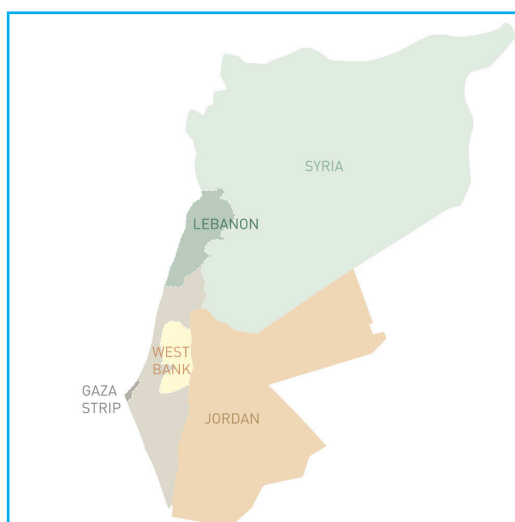




The health staff at the UNRWA Nusierat Health Centre prepares medication for home delivery.
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highlights

- The UNRWA Health Department is leading on the Agency's COVID-19 response and issues a one-page daily situational report featuring the latest epidemiological figures.
 - [English](#)
 - [Arabic](#)
- UNRWA programmes in support of 5.6 million Palestine refugees are being adapted to respond to the COVID-19 pandemic.
- Health, relief, distribution and sanitation teams are on the front line responding to the immediate needs of the most vulnerable refugees.
- Under the emergency appeals and social safety net programme food and cash assistance is being provided for 1.8 million refugees, as planned.
- All 709 UNRWA schools and eight vocational/educational training centres remain closed (in line with host government decisions) affecting 533,342 school students and 8,270 youth. To ensure students' access to quality, inclusive and equitable education, the longstanding UNRWA Education in Emergency (EiE) programme has had to be reconceptualised to better respond to the challenging COVID-19 context.
- The Microfinance Department's 4-month loan repayment deferment, starting April, will be reviewed monthly and no new loans are currently being provided.
- All shelter maintenance/rehabilitation activities and construction works are suspended (except those related to COVID-19 responses).



jordan Curfew since 17 March extended until 30 April. All borders/ports (air, land, sea) remain closed.

west bank State of Emergency extended until 1 May. Curfew from 19:00-05:00, including to/from East Jerusalem, except for emergencies.

gaza Israeli-controlled Erez crossing and Egyptian-controlled Rafah Terminal closed. Controlled entry at Rafah is being facilitated for limited numbers of Gaza ID holders who must then enter 21 days quarantine.

syria Country-wide curfew from 18:00 to 06:00 (Sun-Thurs) 12:00-06:00 (Fri-Sat) extended until 2 May. All borders remain closed.

lebanon Country-wide general closure and curfew from 19:00-05:00, with some essential services exempted.



COVID-19 response activities		Key constraints
Jordan (JFO)	<ul style="list-style-type: none">• While UNRWA health centres remain closed, health staff are delivering essential medications to patients to cover a minimum of two months' of prescriptions. As of 19 April, 38,116 patients have been covered.• Random testing for COVID-19 is being carried out by the national authorities country-wide, including in Palestine refugee camps, and started in Amman New Camp ("Wihdat") on 11 April.• Three positive COVID-19 cases were detected in Amir Hasan in Amman on 11 April, and 4 positive cases were found near Irbid camp on 14 and 15 April among the Palestine refugee population. The government has put part of Amir Hasan under lockdown for disinfection, quarantine and further testing. JFO is in close contact with the camp improvement committee (CIC) to give assistance where needed and has already provided some personal protective equipment (PPE) kits for the local volunteers. The CIC is carrying out home deliveries of non-communicable disease (NCD) medicines (for hypertension, diabetes, etc.) prepared by JFO.• JFO's first partnership operation with Aramex led to the delivery of medicines and medical supplies to UNRWA health centres in the Jordan Valley on 14 April and to Zarqa Area on 15 April.• Community mobilisation campaigns (CMC) have started in four camps (one in each of the four UNRWA administrative areas): Irbid, Baqa'a, Amman New Camp, and Marka in collaboration with the Department of Palestinian Affairs (DPA), local authorities and volunteers.	<ul style="list-style-type: none">• All UNRWA health centres have been closed since 21 March.• A number of patients live far from Agency health centres and home delivery of medicines is taking time.
Lebanon (LFO)	<ul style="list-style-type: none">• All 27 health centres separate persons with flu symptoms from those collecting medicines or requiring other medical care.• Sanitation teams are disinfecting all health centres on a daily basis.• The strategy to decrease footfall in health centres has led to a 60 per cent reduction in patient visits over the past month. Staffing is being reduced in line with this decrease.• UNRWA will apply its existing hospitalisation policy for cases of Palestine refugees with COVID-19, with an additional subsidy from the Palestinian Embassy to cover the remaining 10 per cent of any hospital bill. Suspected Palestine refugee COVID-19 patients in need of medical transportation are taken to the Rafik Hariri University Hospital by the Lebanese Red Cross in coordination with the Palestine Red Crescent Society (PRCS) and UNRWA Area Health Officers.	

