



This monthly 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

As part of UNHCR's ongoing outreach efforts on the COVID-19 vaccination programme, four Focus Group Discussions (FGDs) with over 60 refugees of different nationalities were held in Amman (Nuzha), Zarqa, Irbid and Mafraq, adhering to health and safety measures. Participants received information on the COVID-19 vaccination programme and registration process on the government platform, as well as information on specific questions such as side effects and chronic diseases. Participants expressed willingness to register as a result of the sessions. UNHCR also conducted multiple surveys to understand refugees' perceptions of the vaccination programme. The first was undertaken for 550 refugees who contacted UNHCR's Helpline were asked about the reasons why they had or hadn't registered for the vaccine, were encouraged to register, and were provided with information on the process, health hotline numbers, and more. The second survey was conducted through social media, as a follow-up to a February 2021 survey, and showed a 10% increase in awareness on the national COVID-19 vaccination campaign and a 20% increase in registration. Outreach efforts continue through social media awareness messaging and [Facebook live Q&A sessions](#).

There is a clear uptake in refugees getting vaccinated. On average, 13% of refugees residing in camps have now registered to receive the vaccine (15 % in Za'atari) and the percentage is increasingly becoming aligned with the national average of 17% of the total population. Only 3.2% of the refugee population in camps in Jordan has tested positive to COVID-19, compared to 7% of the total population in Jordan.

In light of the increasing number of vaccine registrations and appointments and to enhance the vaccination capacity a second "COVID-19 Vaccination Center" was opened in coordination and close collaboration with MoH and the Crises Management team in Za'atari at the IRC Clinic in District 5.

In coordination with UNHCR, MoH trained 12 IMC doctors and nurses on vaccine administration in Azraq. On 13 April, IMC medical staff started administering the vaccine for refugees at the COVID vaccination center and Village V Primary Health Center. IMC's username approval to access the MoH platform is in process.

As of 30 April, more than one and half million people have registered (all nationalities) for the vaccine; 15 % of total those who registered are age 60 and above. More than 700,000 of those registered have been vaccinated, and 190,000 have received the two doses. A total number of 65,000 of medical staff have been vaccinated (57% male and 43% female). The number of Syrian refugees who have been vaccinated in both camps and urban setting is 11,302 individuals for the first dose and 1,487 individuals for the second dose.

II. Sector Update



HEALTH

Activities

- During the month of April, 1,481 individuals have taken the COVID-19 vaccine in Za'atari, bringing the total of vaccinated individuals to 3,725 individuals, of which 2,306 got the first dose and 1,419 already obtained both doses. By 30 April, 11,918 individuals, thus 15% of Za'atari's population have registered on the MoH Platform to take the vaccine, of which 5,144 have received their appointments.

- In Azraq, 522 individuals have taken the COVID-19 vaccine in April. 610 received the first and 142 the two doses, thus a total of 752 individuals who now have taken the vaccine. As of 30 April, 2,717 refugee individuals have registered in the MOH Platform to take the vaccine, of which 1,361 have received their appointments.
- 30 individuals have taken the COVID-19 vaccine in EJC in April. In total, 118 individuals have taken the vaccine, of which 63 the first and 55 the two doses. As of 30 April, 189 individuals are registered in the MOH Platform to take the COVID-19 vaccine; out of which, 141 have received the appointments.
- In Za'atari Camp, the number of active Corona cases as of 30 April amounted to 103. In total, there have been 503 new confirmed during April which made April 2021 the months with the highest number of new confirmed cases since September, when the second phase recording started. However, since 16 April the figures started to decrease continuously. In total, Za'atari counted 23 COVID related fatalities, of which seven (7) were recorded during the month of April. All seven cases had a medical-complications history prior to contracting the coronavirus and the majority were elders. A total of 35,319 PCR tests were performed by the end of April of which 4,4502 in April alone.
- Azraq Camp, as of 31 January had no active Corona cases. In total, there have been 595 confirmed cases of which 593 have completed their treatment, quarantine, or home isolation, while two persons passed away. During the reporting month, 5,599 PCR tests were conducted resulting in a total of 21,502 tests conducted by end January. In Azraq a similar trend was observed with April counting the highest number since autumn 2020, but with a decreasing trend since 16 April.
- In Emirates Jordanian Camp (EJC), 412 COVID-19 cases were confirmed in EJC, of which five died and 382 cases have completed their quarantine or were discharged bringing the number of active cases as of 30 April to 22. A total of 4,548 PCR tests have been conducted, of which 450 were conducted during the month of January.
- In April, a total of 460 vulnerable beneficiaries (424 Syrians and 36 Non-Syrians) received cash for essential health services. The cost of the provided services amounted to \$136,850.28 (\$127,203.39 for Syrians and \$9,646.89 for Non- Syrians). The case category breakdown was:
 - 230 (50%) Emergency life-saving cases
 - 136 (29.6%) Reproductive Health services (Normal Vaginal Delivery, Caesarean Section, High-Risk pregnancy, complicated deliveries, and Neonatal Care)
 - 91 (19.8%) Thalassaemia/blood disorder patients for blood transfusion and period lab tests

