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.

- 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 reconceptualised in order to better respond to the challenging COVID-19 context.

jordan  Curfew since 17 March extended until end of Ramadan. 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. Restrictions on business opening hours remain – shops must close by 7 p.m.

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  Curfew from 7.30 p.m. to 6 a.m. during Ramadan. 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 18 May; Cairo and Washington DC until 30 May; New York until 31 May.
| Jordan (JFO) | • Essential medications are being delivered to patients to cover a minimum of two months of prescriptions. As of 9 May, 68,710 patients have been covered. NCD (non-communicable disease) medications are being issued to patients’ representatives (e.g. a family member) or patients themselves at health centres.  
  • Health centres resumed immunization services on 27 April. As of 9 May, 8,357 children have been vaccinated. Family health services have also restarted.  
  • Community mobilization campaigns continue in the camps to disseminate correct information about COVID-19 and to strengthen messages on the importance of social distancing. |
| Lebanon (LFO) | • As of 10 May, 845 cases of COVID-19 have been confirmed in Lebanon (234 persons recovered, 26 deaths). Among these cases are seven Palestine refugees. Two refugees have now fully recovered and five remain in isolation.  
  • In line with WHO recommendations, UNRWA continues 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.  
  • All 27 health centres are 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 per cent decrease in daily visits since February 2020. LFO continues to adapt its HC staffing in line with the decrease in numbers.  
  • 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.  
  • A 96-bed isolation centre at Siblin Vocational Training Centre (STC) was opened by the Lebanese Minister of Public Health (MoPH) and the Director of UNRWA Affairs, Lebanon on 6 May. A second isolation facility is being prepared at Sammouh School in Ein El Hilweh camp.  
  • 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. The Agency and the Palestinian Embassy in Lebanon are covering the medical costs of Palestine refugees hospitalised with COVID-19.  
  • As part of an ongoing MoPH country-wide random testing programme to measure the spread of COVID-19, teams from MoPH and the Rafik Hariri University Hospital (RHUH) have been collecting samples in Palestine refugee camps and gatherings since 21 April: 26 random samples were taken from Tyre area on 21 April; 138 from Saida area on 20 and 30 April; 16 from Shatila camp on 25 April; 32 from Burj El Barajneh camp on 25 April; 107 from Wavel camp on 28 April and 1 May. |
| Syria (SFO) | • As of 10 May, 47 confirmed cases of COVID-19 were reported in Syria (27 persons recovered, three deaths).  
  • Triage of patients continues in health centres and only urgent cases are referred to hospitals. Since 12 April, 7,598 patients have attended HCs with respiratory complaints (non-COVID-19).  
  • COVID-19 awareness leaflets continue to be distributed. Helplines and telemedicine, including for psychosocial support (PSS), are operational, and 1,549 calls for telemedicine have been received since 12 April.  
  • Provision of medicines to 8,000 vulnerable NCD patients (65+) for two months continues through door-to-door visits and through identified distribution points. 807 home visits have been carried out since 12 April. |
**COVID-19 response activities**

### Gaza (GFO)
- Three new confirmed COVID-19 cases were reported in the Gaza Strip over the reporting week. This brings the total number of confirmed cases to 20, all detected in, and confined to, quarantine centres for returned travellers. None have reportedly experienced severe symptoms.
- As of 10 May, the total number of persons under compulsory quarantine for 21 days was 445.
- Eighteen triage points have been set up in Agency schools to keep patients with respiratory symptoms away from HCs and four additional triage points are operating from HCs. 7,389 visits to Agency triage points were recorded in the reporting week.
- HCs are operating with reduced services and the number of patient visits has consequently reduced while there have been 2,311 remote consultations on recently established telephone hotlines. Given there have been no cases of community transmission some important services are reopening with additional precautions, including antenatal checks (previously only for high risk cases).
- Home delivery of essential medicines to patients over 70 years and/or with diabetes is underway in cooperation with the RSS programme; 1,494 drop-offs were made during the reporting week.

