covid-19 weekly update
20-26 april 2020
Providing assistance and protection to Palestine refugees in Jordan, Lebanon, Syria, the Gaza Strip and the West Bank, including East Jerusalem

#InThisTogether

highlights

• The UNRWA Health Department is leading on the Agency’s COVID-19 response and issues a daily email newsletter with the latest epidemiological figures and highlights from the fields’ health programmes activities.

  English

• 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, 8 vocational/educational training centres and 2 ESF/FESA 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 reconceptualised in order 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).
• By 22 April 2020, 73,000 families in the Gaza Strip had received food baskets under a new home delivery modality. This involved weeks of redesigning the food distribution system away from often overcrowded distribution centres to help safeguard the health and welfare of refugees and staff. Monitoring and evaluation was carried out and follow-up is being done where there were issues around delivery. A lessons learned exercise is in progress.

jordan Curfew since 17 March extended until the end of Ramadan. Movement has partially resumed within some governorates and inter-governorate movement remains restricted. All borders/ports (air, land, sea) remain closed.

west bank State of Emergency extended until 1 May. During the month of Ramadan, a daily curfew is in place from 19:00 – 07:00. Movement has partially resumed within cities and governorates. Movement between governorates remains restricted.

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 general closure and curfew from 18:00 to 07:30 during Ramadan. All borders remain closed.

lebanon Country-wide general closure and curfew from 21:00-05:00, with some essential services exempted. Curfew dates were extended on 25 April to last until at least 10 May 2020. All borders/ports (air, land, sea) remain closed.
## COVID-19 response activities

### Jordan (JFO)
- While all UNRWA health centres remain closed, health staff are delivering essential medications to patients to cover a minimum of two months of prescriptions. As of 26 April, 55,668 patients have been covered.
- Community mobilisation campaigns continue in the camps to disseminate correct information about COVID-19 and to strengthen messages on the importance of social distancing.

### Lebanon (LFO)
- Five Palestine refugees, all members of the same family living in Wavel camp in the Beqaa Valley, were confirmed COVID-19 positive on 21 and 23 April. One refugee has been hospitalised; the remaining family members are in isolation at the local UNRWA school. Wavel camp factions are enforcing restrictions issued by the local municipality, including the closure of the camp’s shops and keeping camp residents in home quarantine.

### Syria (SFO)
- Health centres have seen around 50 per cent reduction in attendance after measures were put in place to reduce crowding. To date, 4,365 refugees with respiratory complaints (non-COVID-19) have attended Agency health centres.
- Telemedicine is in place, including for psychosocial support (PSS), and helplines are operational; 830 calls for telemedicine have been received since becoming operational.
- The 2 months’ provision of non-communicable disease (NCD) medicines for 8,000 vulnerable patients (65+) continues through door-to-door visits and identified distribution points; 597 home visits were carried out by 23 April. Patients in Muzeirib and Jillin in Dera’a governorate are collecting medications directly from the UNRWA health centre.
- 430 Agency health staff working on the COVID-19 response were provided with personal protective equipment (PPE). There are now enough PPEs for 4 months and additional stocks are being procured.

### Gaza Strip (GFO)
- There were an additional 4 confirmed COVID-19 cases in the Gaza Strip, bringing the total to 17, all detected in, and confined to, quarantine centres for returned travellers. None have reportedly exhibited serious symptoms.
- Total cases under compulsory quarantine as of 26 April was 1,985 in 28 centres. The quarantine period is 21 days.
- 17 triage points, created in schools to keep visitors with respiratory symptoms away from health centres, dealt with 7,327 visits in the reporting week. Health centres operated with reduced services and reduced visits while there were 2,022 remote consultations on recently established telephone hotlines. Some important services were reopened for urgent cases, including registration and antenatal services for pregnant women.
- Home delivery of essential medicine to patients over 70 years and/or with diabetes is underway in cooperation with the RSS Programme; 2,361 drop-offs were made during the reporting week.

