



UNRWA sanitation workers in Aida camp, West Bank disinfecting alleyways as part of a deep cleaning campaign to prevent the spread of COVID-19 in Palestine refugee camps. © 2020 UNRWA Photo by Yumna Patel

## highlights

- The UNRWA Health Department is leading on the Agency's COVID-19 response and issues a one-page daily sitrep with the latest epidemiological figures [here](#).
- All 709 UNRWA schools, eight vocational/educational training centres and two ESF (Education Science Faculties) remain closed (in line with Host Government decisions) affecting 533,342 school students, 8,270 VTC trainees and

1,840 university students. To ensure the continuation of students' access to quality, inclusive, and equitable education, the longstanding UNRWA Education in Emergency (EiE) programme has been reconceptualized in order to better respond to the challenging COVID-19 context.

**jordan** Curfew since 17 March extended until further notice. Movement restrictions are partially eased and some business sectors resumed with minimal capacities. All borders/ports (air, land, sea) remain closed.

**west bank** State of Emergency extended until 5 June. New easing of restrictions introduced but movement between West Bank and Israel remains restricted without prior coordination.

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

**syria** Curfew from 7.30 p.m. to 6 a.m. All borders remain closed.

**lebanon** General closure and curfew from 7 p.m. to 5 a.m., with some essential services exempted. The government has agreed to a five-phase plan to relax the lockdown measures.

**unrwa representative offices** Brussels will continue teleworking measures until 8 June; Washington D.C. and New York until 30 June.





COVID-19 response activities	
<b>Jordan (JFO)</b>	<ul style="list-style-type: none"> <li>• As of 21 May, 74,798 patients had received, through home deliveries, essential medications covering a minimum of two months of prescriptions. In addition, 347 patients were able to collect medicines at UNRWA health centres (HCs).</li> <li>• Immunization and family planning services are available at HCs and since 27 April, 14,653 children have been vaccinated and 2,653 women have received family planning services.</li> <li>• Community mobilization campaigns continue in the camps to disseminate correct information about COVID-19 and to strengthen messages on the importance of social distancing.</li> </ul>
<b>Lebanon (LFO)</b>	<ul style="list-style-type: none"> <li>• As of 25 May, 1,119 cases of COVID-19 have been confirmed in Lebanon (688 recoveries, 26 deaths). Among these cases are 10 Palestine refugees. Seven of the refugees have since recovered and three remain in isolation.</li> <li>• Any Palestine refugee COVID-19 patient in need of medical care is transported to a suitable hospital by the Lebanese Red Cross, in coordination with the Palestine Red Crescent Society (PRCS) and UNRWA area health officers.</li> <li>• In line with WHO recommendations, UNRWA has continued to provide essential primary health care services during the COVID-19 crisis, including: time-sensitive emergency health interventions; vaccination services; reproductive health services; distribution of medications and supplies for chronic and mental health illnesses; and services to prevent the spread of communicable diseases.</li> <li>• All 27 HCs were open from 9 a.m. to 2 p.m. during Ramadan. In order to mitigate the risk of spreading COVID-19, various measures remain in place to reduce foot traffic at HCs, which have resulted in a 65 percent decrease in daily visits since February 2020. LFO continues to adapt its HC staffing in line with the decrease in patient numbers.</li> <li>• All hospital referrals continue to be limited to life-saving and tertiary care services. All non-urgent and programmed surgeries have been temporarily put on hold.</li> </ul>
<b>Syria (SFO)</b>	<ul style="list-style-type: none"> <li>• As of 24 May, 86 confirmed cases of COVID-19 were reported in Syria (41 recoveries, four deaths). On 20 May, the Syrian Ministry of Health (MoH) reported that no local cases of COVID-19 had been registered in Syria for 20 days and registered cases during this period were Syrian nationals returning from abroad.</li> <li>• Triage of patients in Agency HCs continues and only urgent cases are referred to hospitals. Some 10,790 patients have attended UNRWA health facilities with respiratory complaints (non-COVID-19) since 12 April.</li> <li>• Leaflets continue to be distributed and telemedicine, including for psychosocial support (PSS), as well as helplines are operational. 2,320 calls for telemedicine have been received since 12 April.</li> <li>• The provision of a two months' supply of medicines to 8,000 vulnerable patients with non-communicable diseases (NCD) (aged 65+) continues through door-to-door deliveries and identified distribution points. 901 home visits have been carried out since 12 April.</li> </ul>
<b>Gaza (GFO)</b>	<ul style="list-style-type: none"> <li>• Thirty-five new confirmed COVID-19 cases were reported in Gaza over the reporting week bringing the total to 55, all detected in, and confined to, quarantine centres for returned travellers. One death was reported.</li> <li>• The total number of persons under compulsory quarantine for 21 days - as of 23 May - was 1,680 in 18 quarantine centres.</li> </ul>