### West Bank (WBFO)
- The total number of COVID-19 cases recorded in the West Bank is 527, including 172 cases in East Jerusalem. The Palestinian Ministry of Health (MoH) reported that 337 patients in the West Bank, including 66 in East Jerusalem, have recovered.
- Distribution of medication to vulnerable patients, including NCD medicines, was carried out in Arroub camp during the reporting period with the help of volunteers from the camp's emergency taskforce and PRCS.
- On 5 May, Agency area officers, in coordination with Community Based Organisations (CBOs) provided NCD medication to patients from Rashaydeh village, Hebron area.
- UNRWA HCs resumed the registration of new antenatal cases and laboratory tests (sugar and Hemoglobin at 24 weeks) restarted by appointment to avoid overcrowding. The rotation of additional numbers of staff is in place.
- Kalandia HC was closed at noon on 4 May, due to clashes between Israeli security forces and Palestinians in Kalandia camp. Heavy use of tear gas prevented staff leaving the HC for over an hour.

### HQ Programme
- A ‘Return to Work Plan for UNRWA health Services’ has been developed and disseminated by the Health Department in line with the general Agency-wide guidelines ‘Return to work place’. The guideline includes four phases that propose gradual resumption of health services at UNRWA HCs. It takes into consideration the varied situation between the Agency’s five Fields of operations because of the different epidemiological situation of COVID-19 and host country regulations.

### Key Constraints
- **Jordan**
  - Health services provided at Agency HCs are still limited.
  - Due to travel restrictions between governorates some health staff are unable to commute and HCs are unable to reopen.
- **Syria**
  - The low number of COVID-19 testing facilities in Syria remains a concern.
  - Lockdown/curfew measures have been lifted over the reporting week and there is a risk that it may result in a spike in cases.
  - The security situation in the Dera’a area, southern Syria, continues to be highly volatile and the HC was closed on 6 and 7 May. UNRWA continues to monitor the situation.
- **Gaza**
  - 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.
### COVID-19 response activities

<table>
<thead>
<tr>
<th>Jordan (JFO)</th>
<th>Lebanon (LFO)</th>
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| • UNRWA teachers are preparing students’ evaluations based on previous academic and general performance.  
  • Arrangements have been made for students from the Technical and Vocational Education and Training (TVET) centres and the Faculty of Educational Sciences and Arts (FESA) to sit their exams online from home.  
  • Two surveys were conducted for student and teachers to get their feedback on online learning modalities in order to improve the education in emergencies response in the future. Responses are under analysis.  
  • Online applications continue to be received for new Grade 1 school students.  
| • Self-Learning Programme (SLP): Learning guides have been developed to support students’ self-study across all grades and core subjects. New Self-Learning Materials (SLM) are being distributed to students and caregivers on a weekly basis through social media platforms. While SLP participation rate has increased in recent weeks, students continue to report challenges in accessing online courses due to a lack of connectivity and smart technological devices.  
  • Psychosocial Support (PSS): 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.  
  • Recreational Activities: 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.  
  • Educational Support: Special Education Needs (SEN) Coordinators are offering online learning support and therapeutic consultations to students and caregivers in coordination with specialised education institutions. In April, 134 SEN students were provided with online therapeutic consultations.  
  • TVET: An emergency response plan focusing on students’ health, wellbeing 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 percent of TVET students participated in e-learning activities in April 2020. |
COVID-19 response activities

**Syria (SFO)**
- SLP continues to be implemented with a focus on Grade 9 students. PSS counsellors continue COVID-19 awareness-raising and support through class WhatsApp groups.
- The registration of students for Grade 1 continued.
- TVET: Online education continues until the end of May. Preparations are being made for the return of students to TVET centres following the government’s announcement that universities will reopen on 31 May. Disinfection of workshop spaces, laboratories, classrooms and yards increased as part of the preparations for student’s return.
- Education support: Education teams are assisting other programmes as required (e.g. with food packaging/distribution).

