



This ISWG monthly update is a coordination tool that aims to improve communication between sectors and provide information on progress towards implementation of the objectives of the Jordan Contingency & Response Plan in response to COVID-19. It is available through the Inter-Agency Operational Portal at [COVID-19 Response Page](#)

## I. General Updates

- A member of the National Committee for Epidemics Bassam Hijjawi announced that Jordan is considering giving a booster dose of the coronavirus vaccine to everyone. Jordan has already started giving the booster dose to people with weak immune systems. He stressed that receiving the coronavirus vaccine is the only way to limit the spread of the virus.
- UNHCR announced that six refugee medical specialists, trained as surgeons, anaesthesiologists, and general doctors, have started working in hospitals and clinics across Jordan as UN volunteers. The employment of these health professionals marks a major step towards creating livelihood opportunities for refugees in Jordan. The decision follows months of discussions between the Ministry of Health and UNHCR about how refugees can contribute to stopping the spread of the COVID-19 pandemic.

## II. Sector's Updates



### HEALTH

- **The Health Access and Utilization Survey (HAUS) 2021:** The survey questionnaire was modified to reflect challenges on access to health care services during the COVID-19 Pandemic, the questionnaire was programmed by UNHCR DAG team on Kobo tool. A session from the training was done to headway company enumerators on UNHCR health access policy, the background for the survey, the medical terminologies in the survey, and questions and answers for any queries.
- The design of the **Policy Manual on Refugee Eligibility to Public Health Facilities** has been finalized and shared with MOH for its final endorsement. A workshop was organized by MOH and funded by the Canadian embassy to orient health care providers from 18 different health governorates on the new policy manual.
- **Za'atari camp:** Vaccination activities continued during the month of September through the two vaccination centers of MoH. As of end of September a total of 19,376 refugee individuals have taken the COVID-19 vaccine; out of which 17,710 have taken the second dose.
- **Azraq camp:** Total **1,170 COVID-19 vaccine** doses administered during September. A round **276 received their 1<sup>st</sup> dose** of the vaccine and **894 received the 2<sup>nd</sup> dose**. Total of those received the **1<sup>st</sup> dose: 7,643** and **2<sup>nd</sup> dose: 6,387**.
- **Azraq camp:** UNFPA Reproductive Health clinics have been functional and continued to provide the essential integrated sexual and reproductive health (SRH) services. A total of 3,489 SRH consultations were done which included 227 family planning services, 304 antenatal contacts, 141 postnatal contacts and 91 cases that were referred to the camp hospital for delivery and postnatal care.



### BASIC NEEDS

- **Criteria Update:** Due to the continuous impact of COVID-19 on refugee's livelihoods, the criteria for eligibility for COVID-19 Emergency Assistance continue to be up to six times of COVID payments.
- **UNHCR funds:** Due to the funds UNHCR received during August, the number of eligible cases for COVID-19 assistance have dropped to 47,417 cases. Of these, 40,881 cases are Syrians, and 6,536 cases are non-Syrians. In September, UNHCR did not receive any COVID-19 Emergency Response (ER) funds and is not expecting to receive further funds for COVID-19.

- **Assistance in figures:** Since the beginning of the COVID-19 emergency response, 71,355 cases have been assisted under the COVID-19 emergency cash assistance scheme. 89% of the assisted population (Syrian and non-Syrian) have been provided with assistance for three months or more, 4% for two months and 6% for one month. Thus far, less than 1% of the population have received six months of COVID-19 assistance.
- **Partners Assistance Update:** In September, 147 cases were booked by Care International and have consequently received COVID-19 ER assistance.
- **Overall challenge:** Though the demand for assistance continues to rise, funding has reduced and if received it is ad-hoc. This leads to challenges in planning and budgeting by the eligible families.



## FOOD SECURITY

- On 31 August, affected by severe funding shortfalls WFP announced suspension of assistance to 110,000 refugees starting October. During September, beneficiaries have been intensively contacting WFP through hotlines and helpdesks. Due to WFP advocacy and funding appeals, additional funding could be secured on a short notice. Thus, on 29 September press conference, the German Ambassador to Jordan announced its additional donation to WFP. Consequently, the affected beneficiaries were notified on continuation of assistance. In September, WFP has delivered its monthly cash assistance to 473,398 individuals in camps and host communities.
- Results of appeals related to WFP's targeting and prioritization model continued to be processed and beneficiaries were informed through tailored messages about their appeal results.
- Data collection for Food Security Outcome Monitoring (FSOM) started in September and is expected to last until October.