COVID-19 response activities		Key constraints
Syria (SFO)	<ul style="list-style-type: none"> • All UNRWA health facilities are functional although non-critical services have been suspended, leading to a 50% reduction in patient visits. Telemedicine is being offered as an alternative. • 8,000 NCD patients are being provided with medicines for two months. Distribution, through door-to-door visits and at certain distribution points, started on 13 April. • To date, more than 74,000 gloves, 79,000 disposable masks, 132 clear safety goggles and 6,500 bottles of disinfectant have been distributed to UNRWA front-line staff. More PPE materials are being sourced. • Awareness sessions for staff and refugee communities have been successful and generally it is reported that social distancing and health hygiene instructions (e.g. washing hands) are being observed. Front line staff, including cleaners, guards, sanitation labourers and health workers, have been trained on COVID-19 prevention measures. • Face masks for non-medical use are being produced at the Technical and Vocational Education and Training (TVET) Centre in Homs. 	<ul style="list-style-type: none"> • Distribution of two months' supply of medications to all NCD patients in Muzeirib village (Dera'a governorate) is on hold due to security concerns.
Gaza Strip (GFO)	<ul style="list-style-type: none"> • All confirmed COVID-19 cases have been detected in, and confined to, quarantine centres with no community transmission. • 17 triage centres have been opened in school buildings for those with respiratory symptoms. The aim is to protect health centres, which are still operating but with reduced services (physiotherapy is suspended and dental and laboratory services are limited to urgent cases). • Registration of new antenatal cases has resumed. • Telephone hotlines are operational for remote consultations and GFO is ready to switch to a full telemedicine approach in case of curfew/lockdown. • Home delivery of essential medicine to patients over 70 years and/or with diabetes is underway in cooperation with the RSS programme with 2,271 drop-offs this week. 	<ul style="list-style-type: none"> • The low number of available COVID-19 test kits remains a major concern. • Major disruption to the limited transport pipeline for the central procurement of medical supplies remains a real possibility.
West Bank (WBFO)	<ul style="list-style-type: none"> • Camp services offices are coordinating NCD medication distributions in many camps; the Silwad area (east of Ramallah) was covered on 18 April. • Health advice lines are functioning in all 3 areas (north, central, including East Jerusalem, and south). • Biddou health centre opened on 15 April for one day a week for vaccinations by appointment for children. 	<ul style="list-style-type: none"> • A rise in the number of confirmed COVID-19 cases in East Jerusalem is creating health access problems for Palestinian residents who lack an Israeli residency card and who potentially do not have access to testing in Israeli and/or Palestinian health facilities.

COVID-19 response activities		Key constraints
HQ Programme	<ul style="list-style-type: none"> • Three months' supply of PPE kits, including face masks, face protection, gloves, gowns, head covers, and hand cleaning materials (liquid soap and alcohol gel sanitisers) has been delivered to all five Fields and there are no immediate shortages. The Health Department, in cooperation with procurement division is exploring international markets for the purchase of additional quantities of all these materials to maintain a buffer stock. 	



