

Jordan

September 2020

The **first cases of COVID-19 among the refugee populations in the Azraq and Zaatari camps** were confirmed in September. UNHCR is working closely with the Ministry of Health and the Syrian Refugee Affairs Department to implement

established protocol and activate response mechanisms.

UNHCR Jordan launched a series of **#AskUNHCR Q&A sessions**, to further enhance information sharing with persons of concern.

Some 1,180 POCs received their **renewed Asylum Seeker Certificates** through a pilot process aimed at facilitating remote modalities, while ensuring adherence to health measures in place.

KEY INDICATORS

750,922

Refugees in Jordan as of 15 October 2020

83.2%

Refugees living outside camps in **urban areas**

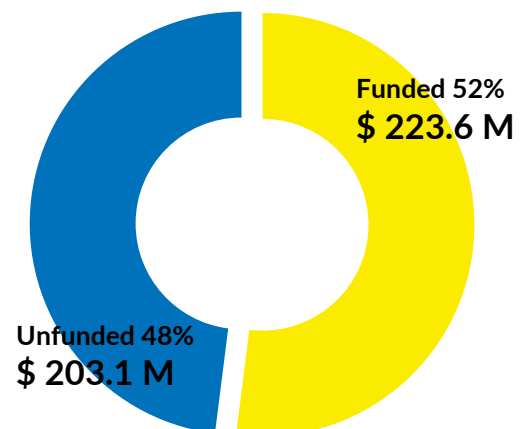
46.8%

Refugees are **children** under 17 years

FUNDING (AS OF 14 OCTOBER 2020)

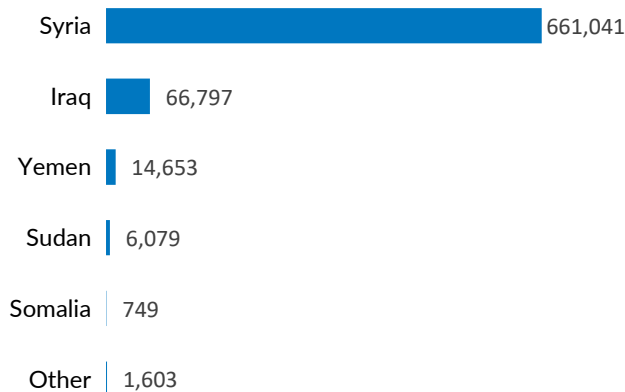
USD 426.7 M

UNHCR Jordan's financial requirements in 2020



POPULATION OF CONCERN

Countries of Origin



A UNHCR staff member helps a refugee who has approached UNHCR Registration Centre in Amman to renew their asylum seeker certificate. UNHCR Jordan/Lilly Carlisle

**PROTECTION**

- In September, registration activities and other legal and protection activities continued through remote modalities. UNHCR continued to share information on such modalities with PoCs through different means, including the Help Website, the Helpline and social media pages. During this month, UNHCR and legal partners provided legal assistance – in the form of counselling, mediation, representation, and protection follow up and advocacy – to 4,503 cases.
- As part of UNHCR’s Remote Renewal Interview Process, UNHCR Jordan in September piloted a process for Asylum Seeker Certificate (ASC) collection, issuing [appointments](#) for refugees to collect their renewed ASCs from its Registration Centre in Amman. To avoid overcrowding and adhere to social distancing requirements, refugees were contacted directly via SMS to set appointments to approach the office, and only one adult family member was asked to approach the office. During the pilot, 1,180 ASCs were collected, with average processing time of 7 minutes, from entry to exit with strict safety measures put in place and adhered to.
- In September, the Ministry of Interior (MoI) and the National Council for Family Affairs (NCFA) signed the “Interventions to Family Violence” guidance for MoI staff, a project sponsored by UNHCR. During the signing ceremony, the MoI representative highlighted the UNHCR, NCFA and Ministry of Social Development (MoSD) efforts in creating this guidance, as part of the efforts to enhance family protection systems on a national level, and committed to its implementation. This is the first procedural guidance in MoI that aims to facilitate and guide interventions of administrative units with SGBV survivors.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE**