## PROTECTION

- UNHCR and Protection partners employ a variety of information sharing and two-way communication platforms to ensure that reliable, accurate and timely information reaches refugees and that mechanisms are in place to receive their feedback. The network of 23 Community Support Centres (CSCs) located in urban areas across Jordan, managed by 160 refugee volunteers, representing all nationalities, as well as an equal number of host community members, are an integral part of the operation's overall communication efforts with refugees. These volunteers are trusted members of the refugee community and among them manage a series of WhatsApp groups reaching around 51,000 refugees. Through Bridges of Communication refugee group, a further 85 WhatsApp groups are managed, reaching around 11,000 refugees. In addition to disseminating messages related to COVID-19, these volunteers can channel refugees' feedback directly to UNHCR through the focal points of the Community Based Protection unit and onward to relevant functional units; concerns related to cash and payment of rent have been among the main issues reported during the COVID-19 crisis, and referrals for Urgent Cash Assistance have been made for example.
- UNHCR's online magazine "Crossing Point" delivers information and messages to refugees about issues affecting them, including related to COVID-19. Information on this magazine is updated on a rolling basis in real-time, ensuring that the most up-to-date information is available. In addition to UNHCR, actors including sister agencies also disseminate updates and awareness materials through these CwC channels.
- GBV partners have scaled up the 'Cash and Voucher' assistance programming to address protection needs of vulnerable women, girls and GBV survivors. The GBV partners (including UN Women in the OASIS, UNHCR, IRC, IFH) have provided cash-for-protection in Azraq and Za'atari refugee camps. In urban areas, cash assistance has been linked to GBV case management and provided by INTERSOS, Jordanian Women Union, UNFPA and the IFH to facilitate access to urgent medical and legal services and accommodation that are required to address GBV consequences and to avoid imminent risk for survivors.
- The national GBV SWG with participation of Azraq GBV SWG and under leadership of IOM has finalized the GBV risk assessment in Emirati Jordanian Camp (EJC). The exercise aimed at identifying the GBV risks faced by Syrian refugee women, girls, men and boys and vulnerable groups in the camp, and to provide recommendations on the areas where humanitarian response and GBV response shall be enhanced in the camp. More detailed information can be found here: [link](#).
- On occasion of the International Day of the Girl Child and under the global theme of 2021 'Digital Generation. Our Generation the GBV SWG has collected eight stories of Syrian refugees and Jordanian girls and adolescent girls in Jordan who are working on bridging the gender-digital divide and advocating to ensure that all girls have equal access to internet, technologies, technical skills, and opportunities. The first part of the stories can be accessed through the [link](#)

- In September, PSEA training sessions were conducted for the GoJ officials, including MoL, MoSD, CSPD, HRCU and SRAD. The participants discussed existing policies and methods of reporting SEA and approaches of communication with SEA survivors.



## WASH

- In September, UNICEF continued provision of WASH services to all 122,789 refugees in three refugee camps (Za'atari, Azraq and King Abdullah Park).
- In Za'atari camp, a camp-wide distribution took place, 3 soap bars were distributed for every camp resident, totally 219,204 soap bars were provided. Moreover, 183 and 50 additional soap bars reached 183 and 50 individuals in self-isolation and in the transit area, respectively.
- While UNICEF maintained an aggregate water supply of clean and safe water of around 4,600 m3 per day, lower temperatures and related decrease in demand resulted in overall decrease of supplied water by around 9,000 m3 over the month. Nevertheless, external water trucking was still needed to cover about a third of the aggregate demand in September.
- In Azraq camp, a total of 48 cleaning kits, 42 hand sanitizers, 42 hygiene kits and 54 jerry cans were distributed among the most vulnerable 189 beneficiaries, including 113 children. UNICEF's partners in the camp continued disseminating messages in relation to COVID-19, among others, through all the 776 active Lead Mothers, 65 WASH Community Representatives as well as 29 Youth Representatives, out of which 14 men and 15 women. Also, UNICEF started hygiene promotion sessions for children in Makani centres. In addition, a hoses removal campaign at block and plot level continued in mid-September.
- In KAP refugee camp, a camp-wide distribution took place in the month of September, providing 186 hygiene kits, reaching 546 beneficiaries, including 306 children.