education

COVID-19 response activities		Key constraints
Jordan (JFO)	<ul style="list-style-type: none"> • UNRWA students in Jordan continue to use lessons developed by the Jordanian Ministry of Education (MoE), both online and on television. UNRWA students also benefit from the capacity built of teachers and parents on the UNRWA HQ Self Learning Guides. • Counsellors continue to support students remotely through the use of online platforms. • TVET students also continue to access education through a self-learning modality. • Counsellors have established groups on social media to exchange ideas and to prepare for Google classrooms and posters. • A field modified Holland job aptitude test for 10th grade students was implemented online to assist the students to identify their professional preferences for the "Career and Guidance Programme". 	<ul style="list-style-type: none"> • Access to smart devices and reliable internet connection remains a major challenge.
Lebanon (LFO)	<ul style="list-style-type: none"> • Students continue to have access to weekly wrap-around materials and study plans for core subjects (English, Arabic, and Maths, for grades 1-3, in addition to Science for grades 4-9). Teachers continue to share learning materials and to communicate with their students through virtual classes over WhatsApp and Google Drive. • Counsellors continue to provide remote support to school students, including through "care-calls". • Various interactive activities have been made available online for TVET students. 	

COVID-19 response activities		Key constraints
Syria (SFO)	<ul style="list-style-type: none"> • An estimated 73.4 per cent of students are now accessing Self-Learning Materials (SLM) on-line and study plans in relation to core subjects for grades 1-4, in addition to science and social studies for grades 5-8. Hard copies have been distributed to 10,000 students who do not have on-line access in Neirab, Khan Danoun and Khan Eshieh camps and Ramadan gathering (unofficial camp). • Electronic tests are being created mainly for 9th grade students. • PSS counsellors are providing virtual support (e.g. with drawing/painting activities) through class WhatsApp groups, while various PSS tools are made available to parents. Revealed critical PSS cases are also being followed. • TVET students also continue to have access to SLM. • Education staff are helping with other emergency work, such as with food packaging and distribution. 	
Gaza Strip (GFO)	<ul style="list-style-type: none"> • UNRWA students continue to have access to study plans and SLM developed by teachers for all core subjects. • Since the second week of March, 166,234 parents have visited the Interactive Learning Programme, and 82,000 have accessed the SLM. • PSS is delivered through school Facebook pages/WhatsApp groups. • TVET students also continue to have access to Self-Learning Materials. 	<ul style="list-style-type: none"> • Parents are faced with additional pressure due to the worsening economic situation.
West Bank (WBFO)	<ul style="list-style-type: none"> • The WBFO Education team has been designing and distributing SLM worksheets for 4 core subjects (Arabic, English, Mathematics, and Life Skills) for grades 1-3, and 5 subjects for grades 4-9 (all the above in addition to Science). The first batch of materials, which continues to be updated, has been available on UNRWA webpages since 23 March. • For those students with no internet access, the material has been printed and distributed with the support of Community Based Organisations (CBOs) inside and outside of camps. Follow-up with students is done through groups on WhatsApp/Telegram. • WBFO developed and disseminated PSS games for 6-8 year old children; these games are available on a special drive and shared on the UNRWA WB COVID-19 page since 14 April. • TVET students also continue to have access to SLM. 	<ul style="list-style-type: none"> • There is a high demand for hard copies of SLM as many families do not have access to these online.

COVID-19 response activities		Key constraints
HQ Programme	<ul style="list-style-type: none"> The HQ Education in Emergencies (EiE) COVID-19 Task Force (TF) continues to support Fields in five areas – Self-Learning, Psychosocial Support (PSS) Safety and Hygiene, TVET, Monitoring and Evaluation and partnerships. <ol style="list-style-type: none"> Self-Learning Material: HQ TF has ongoing engagement with all Fields and is undertaking comprehensive reviews of Field Self Learning material and guiding its further development. PSS and Safety and Hygiene: HQ TF is working with the Fields on: (i) further developing the already distributed ‘Supporting Students During the COVID-19 Crisis: A Guide to Learning, Health, Safety and Psychosocial Resources; (ii) facilitating an Agency-wide PSS group of School Counsellors and Health Education Specialists from all Fields; (iii) support to fields on the integration of PSS into the self-learning materials/programme; (iv) ways to strengthen PSS support for TVET, and continued awareness raising on health and cyberbullying. In TVET, Education HQ is producing e-learning materials for TVET and FESA students and developing a shared platform for instructors from all fields to upload and share training materials. HQ is developing a Code of Ethics related to online communication and self-learning materials to ensure neutrality, appropriateness and compliance with copyright. Monitoring and Evaluation, work is ongoing to harmonize M&E approaches across all Field Offices. A review of pre-existing data sources on home technological access in the Fields found that a large proportion of UNRWA students may not have access to internet at home. Fields are gathering school-level data on the percentage of students interacting with Self-Learning material, and a new EiE indicator is under development to harmonize this data. IMTD and Education also began planning to review the online technological approaches being used by fields in the COVID-19 Education response. Partnerships: HQ TF contributes to weekly regional level Inter-Agency meetings on the COVID-19 response, and a follow up meeting on PSS between the TF and senior NRC education staff was held. Representing UNRWA as panel members in COVID-19 webinar (Caroline Pontefract and Frosse Dabit) contributed to the WISE and Salzburg Global Seminar, “Education Disrupted, Education Reimagined” on 16 April 2020. <ul style="list-style-type: none"> UNRWA will ensure that the UNRWA education COVID 19 response is comprehensively documented, reflecting issues actions and decisions and lessons learned and future implications, as the EiE response evolves during the COVID-19 crisis. 	<ul style="list-style-type: none"> Ensuring that education continues to be provided to Palestine refugee children in an equitable and inclusive manner.