## COVID-19 response activities

<b>Gaza (GFO)</b>	<ul style="list-style-type: none"> <li>• 5,758 people attended the Agency’s COVID-19 triage points in the reporting week. Eighteen triage points have been established in Agency schools to isolate patients with respiratory symptoms and another four have been established in HCs.</li> <li>• HCs are operating with reduced services and the number of patient visits is consequently down while there have been 2,867 remote consultations on recently established telephone hotlines. Given that no cases of community transmission have been reported some important services are reopening, including antenatal checks (previously only for high risk cases), with additional precautions being taken.</li> <li>• Home delivery of essential medicines to patients over 70 years and/or with diabetes is being carried out in cooperation with the relief and social services (RSS) programme and 25 drop-offs were made during the reporting week.</li> </ul>
<b>West Bank (WBFO)</b>	<ul style="list-style-type: none"> <li>• Thirteen new COVID-19 cases were confirmed in the Beit Ula area in Hebron Governorate during the reporting week.</li> <li>• The Agency’s Hebron health centre was closed on 20 May as a precaution after the husband of a patient treated at the centre on 12 May was confirmed to have contracted the virus. The HC was deep cleaned and the health team went into quarantine for 14 days from 12 May. The HC is expected to reopen after the Eid al-Fitr holiday.</li> <li>• The Arroub Health Centre continued home distributions of NCD medication to patients with the help of volunteers from the camp’s emergency taskforce and volunteers from the Palestine Red Crescent Society (PRCS).</li> <li>• 142 calls have been received so far in May through the telemedicine health advice line. Patients are being asked to use this service prior to attending HCs.</li> </ul>
<b>HQ Programme</b>	<ul style="list-style-type: none"> <li>• <b>73<sup>rd</sup> World Health Assembly Side Event</b></li> </ul> <p>Over 100 people attended a two-hour online event on ‘Palestinians and Palestine Refugees in the COVID-19 Pandemic’ organized by the UNRWA Health Department on 20 May as a side event for this year’s World Health Assembly in Geneva. Under the theme ‘No Palestine refugee is left behind, everyone matters’, a panel of health experts moderated by Dr. Richard Horton, Editor-in-Chief of The Lancet medical journal and Dr. Akihiro Seita, UNRWA Director of Health, discussed ways to deliver lifesaving and essential health services to refugee communities during the COVID-19 pandemic. The panel included the Palestinian Minister of Health Dr. Mai Kaila, WHO Representative in the occupied Palestinian territory (oPt) Gerald Rockenschaug, representatives from Medical Aid for Palestinians UK (MAP) and the International Federation of Medical Students Associations (IFMSA) together with UNRWA chiefs of health and frontline health workers.</p> <ul style="list-style-type: none"> <li>• <b>Daily health update</b></li> </ul> <p>The Health Department continues to issue its daily epidemiological update on COVID-19 in Arabic and English with updated data and health highlights from each of the five Fields. Numbers of patient visits and the numbers per service provided at all the health centres in the five Fields continues to be monitored using the e-Health tool. Other indicators are also monitored such as the amount and type of medications provided and the staffing required at each HC.</p>
<b>Key Constraints</b>	<p><b>Jordan</b></p> <ul style="list-style-type: none"> <li>• Health services provided at Agency HCs are still limited.</li> </ul> <p><b>Syria</b></p> <ul style="list-style-type: none"> <li>• After more than 9 years of war the country’s health infrastructure is extremely fragile with limited capacity to manage a spike in cases if there is an increase in population movement.</li> </ul>



