

# Jordan

April 2021

The COVID-19 curve in Jordan marked a **downward trend**, with cases in refugee camps following a similar pattern. The number of refugees in camps having received the COVID-19 vaccine doubled in April, reaching **over 6,600 refugees**, with more than 17,000

registered to receive it as of 17 May. In recent months, UNHCR has stepped up efforts to **raise awareness** among refugee communities about the vaccine and the national vaccination program.

The results of the **2020 annual Post Monitoring Distribution** exercise finalised in April showed an increasing number of refugees using negative coping mechanisms to meet basic needs, with many indicating that UNHCR cash assistance reduces stress.

## KEY INDICATORS

**754,818**

Refugees in Jordan as of 15 May 2021

**83%**

Refugees living outside camps in **urban areas**

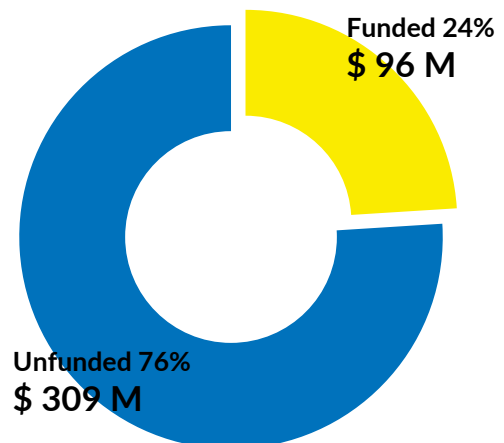
**46.2%**

Refugees are **children** under 17 years

## 2021 FUNDING (AS OF 19 MAY 2021)

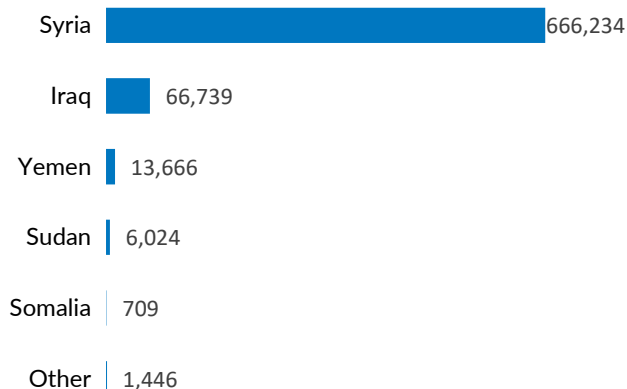
**USD 405 M**

UNHCR Jordan's financial requirements in 2021



## POPULATION OF CONCERN

### Countries of Origin



UNHCR Assistant High Commissioner for Protection (AHC-P) Gillian Triggs visited Azraq camp as part of her visit to Jordan on 12-14 April. Here pictured with refugee children living in Azraq camp and UNHCR Deputy Representative to Jordan Carolyn Ennis.

**PROTECTION**

- In April, registration and other legal and protection activities continued through remote modalities. UNHCR continued to share information on such modalities with persons of concern (PoCs) through different means, including the [Jordan Help site](#), the Helpline and social media pages. During this month, UNHCR and legal partners continued to provide legal assistance to PoCs in the form of counselling, mediation, representation, and protection follow up and advocacy.
- The distribution of remotely renewed Asylum Seeker Certificates (ASC) at UNHCR's registration centres continued in April, reaching over 5,600 families. As a result, more than 22,000 refugees were able to renew their ASCs and collect them from the Amman, Irbid, Mafraq and Azraq registration centres. The slight decrease from previous months could be attributed to the beginning of Ramadan. In addition to the regular registration activity through UNHCR's registration centres, a mission to Aqaba was also conducted, reaching close to 300 people for ASC delivery and updating and renewal of documentation. UNHCR registration teams across Jordan continue to renew ASCs and add newborn babies to existing cases through remote modalities, allowing refugees to continue having access to critical services.
- During April, UNHCR's child protection/SGBV teams counselled and supported some 259 individuals, who benefited from case management, legal, psychosocial services and mental health, resettlement and cash-based intervention services through UNHCR or implementing partners in the field.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE**