## EDUCATION

- In September, Caritas Jordan distributed hygiene kits to 459 parents of kindergarten students in six governorates. In adherence with public safety measures, Caritas also conducted face-to-face literacy and numeracy classes for 240 Syrian and Jordanian mothers with school-aged children, to support a strengthened home educational environment.
- Across Jordan, Seenaryo resumed face-to-face teacher trainings on play-based and child-focused learning. In September, 48 teachers (100% female) benefited from the Seenaryo Playkit training which supports the inclusion of life skills in early education.
- 404 children (48% female) in Azraq refugee camp graduated from World Vision International's Early Childhood Development (ECD) Centre and successfully enrolled in first grade. Hygiene kits and stationery have been prepared for all 404 children, of which 296 children (49% female) have thus far received the kits. Additional 405 children (48% female) born in 2016 were newly enrolled in the ECD Centre in September.
- Islamic Relief provided remedial classes for 100 Jordanian orphans (50% female) in Mafraq and Ramtha.
- Norwegian Refugee Council (NRC) provided Learning Support Services (LSS) for 839 students (51% female) in both Azraq and Za'atari refugee camps.
- Middle East Child Institute (MECI) supported 229 learners (74% female) to attend 14 Extra-Curricular Activity (ECA) sessions. In addition, because of intensive outreach efforts 122 out-of-school children (54% female; 8% children with disabilities) were supported to newly enrol in the Non-Formal Education (NFE) dropout programme.
- Collateral Repair Project (CRP) continued youth education programmes in two community centres in Amman. In September, 12 families and 183 (50% female) Syrian and non-Syrian youth, including vulnerable Jordanians, received support across several programmes, including for example, English language tutoring, psychosocial support and digital literacy.
- In Azraq and Za'atari refugee camps UN Women provided online education classes for 73 students (100% female) covering the core subjects of English, Maths, Science and Arabic. When needed, teachers granted additional support to individual students through WhatsApp.
- In close coordination with the Ministry of Education (MOE) directorates, UN Women distributed 702 school uniforms for students in 27 schools in host communities.
- In September, a total of 3,151 learners (53% female; 72% Syrian) accessed UNHCR's supported digital learning platform Kolibri.

- With UNHCR support, JOHUD continued provision of homework support services to non-Syrian refugee students in Amman governorate, and in September, 35 students (40% female) benefitted from the support. In addition, JOHUD covered transportation fees for 127 non-Syrian school students (66% female).
- Under Complementary Pathways, UNHCR and LUISS University granted seven refugee students (14% female; 57% Syrian) a third country scholarship in Italy through the Progetto Mediterraneo scholarship programme funded by LUISS University to study BA/MA degrees.
- UNESCO, with support from the Government of the Republic of Korea and through its partnership with Luminus Technical University College (LTUC), assisted Syrian refugee and vulnerable Jordanian youth with scholarships to access BTEC-level II Technical and Vocational Education and Training (TVET) programmes in three training disciplines (Business, Information Technology, and Creative Media Production), as well as on-the-job training opportunities. In September, 55 students (45% female; 35% Syrian) of the Creative Media Production discipline started their second trimester and 135 students (57% female; 50% Syrian) from Business and IT disciplines finished their first trimester.
- UNESCO/IIEP continued provision of technical support to the MOE with the Education Strategic Plan (ESP) Mid-Term Review (MTR) process. In September, further consultations were held, and the report was shared with partners through the Policy, Planning and Coordination Committee. Key policy discussion points related to the expansion of KG2; inclusion and diversity in education for equal access to quality education for all, particularly the most vulnerable; and adjustments to the ESP to further reflect the sustainability component of the Education During Emergency Plan (EDEP).
- On 1 September the official academic year started. In September, UNICEF continued to support school reopening in camps through ensuring the implementation of the School Reopening Protocols, the distribution of stationery and textbooks and through the support of Syrian Assistant Teachers. Daily, the average of 20,500 students<sup>1</sup> (49% female) attended the MOE's Catch Up programme in camps which has been provided since mid-August.
- To ensure learning continuity, UNICEF continued distribution of learning materials for children in refugee camps, having reached 52 families with family activity packs in Za'atari and Azraq camps in September.
- UNICEF and partners MECI, RI and Questscope provided a month-long Catch-Up programme for NFE Dropout, which was attended by 4,899 students (46% female; 49% Syrian).
- The MOE approved exemption from registration and book fees for Syrian students, and non-Jordanian students can register in public schools without submitting identification papers. UNICEF has supported up to 500 students to enrol in schools through partner referrals and the UNICEF Helpline.



## LIVELIHOODS

- The MoPIC report on work permits for Syrian refugees indicates that during the period of January - September 2021 a total of 46,171 work permits were issued to Syrian refugees (92% Men, 8% Women):

Period	Male	Female	Total
1 Jan – 30 Sep 2021	42,235	3,936	46,171
Cumulative since 2016	246,950	14,899	261,849

- Updates on Home Based Businesses (HBB). According to the Blumont monitoring, in 2021 a total of 44 HBBs were registered, 46 licensed, of them 18 renewed. Blumont has been engaged in creating linkages of HBBs with Micro Finance Institutions (i.e., Tamweelcom, Microfund for Women, the Ideal Islamic for Microfinance). Among research on the HBBs, the LH sector has recently hosted presentation of the 'Burden of Starting a Home-Based Business Reduced' study made by the Gender Mashreq Facility, supported by the Jordanian National Commission for Women (JNCW), and Blumont presented an EBRD (European Bank for Reconstruction and Development) funded project 'Rapid Market Assessment for Expanding Access to Knowledge and Resources (EARN)'.
- The Resilient Youth Socially and Economically (RYSE) organized the "Graduation Approach Household Targeting and Selection Process" learning initiative. The event brought together NGOs working in the livelihoods sector and the Graduation Approach Coordination and Advocacy Taskforce, RYSE partners, donors, and the MoL.