COVID-19 response activities	
<b>Jordan (JFO)</b>	<ul style="list-style-type: none"> <li>• JFO is further exploring the provision of catch up classes for school students and students in the Technical and Vocational Education and Training (TVET) and Faculty of Educational Sciences and Arts (FESA) in line with Jordanian government directives.</li> </ul>
<b>Lebanon (LFO)</b>	<ul style="list-style-type: none"> <li>• Participation in the Self-Learning Programme (SLP) has fluctuated in recent weeks due to technical challenges and the Eid al-Fitr holiday. The programme is scheduled to end on 31 May, followed by an assessment period for students.</li> <li>• School counsellors continue to provide individual and group counselling services to children and caregivers. During April, over 11,100 check-in calls were conducted to follow up on students' wellbeing. The community has received advice on how to alleviate stress, anxiety, fear and panic and on how to help students engage in SLP.</li> <li>• Recreational activities, physical exercises and educational games are regularly distributed through social media platforms to improve the well-being and holistic health of children and caregivers.</li> <li>• Special Education Needs (SEN) coordinators are offering online learning support and therapeutic consultations to students and caregivers in coordination with specialized education institutions. In April, 91 SEN students were provided with online therapeutic consultations.</li> <li>• An emergency response plan focusing on students' health, well-being and training has been developed on e-learning portals and cross-platform messaging services. Support is being provided online and through social media applications. Some 86 per cent of TVET students participated in e-learning activities in April 2020.</li> </ul>
<b>Syria (SFO)</b>	<ul style="list-style-type: none"> <li>• UNRWA schools will reopen for Grade 9 students from 31 May until 13 June. Education staff are preparing for catch up classes for 4,385 Grade 9 students in preparation for the exams.</li> <li>• PSS counsellors will continue to provide support to students with particular focus on Grade 9 students.</li> <li>• Staff at the Damascus Training Centre began preparations for the return, on 31 May, of 1,084 first and second year TVET students. The curriculum is being updated to take into account technical and practical lessons missed and PPEs are being procured for students in accordance with the Syrian Ministry of Education (MOE) guidelines.</li> <li>• Counselling and career guidance for students is being provided through online forums.</li> </ul>
<b>Gaza (GFO)</b>	<ul style="list-style-type: none"> <li>• There have been 208,339 individual visits to the Interactive Learning Programme and 1,210 individual visits to the TVET platform over the reporting week.</li> </ul>
<b>West Bank (WBFO)</b>	<ul style="list-style-type: none"> <li>• School principals have concluded a month of neutrality inspection visits to schools in time for the end of the school year. The start date for the catch up month is scheduled for 4 August.</li> <li>• On 20 May, the Education in Emergency (EiE) team participated in the first regional webinar focusing on schools reopening in the Arab region.</li> </ul>

