 6,207 individuals (1,271 female) living in camps and host communities. Due to an ongoing heatwave over the past few weeks, messaging focused on water conservation and information regarding COVID-19 awareness and prevention.



Key Activities:

- Since the partial school closures in mid-September, students in KG2 and Grades 1-3 and 12 had the option to attend school in person or to engage in remote learning. Prior to school closure, UNICEF had successfully advocated with MOE to also continue classroom based non-formal education for children in Cycles 1 and 2 of the NFE Drop-Out programme, while shifting to online learning for students in cycle 3.
- On 8 October, the Government of Jordan announced new COVID-19 prevention measures, including the suspension of classroom-based learning (and transition to online learning) from 9 October, with no date set for reopening. To help inform future decision making, UNICEF, WHO and UNESCO developed a joint briefing note on considerations for school reopening, based on UN guidance, submitted to the Ministry of Education on 15 October.
- ESWG partners, including Questscope, World Vision International, Finn Church Aid, Terre De Hommes Italy, Jesuit Refugee service, Care, the Jordan Hashemite fund, Relief International, Un Ponte Per, and Save the Children, continue providing distance learning support to vulnerable Syrian and Jordanian children, and have so far reached more than 18,300 girls and boys across camps and host communities, using various online modalities (i.e. WhatsApp, Zoom, SMS etc).
- UNESCO is providing technical support to the MOE in the upgrade of OpenEMIS to its most up to date version, through technical capacity building sessions. The upgrade of the OpenEMIS system and tools will include important new features and will allow for better integration with other MOE systems, including the Darsak platform. UNESCO has initiated support to the newly established National Centre of E-Learning and Open Education Resources at the MoHESR as a direct response to the impact of the COVID-19 on the education system.

- UNICEF’s support has also targeted vulnerable children residing in camp settings. In the past two weeks, UNICEF supported 297 families in quarantine in Za’atari, 76 families in quarantine in Azraq refugee camp and one family residing in King Abdallah Park. This included distribution of textbooks, Learning Bridges materials and family activity packs with family friendly games and activities, as well as 10GB data packages provided to all students in camps to support continued online learning.
- Yarmouk University has launched an electronic learning platform called ‘Zoom’ for students with disabilities. The Deanship issued an introductory video in sign language to facilitate the process of using the e-learning platform and the application of ‘Zoom’ for students with disabilities after resorting to distance learning in a number of courses, in line with the decisions of the Higher Education Council related to COVID.
- UNHCR’s digital Open Source Platform Kolibri has been accessed by 1,242 beneficiaries remotely through virtual classes. They include 300 learners from Za’atari, 70 from Azraq camp, and 872 learners from urban areas.
- Azraq Camp has modified electricity provision hours due to the closure of schools and the beginning of remote learning through Television and Internet. UHNCR has enhanced electricity provision to 17 hours/day to be in line with the hours of classes. Modified Electricity Provision Hours: With the closure of schools and beginning of remote learning through Television and Internet due to COVID-19 lockdown, UNHCR Azraq enhanced electricity provision to 17 hours/day to be in line with the hours of classes.



LIVELIHOODS

Key Activities:

- Access to Livelihoods has been impacted by the ongoing increase in COVID-19 cases across the country and the necessary response mechanisms, with many key employment areas experiencing a negative impact because of both sector and location lockdowns. Additionally, in order to manage spread of the virus, camp-based refugees have experienced increased restrictions on their movement, hampering access to employment opportunities. The number of work permits obtained by Syrian refugees has slightly increased from 190,447 on 24th August to 196,792 as of 30 Sep:

	Total permits Jan 01 2016 - Sep 30 2020	Total permits Jan 01 2020 - Sep 30 2020
Male	196,792 (95%)	28,194 (94%)
Female	10,281 (5%)	1,957(6%)
Total	207,073	30,151
<i>*work permits reports - MoPIC</i>		

- Regarding Cash for Work (CfW) payment modalities implementing partners have been requested to continue paying 100% of beneficiaries’ salaries including in the case of recipients not being able to work because of government instructed restrictions e.g. isolation of areas and buildings. This complies with Defense Law No. 6 and warrants that the minimum wage is paid. The payment of allowances (transportation, lunch) are not included in the CfW 100% payment modality, as these require the prerequisite of actual performance of work.
- Work continues to support the growth of home-based business through programming and dialogue with key Government Ministries.
- In Azraq Camp, there are a total of 1,1521 refugees of which 59% are male and 41% are female engaging in the IBV scheme in Azraq camp.

Challenges:

- As the COVID-10 pandemic continues and worsens in country, the medium- and longer-term socio-economic impacts continue to increase vulnerability risks, particularly for refugee households, leading to a rise in protection concerns.
- Unemployment figures have risen in Jordan and the sector continues to review planned programming, seeking strong engagement with key Government ministries to explore new areas for potential livelihood initiatives.
- The disruption caused by COVID will have an impact on overall targets and service delivery. Of concern is the temporary closures of some line-governmental premises and directorates, as well as the access to employment for camp-based refugees, with work permit issuance very much focused on renewal and with employers voicing hesitation to employ from the camps.



Key Activities:

- In preparation for the upcoming winter, UNHCR and NRC are working on improving road conditions in Za'atari Camp for problematic roads to improve connectivity and service accessibility inside the camp. The upgrading of the Transit Areas for quarantine purposes and caravan maintenance are also ongoing. In addition, NRC will start the maintenance and cleaning of the storm water network in both camps.
- UNHCR with its partner NRC are increasing their shelter response in both camps; additional 800 shelters unit will be provided in Za'atari camp for high risk population to COVID- 19 and continuing the shelter repair for the 1,100 shelters. NRC will start the maintenance and cleaning of the storm water network will continue to apply the camp disinfection protocols daily in both camps.
- Shelter repair 685 repairs have been completed by far with a target of 1,100 vulnerable families plus 800 high-risk population of camp for COVID-19 by providing extra room extension to reduce overcrowding expected to finish this year.
- Vector/Rodent control campaign for this quarter of the year has begun to eliminate mosquitoes, reptiles, and rodent.
- In Azraq Camp, the third and last phase of Quarantine Area extension is in progress (target of 101 units/shelters) and the second phase of expanding the IMC Treatment Unit was finalized. Shelter repair interventions remain on hold, except for emergency cases and referrals.
- In Azraq Camp, as per EDCO announcement, during the weekend lockdown, the Phase 3 solar energy plant will be disconnected and hence, impacting the monthly electricity bill with an increase of average 15,500 JOD per month.
- Through the Jordan Humanitarian Fund, the Shelter sector released a call for proposals for a cash for rent project, targeting larger families living in urban areas who are vulnerable and may have been subject to eviction. The sector has also shared the updated Cash-for-Rent guidelines for final review.

III. Contacts and links

For more information, please contact:

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- Jordan Refugee Response portal page at <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>