- In line with the joint Communication with Communities strategy with UNICEF and WFP, UNHCR disseminated updates, information and awareness materials about COVID-19 and latest government guidelines to refugees in urban areas, through a variety of channels including social media, the Bridges of Communications refugees group, CSCs and the online magazine “Working with refugees”.
- Additionally, UNHCR Jordan launched in September a series of Facebook live Q&A events addressing refugee questions. The #AskUNHCR series takes place on bi-weekly basis, in 30-minute sessions where UNHCR staff present basic information on a specific topic and answer questions received live by refugees. Topics range from education, to registration and cash assistance. The first two sessions reached some 300,000 people.
- Community Support Committees (CSC) conducted a total of 117 online activities, including educational awareness-raising sessions to prepare children on how to safely go and return from schools, information sessions on usage of smart phones and communications applications (Zoom, Skype and WhatsApp), training sessions on how to make face masks, and more. The activities had more than 3,300 participants.
- During September, the Japan International Cooperation Agency (JICA) has been working with Tribalogy, a local [MADE 51](#) social enterprise, to support both livelihood and health care opportunities for refugees. JICA will procure refugee made face masks through Tribalogy and then donate these masks to vulnerable refugee populations in country. A percentage will be donated to the refugees in Azraq camp.
- This month, UNHCR provided Urgent Cash Assistance to 78 vulnerable refugee families, including 36 non-Syrian families.



CASH ASSISTANCE FOR BASIC NEEDS

- In September, UNHCR's regular monthly cash assistance reached a total of 33,000 refugee families, including 3,000 non-Syrian families, while a total of 2,835 families received COVID-19 emergency cash assistance. Since the beginning of the pandemic in March, a total of 50,775 families have received at least one round of COVID-19 emergency cash assistance, totalling US\$15.2 million, through UNHCR and other Basic Needs partners. The [mid-year Post Monitoring Distribution report](#) highlights, like in previous years, and in line with the fundamental purpose of the monthly cash assistance, that the vast majority of beneficiaries spent their grant for food or rent.
- The Helpline answered 446,496 calls in September on enquiries mainly related to monthly cash for basic needs, registration, resettlement, and other protection issues.



HEALTH

- After the first refugee cases testing positive for COVID-19 in Azraq and Zaatari refugee camps in the beginning of September, UNHCR Jordan stepped up its response, in close coordination with the Syrian Refugee Affairs Directorate (SRAD) and the Ministry of Health (MoH), whose teams continue the active surveillance and contact tracing exercise in the camps. UNHCR and MoH are working closely to undertake random PCR tests in the camp on a daily basis. Confirmed cases are being quarantined either in their own shelters or at isolation sites and transferred to hospital as needed as per the established protocol. As part of UNHCR's preparedness plans, the quarantine area in Azraq camp and the MSF clinic in Zaatari are operational for suspected cases or refugees who encounter a suspected case to quarantine for 14 days. In urban areas, refugees are receiving same treatment as Jordanian nationals, and UNHCR is following MoH protocol.



EDUCATION

- The academic year in Jordan started on 1 September, but due to local transmission of COVID-19 cases in Jordan, the Ministry of Education (MoE) issued a decision to resume online education due to a number of reported cases in public schools. The MoE is monitoring the epidemiological situation intensively in cooperation with the MoH, and provides regular information to parents through an [online platform](#).
- During September, some 4,000 unique individuals accessed the UNHCR Kolibri platform for online learning support, including 45% residing in camps, 55% in urban areas, 40% of male learners and 60% females. Between January and August of 2020, some [17,000 users](#) access the Kolibri platform in Jordan.
- In September, the Jordanian Ministry of Education announced that all Syrian students enrolled in public schools are exempt from donation fees (a small contribution provided to tuition-free public schools, which varies between grades and for Syrians or non-Syrians) and cost of educational books throughout the academic year 2020-2021. This decision applies to all public schools in the Kingdom, both in camps and urban settings, including double-shift schools.
- As a result of continued UNHCR advocacy, The Amman Arab University, and Zarqa University, provided [discounts](#) on tuition fees for the bachelor and master programs for all self-sponsored refugees seeking to pursue higher education. Additional opportunities for refugees to access higher education are available on UNHCR's new [Opportunities platform](#).

**DURABLE SOLUTIONS**

- UNHCR Jordan has a target to submit 5,500 individuals for resettlement in 2020. In the month of September, a total of 1,232 refugees were submitted to resettlement countries, bringing the total number of submissions during 2020 to 3,215, representing 58.5% of the annual target. To date, a quote of 3,800 resettlement slots have been confirmed for 2020 for Australia, Canada, France, Ireland, Italy, Norway, Sweden and the UK.
- UNHCR Jordan continued the remote resettlement interviews and conducted interviews with more than 800 refugees by telephone and video, ensuring that integrity and identity verification safeguards are in place.
- With the reopening of the airport in Jordan in early September, UNHCR facilitated the departure of 203 refugees to the USA, France and Norway. There are plans for an increased number of resettlement departures in September and October.
- In line with UNHCR's three-year Strategy on Resettlement and Complementary Pathways (2019-2021), UNHCR Jordan continues its effort to expand opportunities for [complementary pathways](#) for refugees. To that end, the designated Complementary Pathways task force continues to advocate and coordinate with governments who have pledged to offer more such opportunities.