Until the end of April, UNHCR, with a good level of coordination and referral collaboration, has referred 25 emergency/life-saving cases of \$6,842.86 total cost under the cash for essential health services to other partners until the end of April 2021
- COVID-19 vaccination registration campaign continues in KAP supported by the medical screening nurse after being trained on how to register Syrian refugees using Jordan vaccine registration platform. By 30 April, 20 Syrian adults had been registered upon their request.



BASIC NEEDS

Activities

- Since the beginning of the COVID-19 emergency response, 63,283 cases have been assisted under the COVID-19 emergency cash assistance scheme. 74% of the total assisted population (75% Syrian and 68% Non-Syrian) have been provided with assistance for 3 months or more, 8% (8% Syrian and 15% Non-Syrians) for two months and 17% (17% Syrian and 18% Non-Syrians) for one month.
- Due to the economic situation, more cases are requesting home visit assessments via UNHCR's helpline system, for them to be included into UNHCR and partners' cash assistance programmes. 31% of the families requesting for home visits since the beginning of COVID-19 emergency response, did not have a home visit prior to 2017. More cases are becoming eligible for COVID-19 assistance. Currently there is 17,704 cases in need of at least one month of COVID-19 assistance. 6,600 cases are in need for 3 times COVID assistance, 7,811 are in need for two more months of assistance and 3,293 cases need one more month of assistance.
- In April, 1,012 cases were booked by partners to be assisted for COVID-19 Emergency Assistance, 957 cases were booked by INTERSOS and 55 cases by Care International. [You can find more details in the COVID-19 dashboard.](#)

Challenges

- As the economic situation of refugees remains dire or continues to deteriorate , additional COVID-19 emergency assistance remains a challenge due to limited funding.
- There is a challenge with availability of the most up-to-date phone number of refugees, owing to the cancellation of their SIM cards by service providers due to lack of airtime. This has resulted in a number of refugees not receiving text messages in time to withdraw their assistance.



FOOD SECURITY

Activities

- WFP has been delivering its monthly cash assistance to 123,135 cases (523,494 individuals) in camps and host communities. This includes assistance to cases targeted as a result of the socio-economic impact of COVID--19 (nearly 40,000 individuals). WFP will continue to assist all cases throughout May and June. Preparations for prioritization and re-targeting for unconditional assistance are underway.
- Special food distributions during the holy month of Ramadan in refugee camps as well as in host communities (refugees and vulnerable Jordanians) began and will last through May.
- In Azraq and Za'atari Camps, WFP continues to provide in-kind food assistance to COVID--19 affected households in quarantine as well as to refugees in self-isolation in their own shelters.
- During this month's Food Security Working Group meeting the latest results of the Food Security Outcome Monitoring (FSOM) of Q1/2021 were presented, which shows rising levels of food insecurity and increased usage of negative coping mechanisms in host communities and camps. The food assistance mapping exercise of food/cash activities of all actors for 2021 is ongoing.