**Gaza (GFO)**
- There have been 196,748 individual visits to the Interactive Learning Programme, 109,269 individual visits to online-shared Self-Learning Materials and 1,210 individual visits to the TVET platform over the reporting period.

**West Bank (WBFO)**
- Questionnaires have been completed for the 12 pilot schools participating in a monitoring mechanism put in place by the Education Programme to determine whether students and parents access self-learning programmes and psychosocial support is adequate.
- School principals continue to enroll Grade 1 students for the coming school year using social media channels. As of the reporting week, 1,253 students were enrolled in the Education Management Information System (EMIS), around 30 percent of the enrollment for this year.

**HQ Programme**
- HQ Education continues to frame the response to COVID-19 through five areas of focus: ensure continuity of learning for both girls and boys through the student Self-Learning Programme; support Psychosocial wellbeing of children, youth and education staff; support to Health and Hygiene Safety through raising student awareness on the prevention of the transmission of COVID-19; emphasis on TVET in emergencies through supporting the online delivery of the TVET programmes; and strengthening the Monitoring and Evaluation and evidence base of the COVID-19 response. Education continues to participate in regional discussions to support fellow education in emergencies (EiE) practitioners during COVID-19.

1. **Self-learning:** The curriculum team conducted separate virtual meetings with the education teams of Gaza, Jordan and West Bank to provide feedback and support to the Fields with regards to the Self-Learning Programme (SLP) in UNRWA schools during the COVID-19 crisis. The team also discussed the ongoing work and the next steps at Field and HQA levels with regards to the future development and use of SLM, both for any catch-up period and in preparation for the coming school year.

2. **PSS and Safety and Hygiene:** HQ Amman is planning a creative competition during the COVID-19 pandemic, as part of its overall UNRWA Education Programme Psychosocial Support Response Plan. A user-friendly mobile application (Microsoft Power Apps) will be developed by the HQ IMTD team to facilitate the submission of student contributions. Education HQ is also working with the Fields to produce a Brief for parents on supporting children with cyberbullying in English and Arabic.

3. **TVET:** TVET HQ leads on the TVET emergency response during the Covid-19 crisis with Field-specific meetings to discuss the components of their Emergency Response. The TVET Library, an online platform for sharing learning materials, is in place and further guidance will be provided to the Fields for the roll out of the platform. All Fields’ Emergency Response Plans are being used towards systematic planning, reporting, and documentation of UNRWA emergency response as well sharing of their experience and challenges.

4. **Monitoring and Evaluation:** One Field completed data collection and four Fields began plans for Phone Surveys with parents as part of the Agency-wide effort to assess students’ technological access at home. A new EiE indicator methodology to harmonize Field-level collection of data on the percentage of students accessing self-learning was shared with Fields, including a recommendation for disaggregating this data by gender and disability status to enable assessment of equity implications of current self-learning approaches. Reviews of existing technological tools are ongoing with support of HQ IMTD team, and a review of global evidence for the effective use of technology to support education systems in similar contexts is underway.
**COVID-19 response activities**

**HQ Programme**

- **Funding**: All Fields have received their funding from the Education Cannot Wait grant for a duration of 6 months (6 April – 6 October 2020) towards the EiE response to the COVID-19 crisis. The project will contribute to Agency-wide work along the following key pillars: continuity of education – SLP for students in UNRWA schools (across all five Fields) and in the TVET centres (in LFO and SFO); Psycho-Social Support for students; Safety and hygiene; and Monitoring and Evaluation. Additional funding from the Open Society Foundation of US$ 300,000 was confirmed for the Education component of the Flash Appeal.