<sup>1</sup> Figures are based on the daily average attendance of the first two weeks of the programme – 15 August to 31 August

- In Za’atari and Azraq, leave permits are being issued for 30 days, which has become a progress particularly for Azraq where the permits’ period has recently covered 14 days only. Noticeably, that before COVID-19 outbreak Za’atari issued exclusively work permits.
- The Economic Opportunities for Jordanians and Syrian Refugees ‘Programme for Results’ (P4R) project has evolved to focus on issuance of work permits and thus to enable formalization of Syrian labour. From the social protection perspective, UNHCR and ILO are working together to utilize the PROSPECTS partnership to support the expanded access to social security through establishment of an Emergency Unemployment and Employment Stabilization Fund (EUESF). The EUESF will lay foundations for a more inclusive social insurance mechanism that addresses the needs and characteristics of workers and employers in the informal economy, exploiting existing opportunities to promote formalization of the labour market. Discussion is ongoing on means of cooperation between SSC, ILO, and UNHCR on how to facilitate broader communication on SSC programmes which would benefit Syrian refugees.
- In September, the Livelihoods SWG in Irbid resumed its coordination activities, having engaged such NGOs as Blumont, JRF, LWF, GIZ, ICMC, Acted, ILO, WVI, IRC, Tamkeen. Participants of the SWG meeting provided updates on their livelihood’s activities focusing on the areas of community participation, vocational training, job matching and unconditional cash assistance, career and legal counselling.
- The International Labour Organization (ILO) in partnership with the Institute for Labour and Social Research (Fafo) launched the report “Impact of work permits on decent work for Syrians in Jordan”.
- The Vocational Training (VT) taskforce remains a useful forum where counterparts can share information on the latest events and initiatives. Thus, September meeting admitted significant steps taken by the Ministry of Higher Education, AQACHEI (the Jordanian Accreditation and Quality Assurance Commission for Higher Education Institutions), TVSDC (the Technical and Vocational Skill Development Commission and HTU (Hussein Technical University) having introduced the report “Preparing Work Ready Graduates for Employment in Jordan”, JRF and ICMC shared findings of the Market Assessments focusing on vocational training, and UNHCR GBV colleagues presented Amaali application where VT members can refer cases.
- After the MoL request, the Program Support Unit (PSU) started a one-month trial period for centralization of approximately 150 ‘Project Worker’ work permits. Applications for these permit types must be submitted through the PSU and will be issued by a respective MoL staff located at the General Federation of Jordanian Trade Unions (GFJTU) office. Despite a steady increase, participation in the Syrian Female Labour force over the past few years remains low.
- The Livelihoods sector notices that if humanitarian assistance continues to focus mainly on refugee populations while resilience activities will support host communities and refugees, the risk would be imminent to miss an opportunity to adopt a more holistic approach of generating employment at scale and to enable service delivery solutions by addressing institutional bottlenecks and burdens.



## SHELTER

- In September, Habitat for Humanity Jordan has concluded its project of rehabilitating 290 homes and 21 communal projects. Implementation of the project engaged precautionary measures to prevent spread of COVID-19 on the staff and beneficiaries through practicing social distancing, wearing masks, online meetings when possible, and sanitizing of office and vehicles.
- ‘Household Project’ implemented by Habitat for Humanity Jordan has entered its reporting phase. Through this project, 320 houses have been successfully rehabilitated in Marka district of Amman governorate (with average budget of USD 1,500 per a house). Additional funds for 100 houses have been received.
- Through the ‘Communal Project’ and in coordination with MoSD, MoE and Greater Amman Municipality, Habitat for Humanity Jordan has successfully rehabilitated and expanded 21 communal projects in Marka district of Amman governorate with average budget of USD 10,000 per project.
- Shelter sector has developed Winterization’21 plan, which assumes distribution of winter kits to target vulnerable families’ preparation for the cold season.
- Review of the ongoing ‘Vector and Rodent Control’ response has been carried out in Za’atari and Azraq refugee camps, engaging technical teams from Amman and camps, the Contractor, and beneficiaries. The action aimed to collect feedback on the response, to analyse lessons learnt and to potentially evolve a community-based approach into the project.

### III. Contacts and links

- o Susana BOUDON, Inter-Sector Coordinator: [boudon@unhcr.org](mailto:boudon@unhcr.org) +962(0)792561198
- o Jordan Refugee Response portal page at <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>