### West Bank (WBFO)
- The total number of COVID-19 cases in the West Bank is 325 and there are a reported 153 cases in East Jerusalem. 9 new cases were confirmed in Shufat refugee camp and Dahiyet Salam neighbourhood in East Jerusalem during the reporting period.
- NCD medication distribution for a 2 months’ supply continues. In response to access restrictions, door-to-door distribution is ongoing in certain areas in coordination with community councils.
- Biddou Health Centre opened on 23 April, by appointment, for the treatment of women with high-risk pregnancies.
## COVID-19 response activities

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<tr>
<th>HQ Programme</th>
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| • A Ramadan campaign, launched in cooperation with ERCD (External Relations and Communications Department), aims to raise the awareness of Palestine refugees and staff about healthy lifestyle practices during the holy month of Ramadan and how to cope with the COVID-19 crisis through a series of infographics posted on all UNRWA social media platforms.  
  
  • A monitoring tool has been developed through the health information system (e-Health) to track the numbers and diagnoses of patients who show respiratory symptoms and who are treated via the triage system that health centres started to implement at the beginning of the crisis. Videos for online training on how to use this part of the e-Health system were developed and made available for all health staff.  
  
  • UNRWA Health Programme, in cooperation with the Information Management and Technology Department (IMTD), is using the e-Health system to also monitor the trend, at health centre and Field level, of the overall number of patient visits and the number of visits per type of service. It was noticed that there is a reduction of 40-50% in the number of visits to UNRWA health centres during April 2020. This is basically due to the measures taken in host countries to limit the mobility of people, and the decision taken to offer the most critical services at the health centres to reduce crowdedness and the possibility of disease transmission. To compensate for this, health and telemedicine hotlines were set up in all Fields.  
  
  • UNRWA Health Programme was engaged in the review and finalisation of the documents for Lebanon, Gaza and the West Bank, to establish quarantine centres in selected UNRWA installations in cooperation with the host countries' ministries of health, WHO country offices, and other stakeholders (e.g. MSF). |

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<th>Key Constraints</th>
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| • **Jordan**: UNRWA health centres have been closed since 21 March.  
  
  • **Syria**: The security situation in southern Syria has disrupted home delivery of NCD medication in Muzeirib and Jillin (Dera’a governorate).  
  
  • **Gaza Strip**: The low number of available COVID-19 test kits throughout the Gaza Strip remains a major concern. Major disruption to the limited transport pipeline for the central procurement of medical supplies remains a real possibility. |
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<tr>
<th>Region</th>
<th>COVID-19 response activities</th>
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| Jordan (JFO) | • UNRWA schools will follow the Jordanian Ministry of Education’s (MoE) decision to complete the second semester at the end of April. Students will be evaluated based on previous academic and general performance.  
• UNRWA Education Programme has started receiving online applications for new Grade 1 students. |
| Lebanon (LFO) | • In collaboration with UNRWA’s Youth Cash-for-Work programme the Agency is recruiting community-based tutors to improve student retention and engage at-risk children through online tutoring. Special Education Needs (SEN) coordinators are offering online learning support to caregivers in coordination with specialised education institutions. |
| Syria (SFO) | • Electronic tests are being created and the 2nd phase of self-learning materials for grades 1-8 has been finalised.  
• 80 per cent of students enrolled in technical and vocational education and training (TVET) at the Damascus Training Centre (DTC) attended online courses. DTC students receive career guidance through the Facebook group. |
| Gaza Strip (GFO) | • UNRWA schools remain closed. The MoE has announced that the end of the school year will be on 23 May 2020, and special arrangements will be made for students’ final results. Students from grades 1-11 will receive automatic promotion. The first semester marks will be used to grade children and appropriate and complementary classes will be considered in August.  
• Since the second week of March, there have been 181,300 individual visits to the Interactive Learning Programme, and 99,816 to the self-learning materials. |
| West Bank (WBFO) | • The Palestinian MoE has announced that the end of the 2019/2020 school year will be on 23 May 2020, and special arrangements will be made for students’ final results. Students from grades 1-11 will receive automatic promotion. The first semester marks will be used to grade children and appropriate and complementary classes will be considered in August.  
• The Education Programme will continue to distribute self-learning materials to students until the end of the school year.  
• Kalandia Training Centre started a distance teaching/learning programme for trainees on the theoretical parts of their courses and is providing psychosocial support for trainees. |
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<th>COVID-19 response activities</th>
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<td>HQ Programme</td>
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| • The HQ Education in Emergencies (EiE) COVID-19 Task Force (TF) continues to provide overall strategic direction across five EiE areas reconceptualised for the COVID-19 crisis response: Self-Learning, Psychosocial Support (PSS), Safety and Hygiene, TVET, Monitoring and Evaluation. Additionally, Education HQ is also engaged in and contributes to discussions with partner agencies at the regional and global levels.  