- Through April, UNHCR continued to engage with refugee communities, in line with the joint Communication with Communities strategy with UNICEF and WFP.
- UNHCR-supported Community Support Committees continue to engage refugees through various activities, information sharing, and food/non-food item distributions. CSCs across Jordan implemented various activities to foster social cohesion, raise awareness on COVID-19 vaccination, and promote gender equality and self-reliance. Online activities included cooking classes, awareness activities to celebrate World Autism Day, health awareness and psycho-social support sessions, online chess activities for children, skills trainings and more.
- The impact of COVID-19 on refugee livelihoods continues to be devastating: many refugees who are daily workers have had their income decreased and/or have lost their jobs, while during the month of Ramadan, limited work opportunities resulted to increased financial hardship.
- UNHCR Jordan held the [eleventh episode](#) of its #AskUNHCR Facebook live series on 21 April, focusing on livelihoods. UNHCR staff provided key updates around work permit regulations and labour market access for Syrian refugees and answered a number of questions received live. The session reached over 30,000 people and received more than 7,000 engagements. All #AskUNHCR sessions can be found [here](#).
- A number of refugee children participated in Toyota's Dream Cart Art Contest, and were featured on [Toyota's website](#). Following the contest, Toyota also produced a video thanking the refugee children who participated and donated USD 9,000 for UNHCR's education programmes.
- As part of UNHCR's ongoing outreach efforts on the COVID-19 vaccination programme, a UNHCR multifunctional team held four Focus Group Discussions (FGDs) throughout the month of April with female and male refugees of different nationalities, in Amman (Nuzha), Zarqa, Irbid and Mafraq with full adherence to health and safety measures. More than 60 participants received information on the COVID-19 vaccination programme and the registration process on the government platform, as well as information on specific questions, including on side effects and chronic diseases. Many participants expressed willingness to register as a result of the sessions. In addition to the FGDs, UNHCR conducted

a number of surveys to better understand the refugees' perception about the vaccination programme, through the Helpline and social media. Results show a 10% increase in awareness on the national COVID-19 vaccination campaign and a 20% increase in registration compared to a Feb 2021 survey. Outreach efforts continue through social media awareness messaging and [Facebook live Q&A sessions](#), and aim to address some of the main concerns raised, including lack of knowledge on the registration process, side effects, pre-existing health conditions, and more.



#### CASH ASSISTANCE FOR BASIC NEEDS

- In April, UNHCR's regular cash assistance reached some 33,000 refugee families, including 3,000 non-Syrian families. Due to a surge in COVID-19 cases in Jordan during the month of March, and with the start of the holy month of Ramadan, UNHCR frontloaded May assistance together with April assistance, to avoid crowding at ATM withdrawal points.
- The [2020 annual Post Monitoring Distribution \(PDM\) report](#) was published. The results of the PDM exercise highlight that the vast majority of refugees (86% in 2020, compared to 66% in 2019) resorted to using negative coping mechanisms over the last year, such as borrowing money, moving to lower-quality shelters, skipping rent payments, reducing non-food expenditure. The exercise also showed that refugees mostly used cash assistance to cover basic needs, with the spending on education or transportation significantly decreased. Overall, the exercise pointed to the fact that, while cash assistance isn't a solution to all problems such as livelihoods and health, it improves living conditions and significantly reduces stress for refugees who remain concerned about the future.