- **Partnerships**: HQ Education continues to participate in regional discussions on the COVID-19 response. As panel members, Education contributed to the INEE webinar on Gender and Education during COVID-19 on 4 May. HQ Education participates in the weekly regional UN Inter-Agency meetings and has actively contributed to framing the discussions around school reopening through a Regional Framework for Back to School in MENA and the conceptualisation of a regional Ministerial webinar around the implementation of the Framework to be held on 20 May.

- **Planning**: HQ Education has initiated Agency-wide discussions and planning with regards to the potential return of students to schools, including the initiation of catch-up programmes which build on the experiences of the last months. Key issues considered here are the modalities to be adopted for school reopening such as a phased/progressive approach, alternate days by grade, or split classes. This would imply a revision of the class formation exercise while ensuring adherence to the principle of cost efficiency within a financially constrained environment. Strong consideration will be given to teacher preparedness and to ensuring that the schools are deeply sanitised with proper and functioning WASH facilities for the students and teaching staff, and that there is proper outreach to parents and the communities around these new measures/modalities. The preparation of a specific COVID-19 EiE Crisis Response Plan in this regard is ongoing.

**Key Constraints**

- **Field offices**
  - Access to smart devices and reliable Internet connection and electricity remains a major challenge, particularly in Jordan and Gaza, for on-line learning.

**Education Programme HQ**

- **Field offices**
  - Access to smart devices and reliable Internet connection and electricity remains a major challenge, particularly in Jordan and Gaza, for on-line learning.

**relief and social services**

**COVID-19 response activities**

**Jordan (JFO)**

- **JFO** is preparing for cash distributions for ex-Gazans in Jerash camp, expecting to restart on 18 May.

- **Agency social workers** continued contacting vulnerable refugee families, including Palestinian refugees from Syria (PRS), via phone and WhatsApp, and provided health awareness messages, support and advice on available emergency hotlines.

- **Second quarter (Q2) cash distributions** to refugees registered with the Social Safety Net Programme (SSNP) is under preparation and transfers to bank accounts will start on 18 May.

- **JFO** is piloting the e-wallet system for 61 PRS cases who have not obtained ATM cards for Q1 cash assistance.
<table>
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<tr>
<th>Region</th>
<th>Activities</th>
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| **Lebanon (LFO)** | • A first phase of emergency cash assistance for refugees affected by a prolonged economic crisis and COVID-19 lockdown started on 7 May. Refugees eligible for UNRWA services will receive at least 100,000 LBP from a Western Union/BoB finance distribution point. PRS will receive, in addition to their April and May scheduled payments, a top-up of at least 600,000 LBP per family receiving Multi-Purpose Cash Assistance support plus a minimum of 150,000 LBP per person in food assistance. The exact amounts each refugee will receive will depend on the exchange rate set by the Lebanese Central Bank on the day funds are transferred.  
  • Regular social worker visits have been suspended, however remote emergency psychosocial support is being provided.  
  • Registration services have been suspended with the exception of urgent cases, which are handled remotely.  
  • RSS is remotely coordinating with an NGO to provide a limited number of assistive devices to persons in need during the COVID-19 crisis.                                                                 |
| **Syria (SFO)**   | • April cash distributions were completed and preparations are being made for the upcoming three months with US$ 10 per person as additional assistance in view of the economic challenges due to COVID-19.  
  • 77 per cent of eligible Palestine refugees have received in-kind food assistance.  
  • SFO will re-start registration services following the government’s announcement that ministries are resuming basic civil registration services.  
  • Plans are being finalized to re-open the Community Based Organisations (CBOs) at reduced capacity.  
  • Community development social workers received training on PSS support. Gender based violence (GBV) cases will be prioritized targeting 450 persons over three months.                                                                 |
| **Gaza (GFO)**    | • RSS offices remain closed and no home visits are being conducted. Staff are working remotely and responded to 509 phone calls and 29 emails mainly related to food assistance over the reporting week.  
  • Preparations continue for the distribution of Ramadan Suhoor food baskets for around 2,144 vulnerable refugee families.  
  • Teachers from the Rehabilitation Centre for the Visually Impaired (RCVI) are following up with the children who are self-learning with their parents.                                                                 |
## COVID-19 response activities