1. **Self-learning**: HQ Education Task Force (TF) continues the comprehensive review of the Self-Learning Material that Fields are developing/utilising. The review is carried out against five criteria namely: Accessibility (whether printed, online, and how feasible this is), Nature of Material (whether worksheets, videos, audios, cards, DVDs, etc.), Neutrality (alignment with UN values), Assessment of Progress and Achievement (whether formative or summative, self-assessment or teacher assessment), and Nature of Student Support required (whether family/parents’ support, peers’ support or teacher’s support).  

2. **PSS and Safety and Hygiene**: The HQ PSS group is adding a section on games and activities for students and parents during Covid-19 to the newly developed Resource Guide.  

3. **TVET**: An online platform has been developed and will be launched once technical issues are resolved. This will enable VTC instructors from all Fields to upload and share the training materials for each TVET course. Education HQ is leading on the development of a Code of Ethics related to online communication and self-learning materials to ensure neutrality, appropriateness and compliance with Copyright.  

4. **Monitoring and Evaluation**: A set of core questions and methodological guidelines for assessing students’ technological access at home has been designed by HQ and shared with all Fields. Education HQ is also continuing to engage with Fields towards an Agency-wide review on how teachers and counsellors are supporting students as they learn remotely. Another key aspect is the review of technological tools used by Fields, based on a set of agreed parameters, e.g. privacy and security, child safeguarding, cost, and accessibility.  

5. **Funding**: Education Cannot Wait Fund of $1,000,000 was received. This funding will directly contribute to the implementation of the UNRWA Agency-wide Education COVID-19 crisis response in its key areas noted above: Self-Learning, Psychosocial Support (PSS), Safety and Hygiene, TVET, Monitoring and Evaluation.  

6. **Partnerships**: Education HQ continues to be invited to contribute as panelists in global and regional forums on the education response to COVID 19 with two key events in this reporting period: (i) on 21 April, a webinar hosted by UNESCO HQ involving UNESCO regional and country offices and (ii) on 22 April, INEE webinar, “Supporting teachers in crisis contexts during COVID-19”. Education HQ also sits on weekly regional UN inter-agency meetings, the last was 21 April and contributes to strategic discussions on the COVID-19 Education response across Agencies as well as the recent discussions on school reopening.  

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<th>Key Constraints</th>
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| • **Jordan**: Access to smart devices and reliable Internet connection remains a major challenge for online learning.  

• **Lebanon**: While the student Self-Learning Programme (SLP) participation rate has increased in recent weeks, a significant number of students have reported difficulties accessing online learning due to a lack of connectivity and smart technological devices.  

• **Syria**: MoE decisions on the scheduling of Grade 9 examinations and the start of the new school year have yet to be announced. Further planning in relation to self-learning materials remains difficult.  

• **HQ**: Insufficient funding available for the UNRWA EiE response.  

