

1. UNRWA Fields of operations summary updates

| Access/movement | UNRWA's operations |
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| Gaza Partial lockdown in effect. Erez crossing is closed for most permit holders and is open for special medical and humanitarian cases only. Rafah Terminal is closed in both directions, opened for imported goods and for urgent medical and humanitarian cases. (NEW) Kerem Shalom crossing for goods transport is closed. Returning Palestinians are quarantined upon arrival. (NEW) Discussions about an imminent imposition of movement restrictions receded. and a system of ID cards for critical services is under discussion. (NEW) Controlled entry (with 21 days in quarantine) for limited numbers (email booking system) of Gaza ID holders started through Rafah borders until 16 April (more than 2,000 arrived until yesterday). | Field (FO) and Area Office (AO) staff telecommuting until 15 April, except for health and other critical staff. Schools and vocational training centres remain closed until further notice. Relief and Social Services (RSSP) offices are closed, with no home visits except in emergency cases. (NEW) 3,391 families received their food baskets via the new house-to-house delivery modality for food distribution yesterday. Daily sterilisation of Health Centres (HCs), sanitation offices, water wells, equipment and vehicles is ongoing. Microfinance has deferred installments for clients for the April. Home delivery of essential medicines to the patients aged over 70 and/or with diabetes reached the homes of (NEW) 7,195 patients until yesterday. Toll-free helpline at HCs active, (NEW) 5,146 calls were received until yesterday. (NEW) Preparations underway for production of locally designed mask for non-medical staff. |
| West Bank (WB) Curfew imposed across the WB, including to/from East Jerusalem, except for emergencies. Movement restrictions remain severe across the WB. The state of emergency was extended for another month. Movement in Ramallah is allowed only during 10:00 am to 5:00 pm. Border villages, including Biddou (decalo as epidemic area), Qatanna, Aljdaira, Bitounia and surrounding villages (95% of residents of these villages are refugees) are under curfew & strict lockdown. Movement in Halhul, Surif, Sair, Yatta and Bani Na'im is prohibited. IDF continues to close the gates at the entrance of Fawwar camp and (NEW) Shufat camp -until today- and movement in or out requires a special permit. The total closure in Tulkarem camp and Qusra village also persists. (NEW) Strict movement restrictions are imposed in Nablus area. (NEW) Jerusalem has been divided into sectors to further restrict movement. (NEW) Wearing masks and gloves is mandatory for all who use Israeli roads including Palestinians, with a fine of 500 NIS on who violate. (NEW) ISF incursion to Qalandia camp and Kofar Aqab areas yesterday, they announced curfew. All the camps entrances are also still closed and the emergency task force in each camp are question those entering and leaving the camp. | FO are telecommuting until 15 April. Schools and all Microfinance (MF) branches remain closed. RSSP launched a hotline for the provision of psychosocial support. Food distribution with WFP for Bedouins continues. Critical staff, guards, sanitation workers and drivers are on duty. Sterilising campaign continued in the camps in all areas. The closure of Bitounia affected the work of the AO and the movement of health and the food distribution teams. RSS offices in all areas except Bethlehem are closed, and staff are telecommuting. Health staff from outside Bethlehem started reporting to their duty stations, while UNRWA Area staff residing in Bethlehem area are still redeployed to work in the Bethlehem installations including some FO staff. Health hotlines are active in the three areas (1 in each), medical officers will respond to health-related inquiries, and will direct psychosocial conditions to counsellors. UNRWA staff need to wait for some time to pass into/out of Fawwar camp. (NEW) door to door essential medicines distribution was carried out at Biddu and surrounding villages in cooperation with Local council. (NEW) Israeli MoH opened COVID-19 testing centres in Shufat and Kofar Aqab yesterday to serve Jerusalem ID holders. Palestinian MoH will carry out testing for the residents of Shufat camp. (NEW) Education Programme developed and disseminated the first batch of psychosocial support (PSS) games as part of Education in Emergency programme. |
| Jordan (NEW) the government will impose a comprehensive curfew for 48 hours, starting at 24:00 on Thursday, until 24:00 on Saturday, and the current partial curfew instructions will be retained. Partial curfew continues to be in effect (6:00 pm to 10:00 am) until 30 April. The Amir Hasan camp area is still locked down. Only one person, with an e-permit only, will be allowed per vehicle except for emergency cases. All ports still are closed. More security forces to enforce the curfew will be deployed in towns and villages. (NEW) MoH launched the Hakeem e-services platform , which facilitates the delivery of medicines to NCD patients. (NEW) MoH confirmed that PRs are in the National Strategy and agreed with UNRWA FO to continue exchanging info. | (NEW) Environmental health operations and medicine delivery will stop during the full curfew. (NEW) JFO health staff who worked in high-risk areas and/or contacted with the high-risk people were tested for COVID-19 by MedLab (private lab) yesterday and their result will be ready tomorrow. Education institutions, MF branches and CBOs closure extended. Public and private sector closed, except for vital sectors. UNRWA FO & AOs are closed, and staff are telecommuting until 15 April. Guards and sanitation labourers work normally. People aged 16-60 years can go out on foot for to purchase basic commodities from 10:00 am to 6:00 pm. Health staff continue, in cooperation with local communities, to deliver medicines to priority groups of patients in the four Areas, . UNRWA security Guards work modality in all the installations is back to normal. Microfinance Department made a blanket approval for a 4-month loan repayment deferment starting from April, noting that re-approval is needed every month. (NEW) Community mobilization campaigns started as scheduled at 4 camps and they went smoothly in a positive collaboration with local authorities (DPA, municipalities, police). (NEW) JFO is in closely contact with Amir Hasan local camp authority to provide required assistance. (NEW) JFOs entered in partnership with Aramex for transporting medicine and medical supplies to Jordan Valley HCs. |