### West Bank (WBFO)
- Eligibility and Registration offices have returned to work with one Area registration officer and one registration assistant working in each office.
- Distribution of the first round of food assistance to needy families affected by the COVID-19 crisis continued during the reporting period with 49 food parcels for families in Camp No.1 (Nablus).
- The first of two installments of food voucher top-ups arrived in beneficiaries’ accounts on 7 May. Area RSS officers and social workers are working on the food voucher distribution lists and are contacting beneficiaries with information on disease-preventive measures.
- The Dheisheh camp Emergency Committee and the Camp Services Committee publicly criticized UNRWA over perceived delays in distributing food assistance and have requested clarification on the modalities of the food distribution.
- On average, 68 vulnerable families were contacted every working day by the RSS team checking on their well-being and providing guidance on hygiene-related issues.
- Over the reporting week, the number of beneficiaries assisted by the following programmes was as follows: Women’s Programme (71), Disability Programme (59), Child and Family Protection Programme (73), and Crisis Intervention Unit (191).

### Staff care:
- An area staff counseling service has been established in all Fields and HQ Amman to support staff while they are working remotely and facing issues arising from the COVID-19 crisis. Training for staff counsellors in LFO and JFO has now been completed. 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 in each Field to access the service. Individual counselling is confidential and free of charge.
- Additional support is being provided through a series of videos on the official UNRWA staff Facebook group. An additional video has been uploaded detailing concerns staff may have during this crisis and offering coping strategies.
- A counseling service for international staff continues to be available to international staff in all Fields and HQ Amman upon request. This service is being provided by clinical psychologists external to UNRWA and is confidential and free of charge. Contact details have been circulated and staff can contact the counsellors directly.

### Key Constraints
- The socio-economic impact of the COVID-19 crisis has been severely affecting refugees who receive very limited government support, in particular ex-Gazans (refugees from 1967) and Palestinian refugees from Syria.

## infrastructure & camp improvement (icip)

### Jordan (JFO)
- In line with government directives, project contractors are making requests to the Ministry of Public Works and Housing (MoPWH) for permission to resume construction and rehabilitation activities.
- Due to an increase in the volume of refuse during Ramadan, JFO is allocating additional resources (sanitation labourers, compactors) to maintain hygienic environments in the camps.
<table>
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<tr>
<th><strong>COVID-19 response activities</strong></th>
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| **Lebanon (LFO)** | • More than 300 sanitation workers are now providing services in the 12 official Palestine refugee camps. All health centres are disinfected on a daily basis.  
• All new shelter rehabilitation, installation management and infrastructure work is currently suspended. Shelter rehabilitation work that was started before the COVID-19 crisis is continuing until completion. |
| **Syria (SFO)** | • Sanitation services in the nine official camps and one unofficial camp are carried out daily in addition to disinfection activities in UNRWA facilities. Sixteen additional labourers have been hired to support this work. Disinfection activities are also being provided for the unofficial ‘gatherings’.  
• Garbage collection points continue to be disinfected along with larger areas in the camps. |
| **Gaza (GFO)** | • Sanitation work, including the cleaning of roads and alleys, solid waste collection and disposal, is ongoing.  
• The total volume of solid waste collected from the camps over the reporting period was 1,515 tons. |
| **West Bank (WBFO)** | • Some construction projects were resumed on 9 May, in areas identified by the Palestinian Authority with few or no COVID-19 cases. ICIP coordinated the movement of engineers with the area officers and established safety and health plans for construction sites, in consultation with the MoPWH. A COVID-19 safety plan is being daily completed by the contractors and engineers are reporting to ICIP management on contractor compliance. |
| **HQ Programme** | • Guidelines for safe work practices and occupational health and safety for sanitation services and construction activities are under preparation.  
• Coordination is ongoing with the Fields and technical support is being provided to ICIP teams on safely managing construction activities when work resumes.  
• Additional sanitation labourers have been hired in Field offices utilizing additional project funds to fill existing gaps and to provide additional solid waste services during Ramadan. |
| **Key Constraints** | **Lebanon:**  
• Construction efforts are being severely hampered by Lebanon’s banking and foreign exchange crisis. |
### microfinance