## COVID-19 response activities

<b>HQ Programme</b>	<ul style="list-style-type: none"> <li>• HQ Education continues to support the Fields in the COVID-19 EiE response. HQ Education in Emergencies Task Force aims to provide strategic direction in the five education COVID-19 focus areas: Self-Learning, Psychosocial Support (PSS), Safety and Hygiene, TVET, and Monitoring and Evaluation. More specifically, it is working with Fields on considering how these focus areas can be harnessed to enable different modalities for school reopening, whether for Catch Up or Back to School. To this effect weekly chiefs meetings, amongst others, are held.</li> </ul> <ol style="list-style-type: none"> <li>1. <b>Self-learning:</b> The curriculum team began the development of the UNRWA Guide to Self Learning Material (SLM) for students. The review of SLM material continued with the review of the SLM developed by LFO for week eight of the school closures.</li> <li>2. <b>PSS, Safety and Hygiene:</b> HQ Education is working with the Field offices to launch an Agency-wide student drawing and writing competition on the theme of COVID-19 prevention and impact. The aim is to provide students with an opportunity to be creative and contribute to the ongoing preventive awareness-raising campaign on COVID-19. IMTD (Information Management and Technology Department) teams in HQ Amman are developing Power Apps, a mobile application to enable students to submit their contributions in JPG or Word formats.</li> <li>3. <b>TVET:</b> TVET HQ leads on the TVET emergency response during the COVID-19 crisis. Work towards stronger, systematic planning and regular monitoring of the Fields' emergency response is ongoing. Field-specific meetings between HQ TVET and Jordan and Lebanon Fields were held to discuss TVET emergency response. Alongside all the work on the COVID-19 emergency response, TVET HQ is finalizing preparations to begin the implementation of the TVET GIZ Project on Institutionalizing Labour Market (ILM) Linkages.</li> <li>4. <b>Monitoring and Evaluation:</b> Collection of data for the parent survey continued and should be completed in all Fields after the Eid al-Fitr holiday. Feedback on the draft report reviewing technological tools currently in use has been shared with IMTD. A plan for a series of teacher phone interviews, to assess the nature of teacher support for student self-learning, has been developed.</li> </ol> <ul style="list-style-type: none"> <li>• <b>Partnerships:</b> HQ Education participated in regional discussions: (i) Actively contributed to the planning documentation for the first regional ministerial webinar with UN partner agencies on 20 May on school reopening in the Arab region. UNRWA also participated in panel discussions and (ii) As contributors to an Arabic language INEE webinar focusing on Inclusive Education practices during COVID-19 held on 18 May.</li> <li>• <b>Planning:</b> HQ Education is working with the Fields with regards to catch up and back-to-school plans. Plans should reflect the lessons learned during the pandemic as well as the current global and regional discussions on the topic with regard to the importance of maintaining social distancing. HQ Education will work with the Field Offices on planning for the new school year using the Class Formation Planning Instructions as a basis and then considering how to introduce different modalities to ensure safe distancing within these Planning Instructions.</li> </ul>
<b>Key Constraints</b>	<p><b>Education Programme HQ</b></p> <ul style="list-style-type: none"> <li>• The connectivity gap in accessing remote learning tools has equity implications particularly in regard to poor and vulnerable students.</li> </ul>