#### HEALTH

- The COVID-19 curve in Jordan marked a downward trend in April. Starting in May, Friday lockdowns have been cancelled and curfew hours reduced. Cases among refugees in camps followed the same downward trend and remained well below the national average, with 3.2% of the refugee camp population having tested positive compared to 7% of the total population in Jordan. As of May 17, the cumulative number of COVID-19 cases in refugee camps stood at 3,869, of which 39 were active, 3,784 had recovered (98%), and 46 refugees had passed away. Among the key factors contributing to the lower positivity rates in refugee camps are the movement restrictions that have largely been in place in camps for the past months, together with the continued refugees' adherence to preventive measures such as social distancing and mask wearing. .
- The vaccination program in Jordan continues, with more than 1million people across the Kingdom already vaccinated and over 2million registered on the government platform. In refugee camps, the number of vaccinated refugees more than doubled in April, reaching over 6,600 refugees in total, as of May 17, with over 17,000 registered to receive the vaccine (almost 15% of the camp population, compared to 17% of the total population in Jordan). There are currently three in-camp vaccination centres in Jordan, one in Azraq and [two](#) in Zaatari, and are all receiving Syrian refugee camp residents who receive vaccination appointments, after registering through the government platform. Refugees in urban settings are also receiving vaccines, in accordance with the government programme prioritisation.
- In addition to supporting the Ministry of Health (MoH) with the rollout of the vaccination program for refugees, UNHCR continued to respond to COVID-19 cases in camps, working closely with MoH and the Syrian Refugee Affairs Directorate, to carry out surveillance and contact tracing exercises with the aim to continue minimising the spread.

**EDUCATION**

- Close to 1,400 students from Azraq and Zaatari camps accessed UNHCR's Kolibri online learning platform in April, including 57% male and 43% female learners. Key services provided on the platform include virtual lessons as well as resources provided by coaches from other channels. Key subjects studied through Kolibri include Science, Maths, English, Life Skills, and Arabic.
- Despite the significant number of students accessing the Kolibri platform, the lack of adequate and sufficient devices and internet connectivity continues to be the biggest challenge for refugee students to engage in remote education. And while many students in the past have been able to access online education by visiting the UNHCR-supported Connected Learning Hubs (CLHs), those were temporarily closed in line with Government measures to combat the COVID-19 pandemic, impacting the access of some students who, without devices or internet connectivity at home, relied in the CLHs.
- UNHCR continues to work with partners, universities and education platforms to enhance educational opportunities for refugees in Jordan. Through April, learning and training opportunities were announced by **Open Society University Network (OSUN)**, where refugees can apply for two university-level blended programs; the open online course platform **EdX**, with 178 refugees and Jordanians applying for the course vouchers, 13 applications being nominated, and 65 vouchers being granted to applicants; **Education for Employment (EFE)**, where some 500 Syrian refugees and Jordanians, including learners with disabilities, will qualify for several one-month remote training courses in different topics; and **Luminus Technical University College (LTUC)**, where 150 slots have been announced for Syrian refugees for an internationally-accredited certificate in software development that qualifies the student to work in Jordan and abroad.

**DURABLE SOLUTIONS**

- Remote resettlement processing continues, with UNHCR Jordan conducting interviews, by video and telephone, with some 269 refugees during April, ensuring that integrity and identity verification safeguards are in place. A total of 356 individuals were submitted for resettlement in April, reaching a total of 961 submissions in 2021.
- For 2021, more than 5,300 resettlement places for refugees in Jordan have been confirmed by Australia, Belgium, Canada, France, Germany, Norway, Romania, Spain, Sweden and the US.

## High-Profile Visits and Events

- Due to COVID-19 and under the government's guidance, UNHCR Jordan continues to discourage external field missions to the operation unless of critical nature. Donor missions and high-profile visits will resume in full once the situation with the pandemic improves and no longer poses a risk of exposure to UNHCR's people of concern.
- In celebration of the centenary anniversary of the founding of Hashemite Kingdom of Jordan on 11 April, UNHCR High Commissioner Filippo Grandi shared a [video](#) message, highlighting Jordan's hospitality and commitment to refugee protection.
- UNHCR Assistant High Commissioner for Protection (AHC-P) Gillian Triggs was in Jordan on 12-14 April, on a mission to meet with government counterparts and conduct field visits. Her program included meetings with government counterparts and site visits to [Azraq camp](#), where she engaged with refugee families and visited the recently opened vaccination centre; the [Registration Centre](#) in Khalda, to observe

the Asylum Seeker Certificate distribution process; and the Jordan River Foundation (JRF) [Karma Kitchen](#) project, that aims at boosting livelihood opportunities for Jordanians and refugees.