#### COVID-19 response activities

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<tr>
<th>Jordan (JFO)</th>
<th>• JFO opened its microfinance branch offices and resumed partial services for three days a week with 4-5 staff provided that all preventive and safety measures can be taken.</th>
</tr>
</thead>
</table>
| Syria (SFO) | • Microfinance Department (MD) staff returned to working from their offices on selected days from the beginning of May.  
• On average 250 loan repayments were received daily over the reporting week.  
• Around 35 clients each day have sought advice on putting their repayments on hold due to COVID-19 and expenses associated with the upcoming Eid al-Fitr. |
| Gaza (GFO) | • The deferment of installments for May was communicated to microfinance clients through 2,800 bulk SMS messages, a new method of communicating with clients.  
• MD offices in Gaza have reopened for 1-3 days a week with high levels of health protective measures being implemented.  
• Eighteen MD loan officers are in continuous phone communication with clients to provide support and advice and respond to queries. The number of calls made during the reporting week was 645. |
| West Bank (WBFO) | • All MD branches, operating three days a week from 10 a.m. to 2 p.m, were open for the third week.  
• On 4 May, a message was sent to clients informing them of the repayment procedures. |

### protection

#### COVID-19 response activities

| Jordan (JFO) | • The Neutrality and Protection Unit (NPU) met school counsellors to discuss how to increase outreach to students and a plan is being developed.  
• A central email address (jfo-protection-contactus@unrwa.org) has been created to more readily channel inquiries from beneficiaries.  
• NPU supported its partner Ruwwad to create an online group for parents to better address child labour and coordinate food aid and hygiene kit distribution.  
• NPU and the Education Programme are following up with seven cases who are having difficulties accessing education services.  
• One GBV survivor was referred to the Family Protection Department. |
| Lebanon (LFO) | • LFO is mainstreaming protection principles in the Lebanon COVID-19 response plan, including by:  
  - advising on protection-related priorities for the STC isolation centre  
  - designing a MHPSS plan for patients in isolation centres  
  - developing protocols for non-health support to families affected by COVID-19  
  - initiating a plan to combat COVID-19 stigma at the community level |
## COVID-19 response activities

- **Remote MHPSS, Child Protection (CP) and GBV activities** 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.

- The Agency remains very concerned about the vulnerable status of Palestine refugees in the Lebanese labour market, which has worsened during the lockdown. Since October 2019, the UNRWA legal aid unit has received an increase of labour law cases relating to arbitrary dismissals and terminations without indemnities. This caseload has further increased since the start of the nationwide COVID-19 lockdown in mid-March 2020.

### Syria (SFO)
- A total of 539 calls were received through the helplines during 28 April – 6 May (61 per cent female and 39 per cent male callers).
- SFO will open one helpline dedicated to persons with hearing disabilities.
- Plans are in place to re-open the Family Support Offices at a reduced capacity for legal and GBV support.
- There is ongoing monitoring of the protection situation and political developments in country, including those impacting on access to Agency services.

### Gaza (GFO)
- New mechanisms to respond to critical protection cases under movement restrictions are being finalized.
- Neutrality inspection spot checks to be undertaken with additional health and safety protocols.