## relief and social services

COVID-19 response activities	
<p><b>Jordan (JFO)</b></p>	<ul style="list-style-type: none"> <li>• Cash distributions for ex-Gazans in Jerash camp was carried out from 18-21 May. The economic impact of the pandemic is severely affecting refugees who receive very limited government support, in particular ex-Gazans (refugees from 1967) and Palestinian refugees from Syria (PRS).</li> <li>• The second quarter (Q2) cash distribution to refugees registered with the Social Safety Net Programme (SSNP) was completed.</li> <li>• Agency social workers continued contacting refugee families, including Palestinian refugees from Syria (PRS), via phone and WhatsApp, to provide health awareness messages, support and advice on available emergency hotlines.</li> </ul>
<p><b>Lebanon (LFO)</b></p>	<ul style="list-style-type: none"> <li>• The distribution of cash assistance, as part of the emergency relief plan for 257,000 beneficiaries, began on 18 May. By close of business on 22 May, 54 per cent of the funds allocated had been disbursed. Several challenges with the disbursements resulted in its temporary suspension at mid-day on 22 May. The distribution will restart after the Eid el-Fitr holiday.</li> <li>• Regular social worker visits have been suspended. Remote emergency PSS is being provided.</li> <li>• Registration services have been suspended with the exception of urgent cases, which are handled remotely.</li> </ul>
<p><b>Syria (SFO)</b></p>	<ul style="list-style-type: none"> <li>• The second round of cash distributions covering three months started on 20 May for 10,000 beneficiaries who have ATM cards. For others, distribution will start from 31 May. All registered beneficiaries will receive US\$ 10 per person as additional assistance during the COVID-19 crisis.</li> </ul>
<p><b>Gaza (GFO)</b></p>	<ul style="list-style-type: none"> <li>• RSS offices remain closed and no home visits were conducted. RSS staff are working remotely and responded to 1,564 phone calls and 23 emails from beneficiaries over the reporting week mainly related to food assistance.</li> <li>• 28,911 families received their quarterly food basket during the reporting week under the new COVID-19 response home delivery system to avoid crowded collection centres. This second food distribution cycle for 2020, with a caseload of over one million refugees, started on 17 May and is scheduled for completion on 25 July.</li> <li>• 677 children with disabilities received hygiene kits and psychological first aid services from Agency social workers during the reporting week. In addition, 132 children at the Rehabilitation Centre for the Visually Impaired (RCVI) received hygiene kits and toys.</li> <li>• A one-off cash distribution to mark Eid al-Fitr continued with 419 families each receiving US\$ 100 during the reporting week.</li> </ul>
<p><b>West Bank (WBFO)</b></p>	<ul style="list-style-type: none"> <li>• As part of the second round of food distribution 3,696 food baskets were distributed in camps in the following areas: Nablus (1,665 food baskets), Jerusalem (1,195) and Hebron (836). In coordination with Beit Ula Municipality UNRWA also organized the distribution of 10 food parcels in the town to families affected by COVID-19.</li> <li>• The second top-up for food vouchers was issued on 20 May with pin numbers sent via SMS to beneficiaries. Social workers provided families with information on the process, which shops to use, security procedures, and the Relief Services hotline.</li> <li>• The psychological first aid hotline received 129 calls during the reporting week.</li> <li>• The numbers of beneficiaries assisted by the following programmes over the reporting week were: 19 (Women's Programme), 27 (Disability Programme), 61 (Child and Family Protection Programme), and 148 (Crisis Intervention Unit). The CIU team processed over 100 payments in the days prior</li> </ul>



UNRWA Area Health Coordinator briefing community members on UNRWA and NGO COVID-19 crisis response. © 2020 UNRWA Photo by Maysoun Mustafa

COVID-19 response activities	
	to the Eid holiday for families affected by armed conflict using bank transfers as an alternative payment modality.
<b>HQ Programme</b>	<p><b>Staff care:</b></p> <ul style="list-style-type: none"> <li>• A counselling service is available to Area staff in all Fields and HQ Amman to provide staff with additional support while they are working remotely and facing issues arising from the COVID-19 crisis. Counsellors are receiving ongoing technical supervision and are following strict confidentiality standards. Any area staff member experiencing psychological difficulties, stress or well-being concerns, which may be related to work or impacting work, can directly contact designated staff counsellors to access the service free of charge.</li> <li>• Additional support is being provided through a series of videos posted to the official UNRWA staff Facebook group.</li> <li>• A counseling service for international staff continues to be available to international staff in all Fields and HQ Amman upon request. This service is provided by external clinical psychologists and is confidential and free of charge.</li> </ul>



An UNRWA environmental health worker in Beach camp, Gaza. © 2020 UNRWA Photo.