Donor and High-Profile Visits to UNHCR Jordan

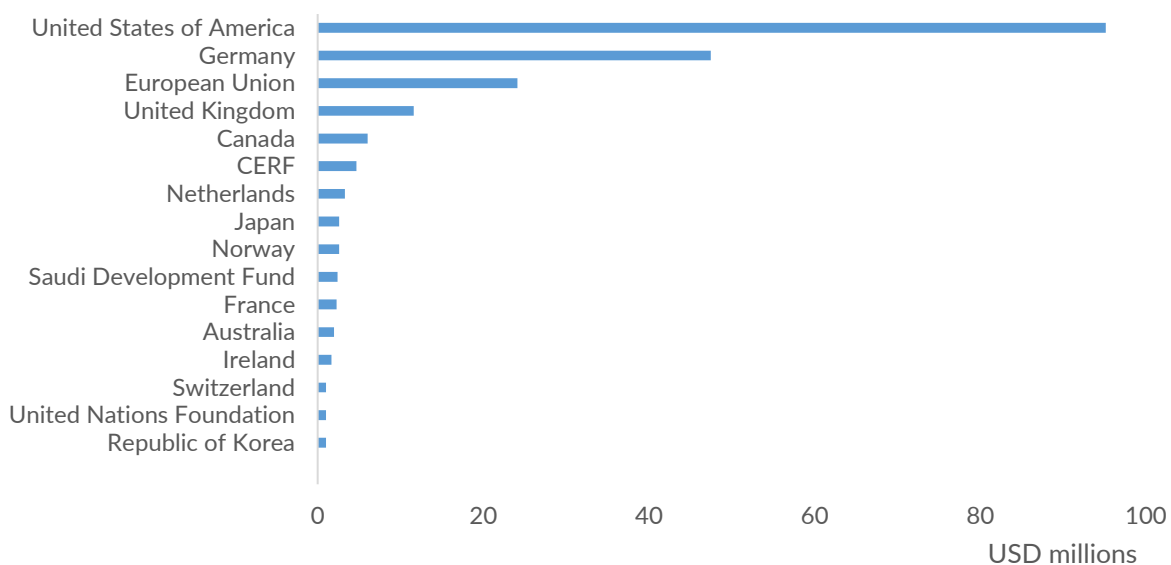
- Due to COVID19 and under the Jordan government's guidance, UNHCR Jordan has postponed all external field missions to the operation. This is also in line with the flight and travel cancellations to and from the country. Donor missions and high-profile visits will resume once the situation with the pandemic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

Financial Information

Total recorded contributions for the operation amount to some **US\$ 223.6 million**, covering 52% 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 2020 (over 1 million USD)



Special thanks to the major donors of softly earmarked contributions in 2020 (in USD)

Germany (62.7M) | United States of America (26.4M) | United Kingdom (24.8M) | Denmark (14.6M) | Private donors Australia (10.1M) | Canada (8.7M) | Private donors USA (8.6M) | Private donors Germany (6.3M) | Sweden (6.1M) | Finland (5.5M) | Private donors Japan (4.5M) | Private donors Republic of Korea (3.9M) | Spain (3.4M) | Ireland (3.3M) | Private donors UK (3M) | Private donors Lebanon (2.2M) | Japan (2.1M) | Private donors United Arab Emirates (2M)

Thanks to other donors of unrestricted and regional funds in 2020 (in USD)

Sweden (76.4M) | Private donors Spain (59.9M) | Norway (41.4M) | Netherlands (36.1M) | Denmark (34.6M) | United Kingdom (31.7M) | Private donors Republic of Korea (30.6M) | Germany (25.9M) | Japan (23.8M) | Private donors Japan (21M) | Switzerland (16.4M) | Private donors Italy (14M) | France (14M) | Private donors Sweden (11.7M) | Italy (10.6M)

CONTACTS

Francesco Bert, Senior External Relations Officer
 bert@unhcr.org

LINKS

Facebook, Twitter, Instagram: @UNHCRJordan
www.data.unhcr.org/syrianrefugees