### West Bank (WBFO)
- Twenty-four food parcels and NCD medications were distributed to vulnerable communities along the Israeli West Bank Barrier (‘Seam Zone’) (Al Tantur, Khirbet Khamis, and Jabal Abu Ghneim) of around 130 persons (24 families), 86 percent of whom are registered refugees.
- Protection and Neutrality officers continued regular monitoring of more than 22 vulnerable refugee communities throughout the West Bank, identifying needs, gaps, protection risks and linking individuals and communities to needed services both inside and outside of UNRWA. The need for food and animal fodder for Bedouin communities was highlighted.
- The Humanitarian Country Team (HCT) Advocacy Working Group was advised on the challenges of access to services for communities living in the ‘Seam Zone’. PNU identified communities at particular risk following a desk analysis and HCT messaging and prioritization was updated.

### HQ Division
- HQ is coordinating a number of initiatives, including on GBV and messaging to communities on available services in UNRWA, and assessing the perception of GBV during the pandemic with the Health Programme.
- Activities supporting child safeguarding, including staying safe online, are being mainstreamed into the COVID-19 EiE response within the Education Cannot Wait project and in the ongoing ED-IMTD review of the modalities being used to support self-learning programmes.
- A four-minute animation targeting children and parents around staying safe online is under development.

### Key Constraints
- Due to curfew and movement restrictions, in-person protection monitoring and community engagement and activities have all been suspended.
- Identification and reporting of cases of child abuse, neglect, violence or exploitation are proving challenging, particularly given school closures and movement restrictions.
- Limited identification and reporting of GBV survivors due to closure and movement restrictions.
**COVID-19 response activities**

| **Jordan (JFO)** | • In order to contain the spread of COVID-19 and reduce morbidity, healthcare services 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.  
• Preparations for the cash distribution for ex-Gazan refugees is ongoing. |
| **Syria (SFO)** | • Beneficiaries continue to request that the Agency provides a blanket food distribution or increases cash distributions.  
• Discussions are underway for a rapid assessment of the socio-economic impact of COVID-19 among Palestine refugees in Syria. |
| **Gaza (GFO)** | • The second round of food distribution under a new home delivery modality is planned to begin shortly, this time for the full caseload of over one million beneficiaries.  
• On an exceptional basis the Education Cluster is working to support students sitting secondary school Tawjihi exams. This will include the use of some UNRWA schools where physical distancing for those sitting the exam can be achieved and through reducing student movement across Gaza. |
| **West Bank (WBFO)** | • Distribution of food assistance and food vouchers to vulnerable refugee families.  
• Guidance on the modalities of gradually returning to office-based work at the Jerusalem Field Office and in the area offices is being developed. |

**HQ Programme**

**Education**

**Self-learning**

- Working on a guide on developing/using self-learning materials and supporting children in their use (drawing on existing guides etc).

**PSS and Safety and Hygiene**

- Preparations to launch an Agency-wide creative competition for students during the COVID-19 pandemic are ongoing.

**TVET**

- Launching the TVET online platform for sharing learning materials and providing technical guidance to the Fields.

**Monitoring and Evaluation**

- Support Fields in the implementation of Agency-wide phone surveys with parents on students’ access to technology at home.
- Finalize new EiE indicator on student access to self-learning and continue work to refine the broader EiE Bank of Indicators to maximize their usefulness in the COVID-19 response.

**Partnerships**

- UNRWA to support the implementation of the Regional Framework for Back to School in the Middle East and North Africa. UNRWA to provide input at the upcoming regional Ministerial webinar on potential school reopening planned for 20 May 2020.
United Nations Relief and Works Agency for Palestine Refugees in the Near East (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](#).

**Planning**

- Discussions will continue around implications for class formation when students return to school in a COVID-19 context.

**Syria**

- Tensions are increasing in southern Syria with several significant incidences of violence occurring over the reporting week. Agency operations have been impacted, including in relation to UNRWA health services in Muzeirib and Jilin villages. SFO is monitoring the situation closely in order to support operations in the area and make changes as necessary.

### COVID-19 response activities

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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](#).

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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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