relief and social services

COVID-19 response activities		Key constraints
Jordan (JFO)	<ul style="list-style-type: none"> • Social workers are in daily contact with refugee families, including Palestinian refugees from Syria, via phone and WhatsApp, and provide health awareness messages, support and advice on available emergency hotlines. • JFO is preparing for a distribution of cash top-up for some of the most vulnerable refugees, mainly ex-Gazans in Jerash camp. • Remote COVID-19 rapid surveys are being prepared to further understand the impact of the crisis on the Palestine refugee community and to better inform programming and delivery of assistance. 	<ul style="list-style-type: none"> • The socio-economic impact of prolonged restrictions on movement and businesses is severely affecting refugees who receive very limited government support, in particular ex-Gazans (refugees from 1967) and Palestinian refugees from Syria.
Lebanon (LFO)	<ul style="list-style-type: none"> • LFO is remotely coordinating with NGOs to provide a limited number of assistive devices to persons in need during the crisis. • Registration services have been suspended with the exception of urgent cases that are handled remotely. 	
Syria (SFO)	<ul style="list-style-type: none"> • Emergency cash distribution (started on 23 February) is ongoing and has so far covered 90.9% of total beneficiaries (as of 15 April). • Emergency food distribution is ongoing across all areas and 38 per cent of persons were reached by 15 April. Additional food distribution points have been opened to reduce overcrowding and to cover more people. In some of the areas, food baskets are being distributed directly to the most vulnerable households, such as those with elderly people. • A plan for social workers to reach out to 16,900 elderly persons via phone calls was finalized. There are high numbers of elderly refugees without family support as a result of the break down of family networks, death and migration. • RSS are establishing a support system for children with disabilities and their families (including rehabilitation), and also for individuals facing GBV and child protection issues. • Hotlines have been set up and contact details shared across Syria to enable refugees to call in and receive information on UNRWA services. 	<ul style="list-style-type: none"> • UNRWA has received requests to provide either blanket food distribution or increase cash distributions; however, due to lack of funding this is not currently possible. An increase in food distributions is challenging given the difficulties with procurement (international and local). Monetizing all food into cash raises concerns that some beneficiaries in certain areas may not be able to access the cash.

COVID-19 response activities		Key constraints
Gaza Strip (GFO)	<ul style="list-style-type: none"> • A new home delivery modality was started to complete the first round of food distribution in 2020 and to avoid crowded collection centres. By the end of the week, food baskets had been delivered to 64,000 families out of the 73,000 family caseload with completion due on 22 April. Feedback collected by monitoring and evaluation teams, supported by relief staff, was largely positive. • With RSSP offices remaining closed telephone hotlines received 1,666 enquiries this week. 	<ul style="list-style-type: none"> • Efforts are now underway to scale up the home delivery modality for the entire 2nd quarter caseload of over one million people. Global supply lines to get the food into Gaza are challenging.
West Bank (WBFO)	<ul style="list-style-type: none"> • Food distribution for Bedouin communities, in coordination with WFP, continued in the Jerusalem and Hebron areas; distribution in the Nablus area has been completed. • The RSS team continued to make phone calls to vulnerable families to check on their well-being and to give guidance on hygiene-related issues. The team also continued to meet the urgent needs of vulnerable refugees, particularly those registered in the social safety net programme (SSNP). Over the past week, the numbers of refugees assisted by the following programmes are as follows: Women's Programme (28), Disability Programme (75), Child and Family Protection Programme (39) and Crisis Intervention Unit (98). 	
HQ Programme	<ul style="list-style-type: none"> • Staff care counselling has been expanded to cover all international staff; counsellors for area staff have received guidance in the Gaza, Syria and West Bank fields. Recruitment and identification of counsellors in Lebanon and Jordan is ongoing. Staff care messages for all area staff have been recorded on video and are being disseminated via the UNRWA staff Facebook page. • Refugee hotline operators have been trained by social workers in Gaza and Syria on how to manage distress calls and offer basic information. • Data analysis for a survey on Palestinian refugees from Syria residing in Lebanon is ongoing. Findings will set a baseline for revisiting the effectiveness of assistance provided in light of re-assessed vulnerabilities and needs. 	