## infrastructure & camp improvement (icip)

COVID-19 response activities	
<p><b>Jordan</b> (JFO)</p>	<ul style="list-style-type: none"> <li>• In coordination with government authorities, the Agency's sanitation labourers were able to carry out environmental health activities in the camps during full lockdown.</li> <li>• Work on four ICIP projects (construction of Zohour HC and school in Amman, Amman New Camp School and Zarqa HC) continued although on a limited scale.</li> </ul>
<p><b>Lebanon</b> (LFO)</p>	<ul style="list-style-type: none"> <li>• More than 300 sanitation workers are now providing environmental health services in the 12 official Palestine refugee camps. All HCs are disinfected on a daily basis.</li> <li>• Shelter rehabilitation work that was started before the COVID-19 crisis is continuing until completion.</li> </ul>
<p><b>Syria (SFO)</b></p>	<ul style="list-style-type: none"> <li>• Sanitation services in the nine official camps and one unofficial camp are carried out daily in addition to disinfection activities (UNRWA facilities and streets). Additional support is provided for unofficial Palestinian gatherings.</li> </ul>
<p><b>Gaza (GFO)</b></p>	<ul style="list-style-type: none"> <li>• Sanitation work, including the cleaning of roads and alleyways, solid waste collection and disposal, is ongoing. The total volume of solid waste collected from the camps over the reporting week was 1,550 tons.</li> <li>• All shelter activities and construction work continue to be temporarily suspended.</li> </ul>
<p><b>West Bank</b> (WBFO)</p>	<ul style="list-style-type: none"> <li>• Due to confirmed COVID-19 cases in Beit Ula and the closure of the surrounding area construction work on the Beit Ula Girl's School has been temporarily suspended. All other construction projects are now up and running.</li> <li>• Contractors are committed to completing the ICIP COVID-19 Safety Plan check-list on a daily basis and site engineers are reporting on compliance to ICIP management.</li> </ul>



### COVID-19 response activities

<p><b>HQ Programme</b></p>	<ul style="list-style-type: none"> <li>• Guidelines for safe work practices and occupational health and safety for sanitation services and construction activities are under preparation.</li> <li>• Technical support is being provided to ICIP teams in the Fields on safely managing construction activities and coordination is ongoing.</li> <li>• Additional sanitation labourers have been hired in Field offices utilizing additional project funds to fill existing gaps and provide improved solid waste services.</li> </ul>
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## microfinance

### COVID-19 response activities

<p><b>HQ Programme</b></p>	<ul style="list-style-type: none"> <li>• No new loans are currently being provided. Further deferments on loan repayments for June and July will be reviewed based on developments on the ground.</li> <li>• The Microfinance Department is developing an intervention strategy to rebuild the livelihoods of poor and marginalized groups as part of the initiative to promote the region's economic recovery after the COVID-19 crisis. MD foresees a role in development initiatives and in making an impact on the economic empowerment and self-reliance of target groups through improved livelihood opportunities.</li> </ul>
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## protection

### COVID-19 response activities

<p><b>Jordan (JFO)</b></p>	<ul style="list-style-type: none"> <li>• Three protection cases were assessed for referral and are being followed up.</li> <li>• The Neutrality Protection Unit (NPU) organized a GBV outreach meeting with the Jordan River Foundation (JRF), which works with women's groups throughout the country.</li> <li>• Mental health and PSS (MHPSS) training was given to a group of 31 Syrian women refugees who are resident in the King Abdullah Park (KAP) refugee camp (Irbid Governorate) through a dedicated WhatsApp group on 17 May.</li> </ul>
<p><b>Lebanon (LFO)</b></p>	<ul style="list-style-type: none"> <li>• LFO is mainstreaming protection principles in the Lebanon COVID-19 response plan, including by: advising on protection-related priorities for the Siblin Training Centre (STC) isolation centre, designing a MHPSS plan for patients in isolation centres, developing protocols for non-health support to families affected by COVID-19, and initiating a plan to combat COVID-19 stigma at the community level.</li> <li>• Remote MHPSS, child protection and GBV services are being provided by staff through established community groups and there is coordination with inter-agency working groups in relation to service updates, referral pathways and community messaging.</li> <li>• The UNRWA Legal Aid Unit's already heavy caseload of Palestine refugees facing arbitrary work dismissals and terminations without indemnities has further increased since the start of the nationwide COVID-19 lockdown.</li> </ul>
<p><b>Syria (SFO)</b></p>	<ul style="list-style-type: none"> <li>• A total of 294 calls were received on the helplines during the reporting week bringing the total to 2,314 calls since the service started. Helplines are operational in each of the 17 HCs as well as eight in the RSS, Education and Emergency distribution programme offices and a helpline for people with hearing impairment is being planned.</li> </ul>