PROTECTION

Activities

- From 1 January to 30 April, UNHCR updated data of 114,398 refugees (29,088 cases), of which 90% were Syrian individuals. During the same period UNHCR distributed 126,083 asylum seekers certificates, of which 86% were distributed to Syrian refugees. Remote continuous registration procedures were further revised to increase efficiency of the process.
- As part of the recent return intentions survey, 89% of respondents stated that the COVID-19 pandemic had no effect on their decision to return, and while only 3% intend to return within the coming year, 78% of respondents indicated a desire to return to Syria one day.
- The recent successful resettlement country virtual selection missions carried out on UNHCR's premises by video for Germany and Belgium, will, hopefully, result in increased rates of acceptances and resettlement departures during the course of this year.
- The first phase of the GBV case management and supervision coaching initiative commenced with delivering the last session on "Working with migrant workers, persons with disability and LGBTIQ survivors" targeting 30 GBV case managers and supervisors. An end line assessment followed to measure the improvement and progress of the targeted group attitudes as well as the perspectives and the efficiency of the training materials and method. 92% of those who participated in the survey said that the training was above or met their expectations.
- GBV SWG continues working on "GBV prevention and response in COVID-19 vaccination centers" guidance note. The document will include recommendation to the different stakeholders on GBV prevention, response and risk mitigation in vaccine centers all over the country (in and out of camps). It also includes key messages for the community - created by the TF (which TF?) in consultation with the refugee and local communities - to ensure equal and safe access for women, girls and marginalized groups.
- Za'atari Camp has witnessed a stable trend in the Mental Health (MH) consultation rates comparable to 2020. In contrast, Azraq is witnessing an increase of 22% in consultations in the past three months compared to 2020. The highest reporting MH cases were Anxiety and Moderate to Severe Emotional depression symptoms.

- DATF shared the registration system developed by the Government to prioritize persons with disabilities for the COVID-19 vaccination in coordination with The Higher Council for the Rights of Persons with Disability. Persons with disabilities must already be registered on the [COVID-19 vaccine platform](#). Additionally, a Facebook live session on [UNHCR Jordan's Facebook page](#) with the participation of The Higher Council for the rights of person with disability was conducted on Wednesday, 07 April to cover the COVID-19 vaccination campaign targeting persons with disabilities.
- Protection partners continue coordinating services in the South to decrease the gap of services in the region:
 - IRC will be providing community health activities in two governorates (currently evaluating PoCs needs to better understand future interventions);
 - Mecci Institute are providing dropout program and non-formal education, covering all four governorates in southern region;
 - Islamic Charity Center Society (ICCS) and Makani Centre aims to promote and contribute to vulnerable children's, youth and parent's full development and well-being – physical, cognitive, social and emotional;
 - Save the Children – Karak will be providing shelter and protection activities.



WASH

Activities

- UNICEF continued supplying all 112,855 refugees in the three camps (Za'atari, Azraq and King Abdullah Park) with an uninterrupted supply of clean water.
- On 8 April, UNICEF finished a camp-wide distribution of WASH supplies in Za'atari Camp. In total, 144,774 soap bars and 15,163 cleaning kits were distributed to 72,372 residents (22% men, 22% women and 56% children). Also, the transit area was supplied with 295 hygiene kits and 274 cleaning kits and 74 hand sanitizers which were distributed among 145 men, 150 women and 376 children. In addition, 467 hygiene kits and 154 cleaning kits and 90 hand sanitizers were provided to 500 families in self-isolation, reaching 537 men, 555 women and 1388 children. Generally, the water supply system is stable with sufficient water stock. However, as water consumption increases, external supply is currently covering the deficit between the borehole production and water demand. Lastly, five schools have been successfully connected to the water network with more works ongoing.
- In Azraq Camp, 211 jerry cans, 71 cleaning kits, 74 hygiene kits and 74 hand sanitizers were distributed among 676 beneficiaries this month. Furthermore, between 4 - 8 April, UNICEF conducted a blank distribution of 9,958 soap bars that reached 135 men, 135 women and 406 children.
- In KAP, 118 cleaning kits were provided to 26 men, 26 women and 66 children, reaching 118 beneficiaries in total. In addition, 12 cleaning kits and 12 hygiene kits were distributed among families in self-isolation. UNICEF is providing WASH services to the camp as needed.
- Furthermore, UNICEF is renovating WASH systems in schools across Jordan, targeting vulnerable host communities and Syrian refugees. In Ajloun, 812 girls and 319 boys will benefit from a complete renovation of WASH facilities. In Mafraq, a total of 496 individuals will enjoy benefits of a renovated rainwater harvesting system. Finally, in 19 different schools across Jordan, greywater treatment and re-use system along with a monitoring system will be installed, assisting 12,157 beneficiaries, out of which 8,320 girls and 3,155 boys.



