

# Jordan

## May 2020

While the curfew and other lockdown measures remained in place throughout May, UNHCR Jordan continued to closely monitor the COVID-19 situation among refugees, together with WHO and partners and under the leadership of the Ministry of Health.

Hygiene-promotion measures and hygiene-awareness messages continue to be implemented and shared with staff and refugees throughout the Kingdom, including in camps, where no refugees have tested positive to COVID-19 so far.

The COVID 19 Emergency cash assistance response reached up to 17,000 refugee families in May. However, about 32,000 newly identified vulnerable families are yet to receive any cash assistance due to lack of funding.

Restrictions of movements have had severe implications on the mental health and psychosocial status of refugees, with the number of consultations in the Zaatari and Azraq camps increasing by more than 50% in the last weeks.

**747,875**

Refugees in Jordan as of 15 June 2020

**83.3%**

Refugees living outside camps in urban areas

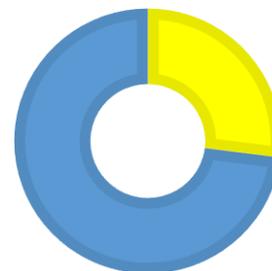
**16.7%**

Refugees living in three camps in Jordan – Azraq, Zaatari and the Emirati Jordanian

FUNDING (AS OF 10 JUNE 2020)

**USD 426.7 million**

UNHCR Jordan's financial requirements in 2020



**Funded 27%**  
**\$ 115.3 million**

**Unfunded 73%**  
**\$ 311.4 million**

## POPULATION OF CONCERN

### Countries of Origin



**PROTECTION**

- As curfew and other mobility restrictions remained in place through May, registration and other protection/legal activities continued remotely. UNHCR and legal partners provided legal assistance – in the form of counselling, mediation, representation, and protection follow up and advocacy – to 4,103 cases, totalling 18,522 since January 2020.
- UNHCR provided legal assistance to an increased number of cases pertaining to mediation, counselling, and financial assistance, due to conflicts with landlords, and outstanding amounts of rent. Additionally, a number of consultations were held related to the interpretation of the defence orders issued by the GoJ regarding instructions and penalties on non-compliance with public health and safety measures and unauthorised movement during curfew.
- An increase in labour rights violations was observed, with reports of arbitrary dismissals and wage cuts resulting from curfew restrictions. This has resulted in a number of persons of concern being at risk of eviction or being unable to meet their basic needs.
- With a limited presence of protection agencies on the ground, UNHCR launched a Women's Empowerment Network to refer refugees with protection related issues to the Protection Units in Zaatari camp, in order to strengthen community engagement in protection for those in need. TORs were developed and related trainings, including on child protection, SGBV, and PSEA, were offered to the Women Empowerment Group in Zaatari, soon to be replicated in Mafraq.
- During May, Child Protection/SGBV sub-units counselled and supported a total of 86 individuals who benefited from case management, legal, Psycho-Social Services and mental health, Resettlement and Cash-Based intervention services through UNHCR or implementing partners in the field.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE**

- UNHCR Jordan continues to disseminate updates and awareness materials about COVID-19 to refugees in urban areas, through its social media platforms and other channels including the Bridges of Communications refugees group and the Community Support Committee (CSC) network. In May, UNHCR reached more than 63,000 refugees.
- Concerns around meeting basic needs continue to grow, as both refugees and host community members continue to be affected by mobility restrictions, lack of work opportunities, or are worried of contracting the virus if they return to work.
- Refugees with disabilities have been facing additional challenges during the lockdown, due to limited provision of face to face services and increased isolation. Targeting around 150 cases per week, UNHCR has started online assistance for those in elderly shelters, including group physiotherapy sessions, parent/child special education sessions, and individual counselling.
- In May, 348 refugee families, including 100 non-Syrian families, received Urgent cash Assistance.

**CASH ASSISTANCE FOR BASIC NEEDS**

- The COVID 19 Emergency cash assistance response reached up to 17,000 refugee families in May 2020. However, about 32,000 newly identified vulnerable families are yet to receive any cash assistance due to lack of funding.
- In collaboration with the mobile service provider ZAIN, UNHCR reached up to 10,000 persons of concern as part of ZAIN's "updating mobile numbers" campaign. Additionally, 317 SIM cards were distributed to PoCs through ZAIN shops in May.
- A total of 700 cash beneficiaries opened a mobile wallet in May, transferring to mobile money as their payment modality instead of the Cairo Amman Bank (CAB).

- The Helpline answered 381,605 calls in May on enquiries mainly related to monthly cash for basic needs, COVID-19 response, registration, and other protection issues.

## HEALTH

- In the context of its COVID-19 preparedness and response plan, alongside the national operational plan, UNHCR Jordan continues to focus on increasing surveillance mechanisms and deploying rapid response teams, procuring PPE and other medical supplies for health partners, set up necessary quarantine spaces, and trainings to health personnel.
- In May, as urban health clinics remain closed, ensuring the continuation of primary healthcare activities and essential services was paramount. UNHCR health partners have been delivering non-communicable disease (NCD) medications to beneficiaries and providing telemedicine services where possible, through WhatsApp or other platforms.
- The restrictions that have been in place as part of the government response have had severe implications on the mental health and psychosocial status of refugees, with the number of consultations in the Zaatari and Azraq camps increasing by more than 50% on some weeks. Most reported cases present emotional depression symptoms, highlighting the need to respond to COVID-19 stressors. IMC and the Jordanian Psychiatrists Society continue to operate a hotline to provide mental health services for both Jordanians and refugees free of charge. UNHCR continues to refer cases to the National Center for Mental Health (NCMH).
- In May, some 276 severely vulnerable beneficiaries received cash for health assistance for emergency healthcare, reproductive health, and blood disorder cases.
- Concerns about accessibility to the national health system continue for person of concern who have not been able to renew their asylum seeker certificates (ASC) due to the suspension of registration activities.