• Major discrepancies in terms of access to technology and connectivity among children and youth, as well as the limited availability of updated and reliable data in this regard, pose challenges in ensuring an inclusive and equitable EiE response. |
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<th>Relief and Social Services</th>
<th>COVID-19 Response Activities</th>
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| **Jordan (JFO)**          | • Agency social workers continued contacting refugee families, including Palestinian refugees from Syria (PRS), via phone and WhatsApp, and provided health awareness messages, support and advice on available emergency hotlines.  
  • Starting on 27 April, JFO is preparing for cash distribution for ex-Gazans in Jerash camp.  
  • A socio-economic phone survey was carried out with approximately 1,000 vulnerable families, for example those enrolled in the Social Safety Net Programme (SSNP), PRS, and ex-Gazans. This survey included questions about livelihoods, nutrition, COVID-19 awareness, health, education and protection. The survey was designed/used by UNHCR, WFP and UNICEF in Jordan and results are being analysed. |
| **Lebanon (LFO)**         | • As the Lebanese pound (LBP) continues to fall against the US dollar (LBP 4,000 = USD 1), UNRWA is continuing discussions with the Lebanon Central Bank and financial services providers to exchange its US$ into LBP at a more appropriate rate than the current official rate of LBP 1,515 to US$ 1.  
  • The scheduled monthly payments provided to PRS have been temporarily delayed awaiting the conclusion of exchange rate negotiations. |
| **Syria (SFO)**           | • 94.5 per cent of cash distributions was complete as of 22 April.  
  • Food distribution is ongoing (98% completed in North Area, 93 per cent in Central Area, 94 per cent in South Area, and 43 per cent in Damascus Area). Overall, 56% of the targeted refugees have been reached.  
  • Safe procedures continue to be implemented in 14 distribution centres, 5 mobile centres, and an additional 8 distribution points to fast track the process to avoid crowding.  
  • Distributions of adult diapers are being provided to older persons and people with disabilities based on medical reports submitted by the Health Programme.  
  • Plans are being developed to start a second round of cash distributions in early May.  
  • Social workers are preparing to deliver prosthetic and other assistive devices to persons with disabilities either through community-based organisations (CBOs) or door-to-door.  
  • Support is being given to high-risk gender-based violence (GBV) cases. |
| **Gaza Strip (GFO)**      | • RSS programme offices remain closed and no home visits are being carried out. RSS staff responded to 698 phone calls and 28 emails from beneficiaries over the reporting week. Queries were mainly related to food assistance. |
| **West Bank (WBFO)**      | • All RSS offices are working remotely and eligibility and registration services are being conducted remotely.  
  • Food assistance distribution began on 25 April in the Nablus area with 110 food baskets distributed in Balata camp. 50 food baskets were also distributed in Fawwar camp in the Hebron area.  
  • Food distribution for Bedouin communities, in coordination with WFP, continued in the Jerusalem area; distribution in the Hebron area was completed.  
  • The RSS team continues to make phone calls to vulnerable families to check on their well-being and to give guidance on hygiene-related issues. On average, approximately 94 families were contacted per working day during the reporting week. The team also continued efforts in all areas to meet the needs of vulnerable refugees, particularly those registered with the SSNP. |
## COVID-19 response activities

- Over the reporting week the numbers of beneficiaries assisted by the following programmes are as follows; Women’s Programme (25), Disability Programme (28), Child and Family Protection Programme (50), and Crisis Intervention Unit (104).

### Key Constraints

- **Lebanon**: There is growing community pressure on the Agency for the rapid distribution of emergency cash assistance to all Palestine refugees in Lebanon.
- **Syria**: The Syrian government has put on hold the processing of certificates for a number of critical life events (births, marriages), which is creating a delay in updating UNRWA registration records.
- **Gaza**: Khan Eshieh camp continues to be under strict lockdown.
- **West Bank**: 33 of the 50 cases followed up on by the Child and Family Protection Programme were related to GBV. The types of violence varied from physical abuse, cases of neglect, and psychological abuse. While all cases are stable, this figure illustrates the increase in GBV cases during this crisis.

## infrastructure & camp improvement (icip)

### COVID-19 response activities

- **Jordan (JFO)**: JFO is requesting permission from the Jordanian authorities for Agency construction and rehabilitation activities to resume given that the government is permitting some construction projects to restart.

- **Lebanon (LFO)**: Work continues with the preparation of isolation centres at UNRWA schools for potential use in the event that COVID-19 cases increase.

- **Syria (SFO)**:
  - Sanitation services in the 9 official camps and 1 unofficial camp are carried out daily as well as disinfection activities (UNRWA facilities and streets). Additional support is provided for disinfection activities in Palestinian gatherings.
  - Garbage collection points continue to be disinfected along with larger areas in the camps.

- **Gaza Strip (GFO)**:
  - Sanitation work, including the cleaning of roads and alleys, solid waste collection and disposal, is ongoing.
  - Water wells are being maintained and the Agency is operating 9 water wells in 3 camps (Khan Younis, Rafah and Jabalia) to supply around 18,800 households.

- **West Bank (WBFO)**:
  - ICIP continues to provide guidance and technical support to the Field offices to ensure adequate sanitation services are maintained in the camps and refugee gatherings.
  - More sanitation labourers have been hired with additional project funds to increase capacity to better manage the Covid-19 requirements.
  - ICIP is coordinating with the Agency’s Department of Legal Affairs (DLA) to agree on options to respond to contractors, including in relation to financial compensation claims as many projects are currently suspended due to movement restrictions.
## COVID-19 response activities

### HQ Programme
- ICIP continues to provide guidance and technical support to the Field offices to ensure adequate sanitation services are maintained in the camps and refugee gatherings.
- More sanitation labourers have been hired with additional project funds to increase capacity to better manage the Covid-19 requirements.
- ICIP is coordinating with the Agency’s Department of Legal Affairs (DLA) to agree on options to respond to contractors, including in relation to financial compensation claims as many projects are currently suspended due to movement restrictions.