EDUCATION

- World Vision International (WVI) continues online Early Childhood Education for children aged 5-6 in Azraq Camp. WVI reached 400 children (51% female) with KG2 education and has provided learning supplies and snacks through door-to-door distributions while maintaining COVID-19 safety and precautionary measures.
- The Ministry of Higher Education (MOHE) announced that it would allow course registration of students in all universities in Jordan for the summer semester 2021/2022 and postpone the payment of registration fees until the beginning of the first week of study to ease the overall situation of students.
- The Higher Council for Disabilities signed a cooperation agreement with four Higher Education institutions (University of Jordan, Princess Sumaya University for Technology, Al-Hussein Bin Talal University, and Princess Tharwat Intermediate University College) to transfer sign language translation from the Council to be administered directly through these institutions for sustainability.

- 150 scholarship slots are open for Syrian refugees in Jordan and the region in the field of Advanced Software Development. The 6-month intensive software development course is fully funded and supports students' future employment within the field of technology. [Find out more information here](#)
- Norwegian Refugee Council (NRC) conducted interactive social cohesion activities in host communities with its beneficiary students via WhatsApp groups through sharing drawings, videos, pictures and other. Around 8,400 students (72% female) have participated in the activities since the beginning of the school year.
- As part of its Safe and Inclusive Schools (SIS) programme, NRC provided 314 teachers (52% female) with teacher training on pedagogical methodologies in April.
- NRC continues to provide children with remote Learning Support Service (LSS) via WhatsApp in Za'atari and Azraq Camps. NRC also continues to provide teacher training remotely on Saturdays for teachers from 6 new schools on Remote Learning, Better Learning Programme 1 and 2.
- UNESCO, with support from the Government of the Republic of Korea and through its partnership with Luminus Technical University College, supports Syrian refugee and vulnerable Jordanian youth with scholarships to access BTEC-level II Technical and Vocational Education and Training (TVET) programmes, as well as on-the-job training opportunities. UNESCO finalized the selection process of the beneficiary students in April and 173 students (57% female; 83 Syrian refugees and 90 vulnerable Jordanians) are enrolled in the programme.
- UN Women's education activities and the afterschool programme continues remotely. During the reporting period, 131 children (53% female) were engaged in four Oasis Centres in Za'atari and Azraq Camps. 60 women beneficiaries have engaged in UN Women's Second Chance Education (SCE) programme in the OASIS centres in Za'atari and Azraq refugee Camps. The SCE programme aims at promoting vocational and life skills for women, developing work-readiness, and reducing unemployment rate among vulnerable women in Jordan.
- A total of 1,360 students (43% female) in Za'atari and Azraq refugee camps accessed UNHCR's Kolibri platform in April. UN Women uploaded two vocational training courses on the platform, which is of UN Women's SCE virtual skills school. The platform provides the beneficiary women and adolescent girls with several courses on life skills, material about women's rights, etc and are offered both online and in the OASIS centres in camps and host communities.
- UNHCR engaged in advocacy meetings with private and public universities in Jordan to raise awareness on challenges and needs facing refugee students and to encourage those academic institutions to provide full or partial scholarships to refugees to enable them to achieve their higher degree. UNHCR also provided 268 students (58% female) from the Albert Einstein German Academic Refugee Initiative (DAFI) scholarship programme with cash for education support through the e-wallets.
- UNICEF continues the distribution of learning materials for children in refugee camps to ensure learning continuity. In April, UNICEF provided 381 families with family activity packs in Za'atari and Azraq Camps.
- The Learning Bridges student padlet resources for second semester materials recorded nearly 350,000 views. Guidance materials for teachers were viewed nearly 43,000 times.
- Shadow teachers have supported 752 children with disabilities (42% female) in Azraq and Za'atari refugee camps with continued learning support. The shadow teachers are sharing videos, providing learning aids and engaging children in learning activities through printed work sheets, based on the needs identified in each child's Individual Education Plan.
- The Ministry of Education (MOE) approved the opening of computer labs in schools to support students who cannot access the online platform and to support children to undertake mid-term assessments online in schools' IT labs.
- In preparation for safe school reopening, UNICEF launched a campaign in refugee camps to encourage school Incentive Based Volunteers to register for vaccination. As part of the campaign, brochures are distributed and awareness raising workshop on vaccination is scheduled after Ramadan.
- UNICEF coordinated the electricity maintenance in schools in Azraq refugee camp with MOE and other partners. With the completion of the maintenance at the end of March, all schools in the camp now have electricity fully for all needed purposes.
- UNICEF, through its partnership with Luminus Technical University College, supports vulnerable youth in Jordan, of all nationalities between age 18-24, by providing accredited Technical Vocational Trainings opportunities. The trainings are offered for between four and nine months and support youth's transition into the labour market. UNICEF's Non-Formal Education (NFE) partners nominated 125 students, among which 32 (53 per cent female; 12 from host communities and 20 from Za'atari camp) were selected.