## EDUCATION

- As part of the COVID-19 response, the Ministry of Education (MoE), in partnership with the Crown Prince Foundation and the KBW Investment Company, announced the creation of 25 mobile classrooms in remote areas, equipped with the latest technology to help students benefit from the distance education. Additionally, the Ministry of Higher Education (MoHE) provided 9 equipped safe spaces for university students facing connectivity challenges in the Zaatari and Azraq camps, to help them easily access and conduct their exams.
- UNHCR Jordan continues to support the MoHE in improving the online learning system and continues to advocate for better access for refugee students. UNHCR also continues to explore other avenues of support to the MoHE, including trainings to faculty members of Jordanian universities and partnerships with universities to provide fully online bachelor's degrees.
- In coordination with UNHCR, the German Jordanian University conducted a two-hour virtual training on job application skills, delivered to 27 refugee and Jordanian participants from the Connected Learning Hubs, in addition to the innovation labs' volunteers.
- Internet bundles were provided to 160 beneficiaries of the Connected Learning Hubs to enable easy access and facilitate their engagement in the online platform and virtual classes.

## DURABLE SOLUTIONS

- UNHCR Jordan has a target to submit 5,500 individuals for resettlement in 2020. In the month of May, UNHCR Jordan submitted a total of 137 refugees to resettlement countries, bringing the total number of submissions during 2020 to 1,474, representing 27% of the annual target.

- Resettlement countries which have confirmed slots for refugee resettlement (quotas) from Jordan in 2020 are Australia, Canada, France, Ireland, Italy, Norway, Sweden and the UK. They are prepared to receive UNHCR referrals during the second half of the year and hope to resume travel as soon as the situation allows. UNHCR Jordan continues resettlement activities remotely and is preparing for the resumption of resettlement interviews by video in June.

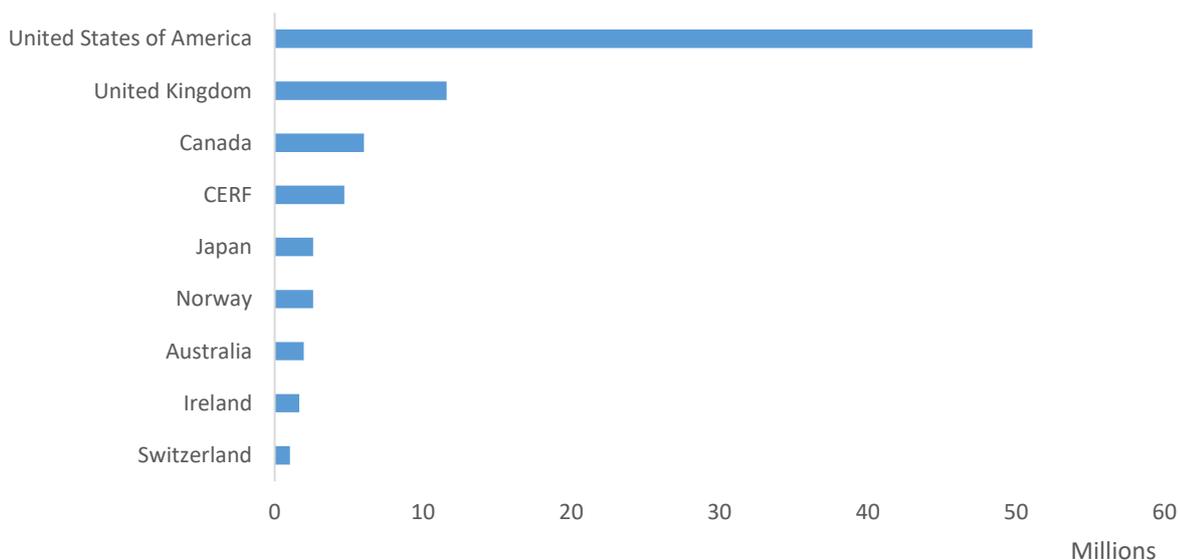
## Donor and High-Profile Visits to UNHCR Jordan

- Due to COVID19 and under the Jordan government's guidance, UNHCR Jordan has postponed all external field missions to the operation. This is also in line with the flight and travel cancellations to and from the country. Donor missions and high-profile visits will resume once the situation with the pandemic improves and no longer poses a risk of exposure of UNHCR's People of Concern.

## Financial Information

Total contributions are over \$115.3 million as of 10 June 2020, covering 27% of overall needs for refugees in Jordan.

### EARMARKED CONTRIBUTIONS to UNHCR Jordan in 2020 (over 1 million USD):



### OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

**Germany 94.4 million | United Kingdom 24.8 million | Denmark 14.6 million | Private donors USA 13.5 million | United States of America 9.4 million | Canada 8.7 million | Sweden 6.1 million | Finland 5.5 million | Private donors Australia 3.9 million | Private donors Japan 3.6 million | Ireland 3.3 million | Private donors Germany 3.2 million**

### UNEARMARKED CONTRIBUTIONS | USD

**Sweden 76.4 million | Norway 41.4 million | Netherlands 36.1 million | Denmark 34.6 million | Private donors Spain 33.1 million | United Kingdom 31.7 million | Germany 25.9 million | Switzerland 16.4 million | Private donors Republic of Korea 13.9 million**

## CONTACTS

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