infrastructure & camp improvement (icip)

COVID-19 response activities		Key constraints
Jordan (JFO)	<ul style="list-style-type: none"> Environmental health operations in all 10 Palestine refugee camps are ongoing with around 300 tons of refuse being removed every day. 	<ul style="list-style-type: none"> Environmental health operations were suspended during the 48 hour curfew on 16-18 April.
Lebanon (LFO)	<ul style="list-style-type: none"> The ICIP team is modifying the dormitories in Siblin Vocational Training Centre (VTC) near Saida in south Lebanon for use as a COVID-19 quarantine centre, if required. 	
Syria (SFO)	<ul style="list-style-type: none"> SFO is coordinating with the local authorities to disinfect streets in the camps. Washing garbage containers and disinfecting UNRWA buildings is being done regularly. PPE has been provided for sanitation labourers. The Syrian Ministry of Foreign Affairs (MoFA) has approved travel for UNRWA staff between rural areas and cities to ensure the continuation of critical services. 	
Gaza Strip (GFO)	<ul style="list-style-type: none"> A number of schools are being adapted and equipped for use as health centres (18 schools) and distribution centres (14 schools). Seven water wells in Jabalia camp, one in Khan Younis camp, and one in Rafah camp are being operated by UNRWA to supply around 18,876 households. Food distribution trucks are being disinfected. 	
West Bank (WBFO)	<ul style="list-style-type: none"> All construction and maintenance works remain suspended. Disinfection campaigns continue in all 19 official camps across the West Bank. A plan has been developed to increase sanitation services during Ramadan (23 April-23 May). 	
HQ Programmes	<ul style="list-style-type: none"> Sanitation work is ongoing in all Fields, including the cleaning of roads and alleyways, solid waste collection and the daily spraying with diluted chlorine in open operational facilities (health centres, admin offices, sanitation offices and areas surrounding solid waste containers) as well as equipment (trucks). UNRWA is coordinating closely with host government authorities to facilitate the movement of essential ICIP staff. ICIP is providing ongoing technical support to the five Fields to ensure there are adequate water and sanitation services in the camps. 	<ul style="list-style-type: none"> Planned shelter assessments and rehabilitation works are on hold and the majority of construction works, especially new projects such as schools, health centres, solar systems, etc. has been suspended.



microfinance

COVID-19 response activities		Key constraints
HQ Programme	<ul style="list-style-type: none">• The Microfinance Department (MD) four-month loan repayment deferment, starting April, will be reviewed monthly.• No new loans are currently being provided.• All Field MD offices are closed.	



protection

COVID-19 response activities		Key constraints
Jordan (JFO)	<ul style="list-style-type: none">• Protection monitoring, case documentation and referrals continue remotely.	<ul style="list-style-type: none">• Due to curfew and movement restrictions, in-person protection monitoring and community engagement and activities have all been suspended.
Lebanon (LFO)	<ul style="list-style-type: none">• LFO is mainstreaming protection principles into the UNRWA Lebanon COVID-19 response plan, including by targeting key messaging to vulnerable groups, and in the design and planning of the isolation centre at the STC.• An outreach strategy is being developed to mitigate and respond to an anticipated increase in violence against children and domestic violence through established community networks and CBOs.	
Syria (SFO)	<ul style="list-style-type: none">• Emergency response teams are now established in each area and camp and contacts shared.	
Gaza Strip (GFO)	<ul style="list-style-type: none">• Revised mechanisms to ensure neutrality inspections whilst movement restrictions are in place have been drafted.• Initial guidance on mainstreaming protection principles into COVID-19 responses has been shared with Agency programmes.• Mechanisms to respond safely to critical protection cases while working remotely are being finalised.	
West Bank (WBFO)	<ul style="list-style-type: none">• With a focus on vulnerable and remote communities, the Protection and Neutrality team, in coordination with local communities, collected names of beneficiaries requiring NCD medication who cannot obtain them from UNRWA health centres due to the access restrictions.	<ul style="list-style-type: none">• Israeli Security Forces (ISF) carried out military operations in Kalandia camp on 13-14 April, resulting in 1 injury and 1 detention, and in Shufat camp on 15 April.