### Key Constraints
- **Jordan:** An increase in the amount of refuse is expected during Ramadan. Additional resources (sanitation labourers, compactors) are needed to maintain environmental health standards.
- **Syria:** As a result of heavy conflict-related damage, several areas of Dera’a camp are without water. UNRWA is following up with the municipality on a solution for affected residents.
- **Gaza Strip:** All shelter activities and construction works are temporarily suspended.
- **West Bank:** All construction and maintenance works remain suspended.

## Microfinance

### COVID-19 response activities

### HQ Programme
- 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

### Jordan (JFO)
- Protection monitoring, case documentation and referrals continue remotely.

### Lebanon (LFO)
- As the COVID-19 lockdown continues, LFO’s Legal Aid Unit has registered significantly more child protection and GBV-related cases, including from women wanting to file for divorce and custody rights after being subjected to domestic violence.

### Syria (SFO)
- Helplines have been set up across Syria to enable refugees to call in and receive information on UNRWA services. Helplines are now operational in each health facility as well as the emergency programmes (3 food and cash, 2 RSS, 2 health, 1 education). Over 300 calls are now being received each week.
- Q&A for staff managing the helplines has been translated into Arabic and helpline details have been shared through Facebook posts.
- A paper on the protection impacts of COVID-19 on Palestine refugees in Syria is being compiled.
## COVID-19 response activities

### Gaza Strip (GFO)
- New mechanisms to ensure neutrality inspections whilst movement restrictions are in place have been endorsed by the Director of UNRWA Operations (DUO) in Gaza and shared with the Agency’s Advisory Group.
- New mechanisms to respond remotely to critical protection cases are being agreed.
- Input to the Protection Cluster on protection considerations when designing and operationalising quarantine facilities has been shared.

### West Bank (WBFO)
- The Protection and Neutrality (PN) Department continues to monitor and support over 20 remote vulnerable refugee communities living outside of camps. Through monitoring, urgent needs are being identified, including food assistance, NCD medications, and access requirements.
- On 22 April, the PN team, in coordination with the area officers and health programme staff, delivered NCD medications and a water tank to the remote community of Rashayda in the Bethlehem area.

### HQ Programme
- Support and coordination of Agency-wide responses to GBV during the COVID-19 crisis includes ensuring that identification and services provided are available. Support continues to ensure gender is considered in the Education Programme’s EiE activities.
- Initial guidance on mainstreaming protection principles into COVID-19 related programmatic responses has been shared with heads of programmes.

### Key Constraints
- Jordan: Due to curfew and movement restrictions, in-person protection monitoring and community engagement and activities have all been suspended.
- West Bank: Protection/human rights concerns are increasing in East Jerusalem regarding the lack of COVID-19 response coordination between the Palestinian and Israeli authorities as new cases have emerged in Kufar Aqab and Silwan. The lack of coordination is delaying, and at times preventing, proper testing and establishing social distancing measures to prevent further spread of the virus in these areas.
- New demolition orders, mostly for livelihood structures, were issued by the Israeli Civil Administration. Settler violence and Israeli Security Forces’ operations are ongoing and, to a large extent, concentrated in East Jerusalem.
- HQ Division: External services are not always available but inter-agency coordination mechanisms are supporting information sharing.