The UNRWA West Bank Crisis Intervention Unit assisted this family to move into rented accommodation following their recent displacement. © 2020 UNRWA Photo

COVID-19 response activities	
<b>Gaza (GFO)</b>	<ul style="list-style-type: none"> <li>• Protection principles are being mainstreamed into the COVID-19 response, including in the operation of the telephone hotlines and the new food distribution approach.</li> <li>• Neutrality spot checks of Agency installations that have been closed during the crisis continues, including all schools prior to the official end of the school year.</li> </ul>
<b>West Bank (WBFO)</b>	<ul style="list-style-type: none"> <li>• The Protection and Neutrality team maintained communications with 22 vulnerable communities across the West Bank to monitor and assess their situation and to support the programmes in responding to urgent needs. The team is also working with the health programme to identify ways to reach unserved refugees living in 'Seam Zone' locations with no access to health services between the West Bank Barrier and the Green Line.</li> </ul>
<b>HQ Division</b>	<p><b>HQ Division is focusing on:</b></p> <ul style="list-style-type: none"> <li>• Support to JFO on possible cooperation with UN Women on gender interventions in the medium-term COVID-19 response.</li> <li>• Coordination of GBV response during the pandemic.</li> <li>• Coordination with the sexual exploitation and abuse (SEA) taskforce on access to services for GBV and SEA survivors, including during the pandemic.</li> <li>• Support on taking cyberbullying into consideration in distance learning.</li> </ul>



## human resources

COVID-19 response activities	
<b>HQ Programme</b>	<ul style="list-style-type: none"> <li>• HQ Amman premises are being prepared and the necessary arrangements are being made to enable staff to gradually return to their offices in accordance with a back-to-the office plan that takes into account health, hygiene, adaptation of physical space, security and staff well-being, following national guidelines.</li> </ul>

# priorities

COVID-19 response activities	
<b>Jordan (JFO)</b>	<ul style="list-style-type: none"> <li>• In line with the back-to-office plan, JFO in Amman and Area offices throughout the country are preparing to have offices disinfected and reorganized to gradually receive staff from next week, but on a limited capacity and for limited hours.</li> </ul>
<b>Syria (SFO)</b>	<ul style="list-style-type: none"> <li>• Safety measures to support 'return to office' work is being followed up, including through disinfecting offices and the use of non-contact thermal temperature devices on staff, refugees and visitors entering premises.</li> <li>• Beneficiaries continue to request that the Agency provides a blanket food distribution or increase in cash distribution throughout the country.</li> <li>• Preparations are underway for a rapid assessment of the socio-economic impact of COVID-19 among Palestine refugees in Syria.</li> </ul>
<b>Gaza (GFO)</b>	<ul style="list-style-type: none"> <li>• A phased return to offices is being planned for next week for non-teaching staff. This would see a maximum of 20 per cent of Agency staff present at any given time.</li> <li>• Completion of the second quarter (Q2) food distribution and planning for the third quarter (Q3) is underway. If the home delivery modality continues significant changes may be needed in the next round in the event that students return to the 31 schools currently being used as sub-distribution centres.</li> <li>• Preparations are underway, through the Education Cluster, for exceptional support for secondary school students sitting their Tawjihi exams over a three-week period starting 30 May. This includes making 43 UNRWA schools available as exam centres to allow greater spacing between students and to reduce student movement around the Gaza Strip. This also allows for lessons learned for the future reopening of UNRWA schools with scenario planning currently underway.</li> </ul>
<b>West Bank (WBFO)</b>	<ul style="list-style-type: none"> <li>• Food baskets and NFI kits are being prepared for families under home quarantine.</li> <li>• Ongoing measures are underway to develop and disseminate SOPs related to the return to work for non-frontline staff.</li> </ul>
<b>HQ Programme</b>	<p><b>Education Programme HQ</b></p> <p><b>Planning</b></p> <ul style="list-style-type: none"> <li>• Field plans for Catch Up and Back to School captured in the Agency wide Template.</li> </ul> <p><b>PSS, Safety and Hygiene</b></p> <ul style="list-style-type: none"> <li>• Launching the drawing and writing initiative in coordination with IMTD.</li> </ul> <p><b>TVET</b></p> <ul style="list-style-type: none"> <li>• Disseminating the Emergency Response Grid to the Fields to support tracking of Fields' progress and identifying next steps.</li> <li>• Launching the TVET Library for sharing learning materials and providing technical guidance to the Fields.</li> <li>• Finalizing the consultancy contract for Institutionalizing Labour Market (ILM) Linkages project.</li> </ul>