COVID-19 response activities		Key constraints
HQ Division	<ul style="list-style-type: none"> • Gender considerations in the response to COVID-19 have been issued. • Coordination with Protection Team leaders is focusing on the protection considerations in the COVID-19 crisis and on response to Gender Based Violence (GBV). • Inputs to the EiE COVID-19 taskforce on child protection and gender related issues will be taken into account in the response and activities under the Education Cannot Wait (ECW) Fund. 	



human resources

COVID-19 response activities		Key constraints
	<ul style="list-style-type: none"> • "A time for civility and office kinship" leaflet has been produced to provide ideas and tips to help UNRWA staff stay connected in a meaningful way and to create a good work atmosphere while online. The leaflet, in Arabic and English, has been posted on UNRWA's official Facebook page and shared by HR to all staff Agency-wide. • Six follow-up staff care sessions for international staff from HQ Amman, JFO, GFO, and LFO were carried out between 14-19 April. • A psychosocial support session was held for senior management staff. • In Syria, 15 psychosocial support counsellors are now available to provide remote support to staff. Existing peer-to-peer support groups have also been activated. 	

priorities

COVID-19 response activities		Key constraints
Jordan (JFO)	<ul style="list-style-type: none"> • In order to contain the spread of COVID-19 and reduce morbidity medicine delivery and environmental health operations will continue. • Teachers will stay in close touch with students and provide remote individual follow-up to facilitate access to distant learning opportunities. • The preparation for cash top-ups for the most vulnerable refugees will be finalized and delivery carried out as soon as possible. 	<ul style="list-style-type: none"> • Various restrictions relating to COVID-19 are affecting the implementation of all activities.

COVID-19 response activities		Key constraints
Lebanon (LFO)	<ul style="list-style-type: none"> • The procurement of a three-month stock of medical equipment is in progress. • Preparations are underway to offer 76,000 persons (the main carers) in families with children under six an initial emergency transfer of USD 35 per person representing just under half of the minimum monthly food expenditure requirements. • LFO continues to chair a weekly technical committee coordinating an effective COVID-19 response for Palestine refugees. Representatives from the Lebanese Palestinian Dialogue Committee (LPDC), UNICEF, Medecins Sans Frontiere (MSF), the Palestine Red Crescent Society (PRCS), local NGOs and political factions attend. 	<ul style="list-style-type: none"> • Many basic goods have sold out or are over-priced and there are signs of tampered/ second-grade products being delivered to suppliers.
Syria (SFO)	<ul style="list-style-type: none"> • COVID-19 emergency response teams have been set up in each area where UNRWA operates in and in the 10 official refugee camps. • SFO is working with UNHCR to develop a camp intervention strategy. • Distribution plans for the home delivery of NCD medicines to elderly refugees who live alone are being finalized following the approval from the government's General Authority for Palestinian Refugees (GAPAR). • A "Real Time Observation" exercise is ongoing at SFO to evaluate the COVID-19 response, objectively learn about the Agency's response, and address issues as they come up. This is being led by two staff who are detached from the day-to-day operations. 	<ul style="list-style-type: none"> • Between 14-15 April, eight small earthquakes (2-4.7 on the Richter scale) were recorded impacting the coastal area. Further earthquakes are predicted, although timing and severity is unknown. A strong earthquake at this time would add to the complexities of the current emergency response.
Gaza Strip (GFO)	<ul style="list-style-type: none"> • Planning for the year's second quarter (Q2) food assistance cycle is underway for one million people. Under the new UNRWA Flash Appeal the aim is to front load purchases to ensure a buffer for future distributions. Large amounts of PPE will be required to keep delivery personnel and beneficiaries safe. • A new quality assurance framework is being developed to capture, measure and monitor the impact of new and suspended activities in the current crisis. 	<ul style="list-style-type: none"> • In case movement restrictions are introduced a system of identification cards for health, sanitation and food assistance staff, who are required to travel throughout the Gaza Strip to maintain critical services, is under discussion with the authorities.
West Bank (WBFO)	<ul style="list-style-type: none"> • Planning is underway to ensure support to families in home quarantine and for health and protection training of community members involved in managing quarantine centres in the camps. UNRWA is involved in the wider humanitarian mapping of roles and responsibilities relating to the establishment and running of quarantine centres, particularly in East Jerusalem. The UN Humanitarian Coordinator for the occupied Palestinian territory has requested clarity on the role of the Palestinian Authority (PA) in overseeing these facilities. 	<ul style="list-style-type: none"> • UNRWA staff faced no difficulties reaching their duty stations by using their UNRWA IDs at checkpoints. However, with the lack of public transport in the Bethlehem area, the Area Office is providing Agency cars where possible.