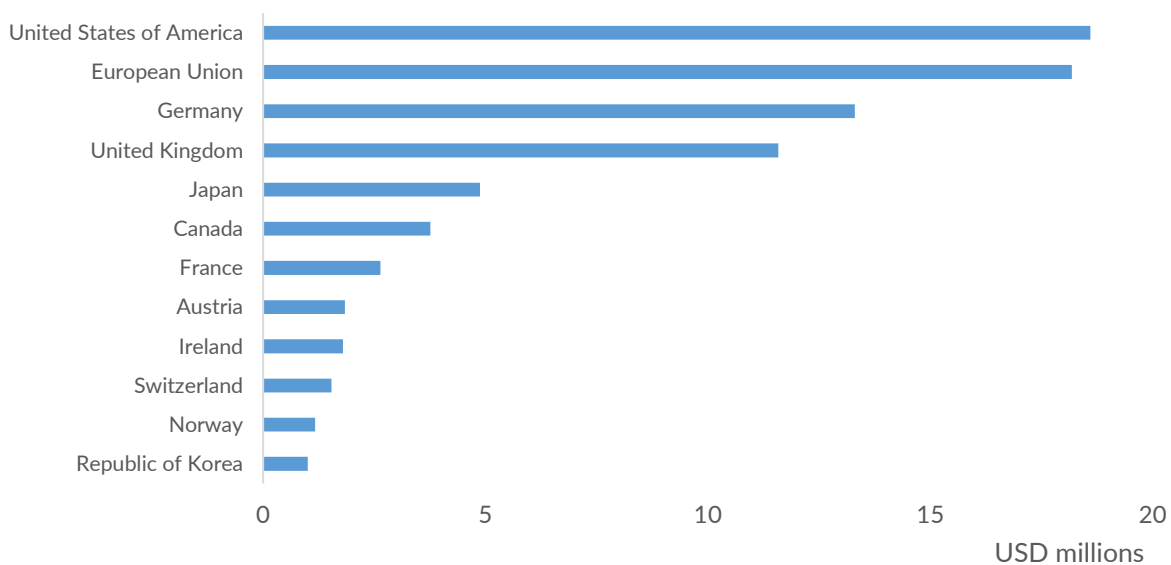
- On 19 April, a delegation including members of the French embassy and the Directorate of Interagency Environment (DICE) within the international Coalition against Daesh, visited UNHCR's Amman office. The visit consisted of a briefing by UNHCR Jordan on the operation of refugee camps and challenges for the future, as well as a short tour of the Khalda Registration Centre.
- The MENA Global Forum Stocktaking and NGO/Civil Society Consultations took place on 20-21 April, with the aim to reflect on the progress towards the implementation of the Global Compact on Refugees (GCR) and take stock of the pledges made at the Global Refugee Forum (GRF) in the context of the COVID-19 pandemic. UNHCR Jordan participated and worked closely with participating partners in Jordan in preparation for the event. The forum also allowed participants to identify opportunities for enhancing civil society and multi-stakeholder engagement to respond to current and future challenges.

# Financial Information

Total recorded contributions for the operation in 2021 amount to some **US\$ 96million**, covering 24% of overall needs for refugees in Jordan.

UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

## Earmarked contributions to UNHCR Jordan in 2021 (over 1 million USD)



## Special thanks to the major donors of softly earmarked contributions in 2021 (in USD)

USA (27.6M) | Finland (6M) | Sweden (5.4M) | Private donors Australia (3.7M) | Private donors Germany (3M) | Canada (2.9M)

## Thanks to other donors of unrestricted and regional funds in 2021 (in USD)

Norway (80million) | Sweden (66.9M) | Netherlands (36.1M) | Denmark (34.6M) | Private donors Spain (28.3M) | Germany (26M) | Switzerland (16.4M) | Private donors Republic of Korea (14.3M) | Ireland (12.5M) | Belgium (11.9M)

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## LINKS

Facebook, Twitter, Instagram: [@UNHCRJordan](#)  
[www.data.unhcr.org/syrianrefugees](http://www.data.unhcr.org/syrianrefugees)