## COVID-19 response activities

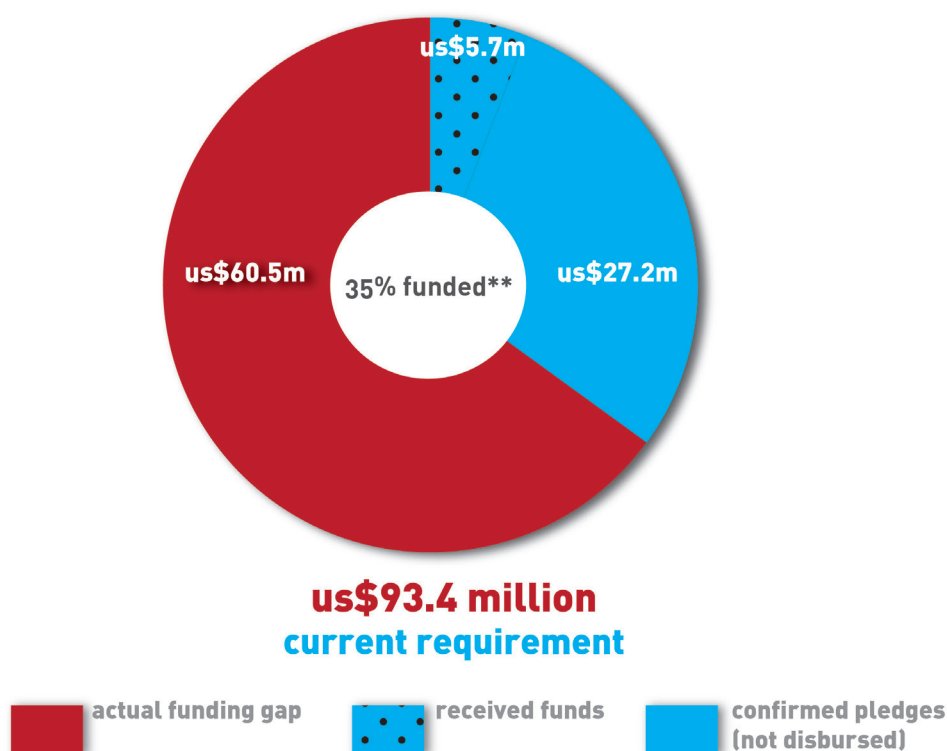
<b>HQ Programme</b>	<b>Monitoring and Evaluation</b> <ul style="list-style-type: none"> <li>• Analysis of Parent Phone Survey data of all Fields.</li> <li>• Undertake the final Agency-wide analysis of students' access to technology at home.</li> <li>• Develop interview protocol and launch data collection for teacher phone interviews.</li> </ul>
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# funding

## Updated COVID-19 UNRWA Flash Appeal

UNRWA has released an updated Flash Appeal, requesting US\$ 93.4 million to cover its humanitarian operations for COVID-19 response for the period March-July 2020. The Flash Appeal is available [here](#).

## covid-19 flash appeal\*



\* Confirmed pledges for the UNRWA COVID-19 Flash Appeal include US\$ 1.1 million in funds reallocated from previous pledges.

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



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

[www.unrwa.org](http://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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