Activities

- A new Ministry of Labour instruction was released in December 2020 on flexible work permits, cash-for-work (CfW), and an updated list of occupations open to non-Jordanians. Implementation of the instruction's guidelines on flexible work permits is not on track. Between 1 January and 31 March, 11,160 work permits were issued, which likely means that the 70,000 target will not be achieved by the end of 2021. An MoU was signed between the Ministry of Labour and the General Federation of Jordanian Trade Unions (GFJTU, a sponsor of flexible work permits for the construction sector) to increase the rate of flexible work permit applications.
- The CfW/EIIP Program Support Unit (PSU) is now established at Ministry of Labour. The objective of the unit is to ensure efficiency and effectiveness of CfW/EIIP project implementation through improved coordination among stakeholders and partners. The terms of reference were shared, and the implementation of the new coordination approach has commenced. Work permit "review fees" are still being applied retroactively, causing partners to suspend activities since the 50/50 CFW/EIIP hiring quota cannot be met.
- To reinvigorate discussions around livelihoods programming and to spark innovation, risk-taking, and creativity in design, the Livelihoods Working Group will convene a Jordan Livelihoods Sector Fail Fair. The goals of the event will be: (a) To draw immediate lessons from experience to guide those engaged in similar efforts (b) To foster more open dialogue among partners about how to identify and respond to challenges (c) To establish a culture of transparency and learning. The event will comprise short presentations by individual working group members who will showcase a particular "failure": what was intended, what went wrong, and what was learned or should be done differently. The discussions will focus on specific elements of a project or activity; for example, failures could be related to project design flaws, sustainability oversights, contextual misunderstanding, misaligned stakeholder incentives, missing or faulty data, inadequate theories of change, faulty assumptions, risk identification and management, or improper monitoring and evaluation tools. A concept note for the event was presented at the LWG meeting and members will be invited to present. So far, there has been positive response. Suggestions for topics to cover are being solicited from organizations volunteering to present.

Challenges

- Camp-based refugees continue to face issues with leave permits, which are and will continue to impede their ability to access employment.



Activities

- In Za'atari Camp, the shelter repair project registration opened on 21 April. Registration is possible through an online forum and a dedicated NRC line where all households can register. 2,000 households will be eligible for this service in 2021, while it will target the most vulnerable.
- Expansion work of IMC emergency room construction is ongoing and is aimed to be completed in early May. It comprises additional 10 beds, an X-Ray room, pharmacy, medical lab, sterilization room, COVID triage room, laundry room, and respiratory illness room.
- Azraq camp received 200 RHUs, which will be used for hospital and clinics and which will be installed after Ramadan.
- As part of the regular maintenance for drainage system, UNHCR through NRC has started the maintenance of the drainage system. The work includes regular maintenance of ditches and cleaning of the entrances and exists of the culverts, re-shaping of the big wades for the water to be released out of the camp. The work was completed in villages 2 and 5, and is ongoing in villages 3 and 6.

III. Contacts and links

For more information, please contact:

- Susanne Butscher, Senior Inter-Agency Coordinator: butscher@unhcr.org +962(0)79 110 9745
- Jordan Refugee Response portal page at <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>