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## Human resources

### COVID-19 response activities

### HQ Programme
- The new Commissioner General has announced that all daily paid staff who were unable to fulfill working duties in March and April due to the COVID-19 crisis will be paid 50% of their wages.
- Area staff care sessions targeting all national staff Agency-wide has started via the UNRWA official Facebook page. A recorded session conducted by Dr. Iyad Zaqout was posted and will be followed by a session responding to staff questions. This is the first session on self-care, and more are planned on supporting family and children and working remotely from home.
- Four follow up care sessions for international staff were organised on 20-22 April.
## COVID-19 response activities

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<tr>
<th>Region</th>
<th>Activities</th>
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</table>
| Jordan (JFO)    | • In order to contain the spread of COVID-19 and reduce morbidity, medicine delivery and environmental health operations will continue.  
• Teachers will remain in contact with students and provide remote individual follow-up support to facilitate access to distance learning opportunities.  
• Work on preparing the cash top-ups for ex-Gazan refugees is nearing completion.  
• JFO is requesting permission from the Jordanian authorities to resume health centre services, including immunisations, as key health services will become available at some public and private health facilities from 26 April. |
| Syria (SFO)     | • SFO is strengthening remote PSS support and counselling services to refugees.  
• Additional food distribution points will be established in refugee gatherings in Rif (Rural) Damascus serving those who have been impacted by movement restrictions.  
• Funding proposals have been submitted to the Syria Humanitarian Fund for COVID-19 covering health, WASH and protection. |
| Gaza Strip (GFO)| • Planning is underway to implement a home delivery system for food assistance for one million beneficiaries for the second quarter of 2020.  
• The importance of quarantine centres as Gaza's final defense is highlighted in the revised oPT Humanitarian Country Team COVID-19 Response Plan. The Clusters will provide coherent and coordinated support where requested.  
• Consideration is being given to reopening some important beneficiary services (physiotherapy, dental care) while ensuring all necessary preventative measures as there are still no cases of community transmission. |
| West Bank (WBFO)| • Food assistance will continue in the coming week with distributions of food baskets and food vouchers to families in need.  
• WBFO is contributing to the UN Country Team (UNCT) -led Recovery Strategy in support of the Palestinian Authority.  
• The Palestinian Minister of Health has requested UNRWA to support selected quarantine centres if they are needed and established by the local communities in the camps. The MoH will train local community actors who will run the centres. |
| West Bank (WBFO)| • All RSS offices are working remotely and eligibility and registration services are being conducted remotely.  
• Food assistance distribution began on 25 April in the Nablus area with 110 food baskets distributed in Balata camp. 50 food baskets were also distributed in Fawwar camp in the Hebron area.  
• Food distribution for Bedouin communities, in coordination with WFP, continued in the Jerusalem area; distribution in the Hebron area was completed.  
• The RSS team continues to make phone calls to vulnerable families to check on their well-being and to give guidance on hygiene-related issues. On average, approximately 94 families were contacted per working day during the reporting week. The team also continued efforts in all areas to meet the needs of vulnerable refugees, particularly those registered with the SSNP. |
### COVID-19 response activities

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<tr>
<td>• A key priority is to ensure that GBV survivors are identified and provided with the services they need.</td>
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<td>• Education HQ priorities in the COVID-19 response are:</td>
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<tr>
<td>• Provide more support to the Fields in the review of student Self-Learning Materials (SLM) and approach.</td>
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<td>• Develop a Brief to help parents identify and support children who are experiencing cyberbullying.</td>
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<td>• Launch an online platform to facilitate uploading and sharing of TVET learning materials among the Fields.</td>
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<td>• Develop the code of ethics guidelines to ensure that online learning materials are relevant, appropriate and aligned with UN principles on ethics and neutrality.</td>
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<td>• Lead on a cohesive approach to surveys and analysis of student accessibility (online, etc.) to the self-learning material.</td>
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<td>• Lead on survey regarding teacher and parental support to remote learning.</td>
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<td>• Document the COVID-19 response, as it evolves.</td>
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<td>• Education HQ forward planning includes developing a Risk Matrix for the Education COVID-19 response to be submitted to Education Cannot Wait. This exercise will identify and address key risks associated with the COVID-19 emergency. Key mitigation measures already in place will be strengthened as well as new risk mitigation actions developed.</td>
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<tr>
<td>• The HQ PSS group will further develop the PSS Resource Guide and gather feedback on its implementation from the Fields.</td>
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<td>• <strong>Syria:</strong> After more than 9 years of conflict and with high poverty levels, refugees were already highly dependent on UNRWA emergency assistance before the pandemic. Inflation and a dramatic increase in the cost of basic goods as a result of the COVID-19 crisis is exacerbating this dependency.</td>
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<td>• <strong>HQ:</strong> Continued uncertainty with regard to the duration of the COVID-19 social distancing practices</td>
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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 COVID-19 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 30 April 2020

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.