An UNRWA staff member examines a water well station in Jabalia refugee camp, Gaza.
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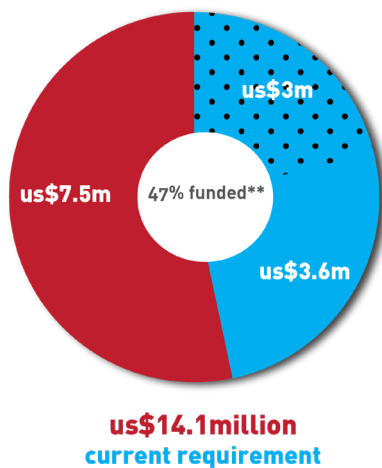
COVID-19 response activities		Key constraints
	<ul style="list-style-type: none"> • Planning is underway for the first round of food voucher and in-kind food assistance. • Preparation for sanitation work and increased garbage collection during the Holy month of Ramadan is ongoing. 	
HQ Programmes	<ul style="list-style-type: none"> • The Health Department at HQ Amman is working with Information Management staff to build a Chatbot on COVID-19 in Arabic to be used by Palestine refugees and UNRWA staff in the five Fields. It will also be available for use by anyone who has access to WhatsApp. The content has been finalised and the technical development is in progress. • A Real Time Evaluation of UNRWA's COVID-19 response is being piloted in Jordan before being rolled out in Lebanon, Syria, the Gaza Strip and West Bank. • HQ Education will continue to support the Field Offices in ensuring remote access to quality learning for as many students as possible while investing additional efforts in identifying alternative solutions to the diverse array of barriers that they are facing. At the same time, the team is focusing on ensuring an integration of learning and psycho-social support, considering the additional trauma and stress that the COVID-19 crisis is causing to both parents and students. HQ Education is also placing an increased accent on the documentation and lesson learning processes in relation to the COVID-19 EiE response. Last but not least, Monitoring and Evaluation activities continue to be at the centre of the design, adaption, and implementation of a relevant and evidence based response. • Due to the delay in generating income, the Microfinance Department (MD) will be covering its operating costs during the coming month/s from its available capital, which was earmarked for operations. 	



UNRWA staff working hard to pack food commodities in Rafah, Gaza.
© 2020 UNRWA Photo by Khalil Adwan

funding

covid-19 flash appeal*



■ actual funding gap
 ■ received funds
 ■ confirmed pledges (not disbursed)

COVID-19 UNRWA Flash Appeal

Over a month into the COVID-19 crisis, UNRWA is in the process of revising its Flash Appeal to update, review and expand the interventions included in the original appeal. This is in response to the rapidly evolving situation in each Field, the response to date and any revisions to initial planning assumptions. We envisage that one new element in the revised appeal will be focused on relief interventions with funds to meet the immediate socio-economic consequences of the crisis, which are becoming increasingly acute. UNRWA fields and HQ are also coordinating with UN country teams and OCHA to ensure that the revised UNRWA flash appeal is aligned with the next version of the Global Humanitarian Response Plan.

* Confirmed pledges for the COVID19 Flash Appeal include US\$ 1.1 million in funds re-allocated from prior pledges

** Percentage of confirmed, non-disbursed pledges and received funds against the annual requirement

funding status as of 20 april 2020



united nations relief and works agency
for palestine refugees in the near east

www.unrwa.org

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5.6 registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions

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