| Lebanon (NEW) general mobilization' measures will be extended until 26 April. All borders are closed. (NEW) Except for scheduled repatriation flights, all flights to and from Lebanon are still halted. Vehicles are only allowed to be on the road on alternate days from Monday - Saturday, and no vehicles will be permitted to move on Sundays. Cars with diplomatic plates are exempted from these measures, as are UN personnel including UNRWA's personnel traveling in their own cars. Lockdown of the country was intensified by General Security Forces and has been extended until 12 April. A country wide curfew is in place, controlled by security forces, from 7:00 pm until 5:00 am with some essential services exempted. (NEW) Large number of confirmed COVID-19 cases were detected in Bsharri town (northern Lebanon), which was locked down for mass testing to determine the size of the local outbreak. | HCs are open between 8:00 am and 2:00 pm. FO and AOs are closed, all staff are telecommuting until 12 April except for health centre staff, environmental health workers and key staff from other programmes. Patients are required to make appointments by phone before coming to their health centres. Schools and training centres are closed. LFO will cover 90% and Palestine Embassy in Lebanon will cover 10% of the hospital cost for confirmed COVID-19 PR cases. In coordination with MSF, LFO is preparing STC's dormitories for use as possible isolation units for mild confirmed COVID-19 cases. All health centres are thoroughly disinfected by sanitation teams daily. |
| Syria Country-wide curfew in effect from 6:00 pm to 6:00 am. All ports are closed except for cargo trucks. Closure of all commercial activities until further notice, excluding foodstuffs, pharmacies, cleaning centres, and medical supplies. Government ministries reduced their work force. Movement is prevented between governates, and between urban and rural areas excluding those with permits, emergency services, main services providers, health workers and the press. All UN staff are permitted to move freely within two governorates (Homs & Hama), and are subject to curfew in other areas. Effective from yesterday at 2:00 pm until further notice, there is a ban of recreational activities (touring and hiking) in Rabwah area, in Al-Jahez park and in public parks in Damascus City, and the implementation will be supervised by the Police. | (NEW) Offices across SFO will be closed on 16th and 19th April 2020 (Evacuation Day and Easter). Emergency food (38% families covered) and emergency cash distribution (covered 90.9% of beneficiaries) continue. Additional food distribution points were opened to reduce overcrowding and to reach more beneficiaries. UNRWA schools, training centres and CBOs are closed. Disinfection and cleaning of camps is ongoing. Sanitation and Security staff work in full capacity. Office time across Syria FO is 8:30 am to 2:00 pm. Critical staff come to the office on shifts; other staff are telecommuting until 16 April. MoFA has approved travel of UNRWA's staff between rural areas and cities, and this is helping in the continuation of critical services UNRWA provides. Qaber Essit (QE) area, and QE camp are isolated. All staff based inside QE camp will continue to deliver critical services in the camp, with PPEs. Staff living in QE but working outside were asked not to report to work. Staff who live outside but had travelled to QE last week to work have been asked to 'self-quarantine' and not report to work. Hotlines, details shared with the beneficiaries via FB, are set up across SFO to enable them to inquire about services provided by UNRWA. MF offices are closed, no new loans are being provided, and interest rates on current loans will be deferred for 4 months. Masks for non-medical use are being produced at the TVET Centre in Central Area. (NEW) Telemedicine is being offered to beneficiaries. (NEW) The distribution of NCD medicines directly to patients at their homes was approved by the government. |
| HQ (Amman, Jerusalem, and Gaza) | All HQ offices are closed, and most staff are telecommuting until 15 April. |
| UNRWA Liaison offices: Staff are telecommuting as follows: Cairo Office until 15 April, NY and Washington until 30 April, and Brussels until 19 April (if there is no substantial change by then, measures will continue to be applicable until 3 May) | |

2. NEW: A daily health status report has been launched independently, and this brief update will continue to be released on a daily basis until work is completed on the preparation of an Agency-wide weekly report with a new design and look.

- For inquiries: Fields: [Health Focal Points on COVID-19](#), HQA: Dr. Yousef Shahin at [\(+962\) 791300822](tel:+962791300822) or y.shahin2@unrwa.org or Dr. Rami Habash, to report a confirmed COVID-19 condition, [at : +962 789595754](tel:+962789595754) or r.habash@unrwa.org.
- In addition, please visit UNRWA's Facebook page to watch videos on [FB-COVID-19 \(Corona\)](#)
- For more info, please visit the following websites: [WHO](#) [WHO/ Eastern Mediterranean Office](#)